

Spring 2017 Carer Voices Engagement Pack

Digital Resources for Carers

The spring 2017 Carer Voices Engagement pack is about digital (online) resources that are designed for, or may be useful to, unpaid carers.

Through this pack we would like to:-

- Highlight some of the online/digital resources that are available to you and how you can access them.
- Find out which resources you know about, which you have used and which you have found most useful.
- If you don't currently use online resources, what would make you more likely to do so?
- Finally, we would like you to tell us about other resources that you have found useful and resources that you haven't come across that you would like to see and use.

If you would like any further information about this pack, or the survey attached, please contact Grace, Care for the Carers Community Engagement Coordinator, by email: graces@cftc.org.uk or telephone: 01323 738390

-----NATIONAL ONLINE/DIGITAL RESOURCES-----

Carers UK

Jointly - a co-ordination app for people sharing care, accessible on computers and phones. This stores information about the cared for and carers centrally, and allows carers to co-ordinate care through a variety of methods, including messaging, calendars, task lists, etc. Cost: £2.99.

<http://www.carersuk.org/search/jointly-app>

About Me - an e-learning resource that helps carers identify and build networks of support (including technology) and promotes their self-care, to prevent caring responsibilities from becoming overwhelming. It also describes symptoms of stress, and suggests strategies for coping with it, including tips for staying healthy and managing time effectively. Cost: £30. <http://www.carersuk.org/search/about-me-e-learning>

Upfront Guide to Caring - a simple assessment tool to guide people new to caring or seeking support for the first time to navigate the Carers UK website. There are a series of questions about your cared-for and your own circumstances, with drop-down answers. At the end of the assessment, there is a page with recommended links tailored to your answers. Free. <https://www.carersuk.org/upfront/>

Looking After Someone- Information and Support for Carers. This is a booklet about carers' rights and where to go for financial or practical help and support. It can either be downloaded, or read online. Free. <https://www.carersuk.org/help-and-advice/get-resources/looking-after-someone>

Being Heard - This is a booklet that can be downloaded which helps carers develop the skills to self-advocate. It includes sections on 'the system', carers' rights, communicating effectively and emotions and thinking. There are also links to a range of short satellite documents on related themes. Free.

<https://www.carersuk.org/help-and-advice/get-resources/being-heard-a-self-advocacy-toolkit-for-carers-uk>

The Carers Trust

The Carers Trust Relationship Guide – This is a set of online links giving advice and action points to help unpaid carers cope with the strain that caring can put on relationships - whether caring for a partner, family member, neighbour or friend. Free. <http://relationships.carers.org/>

Help and advice – This page has links to advice on a wide range of topics for carers, including benefits, carer's assessments, respite care, health and wellbeing, working, legal rights and issues, etc. Free. <https://carers.org/section/help-advice>

Connect with other carers online – Carers Trust has a range of discussion boards and chatrooms for carers, including **Carers Space** for adults, **Matter**, an online board for young adult carers (16-25) and **Babble** for young carers (under 18). Free. <https://carers.org/connect-other-carers-online>

Government Information about Benefits

You can get information about various benefits available to carers from the gov.uk site, but it is hard to navigate unless you know the benefit you are looking for, so other sites mentioned here would be a better starting point. The link below is to the information about Carer's Allowance.

<https://www.gov.uk/carers-allowance>

-----LOCAL RESOURCES IN EAST SUSSEX-----

Care for the Carers

Care for the Carers is the Carers' Centre for East Sussex. It is the place to go for online information about local services and support and to gain access to both 1:1 and group support, information, advice and counselling. They also offer opportunities for carers to share their views and experiences and influence decision making around issues that impact on their lives and those they care for. Care for the carers can also support Carers to complete their online Carers Assessment. Free. <http://cftc.org.uk/>

Association of Carers

Computer Help at Home. The Association of Carers provides free services for unpaid carers in East Sussex. This service provides volunteers to help Carers learn how to use their computer in their own home, in ways that will support them in their caring role, including keeping in touch with family and friends, online banking or shopping. Free. <http://associationofcarers.org.uk/what-we-do/computer-help-at-home>

GP online services

GP online services - Most GPs now have an online portal where you can access a range of services, including booking/cancelling appointments, ordering repeat prescriptions and looking at your medical records. The link below gives some general information, or you can contact your GP surgery and ask them how to register for online access. Free.

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx>

East Sussex County Council: Adult Social Care

East Sussex County Council Adult Social Care is responsible for assessing, supporting and safeguarding people over 18 who need support to live as independently as possible, and for their carers. They have a number of useful digital resources, and in addition, many of their information leaflets are available for download online.

East Sussex 1 Space – This is a directory of care, support and wellbeing services mainly for adults. You can search for services using keywords, by location, or by combining both. You can also click on services by category (such as housing, health and wellbeing, carers, etc) and find more information and contact details for relevant service providers that way. If you register with the site, you have the choice to save information on particular providers for future visits. This includes information on both free services and ones that you have to pay for. <https://www.eastsussex1space.co.uk/>

Carer's self-assessment online - If you look after someone who can't manage without your help and they live in East Sussex, you can have a carer's assessment. You may be an adult or child under 18 caring for a family member, partner, friend or neighbour. You can complete a self-assessment at eastsussex.gov.uk/socialcare/carers/assessment/. Free.

