

For Caring Out Loud!

East Sussex

Carers Voices Report

2022

“At last I feel someone is listening, understanding and speaks the same language. I don’t feel quite so scared about the future now.”

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Acknowledgements

Care for the Carers would like to thank all who contributed to making the conference, annual survey and all the carers voices activities a success. The carers themselves, who shared so openly their experiences, opinions and ideas, colleagues and partners for supporting our conference day and the online delivery, planning and delivering the workshops, speeches and stalls.

Introduction



Carers' voices often go unheard. We frequently hear from carers that their views are being ignored or not valued, and that as a result, services and support systems are designed without their needs in mind.

This has increased during the Covid19 pandemic, when many carers felt more invisible than ever before.

In 2022, Care for the Carers decided to pull together our key Carers Voices activities and undertake a number of listening exercises, comprehensively capturing carers' views as we emerge from the pandemic. This report is based on what we heard carers say about their experiences, needs and aspirations going forward, presenting a consistent picture of **what is important to carers in East Sussex.**

In Spring 2022 we hosted East Sussex Carers Voices Conference, with the first in-person conference for carers and professionals since the pandemic, alongside seven on-line events. In April and May, we ran the Annual Carers Survey and captured carers' views at support groups run by us and our partner organisations.

This report also reflects on feedback from the engagement exercise carried out by Amaze and the project for Young Carers at Care for the Carers.

The starting point for all of our conversations was a question - **Coming out of the pandemic – what do carers need, what is challenging and what works?**

Our report reflects on the feedback we heard from carers that *"We are not coming out of the pandemic yet "*. Many carers expressed that for them and their cared for the risks remain high, and in some ways, they find it difficult and isolating to see the rest of the community celebrating their freedom.

Carers reflected on how the pressures of caring have affected them more negatively as a result of the pandemic, due to the challenges it brought to institutions many carers depend on. The isolation and the caring role's impact on health and wellbeing, as well as finance, continues to be as high, if not higher than during the pandemic.

As Care for the Carers and other organisations supporting carers, we need to work together to respond to some of these challenges and help carers access the help and support available in times which remain difficult.

I wish to extend a heartfelt thank you to all the carers who gave their time to share their experiences and speak openly and candidly about their lives with us and our partners. Our mission is to see no one left to care alone, and we could not do that without carers making their voices heard.

A handwritten signature in purple ink that reads "Jennifer Twist".

Jennifer Twist, Chief Executive, Care for the Carers

Executive summary

Care for the Carers hosted East Sussex Carers Voices Conference from 14th to 18th March 2022, with a series of in-person and on-line events for carers and professionals. In April and May, we ran the Annual Carers Survey as well as captured carers' views at carers support groups run by us and our partner organisations. The starting point for all of our conversations was a question - **Coming out of the pandemic – what do carers need, what is challenging and what works?** This report also reflects on feedback from the engagement exercise carried out by Amaze and the project for Young Carers at Care for the Carers.

This allows us to bring together carers' views in a comprehensive way, presenting a consistent picture of what's important to carers in East Sussex.

Firstly, our report reflects on the feedback we heard from many carers this spring and early summer that ***“We are not coming out of the pandemic yet”***. Many carers expressed that for them and their cared for the risks remain high, and in some ways, they find it isolating and difficult seeing the rest of the community celebrating their freedoms.

What Carers told us:

1. Carers struggle to access relevant information about support when they need it from health and social care services, and the information shared is often inconsistent.
2. Carers continue to experience difficulties with being recognised as a carer at their GP surgeries and in hospitals.
3. Access to primary care remains one of the main challenges and this has deepened since the Covid pandemic.
4. Lack of support at point of hospital discharge remains a significant challenge.
5. Mental health – many carers reported huge stress levels and continued loneliness resulting from caring during the pandemic and limited support.
6. Respite and taking a break - carers are telling us that ability to take time out from your caring role is crucial and needed even more so since the pandemic.
7. Access to support groups and social activities remains a key desire, with a need for both face to face and online options.
8. Many carers particularly value peer support groups, with connecting with other carers being strongly sought out.
9. Carers continue to say that recognition and acknowledgement of their struggles remains low. Increase in Carers Allowance is a priority for a number of carers.

