Results from online survey

6 September — 21 September 2018

Background

The Local Government Association (LGA) is asking people to think about the future of adult social care and support. As part of this Healthwatch Gateshead wanted to hear the views of residents that live in Gateshead, to form part of the response from Gateshead's Health and Wellbeing board which will be submitted to Government.

While many of us are able to live fulfilling lives without the need for support, others require help to remain independent, retain their dignity and enjoy a good quality of life.

That help may come from a range of sources including family, friends, neighbours, community and voluntary groups, and public services such as councils

What role, if any, do you think councils should have in improving local people's health and wellbeing?

- Ensure public can easily access information on who to contact when in need of help.
- Have speedy intervention service for physical adaptations so individuals in own home can get out and about and not fester in the house.
- Provide physical access i.e. ramps, lowered curbs etc. so people can access areas, parks, outside of care homes to avoid isolation.
- Improve information about availability of local information networks to family and individuals.
- Provide funding for community buildings so community activities can take place i.e. lunch clubs.
- Have a central hub that enquirers can be signposted to.
- Uphold no parking on pavements to make it easier for wheelchair users/crutch users. Keep public conveniences open and accessible.
- Open up green spaces for all.
- I believe that councils have a huge role in improving and maintaining people's health and wellbeing. People should have access to affordable, decent standard housing, community areas i.e. parks, and open areas should be maintained, free from vandalism and be well lit and monitored closely for potential issues which could affect the lives of people in communities. Access to services should be clear and simply explained particularly for the elderly, young and vulnerable members of society as well as the people who struggle every day and may not be aware of local services.
- Providing support like home helps.
- Providing leisure activities; good places to live green space empowering communities.
- Contact/support advertising so people know you care.
- Providing courses and promoting health and wellbeing being by giving free advice.
- Supporting carers in their role.
- Providing affordable exercise options.
- Council should provide good information for people to access themselves if able and have people who take care of people who are not able and have no support.

- To provide carers.
- Help community, social action — things like community centres, lunch clubs, day centres
- To provide low level preventative services which can delay deterioration and requirement to access NHS services
- The local council employed Health Trainers back in 2007 to work with residents from Gateshead. The service was ripped apart to fit in with the major restructuring of services after all the major cuts. If this service was nurtured, supported and eventually expanded on it could have been so much more than the social experiment it turned out to be!
- Drink less alcohol.
- Help get more community spirit. Fund community centres, etc.
- It would only be able to assist in the improvements needed if the government spared more money.
- Everyone knows about abuse of children, what about abuse of the elderly? the vulnerable?
- Campaigns to tell people what's good and what's not. Use easy language though not jargon. Don't complicate it.
- Invest in community activities i.e. lunch clubs for older people so they are not isolated
- Clear public health messages i.e. food i.e. traffic lights on packages.
- Make things easy for people to understand. Stop the jargon and getting pushed from pillar to post.
- Providing free safe spaces for people to walk, exercise, run, garden, cycle, etc.
- To provide appropriate housing. If I have a safe place to stay I can look after myself and not be a burden on society.
- Being on hand for advice and support.
- A major one. They must work in real partnership with the NHS and involve local people
- More provisions to be put in place instead of removing services in order to cut grass!
- A large input as they are more aware of their areas needs and what needs to be in place for their residents i.e. some areas like Gateshead are socially deprived and their residents' needs may be different from a more affluent area.
- Very little, tbh up to the individual.
- Making sure they are somewhere warm and safe.
- Provide support in areas of general health and well-being, exercise facilities, emotional support in counselling opportunities, places where people can go and talk. Maintain spaces where people can go and be when they need space, either those who are suffering or those who are supporting.
- Very big role.
- 50/50 with NHS Trust depending on funding from government.
- Continue to provide current services at affordable costs although not front-line health and wellbeing background services play a major role in local people's safety, safeguarding and mental health.
- Commissioning agencies, providing information to clients, and community organisations, monitoring, funding.
- Local Government should provide long term care as they are providing currently. Carer groups should be a point for information.
- They should play a role in advertising services and providing some, but central government and the NHS should be the main ones.

