

Dekh Bhaal  
Asian Carers Support Group  
Company Limited by Guarantee Registration No. 4152070  
119 Myddleton Road  
Wood Green  
London N22 8NG  
Telephone no. 020 8365 7708 / 07984 175 238  
E-mail: [dekhbhaal@yahoo.co.uk](mailto:dekhbhaal@yahoo.co.uk)  
Office opening times: Monday and Thursday 10.30 am – 3.30 pm



### **SCRUTINY REVIEW – SUPPORT TO CARERS**

- The services that we provide are:
    - information and advice,
    - interpretation,
    - intervention,
    - emotional support,
    - outings, and
    - beauty & alternative therapies.
- 1) Linguistically appropriate care workers and culturally appropriate catering in residential homes and hospitals so that carers and their families do not have to worry about the cared for person all the time.
  - 2) There should also be free transport and/or free parking for carers to/from hospital.
  - 3) There should be flexibility as to how many hours are allocated in care packages depending on individual circumstances. As people get older or the level of dementia increases, they get much slower so a 15 minute break is completely inadequate for their needs.

As for input with reference to the objectives: there are two points we would like to make.

- 1) Emergency cover: The rule at the moment is that social services need two weeks' notice before they can help. This is not possible if there is an emergency and nobody is available to look after the cared for. 1-2 days' notice should be all that is required.
- 2) Access to health and well-being services: The Active Card (Leisure Card) should be usable without the cared for person being present as it is more of a break than if the carer had to worry about the cared for as well.

We are always happy to listen to your comments, complaints or compliments – so please **do** let us know.