What did the carers say about their experience of caring?

- 99% of carers feel stressed.
- 92% of carers are feeling alone or isolated and feel that their wellbeing has been affected as a result of the caring role.
- 85% of carers are reporting impact on their physical health.

(all three remaining as high as during pandemic)

- 85% of carers have issues with finances, which has increased dramatically since 2021.
- Access to respite has decreased since 2021, with 10% of carers having accessed it, while 34% had not, but would have liked to.

What support are carers asking for?

1. Someone to talk to (*"listening ear when I need it the most"*).
2. Respite and activities to take time for themselves.
3. Financial assistance.
4. Timely support with information and advice.
5. Opportunities to meet with other carers.
6. Help at home.
7. Mental health & wellbeing support.
8. Activities for working carers and parent carers.
9. Advocating and campaigning on carers issues, supporting social care and health system to develop better help for carers.

About the report

“For Caring Out Loud”, Annual Carers Voices Conference, 14th to 18th March 2022.

Each year Care for the Carers holds an Annual Carers Voices Conference, which is free for unpaid carers to attend. The event aims to:

- keep carers informed and share information
- bring carers together
- listen to and amplify carers voices

Building on the success of our previous Carers Voices conferences, we sought to incorporate the popular elements of keynote speeches, live Q&A sessions with carer organisations, opportunities for carers to visit the marketplace, and discussion workshops on the hot topics for carers.

Crucially, we sought to retain the focus on listening to and amplifying carers' voices as the central aim of the conference, with a variety of opportunities for carers to have their say being an integral part of the conference planning.

Responding to feedback from carers, we offered a mixture of in-person and on-line sessions.

We took what felt like a bold decision, to host an in-person event in Uckfield, being one of the first charities to do so in East Sussex since the pandemic. We received very positive feedback, with a number of carers sharing how much it meant to them to be able to meet face to face with other carers and professionals to discuss these important issues. We were joined by Emily Holzhausen OBE, Director of Policy and Public Affairs at Carers UK, Tamsin Peart, Strategic Commissioning Manager at ESCC, and Care for the Carers Chief Executive, Jennifer Twist and Chair, Neil Churchill OBE.

The event was followed by seven online workshops and debates throughout the conference week.

Total attendance across all the events saw 51 carers, 13 voluntary and community sector professionals and 13 public sector practitioners. Four new carers joined the Carers Voices network as a result of attending the conference week.

The feedback has been very positive. Among those who returned the anonymous evaluation forms, all scored either good or excellent on the topics, facilitators or speakers, opportunity to ask questions or take part in the discussion and opportunity to have your voice on the issues heard; as well as the overall experience. 40% of those sharing their feedback said they would prefer attending on-line workshops, and 60% preferred a mixture of on-line and in-person going forward.

We captured a breadth of views on carers' experiences. We also received further feedback from several carers groups, young carers and parent carers.

East Sussex Carers Annual Survey, April - May 2022

85 carers took part in Care for the Carers' annual survey, exploring ten questions about the services Care for the Carers provide, the impact the caring role has on carers, the support needed the most, gaps in services available to carers, as well as respite and what worked well during the last two years. The survey used a range of multiple choice, rating scale and open-ended questions.

