

## Young Carers Project

### Healthwatch Hampshire

Healthwatch is the new independent consumer champion for health and social care services, created to gather and represent the views of the public. The aim of local Healthwatch is to give communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

For more information please visit our website:  
[www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

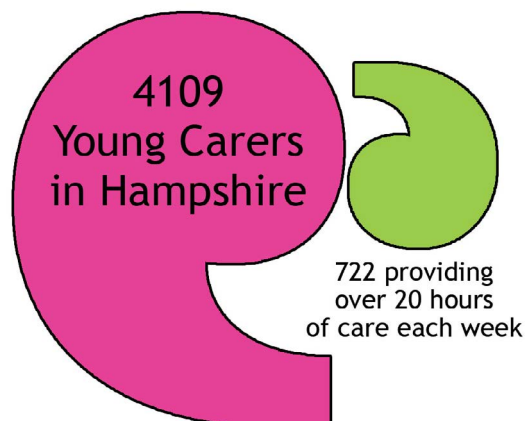
#### Summary

Working with young carers across Hampshire to create a film about their health and social care needs has resulted in greater awareness of issues affecting young carers and improved training for staff at South Central Ambulance Service.

### Background

The 2011 census identified 4109 young carers aged 0-18 in Hampshire. 722 were providing over 20 hours of care each week, carrying out duties including:

- Personal/nursing care such as giving medication, changing dressings, assisting with mobility.
- Emotional support.
- Accompanying the cared-for person to hospital.
- Intimate care like washing and dressing.
- Acting as a translator for non-speaking, sensory impaired, or those whose first language is not English.



## Case Study

### The Project

In October 2013 Healthwatch made contact with Winchester & District Young Carers Group. A short workshop was carried out with the young people (aged 15+) in which they were asked to identify which services were most important to them and why. The workshop identified a number of issues including lack of support at home, problems collecting prescriptions for family members, waiting times for Child and Adolescent Mental Health Services (CAMHS), and mixed experiences of the ambulance service.

A more substantial creative film project was developed with the group who thought it would be a good way to articulate their ideas to a large audience. The group also expressed an interest in song writing and music. Winnall Rock School (WRS) are based in the same location as the Young Carers group so we asked them to work with the group to produce some music for the film.

### Consultation Workshops

During half-term week we spent a day with the group (February 2014) in which we did the majority of the filming necessary to make the final film.

We carried out a series of workshops with the group that were designed to be creative, enjoyable and promote discussion. This included work that highlighted the importance of feedback, explored which services are most important to young carers and identified potential solutions to the issues they raised. We also interviewed some of the group individually for use in the final film.





## What did we learn?

A large amount of feedback was collected throughout the consultation workshops. A full report of these findings can be found in our 'Young Carers Evaluation Report'<sup>[1]</sup>. A representative sample of views have been included below:

*'I have been asked to leave a consultation room in a GP Surgery even when my mum was happy for me to stay'*

*'My mum doesn't get enough support with her mental health condition which leaves me to deal with the effects at home'*

*'I get talked down to and treated like a child'*

*'The ambulance service need to prioritise who needs to travel in the ambulance'*

*'There is a general lack of knowledge about what Young Carers are and the importance of support'*

## Film Screening

As part of Healthwatch Week (March 2014) we screened the film. This gave us the opportunity to invite carers, young carers and professionals to the final screening. Representatives from Healthwatch England, CCGs, Public Health, Parent Voice, Hampshire Fire Service, South Central Ambulance Service and The Children's Society were among the professionals that attended. The final 12 minute film can be seen on our YouTube channel via this link<sup>[2]</sup>:

<https://www.youtube.com/watch?v=hEHhduA1DeY>

## What next?

The young carers in the film highlighted three key solutions that they would like considered to help improve health and social care services. These were:

- A 'Young Carers ID Card' for use in health settings to allow them to access more information, collect prescriptions and increase awareness.
- Personalised Information Packs for professionals in which Young Carers could record all of their duties and understanding of their caring responsibilities.
- Further training for professionals to increase understanding, awareness and responsibilities of young carers.

## South Central Ambulance Service (SCAS)

Representatives of SCAS were shown our film. They were surprised to hear that young carers had highlighted their service and were keen to improve relationships and ensure that their staff were made more aware of the potential needs of the group.



We organised an awareness raising day for the group. SCAS provided interactive workshops and brought along their 'Simulance' - a training ambulance that allowed the group to experience different scenarios on-board. The day was a huge success, improving knowledge of the ambulance service and relationships between staff and young people.

Most importantly, as a direct result of this work, SCAS will be changing their training procedure to include information about young carers. They also filmed interviews with the group to share with staff across Hampshire, Oxfordshire, Berkshire and Buckinghamshire.

To watch a short interview with Heather Knight, Senior Education Manager for SCAS, about the work they have been doing please visit<sup>[3]</sup>:

<http://youtu.be/pekOWTHW suk>

## Further consultation

To gain a better understanding of the needs of young carers across the county we have carried out further consultation with young carers groups in Gosport, Fareham, Eastleigh and Romsey. In conjunction with SCAS, Healthwatch Hampshire will design a 'Personalised Young Carers Information Pack' to increase awareness amongst health professionals, give young carers an ownership over their own information and improve communication when interacting with professionals who may not be aware of the caring duties of the young person involved.

## References & useful links

- [1] [Young Carers Evaluation Report](#), April 2014, Healthwatch Hampshire.
- [2] ['Unheard Carers'](#), 12 minute film exploring the health and social care needs of young carers in Hampshire, April 2014, Healthwatch Hampshire.
- [3] [Filmed interview with Heather Knight](#), Senior Education Manager, South Central Ambulance Service, 3 mins, October 2014.

Winchester & District Young Carers Group website:  
[www.wycp.org.uk](http://www.wycp.org.uk)

South Central Ambulance Service website:  
[www.southcentralambulance.nhs.uk](http://www.southcentralambulance.nhs.uk)

Healthwatch Hampshire website:  
[www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

Healthwatch England website:  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)



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This case study has been compiled for:

**Patient Voice South**  
Collaborate. Communicate. Change