- Councils should be at the forefront of providing social care to local people. Working alongside health services they are ideally placed to not only provide social care but other support services to the community.
- Promoting healthy living and warnings, but the rest of Health and wellbeing belongs with the NHS.

access areas **role** spaces **local** government **community** care

people funding **provide** help **support** information

services needs **place** major **health** NHS

What is the role of individuals, families and communities in supporting people's wellbeing?

- Carers require more attention for counselling in their own right. Provide access to social activities in the community i.e. visit parks, open days, entertainment, community activity to avoid isolation. To identify vulnerable individuals in our community that appear unsupported and in need of help and to be able to report it confidentially and in confidence.
- Family, friends, neighbours. Families can be fragmented due to distance and circumstances.
- Help people in need.
- The role of individuals is extremely important, reporting issues such as anti-social behaviour or concerns about vulnerable people. Taking pride in the area you live in is so important, a pleasant area which feels safe and welcoming is so vital to wellbeing.
- Family is the best form of support, as an elderly man I lead an active life and stay well because of my family's support.
- To be less reliant on council and help each other with things like social isolation, time bank with neighbours.
- Massive.
- Families play a vital part in supporting people's wellbeing. Care giving, taking people to appointments, help with diet and exercise.
- Everybody should be aware of what wellbeing is, so we should educate ourselves to support each other.
- To help carers.
- To volunteer, especially younger ones.
- The role of families cannot be assumed or generalised as there is too much variety in people's relationships Community can play a supportive role but is often not accessible to all.
- Due to major cutbacks many vital services were reduced to nothing and stripped back to their bare bones, ergo the people mentioned in the question end up becoming replacement for professionals whether it be families having to take on the role of support worker, offering respite to their families or friends or having to offer extra support to their vulnerable neighbours, all these services existed and now either don't or have changed their remit so much service users have to jump through hoops to be able to access them.
- Talk to each other. If I don't go to pub by 8pm on a Friday and don't tell the staff I won't be in they worry about me and send someone looking for me.
- Word of mouth, help, volunteer, organise street parties, etc. like old days.
- To help with as many persons as possible, whether they are family or friends.

- How to report neglect/abuse/concern for elderly and vulnerable.
- Encourage and empower people to take responsibility for their own health.
- Community spirit, community hubs, word of mouth, community activities and events.
- To help, encourage, motivate and share info, advice, exercise, healthy, contacts, word of mouth.
- Look out for each other. Look out for your neighbours. Look out for those who don't have anyone and help them. Grass cutting, going to shops, etc.
- Helping each other. Eating healthy and living a healthy lifestyle.
- Everyone helping each other and sharing things i.e. information and contacts.
- When I can look after myself I can help myself, when I help myself I can tell others.
- Having the correct tools to support.
- We all have personal responsibility, but we need support to come together as communities to meet this need.
- Great if the person has plenty support - however not everyone has families and friends that can help for whatever reason (not fit enough themselves/ working and don't have time, etc.
- Support from friends and families is vital, but if they are not being supported themselves it can affect their own health and wellbeing.
- Very important as I think good health starts at home.
- To make sure their older family are safe warm secure and visited regularly to see this is being done.
- Families are there 24/7 one on one support, daily interactions. Communities are there daily and weekly for short periods of time. Looking out for people, making safe places. Keeping an eye on people.
- Should all work together.
- Should be full care health permitting.
- Not as efficient as it used to be as families and communities not as close and more family independence is required. I cannot see this changing therefore the roles of community officers need looked at in light of current situation.
- Providing real fully accessible activities, providing physical support, providing emotional support, seek funding.
- Families should be encouraged to love and care.
- Individuals should take responsibility for remaining as healthy as they can. However, families and communities should help where they can.
- Obviously, families and friends automatically take a major role because they care. Many people see it as their responsibility to care for others. In principle this is fine, but these carers need support and respite. This is especially relevant where carers are not even fully aware of how intense the care is that they are providing or believe it is their duty alone.
- Professionals often ignore these people rather than get involved often due to time and budgetary pressures — it is easier and cheaper to let the carers muddle on.
- Being informed on what are warning signs so they can sign post family members to appropriate bodies, also being informed on what help is available.

vital social neighbours report take healthy people need families
families friends

help role support well community responsibility
Look activities health vulnerable

What do you think, if anything, has been the impact of local funding cuts on adult social care?