Who are the respondents:

Gender	
Female	82.1%
Male	14.3%
Non-binary	0.0%
Other	0.0%
Prefer not to say	3.6%

Ethnic background	
White - British	82.1%
White - Other	7.1%
Mixed - White and Black African	2.4%
Mixed -White and Asian	1.2%
Prefer not to say	3.6%
Other Ethnic Group	3.6%

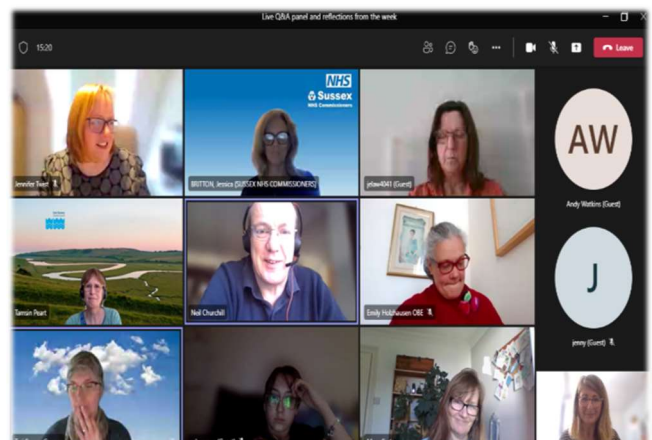
Disabilities, as set out in the Equality Act 2010?	
Yes	27.4%
No	69.0%
Prefer not to say	3.6%

Do any of your disabilities, or generally your current health, reduce your ability to carry out day-to-day activities?	
Yes, a lot	30.0%
Yes, a little	28.3%
Not at all	35.0%
Prefer not to say	6.7%

Other feedback

We captured a breadth of views on carers' experiences from the Conference week, Annual Survey, and feedback reported by Care for the Carers Direct Services Staff in monthly management reports. We also received further feedback from several adult carers groups run by Care for the Carers, Association of Carers and Diversity Resource International (ethnically diverse carers groups). We have analysed feedback from parent carers gathered by Amaze and the Young Carers project at Care for the Carers. We are grateful to Amaze for sharing parent carers' research – "Report on impact of pandemic on parent carers NHSE, June 2022"¹ and we reflect on the findings in our report.

We are very grateful to our Voluntary & Community Sector partners for sharing the experiences of the carers they support.



¹ [FULL-report-on-impact-of-pandemic-on-parent-carers-NHSE-v2.pdf \(amazesussex.org.uk\)](https://www.amazesussex.org.uk/FULL-report-on-impact-of-pandemic-on-parent-carers-NHSE-v2.pdf)

Navigating the system and speaking out

Carers struggle to access relevant information about support when they need it, the information shared is inconsistent and the health & social care systems do not work effectively for carers.

Access to timely information and support for carers was frequently cited as an unmet need, which mirrors our findings in 2020. Carers continue to report they find it difficult to know where to access information about services available to them or their cared for person, particularly when they have very limited time to search for it, often adding to their stress levels.

Carers continue to face difficulties with navigating the health system. They often feel it's completely down to them to make links between different health and social care services they need support from, for themselves or for those they care for. Poor communication between services was frequently experienced, with carers having to repeat the details of their story. Services working better together would be one of the best ways of making a difference to carers lives.

Some carers shared that the support, which was disjointed before the pandemic, continues to be so. Citing feeling that the fact carers had to cope on their own during the pandemic means it is now taken for granted that they will manage.

Digitalisation of services works well for some carers, as they can get more support online or on the phone, sometimes at more convenient times, fitting better with their caring commitments. But many carers say that lack of choice and therefore ability to access support face to face is difficult for less digitally skilled carers and for some of those with low level language skills.

Carers cited the positive benefits of accessing support during the pandemic, with particular value placed on flexible interventions that responded to carers' individual needs.

Carers also told us that:

- More one to one support is needed, with hands on assistance rather than referrals.
- Care providers need to develop clear pathways for support.
- Carers are still experiencing challenging waiting times for assessments and appointments at primary and secondary care. Carers experience it twice as badly – for the person they care for and then again for themselves.
- Access to advocacy is still very limited.

