



Carers Steering Group

29th July 2025

Virtual Meeting – MS Teams
10.30 am -12 noon

Hello and welcome!



Diana Balsom

Interim Commissioner (Prevention & Carers)

Hello and welcome



Craig Brewin
Co-Chair, Carer and Volunteer

SLOUGH CARERS STEERING GROUP

Hello and welcome!



Remi Gogna

Carers Support & Development Officer

Agenda

10.30	Welcome and Introductions- Diana and Craig	5 mins
10.35	Feedback and questions from CQC report - Diana/all	20 mins
10.55	Where are we now? – Craig /all	10 mins
11.10	Potential next steps – Diana / all	10 mins
11.25	Updates and Actions from previous meeting: <ul style="list-style-type: none">• Carers Week - Remi• Carers Card – Remi• Expansion of Carers Support role – Diana / Remi• Info and Advice – the Carers Journey – Diana/All	20 mins
11.45	Updates from the group- All	10 mins
11.55	Any Other Business - All	5 mins

Carers Strategy 2023–26 and Steering Group

Developed with input from carers, focusing on:

- Physical and mental health impacts of caring
- Financial hardship
- Need for respite and peer support
- Progress tracked via action plan and monitored by Steering Group and Co-production Network

Commissioning gaps:

Very low access to respite:

- Only **5.77%** accessed short breaks (1–24 hrs)
- **11.76%** accessed longer breaks (24+ hrs)
- **9.80%** accessed emergency respite

Adult Social Care rated **GOOD**

where people experience coordinated care, respect for their human rights and their cultural needs are understood

CQC Carers Headlines 2

Carers Assessments and Support:

- Mixed experiences with Care Act assessments.
- In-house service with triage system for support.
- Support includes advice, peer support, training, respite care, and direct payments

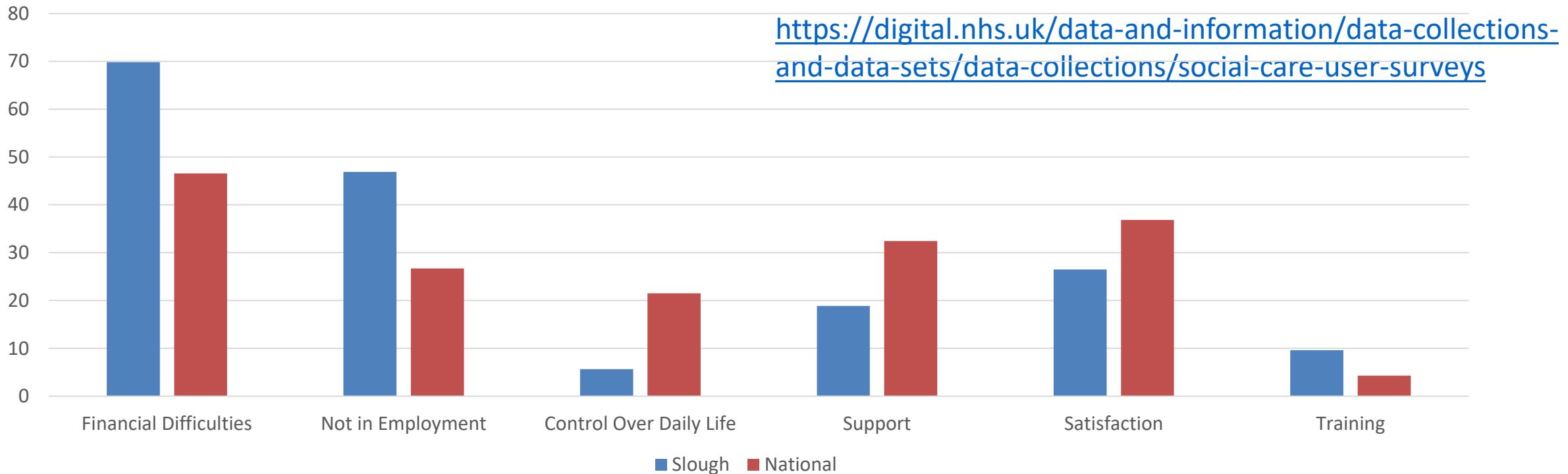
Access and Waiting Times:

- Timely assessments in some areas and within LD teams (within 5 days).
- Long waits in other areas (up to 313 days).
- 105 overdue carers reviews with median wait of 124 days.