- Less support for families of the vulnerable. Faster discharge from hospitals of elderly patients to their detriment Reduced priority attention by GP's due to demand. Fewer councils funded facilities available to those with mobility problems, complex problems and no places for rehabilitation services for individuals.
- Isolation.
- The impact of cuts in social care is catastrophic, lack of rehabilitation facilities for people leaving hospital for example has devastating consequences for families and patients alike, people should not be in hospital simply because there is not a safe place whether that be home or a short-term residential facility. Young vulnerable adults end up homeless or worse simply because there is nowhere, or very few places, providing the support they desperately need to help them on their way to independence.
- Bed blocking in hospitals because of lack of social care.
- Those who are just managing who don't qualify for social care support no longer receive any low-level support to avoid crisis. They then end up needing costly support.
- Not aware.
- Reduced access to social workers, carers in the home have no time to socialise with older, vulnerable people. Fewer care home places for dementia patients, closure of day centres.
- The most vulnerable are being left worse off, lack of adequate care being given in community, care packages totally unrealistic or lack continuity and monitoring.
- Increased stress and pressure on families emotionally, mentally and financially
- Where do I start... local bases closed down, depriving service users and their families of necessary services. Local Sure starts closing — loss of support for parents in vulnerable situations. Services for the elderly — has been reduced to nothing, day centres closed. In full the most deprived and vulnerable people of Gateshead have been affected the worst, support that was in place ten years ago simply doesn't exist anymore.
- Not as much social activity going on.
- People's lives become more restricted in the short term but longer term this will lead to a worsening of both their physical and mental health.
- Don't know, people go to pubs for a sense of community/chat with mates.
- It has been a crime by this government to give aid to foreign countries, and let its own people suffer, cutting funds for care homes, etc.
- No sense of community so people don't help as much. Don't watch out for neighbours
- People are scared to help/interfere/ reach out in case of re-percussions.
- People falling through the net
- People falling through the net and being neglected because they have no friends or family looking out for them.
- More pressure on doctors, nurses, police etc. which cost a lot of money already are dealing with things they shouldn't be, but people need help.
- Carers not being trained properly. They just come in and do the minimum and go.
- People not getting the services they need. When they need them.
- People can't wait for services. When they need help they need help, not help in three months' time.
- Cuts, cuts, cuts and everyone is stressed.
- Services cut that people need to live full lives.

- Basically, there is less care. It's more difficult to get social care and it is more limited. All ideas of personalised care and individual budgets have been forgotten. The council is excessively charging for social care and ignoring guidance and this particularly impacts on young disabled people who have no savings or capital and whose benefits are eaten into to pay for their social care. Ironically, they then have no funds to do anything whether they have support.
- Drastic — services users' bills going up and up and they're benefits not going up to match. Services either being removed or making service user foot the bill. Hardly their fault they need services if vulnerable?
- Reducing a budget by £32 million is going to have an effect on adult social care for the adults needing the care, their families that might need rest bite and for people employed to care for them that become unemployed as places close.
- Mental health has been let down tremendously.
- There is a lot of waste of money in council 'procedure' and 'council policy' which, if used correctly, could save money and time in the long run.
- Not to blame the council, they don't decide to make cuts, but it starts to break down the support networks. If somebody is supporting a family member 24/7 and then they don't get respite care then they start to crumble. They can't help the first person and very soon they need help/support that they just can't get. It's a vicious circle of letting people down, and making somebody who is vulnerable and suffering, even more vulnerable and suffer more. We let people down when we make cuts.
- Vulnerable hit hardest.
- The closure of day centres and cut back of support.
- People are living longer however many have not been able to save a pension and depend on local funding for social care. However, lots of people do save for a pension and don't depend on the local funding so maybe we need to look at the way it is distributed and whether we make it too easy for people not to work.
- More demand on third sector without additional income, individuals going without, individual financial deficit as individuals support has been reduced, higher threshold means others miss out on what they need to live a healthy lifestyle.
- It's in crisis.
- As it's not a service I use, I can't really comment on the impact, but I imagine there will be some with that amount of cuts.
- Massive. Whereas councils could do what they should for vulnerable people they are now sometimes unable to provide even essential services and it is getting worse.
- The poorest and the most at need not getting treatment that is needed.