“ My father had lots of hospital appointments recently. Communication between the different hospital teams and with his GP, who is the one professional my dad trusts, has been lacking and very confusing. The hospital reports have been then contradicted by his GP, which was confusing for my dad and me ”

“ I felt I am not being listened to. I don't want to take my father's voice away; but at the same time as a carer it feels like swimming against the stream. This is all a lot about

communication mechanism; it's not a judgement on the people working in NHS.”

“*The importance of choice – to stop and consider what you want to do is enshrined in law, as part of carers' rights, but it often doesn't feel like this.*”

“*It's another job in itself to decipher what's going on, I feel like I need to hire a PA or a lawyer just to do that.*”

Similar to our findings in 2020, opportunities to identify carers early and refer them for support continue to be missed by health and social care agencies and community organisations, information provided by services did not consider carers' needs, and carers described having found out about carer support services seemingly by chance rather than as a routine response.

Carers continue to describe the failure by some services to recognise the expertise that carers can bring, and the negative impact this has on both the carer's wellbeing and the care plan for the person they care for.

“*Carers are exhausted fighting a broken system. We need strong support from statutory services and better communication.*”

“*We need information at the right time, rather than after you have worked it out for yourself. ASC and GPs just don't give you the advice and support you need. You need to know carers centre exists to get access to the information and support they provide.*”

“*[I need] the services to actually be there and for staff to help not gate keep services and budgets. It's a nightmare accessing any help and only a serious fight gets anywhere and the minimum help possible. I spent 6 weeks on the phone every day to get mum into rehab after a fall and she had been on waiting list for physio for 2 years. For that 6 weeks I and other family were having to provide 24/7 care.*”

Experience of primary and secondary health care

Carers of all ages told us they continue experiencing difficulties with being recognised as a carer at their GP surgeries and in hospitals (even when using the Carers Card), not being allowed to attend appointments with their cared for person or visit them while in the hospital.

Access to primary care remains one of the main challenges for carers and this has deepened since the Covid19 pandemic's restrictions and demands.

Lack of support at point of discharge was a strong theme. Many carers are faced with a sudden diagnosis for their loved ones and are left feeling overwhelmed and without support.

Carers cite they often cannot access the right information at the right time. They tell us they would greatly benefit if their medical practice acted as a hub for carers and signposted appropriately to support in their caring role.

Young carers felt they *'have to fight to get GPs to take action'*. They felt unsupported, not listened to and some reported being patronised. Lack of carer reviews was also highlighted.

Some carers tell us they feel they are forced to become more professional than the medical professionals themselves. All these factors contribute to an increased impact on their own health and mental wellbeing.

Current waiting times on the phone to book an appointment are impossible for many carers. Their caring role often does not allow them to phone at a specific time in the morning or to remain on the phone while on hold or in a queue. Some carers told us that this means they give up and do not access help for themselves from their GPs. Some carers from ethnically diverse backgrounds said that they face significant language barriers when they can only speak to the surgery staff or the GP on the phone. They also reported ongoing issues with interpreters – particularly with the ability to book appointments, with some hospital teams using online systems that provide inadequate translation.

Some carers reported an increase in health support needs due to the huge impact the pandemic had on them and their caring role, both mentally and physically, while also experiencing the decreased availability of their GPs to provide support.

Parent carers experienced confusion, frustration, and anxiety about the Covid19 vaccine programme. They reported experiencing a significant 'lag' period after national announcements before local areas had the operational guidelines or vaccine supplies to implement this.

“GP didn't understand who I am as a carer and why I want to register. I felt I was a nuisance asking about it.”

“Please make sure GPs are aware of the toll [of the pandemic] on carers' physical and mental health.”

“[I would benefit from] better and regular access to GP or an experienced learning disability nurse, someone to share this huge responsibility, ask medical questions.”

“ I would like to be able to receive medical assistance quicker for my wife, and support in booking appointments or taking my wife to hospital. I often have to take a lot of time off work when my wife is not well and wait for hours at the hospital. Carers should have preferential medical treatment.”