If you are defined as having what the law calls 'eligible needs', Adult Social Care will develop a support plan with you, with services which could be provided by one of many carers' organisations available in East Sussex. You can find out more about these organisations by looking at the Council's carers' leaflet 'Do you look after someone?' www.eastsussex.gov.uk/media/7179/il04-do-you-look-after-someone-october-2016-ebook.pdf

Support with Confidence – This is a directory of vetted and approved local care and service providers for people looking for support and care in their homes. It includes services like personal care, meal provision, gardening, home improvement and transport needs. These are private service providers that you have to pay for. <https://apps.eastsussex.gov.uk/socialcare/athome/approvedproviders/search.aspx>

-----NOW TELL US WHAT YOU THINK-----

We would like to know about your views and experiences of digital resources, but also about any other aspects of your life as an unpaid carer.

We would be grateful if you could complete this survey about digital resources you know about and use. You can complete this as a paper survey (which is attached here) and return it to a Care for the Carers support worker, or to our address at **Highlight House, 8 St Leonards Road, Eastbourne, BN21 3UH**, or scan it and sent it to us at info@cftc.org.uk .

We also have an online version. Please complete **either** the paper **or the** online survey. You can find this at

<https://www.surveymonkey.co.uk/r/G3XW9YB> .

If you want to discuss your views and experiences about any other aspects of your role as an unpaid carer, then please contact Grace, the Community Engagement Coordinator, email: graces@cftc.org.uk, or telephone: 01323 738390.

Care for the Carers Engagement Pack April 2017

Thank you for participating in our survey, as part of our Carer Engagement Pack.

This is the paper version of the survey. If you prefer to take the survey online, then you can find it here:

<https://www.surveymonkey.co.uk/r/G3XW9YB> .

Please take the survey only once, paper or online!

This survey is about digital (online) resources that are designed for, or may be useful to, carers. It is **anonymous**, although we are asking some basic questions about age, gender and postcode at the end, to help in planning services, both for us and for other organisations.

If you would like any further information about this survey, please contact Grace, the Community Engagement Coordinator, email: graces@cftc.org.uk or telephone: 01323 738390

We want to know which resources you know about, which you have used and which you have found useful. We also want to know if you don't currently use online resources, and what would make you more likely to do so. Finally, we would like you to tell us about any other resources that you have found useful, and any resources that do not currently exist that you would like to see.

Digital Resources Survey

1. Do you use digital (online) resources in your role as a carer? YES NO

2. If you don't use digital resources, what are the reasons? (please select all that apply)

I do not have regular access to a computer or the internet

I do not use online resources for any purpose

I find the resources difficult to use or navigate

I do not find the resources meet my needs

Other reason (please give details)

3. If you do not currently use digital resources, what would make you more likely to use them?

Support and training in computer use

Better access to a computer or the internet

Better resources for my particular needs

Nothing

Other (please give details)

**4. Awareness- Which of these resources did you know about (before seeing the Information Pack)?
Please tick all that apply**

Site or app	Have Heard of	Have Looked At	Have Used
Jointly			
About Me			
Upfront Guide to Caring			
Looking After Someone- Information and Support for Carers.			
Being Heard			
The Carers Trust Relationship Guide			
Carers Trust Help and advice			
Carers Trust Discussion boards (Carers Space/Matter/Babble)			
Government Benefits Information (www.gov.uk)			
Care for the Carers Website			
Association of Carers – Computer Help at Home			
East Sussex 1 Space			
Carer’s self-assessment online			
Support with Confidence			
GP online services			

5. Usefulness- Please rate the usefulness of the resources you have used.

Site or app	Have Not Used	Not Useful	A Little Useful	Quite Useful	Very Useful
Jointly					
About Me					
Upfront Guide to Caring					
Looking After Someone- Information and Support for Carers.					
Being Heard					
The Carers Trust Relationship Guide					
Carers Trust Help and advice					
Carers Trust Discussion boards (Carers Space/Matter/Babble)					
Government Benefits Information (www.gov.uk)					
Care for the Carers Website					
Association of Carers – Computer Help at Home					
East Sussex 1 Space					
Carer’s self-assessment online					
Support with Confidence					
GP online services					

6. Are there any other digital resources that you would recommend for carers? (Please include the website address, if known).

Resource 1	
Resource 2	
Resource 3	

7. Are there any needs or issues you have as a carer that you think could be helped by a new digital resource?

Issue 1	
Issue 2	
Issue 3	

8. What is your age?

- 17 or younger
- 18-24
- 25-44
- 45-64
- 65 or older

9. What is your gender Female Male Other Prefer not to say

10. What is your postcode?

Thank you for participating

**Please return to Care for the Carers,
Highlight House, 8 St Leonards Road, Eastbourne, BN21 3UH
info@cftc.org.uk**