care individuals going need
help vulnerable lives need longer support reduced
people help families funds services council cuts
make social care places

What, if anything, are you most concerned about if adult social care continues to be underfunded?

- Vulnerable people will fall through the net and become invisible in the community. Carers will be more stressed and mental health will become even worse and more of an issue.
- I worry that people who need the help most of all will simply fall by the wayside, things are in a sorry state already in my opinion and further cuts will simply cause this situation to implode. People already in need will suffer further, answers need to be sought, a band aid solution is not the answer, long term, well planned services must be available for those who need them.
- People will be left to lie down and die or sleeping rough, we will return to the Victorian era.
- If money is not spent supporting those just managing in the form of early low level support the council will be firefighting at critical level to meet the needs people with social care needs.
- People with needs not catered for are then a risk to others... dignity and respect.
- Lack of support to enable older people to stay in their own homes.
- Neglect, people dying, vulnerable people being abused. Needs not being met.
- That families can't sustain this level of support and won't be able to cope i.e. mentally, financially, emotionally.
- The effect it will have on service users who rely and depend upon them.
- People will be home alone, isolated, mental health will deteriorate.
- If people cannot access social care the NHS will have to pick up the pieces either immediately through delayed discharges or inappropriate admissions or when the carers are eventually on their knees due to stress.
- No one will get anything what they need i.e. carers and there will be a right mess
- Sick people will end up neglected and dying long before they should.
- People will die alone or suffer.
- Don't know.
- Those falling through the net dying alone at home in awful circumstances.
- People suffering unnecessarily because they have no help or help comes too late
- No services left i.e. police will be too busy dealing with mental health patients they won't have enough resource to deal with actual crime i.e. drugs, etc.