“ When I took my mum they let me in eventually as she is in a wheelchair, but if she wasn't I think they'd turn me away. When I went for my own appointment, and needed mum with me, they were hesitant and allowed her in, saying make sure no one sees you/don't tell anyone.”

“ Discharge was chaos in several ways. Essentially my mother discharged herself as the hospital wanted to put her in respite that she didn't want. When I arrived, they said they are just waiting for a care package for her, but I didn't even know what this is....a pack of medical supplies? We were not told details of what the care package will be. Months later I was sent a massive bill to pay for respite care, as only a small amount was covered, without me knowing. I have negotiated a discount, but still paying myself for a large amount.”

Mental health

Huge stress levels alongside continued loneliness resulting from caring during the pandemic and the lockdown restrictions was a strong theme.

Some carers reported that they feel better since the restrictions have eased and they seek opportunities to get out and meet others, but there are still concerns about the virus and its impact. Many carers expressed that for them and their cared for the risks remain high, and in some ways, they find it isolating and difficult seeing the rest of the community celebrating their freedom, saying *“We are not coming out of the pandemic yet”*.

The results of our Annual Survey show that 92% of carers in East Sussex feel alone or isolated (often or sometimes); 99% feel stressed and 92% feel their wellbeing has been affected as a result of their caring role.

70% of parent carers in Sussex have experienced mental health problems.

80% and 66% of parent carers respectively said their ‘confidence’ and ‘other mental health issues’ had gotten worse as a result of pandemic.

Carers told us that loneliness and isolation are common realities of being a carer and that once you become a carer your life changes in many ways. This has been heightened by the pandemic, with particular challenges faced by carers who were previously supported by day centres, respite and specialist provision. Isolation in decision-making was identified as a key challenge for carers, compounded by inconsistent information about carer support, with many carers feeling that they are on their own and not knowing where to turn. This again was made worse during the Covid pandemic.

The majority of the carers we spoke to reported that their caring roles significantly increased during the pandemic, and they often reported feeling left on their own to care (particularly by health and social care services). Many carers reported a significant negative impact on their wellbeing due to this, while at the same time experiencing difficulties with accessing essential support. There has also been strong feedback from young carers and young adult carers about

mental health services being insufficient or unavailable.

The effect the caring role has on carers’ mental health has remained virtually the same since our survey carried out during lockdown, in Spring 2021.

Parent carers reported experiencing high levels of confusion, frustration and anxiety about the Covid19 vaccine programme both for themselves, and for their children. In particular, about changing eligibility criteria, in trying to seek details about possible reasonable adjustments and in staff’s lack of understanding about learning disabilities and neurodevelopmental conditions.

Parent carers became more isolated, as many were shielding clinically vulnerable children beyond lockdown restrictions. There was not enough proactive support or outreach to help them.

What the carers asked for:

- Recognising the impact of Covid19 on the mental wellbeing of the person cared for as well as the carer
 - All carers should have a regular mental health check up
 - More wellbeing and mental health support.
-

Taking time out – respite

Carers are telling us that ability to take time out from their caring role is crucial and needed even more so since the pandemic. Access to respite continues to be hugely challenging. Many carers we spoke to do not know what they are entitled to or what types of respite are available. Many carers struggle to be able to afford any respite, which will only be exacerbated as the costs of living are rising. What *is* available does not seem to respond to all the levels or types of respite need.

Only 10% of carers accessed respite in the last 12 months (down from 15% during pandemic, when the respite access was already limited); 34% of carers had not – but would have liked to (compared to 25% in previous year).

Those who use respite are reporting that the Covid19 pandemic has made access to it much more difficult. Day service provision was non-existent and opportunities to go and do activities remains limited as a result of the pandemic. Some of the people who carers support still fear covid and have concerns about mixing with large groups of people or staying in residential respite care. Carers fed back that there are still fewer activities available since the pandemic and some cared for persons' health has deteriorated significantly, meaning activities they accessed before the pandemic are now not suitable. Covid continues to impact the availability of paid for carers, as they can't always come out due to personal or family illness or positive covid test isolation periods.

