



Feedback from Carers in Walsall about our Carers Voice Programme

Engagement Session: Wednesday 18 September 2024 – Carers Voice

Attendees: 11 Carers

All of the above are unpaid carers who supports someone who needs their support due to a disability, serious illness, frailty or addiction.

Introduction

The afternoon session focused on our Carers Voice programme to explore how Carers felt about it, how they would like to be involved and how it can be improved.

Our Carers Voice programme ensures Carers are at the heart of everything that we do and that their views are heard so we can include Carers feedback to shape our services.

Carers can get involved by answering surveys, join in-person focus groups or share their own personal caring journey by telling their own story of being a Carer to help other people or to inform professionals.

Carers Voice Questions

The 11 Carers present, were asked the following questions:

1. All of our Carers Voice sessions for Walsall have taken place here. What do you think of this as a venue? Does it work for you?
2. Is there a different venue that would be better? Any suggestions?
3. Is there a preferred length of sessions? 2 hours 3 hours 4 hours?
4. What has encouraged you to come along today?
5. Do you think it should always be the same people attending focus groups or a mix of people so we capture more views of Carers?
6. What do you think is working well with these sessions or not working well?
7. Are you happy to help with any research from other organisations or institutions?
8. How would you like to be included or involved – just answering surveys, being involved in focus groups like these or sharing your own story of being a Carer?
9. What types of topics would you like to give feedback on? Is there anything you would like covered?
10. How would you like to receive feedback from sessions? Via email, or as a chart/diagram, or verbally in-person?

Here's a summary of the feedback from the Carers Voice session questions:

1. **Venue:** Most Carers liked the current venue, but parking was an issue. Suggested alternatives include venues with better parking options like WHC, Collingwood Centre, Bloxwich Active Living Centre, and Walsall Leather Museum.
2. **Session Length:** Opinions varied; some Carers preferred 3 hours with breaks or lunch, while others suggested 2 hours with frequent short breaks.
3. **Meeting Frequency:** Most Carers were satisfied with quarterly meetings, though some requested additional sessions for specific updates (e.g., changes in benefits).

4. **Attendance Motivations:** Carers enjoyed networking, sharing experiences, learning about new resources like the Carers Passport, and influencing policies. Topics like GP services and socialising also drew interest.
5. **Diversity of Attendees:** A majority preferred a mix of attendees to gather a wider range of perspectives, though one Carer liked consistency.
6. **Session Feedback:**
 - **Positive:** Friendly atmosphere, opportunity for peer support, helpful structure, and a diverse group with shared experiences.
 - **Areas for Improvement:** Concerns about diversity representation and too much information packed into sessions.
7. **Research Participation:** Carers were open to research involvement, with preferences for focus groups and some interest in surveys and sharing personal stories.
8. **Topics for Feedback:** Carers expressed interest in discussing diversity, available support, resources, Carers Passport, and updates on council services and policy changes.
9. **Preferred Feedback Method:** Most preferred feedback via email or charts/diagrams, though some liked in-person updates during quarterly meetings.

This feedback highlights Carers' needs for accessible venues, balanced session lengths, diverse attendance, and engaging, varied content.

The Carers were then asked to complete a feedback form about the day's event, which you can read [here](#).