- Quality of carers will decrease even more. Why is there not a standard of training that all carers should have regardless if it's a council or private service?
- People will literally die undignified.
- More hospital admissions and bed blocking; where's it going to end?
- There won't be any services or money for services when I am older and maybe need help
- People fall in through cracks and not getting support.
- It will be increasingly difficult to get and more and more limited and the Charging policy will get more and more extreme.
- That our sick and vulnerable do not get the right provision and families are put under immense pressure to try and help.
- The affect it is going to have on the person who needs it, their families who are not being supported and the community.
- Old people with no one left to fend for themselves also vulnerable and mentally ill people.
- Obviously, there are a lot of concerns which will be continued while 'council procedures and council policies' continue.
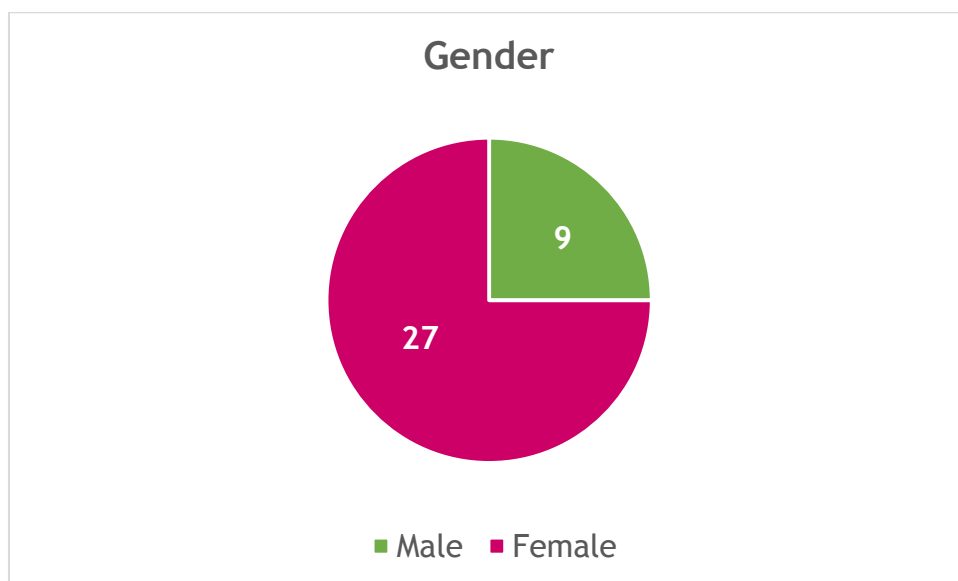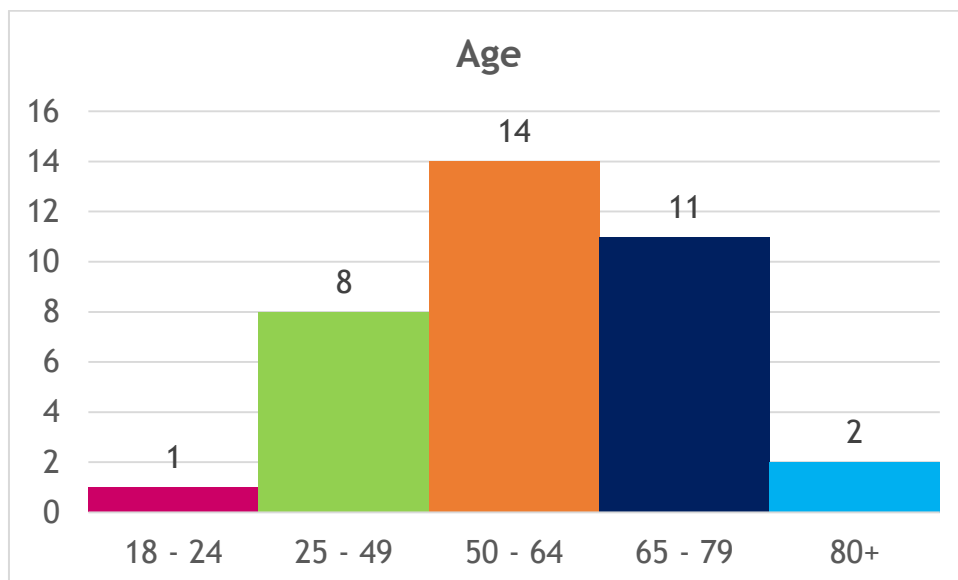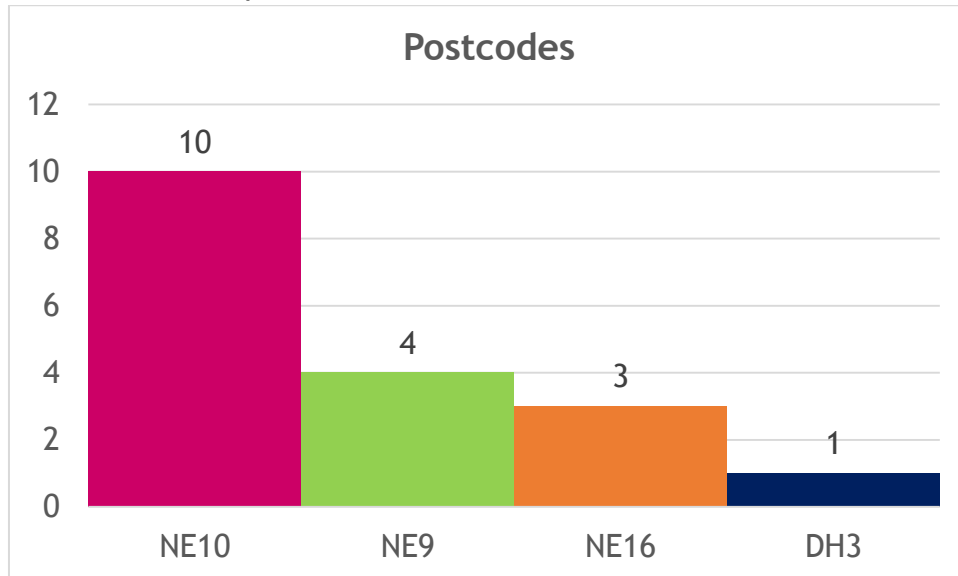
- More and more vulnerable people being let down, leaving them open to more unscrupulous people who can take advantage, and also just not helping them have a good quality of life that everyone deserves.
- Money and help not getting to the right people fund looking at false claims for help.
- Vulnerable adults being put in dangerous circumstances.
- Black market funding.
- Negative impact on physical, emotional wellbeing of clients, increase in hospital admissions due to accidents, emotional wellbeing, increase in need for more residential care places which done exist.
- Care for elderly will collapse.
- Social care around drug/alcohol and also mental health is a big concern for me as the impact on communities, as well as the individual and their family would be huge
- A total breakdown in social care. Councils being unable to deliver essential services. It's time that the underfunding in social care received the same urgency of that in the NHS. Without the preventative aspects of social care, the pressure on health will increase to breaking point.
- Increasing numbers of people in need not getting proper treatment to the point of fatalities occurring through people not receiving proper care.

