

# User Carer Voice

3 Case Studies, pulled together by Users and Carers describing 3 different scenarios

- *Teenage autistic boy, that has outgrown respite*
- *Joe, 38yr old man with physical disabilities, living at home with elderly parents.*
- *Linda with Mental Health difficulties.*

Groups were asked to consider how service users needs and aspirations could be met to ensure that we can offer future services that:

- Make lives better
- Give better control over services
- Offer improved choice

Groups were asked to feed back priorities, identified in meet needs.

Despite differences in Case studies there were many similarities in responses

Below is a summary of key priorities that were identified:-

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- ✓ **Being in control**
    - Individuals / Family must feel in control
  - ✓ **Communication & Information**
    - More information across services
    - Advocacy, finding someone to relate to who understands users / carers issues
    - Professionals need to know who to ask, and be aware of options
  - ✓ **Working in Partnership**
    - ✓ **Coordinated support**
      - Bring together key people, coordinated by one person.
      - Involvement of all relevant agencies
      - Clear understanding of who is responsible
      - Ability to adapt / be flexible with services
      - Clear transition plans
    - ✓ **Funding Issues**
      - Join up funding sources
      - Merge budgets to allow decisions to be made quickly
      - Consider alternative funding
      - Benefits issues
  - ✓ **Assessment**
    - Process must be user led.
    - Must consider the individual
    - Family must all be considered
    - Carers Assessment - Understanding of carers needs now and in the future
    - Redesign referral and assessment process
  - ✓ **Holistic approach – Need to consider the wider picture**
    - Consider Housing / transport issues
  - ✓ **Attention to prevention and ongoing support for “Wellbeing”**