

NCO Carers Training

Transcripts

Interviews with a sample of carers

'JC' – by telephone 16th July 2009

Q. What made you come along to the event(s)?

A. I came for information and also to meet other people

Q. How did you feel about coming along to the course(s)?

A. At first I felt a bit awkward I assumed that people who attended would be looking after elderly relatives. When I came along I realised that it was actually a mix of all different types of carers and that there a lot of people in a similar situation to me. When you say 'carer' people assume that you mean someone looking after an elderly relative. They don't associate the word 'carer' with parents, they don't think about the wider picture.

Q. Did you have any expectations in relation to the courses that you attended?

A. No

Q. Thinking about Caring with Confidence, which parts of the day did you enjoy the most/get the most out of?

A. I enjoyed getting the tips from people and chatting with others, realising that you are not on your own. I can't really pick out the most useful, all of it had some relevance.

Q. In Caring with Confidence, is there anything else that you think we should have covered?

A. Nothing that I can think of. It made people feel better about the job that they were doing. Having someone saying that you were doing a good job to you and seeing people in the same boat makes you feel better.

Q. Moving on to Navigating the System, how did you rate your knowledge of 'the system' before attending the session?

A. Difficult to say, I thought I know quite a bit but I went along to find out other stuff. I felt that it showed that the system overall is failing carers e.g.

the lack of knowledge of carers assessments. The session made me realise the things that I was entitled to.

Q. Do you feel that your knowledge of the system has improved as a result of attending the session?

A. Yes. I think every carer should automatically be given a list of all of the organisations who can help. There are so many organisations out there and nobody tells you.

Q. Do you feel that you have a better understanding of who can help you and the people that you care for?

A. Yes, I got in touch with Social Work to ask for an assessment.

Q. Have you used anything that you learnt in the session(s)?

A. Yes.

Q. Is there anything else that you think we should cover?

A. The education system, legal rights and how to get them. There is a lack of understanding in education about disabilities.

'MMc' – by telephone 16th July 2009

Q. What made you come along to the event(s)?

A. To find out more, for more information and more support.

Q. How did you feel about coming along to the course?

A. Fine, it was not a problem for me. I am fine in meeting new people I am not intimidated. Planning for the Future was a bit daunting as I prefer to live in the future but you have to know about these things.

Q. Did you have any expectations about any of the courses that you attended?

A. The first one no (CWC), the second one, I was hoping to find out more about what happens when he reaches 16.

Q. Thinking about Caring with Confidence, which part of the day did you enjoy or find the most useful?

A. I left after lunch so I didn't stay all day but I did enjoy the relaxation CD

Q. Did you find any parts of the day uncomfortable or not useful?

A. No

Q. Do you think that anything that we covered in the courses has helped you?

A. Planning for the Future was useful but there was a lot of information to take in. It would have been good to have had it in written form. It would also be good to get someone to come to the house to talk about our particular situation.

Q. Has the information that you picked up in the courses been useful to you?

A. I think, hope, it will be useful in the future.

Q. Is there anything else that you think future courses should cover?

A. The courses did help, it is useful to have them. I try to take advantage of the opportunities that arise, but there are others out there who are not being reached or who don't recognise themselves as carers.

EM – by phone 17th July 2009

Q. What made you come along to the event(s)?

A. The leaflets and publicity material were worded in a way that I felt the content would be helpful. Also I trust the PRT.

Q. Did you have any expectations about the course(s)?

A. No, no expectations

Q. Which parts of Caring with Confidence did you find most useful?

A. The listening and the talk about stress

Q. Which part of the courses did you find least useful?

A. People can be allowed to talk too much and joining in can be difficult. There can also be a lot of information to take in, it would be good to get an handout about information, particularly such as benefits. Planning for the future was useful, the most useful advice was from the solicitor. I have been given an idea of what I need to do with an issue that I have in the future.

Q. Is there anything else that we should be covering?

A. Coping with changes in the person that you care for, their ups and downs. The potential effects of various medication.

HL- by phone 17th July 2009

Q. What made you come along to the courses?

A. One of the reasons was that they were accessible, both transport and respite costs were available. There are many times when I would like to go to something but I can't get there as I can't get transport or respite costs. I can't get there and it makes me feel undervalued and bad. The courses looked interesting and I think there are always things that you can learn. The more knowledge you have, the better equipped you are.

Q. How did you feel about coming along to the courses?

A. I didn't find them intimidating, I wanted to meet new people and hear their experiences. We are all in the same boat. I was surprised at the spectrum, it was interesting. People you would not usually cross paths with were there, it was a positive experience and it widened my understanding of who 'carers' were.

Q. Did you have any expectations about the courses?

A. No, no expectations I was very open to the experience.

Q. Which parts of the Caring with Confidence day did you find the most useful?

A. The first bit, acknowledging the different parts of stress.

Q. Which did you find least useful?

A. The relaxation with the CD, it didn't work for me. The visualisation was much better

Q. Is there anything that us still use from CWC?

A. The visualisation, going to a good place and not to beat myself up too much.

Q. How did you rate your knowledge of the system before you came to NTS?

A. I kind of knew a bit.

Q. How did coming to NTS help?

A. It showed me how it all slotted in, it built on what I already knew. I felt more confident having the knowledge.

Q. Did you find PFF helpful?

A. PFF was very good, the guardianship part particularly, it was good solid knowledge. The most useful bit was about guardianship/appointeeship. The bit about benefits was too much to take in and I think it would be good to have a handout.