families also carers care services social care dying fall will mental

health people vulnerable needs home help older support
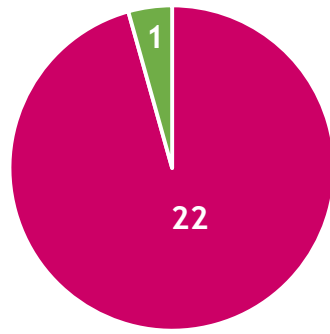
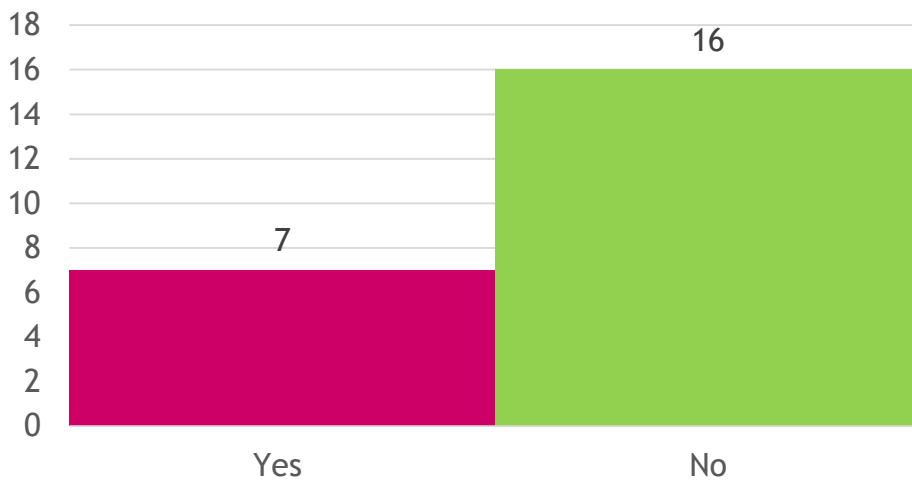council left community
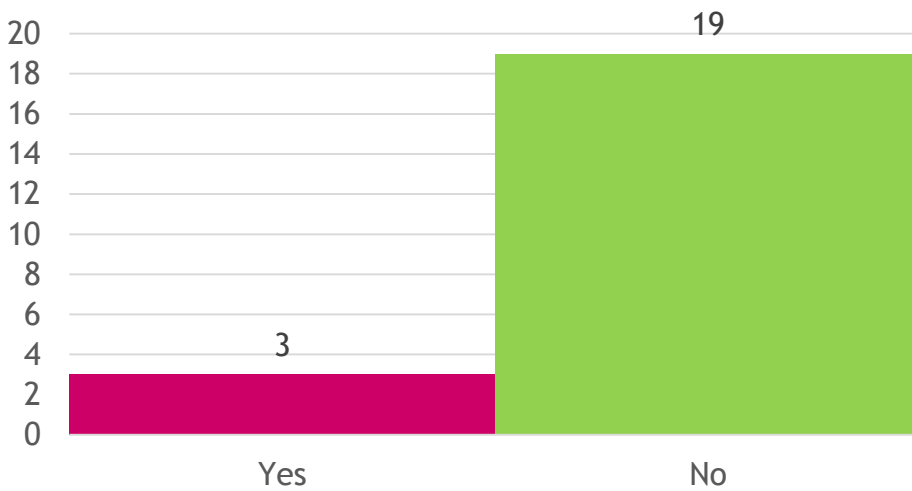
Demographics

