



Inclusion Gloucestershire Survey

May 2022

Easy Read

Social Care and

Advocacy Report (Chapter 4)

INCLUSION
GLOUCESTERSHIRE

BIGGER DREAMS ► BETTER LIVES ► BRIGHTER FUTURES



Introduction

Inclusion Gloucestershire wanted to find out about the things that are worrying people who live with **disabling barriers**.



Disabling barriers could be things like disabilities, mental ill health, Autism, health problems, hearing, or sight difficulties and lots of other things that make life harder for people.

In June and July 2021, we asked people who face disabling barriers to tell us about their experiences and any ideas they have for making things better.

Questions

1. What do you think about it?

Good
 Bad
 Not sure

We asked people to tell us how worried they feel about 22 different areas of their life.

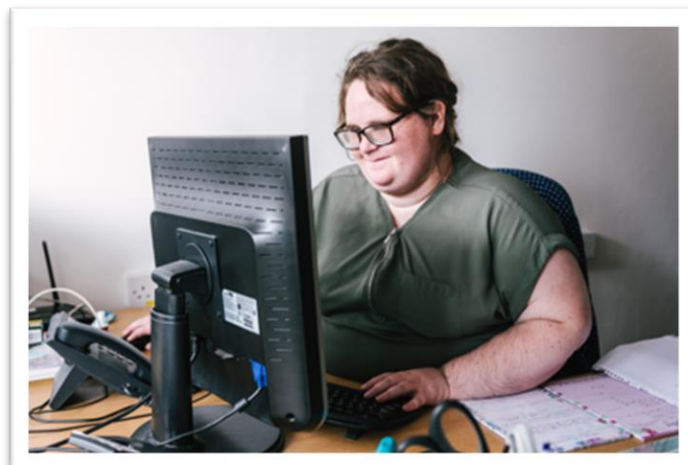
This report will tell you more about what people told us about what is worrying them about **Social Care and Advocacy**.

We have used what we found out to help us make a plan for Inclusion Gloucestershire for the next 3 years.

You can use the link to see a report all about our survey



<https://www.inclusiongloucestershire.co.uk/research-strategy-and-partnerships/>





135 people told us what they think

Most people who answered,



Told us they are Female.

Preferred to have relationships with people of the opposite sex.



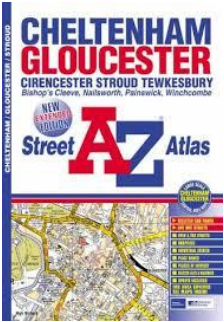
Used English as their first language.



Said they are White British.



Live in Cheltenham or Gloucester.



The biggest group were aged between 55 and 64.

The next group were 45 – 54.



Most people who gave us their ideas have experience of mental ill health.

Some people had experience of more than one thing.





What we found out.

We asked people **12 questions** about how worried they were about things to do with social care and advocacy.



42 people were worried about getting a social care assessment or review.



39 people said they were worried about getting advocacy help.

59 people were not worried about getting advocacy help.



27 people were worried about the help they get as carers.

49 people told us they do not get help from social care.



32 people who have help from social care. This is what they told us.

- 8 people have more support
- 16 people said there has been no change to their support.
- 5 people have less support than before.
- 1 person was not sure.
- 1 person said there has been a delay because of Covid-19.
- 1 person said they get support from their sheltered housing.

This is what people told us.

We asked if people were worried about being able to have a social care assessment or review of their support.

“I would be worried if I could get one. If I get assessed, I usually get told I can cope. I don’t like assessments over the phone, I prefer in person. Why do they want to do it over the phone? Why can’t they meet my needs? I must insist to my carer.”



We asked people if they were worried about getting help speaking up for themselves, this is called advocacy.



“it’s hard to get advocacy support.”

“There needs to be more advocacy and it should be easier to access.”



We asked people who are unpaid carers about the help they get.



“An assessment of my son’s support needs has been refused despite referrals from multiple professionals. He is a disabled child.”



We asked if people who are unpaid carers were worried about getting a social care assessment or review of their needs.



“Although being a carer, my needs have never been assessed



Some people were worried about getting a social care assessment or review. We asked them what they were worried about.



“Having choice taken away.”

“The council just wants to cut funding.”

“Because they are going to tell my parents about things I say and I want it to be confidential. Therefore I am reluctant to have it.”





We asked people if there had been any changes to the amount of support they get from social care in the last year.

“only had one lady who helped me. But she left. So I don’t have any others that I trust.”

“It’s stopped, so there is less support. It makes things more difficult.”

“I have a new support worker who has been more accessible and available to assist me.”



We asked people to tell us about changes to their support and how they felt.



“The company I get support from have had to bring in another care agency to fill in the gaps. The other day the agency was short staffed and they wanted to send someone I didn’t know.”

“I feel uneasy (about the changes in my social care support).”



We asked people what they thought about the amount they have to pay for social care support.



“I contribute in excess of £100 per week, which I understand to be the maximum contribution. It does reflect the fact that I am resident in a care home which means that bills and living costs are covered.”

“The social care I receive is currently free.”



We asked people if they had wanted help from advocacy and didn't get it.



"I asked for help and not able to get it."

" I have recently been told that Advocacy are not able to help me."



We asked people to tell us about any advocacy support they have had.



"Had an advocate for GCC assessment. I think she was very helpful."

"I had support with replying to social services with a complaint I had. I went to the guy's office, and he typed the letter out and sent it and then let me know when they replied. It worked well."



We asked unpaid carers to tell us more about the help they get as carers.



"I did get the vaccine and flu jabs by registering as a carer with the GP."

" I found that social workers could be intimidating so it helped to have someone with you. You need to be assertive and have a witness to take notes."



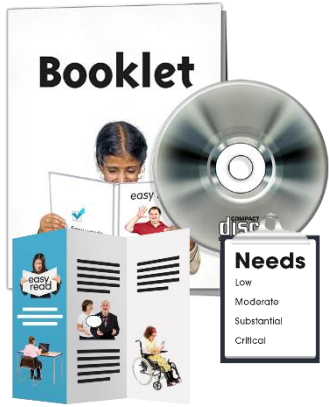
We asked what people who had an assessment because they are a carer, what they thought.



Needs
Low
Moderate
Substantial
Critical

"I have never requested one as I don't think it would make any difference."

What we think should happen.



There needs to be more information that people can understand about;

How to get a social care assessment,

What will happen at the assessment or review.

How long it will take.

How much they might have to pay for support.

Who can have support.



People should be able to have assessments or reviews in person not just over the phone if they need it.



Staff should be trained about how they communicate and act toward people. Oliver McGowan training would be good.



People should be helped to find information about how to employ a Personal Assistant. More people need to be told about the Glos Assistants website.



There should be information that people can understand about advocacy.

Our report shows that there should be more funding for advocacy.



There should be more information for carers about carers assessment and the support they can have.



What will Inclusion Gloucestershire do next?

We will share our report with people from health and social care and other groups.

We will put our report on our website and on social media.



We will tell people what we found out at lots of different groups and meetings.



We will carry on working with people to find out what they think about social care in our groups.

You can find out about our different groups on our website or by e-mailing us.

www.inclusiongloucestershire.co.uk/our-services

info@inclusion-glos.org



Thank You to everyone who helped us with our research.