



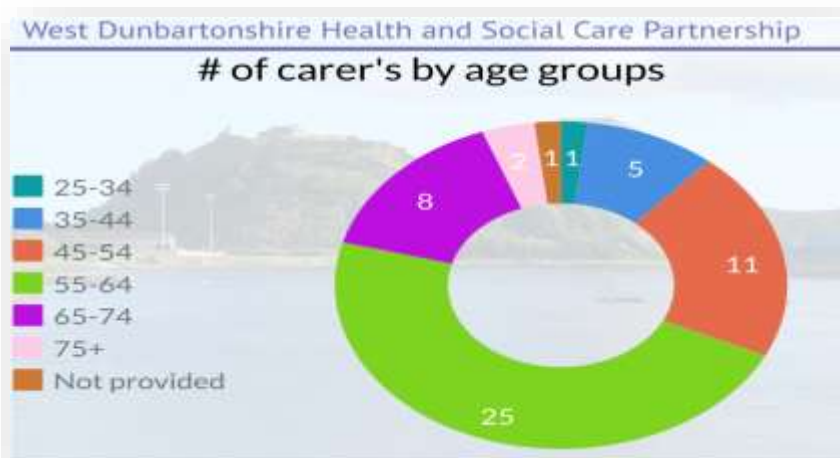
What Matters to Carers in West Dunbartonshire?

Introduction

This report provides insight into what matters to carers in West Dunbartonshire by drawing on two sources of information. The first is from the consultation recently undertaken to inform the forthcoming HSCP strategic plan 2023-2026: 'Improving Lives Together'. As part of the consultation, stakeholders were invited to tell the HSCP what mattered to them about health and social care services. Of the almost 170 survey responses received, 53 were unpaid carers and provides significant insight into what matters to them about health and social care services.

The second source of information comes from Adult Carer Assessment and Support Plans (ACASP). Every carer is entitled to an ACASP – it helps identify strengths and support needs and can inform what, if any, services might be best placed to meet carer needs. Within the ACASP, two questions are asked which include, “what matters to you about your caring role?” and “what matters to you about your life alongside caring?” Asking this question as part of the ACASP ensures decisions about best next steps are anchored to what matters to the carer. As part of What Matters to You? Day 2023, the HSCP is sharing what an analysis of this data has shown and next steps for the HSCP and partners.

What matters to carers about health and social care services? Demographics:



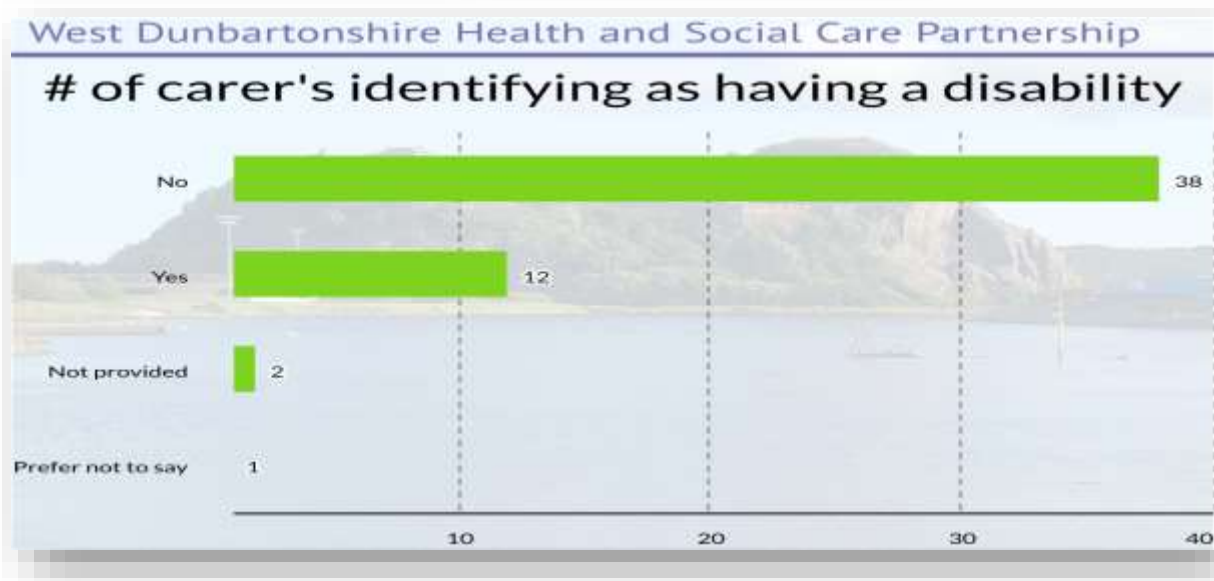
53 unpaid carer's responses were received from the Strategic Plan consultation. Within the carer group, 25 respondents fell within the age category of 55-64.



30 of the survey respondents were most familiar with the Clydebank area, and 23 were more familiar with the Dumbarton/Alexandria area.