38 individual responses

Postcodes

Postcode	Count
NE10	10
NE9	4
NE16	3
DH3	1

Age

Age	Count
18 - 24	1
25 - 49	8
50 - 64	14
65 - 79	11
80+	2

Gender

Gender	Count
Male	9
Female	27

Sexuality

Heterosexual: 22
Gay man: 1

Disability

Yes: 7
No: 16

Carer

Yes: 3
No: 19

Are you
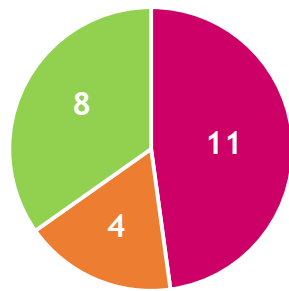
- Employed or self employed
- Not in paid employment
- Retired

Ethnicity

	British	Any other mixed background
	23	1
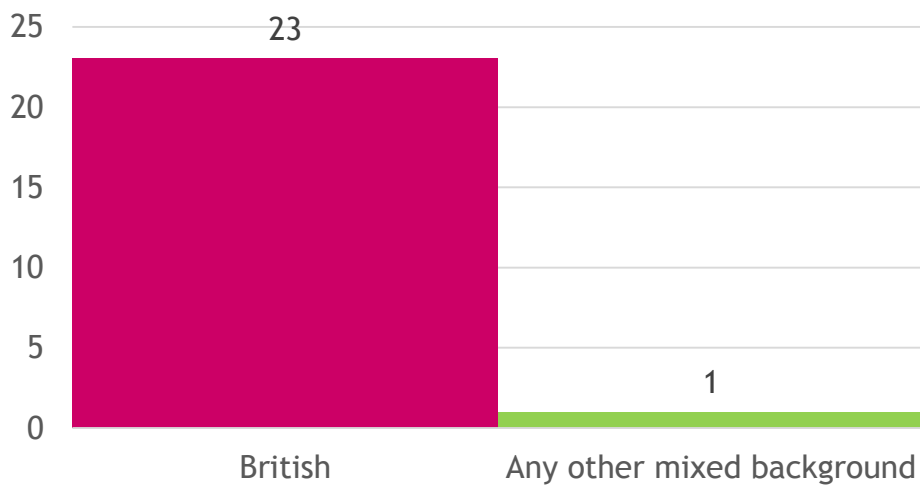
Marital status
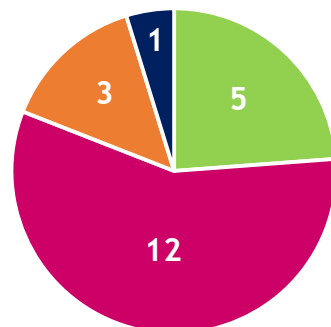
- Single
- Married
- Divorced
- Widowed