

## SCRUTINY REVIEW OF STOCKTON-ON-TEES ADULT CARERS SUPPORT SERVICE

### CARERS CONSULTATION AND FEEDBACK MECHANISMS

Please see below from our last official consultation. However, we also have informal consultation with carers on a daily basis who attend the LiveWell Dementia Hub, provide feedback forms to every carer after involvement with the service, and provide opportunities via social media channels, fortnightly bulletin, one-off bulletins, and quarterly newsletters for engagement opportunities.

#### Carers Consultation 2025 – Summary of Findings and Actions

We received **70 responses** from the Carers Consultation 2025. From this feedback, we identified **three key themes**:

##### 1. Information & Communication Needs

- This was the strongest theme. Carers highlighted the need for clearer, earlier, and more accessible information about:
  - What support is available
  - How to access services
  - Who to contact and when
  - Updates from professionals

##### Actions taken:

- Developed a more comprehensive Carers Support Leaflet with additional information.
- Introduced regular updates through newsletters, drop-in sessions, and digital channels.

##### 2. Hospital & Healthcare Navigation Support

- Many carers reported challenges during hospital admissions and navigating wider health services, including:
  - Communication between hospital and carers
  - Discharge planning support
  - Being kept informed
  - Coordination with GPs and mental health services

##### Actions taken:

- Ensuring carers are kept informed throughout the process with clear updates.
- Maintaining a Carers Advisor based at North Tees Hospital to provide direct support.

### 3. Carer Support Groups & Peer Connection

- Carers expressed a strong desire for opportunities to connect, including:
  - Local carer support groups
  - Peer support options
  - Face-to-face and online sessions

**Actions taken:**

- Establishing a local carer support group in the community (currently sourcing a new venue).
- Hosting regular sessions and events for carers, including SBC Staff Carers Network and community events at the LiveWell Hub.

Attached is a copy of the Autumn 2025 printed Carers Newsletter.

Also attached is a copy of the Staff Carers Network passport.