Information and Accessibility:

- Digital barriers for non-digitally enabled carers.
- Website helpful but limited non-digital options.
- New walk-in 'front door' service being developed

CQC Carers Headlines 3 - Survey Comparison: Slough vs National



<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/social-care-user-surveys>

- Slough carers face more financial difficulties and employment challenges than national average.
- Lower satisfaction and control over daily life.
- Higher access to training compared to national average.

Any Questions or Comments



Where are we now?



Any Questions or Comments



Potential Next Steps

1

Develop a carer-led review of the strategy to inform the period 2026-2028

2

Review the role of task and finish groups

3

Strengthen the links with existing Carers Groups to support greater co-production of the work to support current and future strategies

4

Use Survey of Adult Carers in England to record the impact of the strategy – introduce targets for improvement based on current data

Any Questions or Comments



Updates



Updates

Carers Week 1

Carers Week Celebration Event 2025

“ Caring about Equality”

- ▶ Over 200 attendees including carers, carers support organisations, carers groups and volunteers
- ▶ 50 New carers registered with Slough Carers Support
- ▶ 10 key local organisations on hand to provide advice and information on the day



Carers Week 2

Carers Celebration Event Agenda - Pinewood Hotel - 10th June 2025

- ▶ 11am – 11.30am – Registration of carers
- ▶ 11.45am – opening remarks by Jane Senior
- ▶ 12pm – Alex Lapointe - Ways in to Work (guest speaker – 8 mins)
- ▶ 12.15pm – Entertainment starts:
- ▶ Creative Academy – Dance performance – 15 mins (on the lawn)
- ▶ Amina Khayam Dance Academy – Hema – (main hall)
- ▶ Nikita Dance Academy Dance with Poem– Danuta – (main hall)
- ▶ The Dhol Show – Karan
- ▶ 1pm – buffet served
- ▶ Saiful – Magician – will arrive approx. 1.30pm (tricks at the tables)
- ▶ 1pm – 3pm – stalls open and bhangra session on the lawn – carers free to move around indoor and outdoor space
- ▶ 3pm – finish and clear up.
- ▶

Carers Week 3

Very happy with the support and information provided, met caring and informative representatives, entertainment food and drinks all good thank you.

We had a wonderful time at this event. The venue was excellent and so beautiful. Lots of stalls which were great for networking and information sharing. The entertainment was great we really enjoyed the traditional dhol and music. Food was the best part of the event ... so well organised and delicious. Finally, well done to the organisers who did an excellent job to put this event together.



Would love to have more of these in the future as they made us feel so special... BIG THANK YOU TO ALL

Great networking event -Very informative
Amazing entertainment and Good food
Attention to detail really showed in how smoothly everything went.
Went above and beyond expectation - Well done to the organisers

What Carers said about the event:

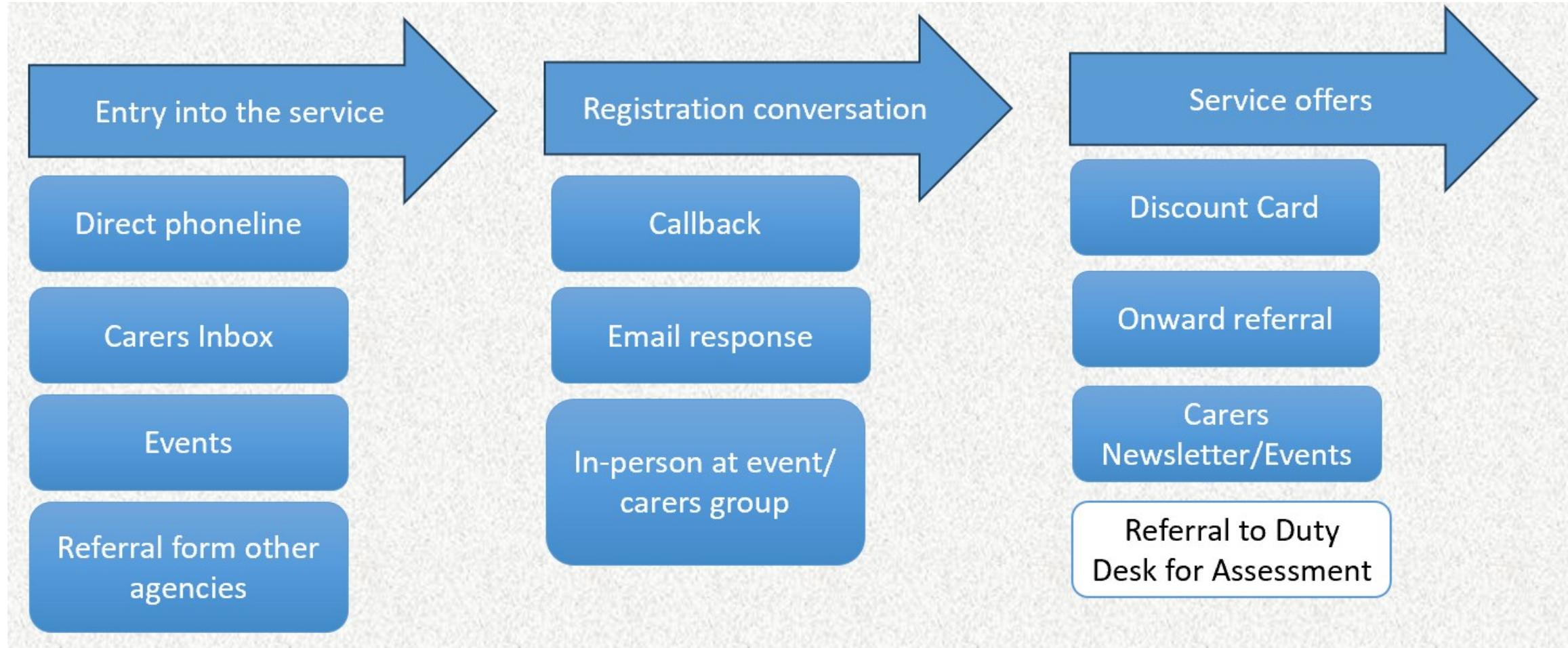
I got lots of information and got pampered food as well as usual was lovely and most of all was the organisation it was brilliant thank you all.

Extremely informative. Got to meet people to help with my enquiries.