Time in school is a source of respite for parent carers. This meant that school closures during the pandemic removed a key source of respite. Even where children and young people were allocated a place in school, covid control measures as well as ongoing staff shortages meant that many children were out of school for extended periods.

Many carers have asked us for an easier way to access information about respite, as carers

most in need of respite are struggling to have the time or capacity to navigate the system. We have heard strong feedback on the need for a better one-stop shop information about respite, and the need for GPs to support this.

Carers are asking for different types of respite to support them. This includes:

- A range of respite activities suitable for the diverse range of cared for persons to attend – we heard particular concerns over activities for young and working age adults and cared for persons with disabilities.
- Taster sessions to see if different activities work for the cared for as this could help assure those anxious about respite.
- More informal, friendship group based respite. Smaller, intimate groups can work better for some.
- Flexible respite – daytime respite, anything from two hours to a few days, both regular and now and again
- Respite available at the cared for's home
- Respite cover for health appointments for carers

- Respite for parent carers – after school and during school holidays
- On-going rolling respite and mid-term respite
- Young carers told us how much they'd like opportunity for some time away, chances to do something by themselves and breaks from looking after somebody
- Low cost help for carers with tasks at home (cleaning, gardening), particularly highlighted by carers from diverse backgrounds who said this would help them create a nice space around them or allow them to spend quality time with the cared for persons.

Funding for respite continues to be mentioned as one of the most significant barriers for many carers, stopping them from taking much needed time out to care for themselves.

“Not being able to access respite caused me to crash and burn. An absolute disaster.”

“I am not aware that respite is available to me. Currently, anything outside of the household bubble is difficult and stressful to arrange.”

“During Covid getting things like medication reviews was difficult and getting respite to cover this was difficult.”

“Mostly, people are signposted to Personal Assistants, which are expensive but also

routine. This doesn't fit in with life. The emotional impact of being trapped and overwhelmed comes from the small things.”

“I'd love more professional care for Mum, especially overnight, as East Sussex adult social care doesn't supply this much needed service which would act as great respite.”

“We need some form of Critical Care support. Late last year and over Christmas period, my wife (who I have cared for over twenty years) suddenly needed 24/7 support. Social services said that there was nothing and nobody available, and left me to get on with it.”

“We feel very controlled, not freed up to do the things that we feel able to or want to do. Covid kept us in the home situation. Our loved one, through restrictions, had to be at home. The other loved one chose to go out (although not healthy) making it tricky because he was bringing in Covid to us. Everyone became ill as a result. Felt very exposed and had to have NHS intervention at home. This has developed a reluctance to go out including to stay in respite. As a result we've not had respite in three years. We cry for help, not sure if can do any more. Who to turn to and where to get the help? One crisis after another. Harder when the loved one doesn't want to take on the help that's being offered. The things that are offered are not 'her' choices so she won't choose them.”

“We are housebound all the time. There are continuing complicated systems of care being offered however, we cannot access them. Respite is offered but not accessible for us.

Or suitable for our needs.”

“Respite advice happening only because a crisis is in place. Is there something that can

be done to make sure that families have knowledge and things in place before the crisis situation arises?”

Support groups and social life

Access to support groups and social activities remains a key desire for carers. Face to face activities were mentioned to us more often, but some feedback reflected this is due to the fact that a lot of support remained online already. We also heard from a number of carers who highly valued online activities, especially if they cannot easily go out, and asked for those to continue.

Lack of activities that support mental wellbeing was a strong theme, including 1 to 1 therapies. Many carers particularly valued peer support groups, with connecting with other carers being strongly sought out, and some asked for activities that boost confidence about mixing again.