The majority of respondents were female (44), while seven identified as male, and two did not provide gender information.



What matters to carers about Health and Social Care Services

Based on a review of the responses received during the strategic plan consultation, the following key themes emerged as mattering to carers:

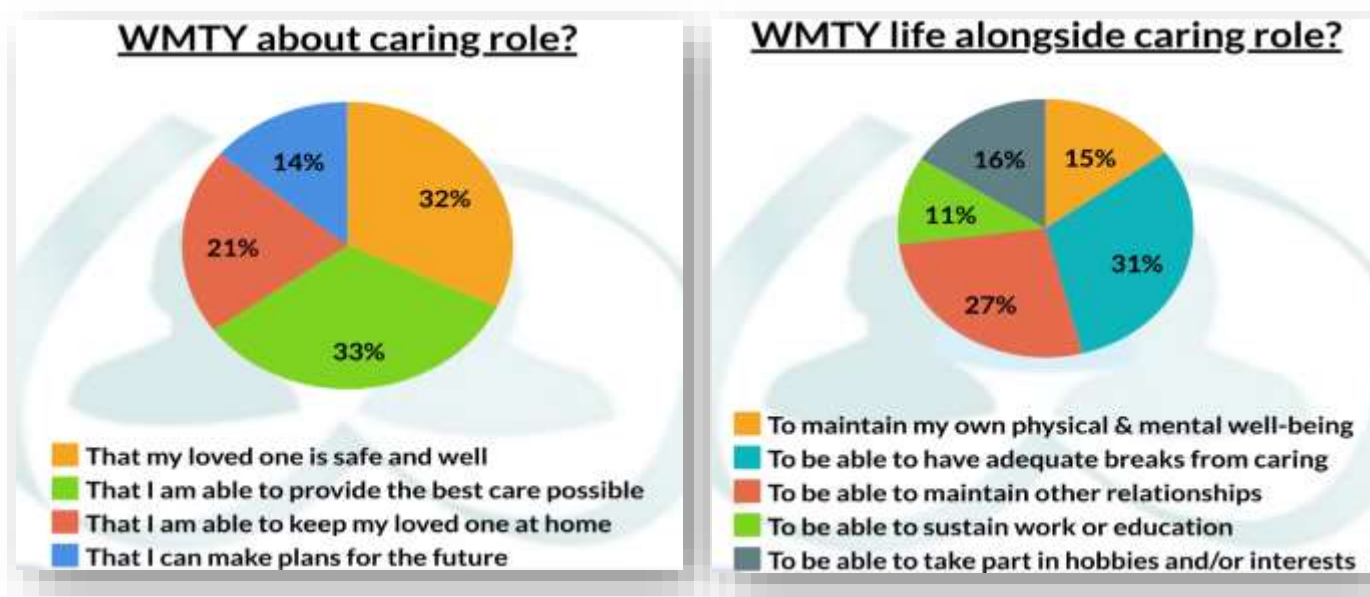
- Availability and accessibility of services, including out-of-office hours and timely access.
- Anticipatory care planning.
- Good quality service provision, focusing on staff values, person-centred care, and enhancing the quality of life for people who use services.
- Continuity of care and effective communication, including providing advice on caring.
- Caring for elderly and dementia patients, as well as those who are socially isolated.



- Efficient and well-resourced services, particularly access to GP's and A&E departments.
- Empowering people who use services through choice and trust.

[What matters to carers: ACASP Analysis](#)

In addition to the strategic plan consultation, the report analysed information from 150 Adult Carer Assessment and Support Plans (ACASP) from Carers of West Dunbartonshire (CWD). Two questions from the ACASP provided insights into what matters to carers.



Additional comments provided by carers highlighted maintaining their own identity and getting sufficient sleep.

[Key Themes and Commonalities](#)

These key themes and commonalities highlight the importance of holistic support for carers, including access to services, provision of person-centred care, and the recognition of carers' own needs and well-being. It highlights the need for efficient and well-resourced health and social care services that empower carers while ensuring the safety and well-being of their loved ones.

[Conclusion](#)

This report emphasises the priorities and concerns expressed by carers in West Dunbartonshire, including the need for accessible services, anticipatory care planning, and quality service provision. Based on these insights, the WDHSCP is taking proactive steps to address areas of improvement. Efforts include enhancing service availability and accessibility, focusing on anticipatory care planning, and improving the quality of service provision through staff values and person-centred care.

The WDHSCP aims to develop targeted strategies and resources to meet the unique needs of unpaid carer. Empowering people who use services and carers through increased choice and control is another priority, with efforts to support carers' well-being and enable a balance between caregiving



and other aspects of their lives. The ongoing strategy refresh of the Local Carers' Strategy will consider the insights gained from the WMTY review, ensuring alignment with the expressed needs of carers, people who use services, and the wider community to create a more responsive and inclusive health and social care system.