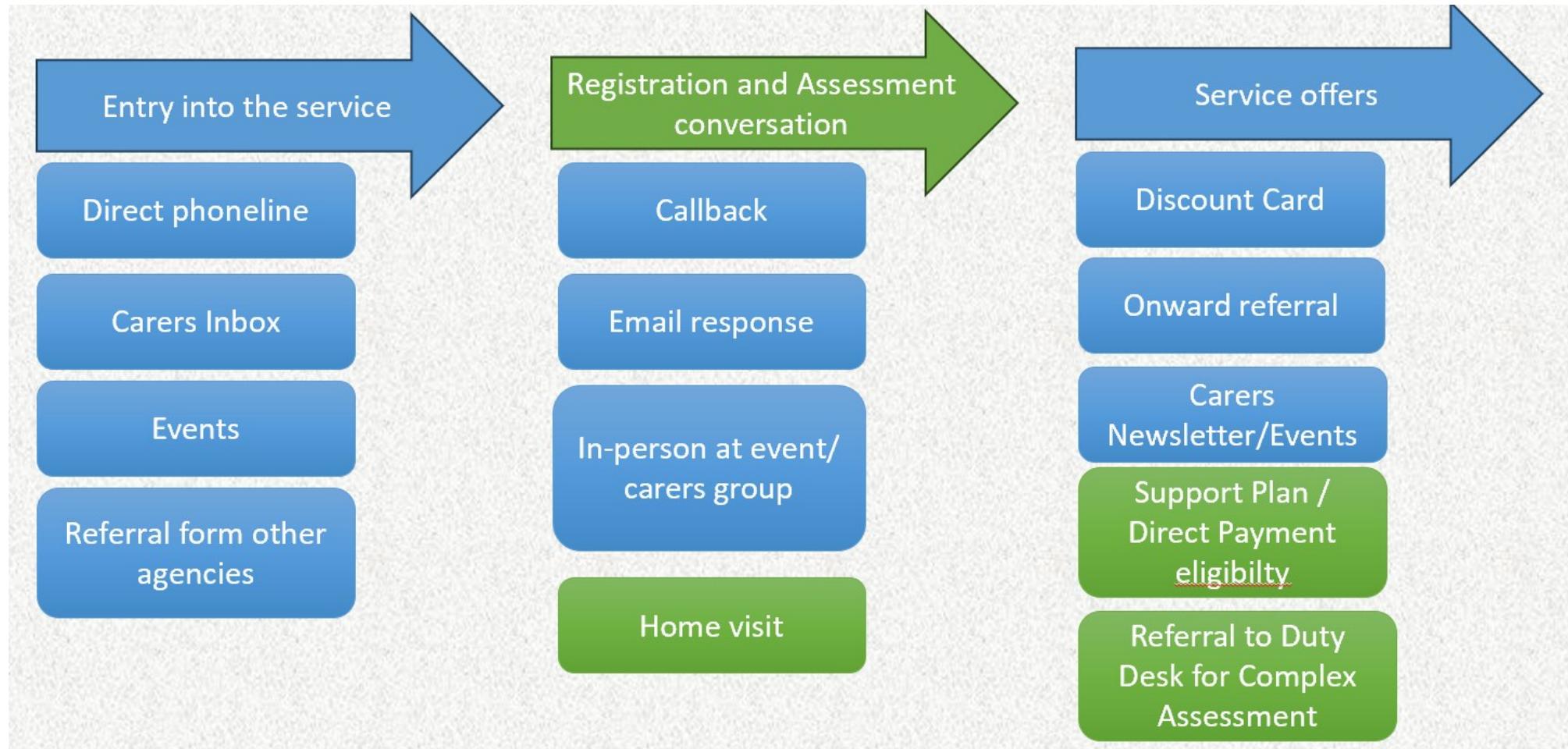
Carers Card

- **What is the Carers Discount and Attention Card?**
- The card has two functions - it offers a range of discounts at local businesses and acts as an attention card to alert people of a Carers caring duties in the event of an emergency.
- **Update:**
- We have reviewed the current discounts to ensure they are still valid
- We have updated the current list of businesses and services offering discounts – including a number of new offers
- The list is currently with our communications team who will turn the list into an accessible document.
- The new list will be available on the website and hard copies will be sent to those who need them.
- We plan to make hard copies available to carers groups and community spaces such as libraries.
- We will continue to develop more offers to update the card at regular intervals.