A number of carers told us they would welcome support with activities they can attend together with their cared for person, some examples include:

- Day outings, 'something a bit more special' for carers and those they care for – particularly fed back by ethnically diverse carers groups.
- Activities suitable for carers caring for people with dementia and for people with disabilities.
- More organised outings to help re-socialise and help them to not feel anxious about it.
- Face to face support where parent carers can attend with their children.

- Activities available in certain languages, for carers who don't speak English.

Some carers also mentioned:

- Online platform to communicate with each other
- Walk and talk activities
- Help with cost of travel to visit cared for in hospital or care home (especially when placed further afield)
- Someone to visit the carer and the cared for person in their home.

“I just need someone to talk to sometimes. So I feel less alone. My Cooking for Carers sessions have been absolutely amazing, that time for myself is invaluable.”

What many carers told us they need:

- More social activities in general
- Activities at times better suited for working carers
- More leisure activities where carers can 'switch off' or chat informally to share and learn from other carers
- Wellbeing sessions, relaxation activities such as yoga, 1 to 1 therapy, more counselling and someone to talk to when things become difficult
- Organised days out
- Support with transport to access activities
- Activities spread out across the county

“Please organise a retreat day. Somewhere peaceful where we could all go and spend a day. We could read, sleep, walk and just be.”

“My husband and I have just been out for a lovely meal that was given to us from care for the carers. How nice it was just to be us for a few hours.”

Carers' recognition

Carers continue to say recognition and acknowledgement remains low. Increase in carers allowance is a priority for number of carers.

Young carers told us that their caring role was not acknowledged or understood, and that they feel different from their peers. However, they also felt powerful, helpful and joyful – knowing they were making a difference to those they love.

A significant number of carers who took part in our Annual Survey asked Care for the Carers to continue advocating and campaigning on carers issues and raising awareness as part of our role. Carers shared they would like to see our charity lobby and support social care and health systems to develop better help for carers.

“Being a carer doesn't mean I'm not a human being – sometimes you can feel like a working machine.”

“Lobby the Government to recognise carers for the work they do and to provide adequate financial support.”

“Please treat me with respect and kindness. Acknowledge how hard it is to be carer.”

“I'm not so interested in the politics, though realise it is essential for you to campaign to make changes for the good for carers.”

“Keep promoting the importance of carers to the community in general and persuade people and businesses to look favourably on carers when considering discounts, access arrangements and other helpful measures.”

“Keep on drawing attention to all the people, like myself, that give years of their lives, caring for family we love, unpaid.”

“Keep reminding those in power that we exist!”

Next steps

Based on the carer feedback gathered in 2022 and presented in this report, Care for the Carers is committed to undertaking the following action plan.

1. Discuss the report findings with the East Sussex Voluntary and Community Sector Carers Network, to inform future planning of services for carers, fundraising and to agree any further actions.
2. Use the report findings to inform Care for the Carers' Business Plan.
3. Share report findings with carers in East Sussex through Care for the Carers and partners' communication platforms.
4. Share the report findings with key stakeholders and decision makers who can have an impact on services and support available to carers, within public, voluntary and private sectors in East Sussex.
5. Deliver further carers consultation around the impact of the rise of cost of living.
6. Share report findings with national partners, including Carers Trust and Carers UK to influence their business planning, policy work and to represent carers' voices through the central government.
7. Use the report findings to inform East Sussex campaigns, including Carers Rights Day and Carers Week.
8. Review and map any progress made to address issues identified in the report before the next Carers Voices Conference and capture in the Carers Voices Report 2023.

Care for the Carers will seek to influence partners to commit to action that will achieve positive change for carers in relation to the recommendations, and progress updates will be shared via our various communications channels.

This report uses feedback from the carers and professionals participating in the Voices activities. For further information please contact Miriam Wilkinson, Head of Communities, by email: miriamw@cftc.org.uk or by telephone: 01323 738 390.

October 2022