Q. How was the Moving and Handling session?

A. Brilliant. I found the beginning bit, when you had to fill in a list of you injuries hard as I was one of the youngest and seemed to have the most problems. The pace was okay and I liked that they spent time with you, it made you feel valued. I have used what I have learnt with my son.

Q. Was any one of the courses more helpful than the others?

A. All of them built on each other. I feel much better equipped and I got something out of all of them.

Q. Is there anything else that we should be covering?

A. Challenging behaviour – breakaways.

MM – by phone 17th July 2009

Q. What made you come along to this event?

A. Although I am not 'technically' a carer, the person that I care for does not live at home, I came because I don't want to stop learning. Also I feel that if carers don't take up these opportunities they may lose them. It can be difficult for people to motivate themselves to do something other than the day to day caring. I am always keen to learn, particularly as my family has a genetic condition which may affect someone else in future.

Q. How did you feel about coming along to the courses?

A. I was not daunted, I used to work in social care and have done training in the past. I also have run a business.

Q. Did you have any expectations about the courses?

A. In Planning for the Future I wanted to inform myself better because benefits can be confusing and perplexing. I had done moving and handling training before and I wanted to see if it had changed. NTS, I just wanted to inform myself and pick up some additional information. I was just looking for help.

Q. Were any of the courses beneficial to you?

A. Some of them. It was helpful listening to others stories, people need to be able to talk about their frustrations. I didn't find the Moving and Handling that helpful. I felt a bit disappointed, it was along day, long winded. It was not telling us much of anything. But I have done this type of course before.

Q. Did any of the courses give you new information or knowledge?

A. I think that they did. Planning for the future was good and I took a lot of notes when the solicitor was speaking. With all of them you can take something away.

Q. Is there anything else that you think we should cover?

A. What sort of care we should expect and who to go to. This is not always about money. Also there is a lot of confusion within the services about policies, for example the NHS responsibility for continuing health care funding.

KS – by phone 17th July 2009

Q. What made you come along to the courses?

A. I needed to learn more. I struggle in my situation and I thought that more information would be useful.

Q. How did you feel about coming along to the courses?

A. I was nervous because I don't get out much, I am quite isolated.

Q. Did you have any expectations about the day?

A. I enjoyed them all. They were all very different, all helpful in different ways. Planning for the future was very helpful, Moving and Handling was brilliant. I have already used the knowledge to move on from what I used to do.

Q. Has attending the courses helped you to feel more confident?

A. I do feel more confident now but I am also more conscious that I need more help.

Q. Do you think that attending the courses has helped you to increase your knowledge?

A. Yes, I know more than I did before.

Q. Did you find meeting other carers helpful?

A. It was good as I don't know that many people, it was good to meet others.

Q. Did the provision of respite and travel costs help you?

A. Yes, it was very helpful because of where I live in a rural area.

Q. Is there anything else that you think we should be doing?

A. More information about specific conditions. Tips on coping with autism. How to deal with situations can be quite challenging.

AW – by phone 17th July 2009

Q. What made you come along to this event?

A. Because I will be in a caring situation in the future, I have been a carer in the past and I found it difficult, I wanted to make sure that I can cope based on my previous experience.

Q. How did you feel about coming to the course?

A. I didn't feel nervous. I didn't know if it would be the right thing.

Q. Did you find the course helpful?

A. Because it was a small group the trainers were able to gear it to each person. I does help with a back and knee problem that I have and I have used some things that I learnt at the session. Meeting other people was useful, although most people were parent carers so I was not sharing their experiences but it was an eye opener. There was 1 person at some of the training who was in a similar situation to me.

Q. Is there anything else that you think we should have covered?

A. It is difficult to say at the moment. Knowing and understanding the uses of some of the aids.

Q. Would any of the other courses have been of use to you?

A. I saw NTS advertised and didn't think it was relevant to me at the time, I don't know why I thought that. I may attend it next time round.

CW – by phone 20th July 2009

Q. What made you come along to the training session?

A. I had concerns and issues that I felt I had to tackle because the condition of the person that I care for had deteriorated and I didn't know where else to go.

Q. How did you feel about coming along to the course?

A. I felt fine about it.

Q. Did you have any expectations about the session?

A. No, but I did hope that I would get enough information to clarify things in my own mind.

Q. Did you get what you want to out of the course?

A. More than I had hoped.

Q. Has the information that you got been of use to you?

A. I still have to put it into practice but I do have the information.

Q. Would you consider coming along to other courses?

A. I would come along to some of the courses and I know others who would come too. I would mention about the moving and handling course, although I could not attend on the day I would have been hesitant about coming along as I would have been uncomfortable in the venue.

Q. Is there anything else that you think we should be covering?

A. I feel in a complete muddle with the direct payment system. DP, ILF and SWS are confusing and difficult to deal with. Something about direct payments would be useful.