Changes to Pathway through the Carers Support Service – as is



Changes to Pathway through the Carers Support Service – to be

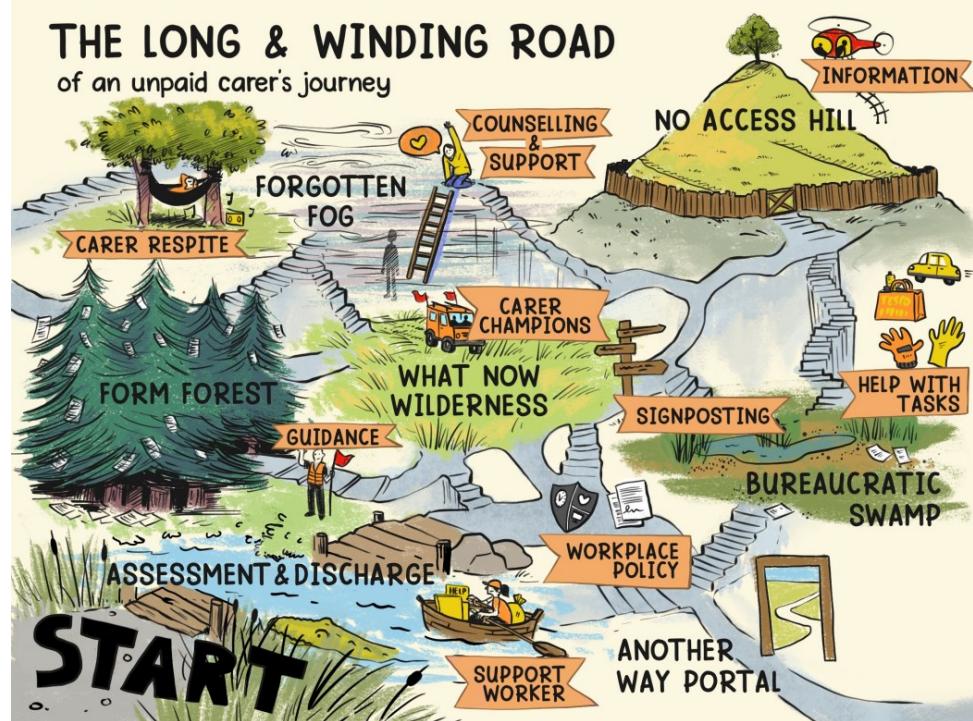


Carer Numbers

Self or agency referrals into Slough Carers Support via phone, email or event

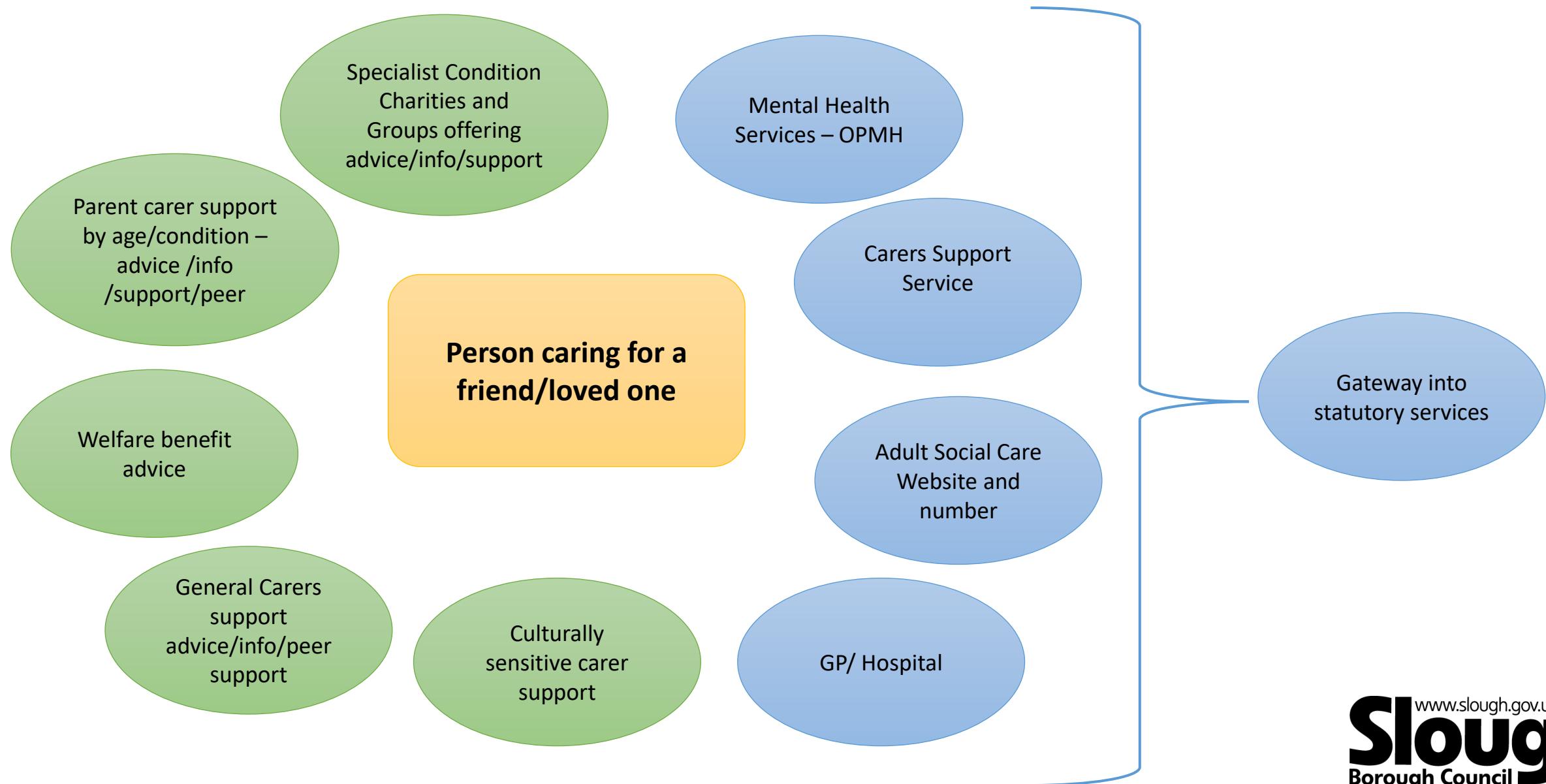
last 6 months	nos reg	nos ref for assess	nos ref to Directory of services	nos Ref to carers group	nos Ref to Community Connector	Ref other	total reg	Total Carers assessed
Totals	43	40	40	40	41	37	140	667

Information and Advice – the carers journey



Under Construction!

'Ecosystem' template



Any Question or Comments?



Updates from the group and any other business





The next Steering
Group will be in
October 2025



Thank you.