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Your ref

Our ref JM/SL/SBoots

Date

30 September 2011

To whom it may concern

Re: Scott Boots

Lancashire is a diverse area of the UK with a population of 1,449,300. Around 130,000 of this population are carer's. Lancashire County Council aims to provide quality support to carer's across the county, ensuring a consistency of service. In order to facilitate this, there is a dedicated carer's team in place which sits within the commissioning function of the authority. The authority has a Multi Agency Carer's Strategy in place, written in conjunction with primary Care Trusts in the area. The strategy has a distinct set of commissioning intentions that are being worked on by three Multi Agency Strategy Implementation groups.

The carers team are aware that Caring for someone can often be a juggling act, balancing the caring role with other responsibilities. For many carers, simple things are often a major challenge, such as getting a break, balancing a job with the caring role, access to training and maintaining their own health. The authority know that the numbers of people requiring care and support will rise over time and that people of all ages and backgrounds with increasing complex health and social care needs will be cared for in their own homes. Therefore, inevitably, the number of unpaid carers is set to rise across Lancashire with an increase in the level and intensity of the role. The council also know that carers are more likely to have health problems of their own, experience higher levels of stress, face economic hardship and social isolation because of the impact of their caring role. The carers team are keen to ensure that the authority continue to provide quality outcomes for carers developing services responding to carers needs and wishes.

Carers in Lancashire are invited to attend an annual carers conference, funded by the authority and facilitated by the Carers Team. The conference is seen as a way of saying thank you to carers for caring and as a mechanism to give them support and information.

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**Joanne McMaster - Carers Strategy Officer**

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This year, the 12<sup>th</sup> annual conference was themed around 'a time of change'. Given the current financial climate, change resulting in resource reduction is inevitable for many carers across the county. With this in mind, the offer from Scott to deliver a presentation relating to stress and burn out was timely.

Scott delivered two 1 hour presentations to around 80 carers in total. The feedback from the carers attending the seminar was wholly positive, comments included:

'I gained quite a bit from the very personable American lecturer – food for thought'  
'It made me think about me!'

'Very powerful, it made you aware of possible areas to change myself to be more able to cope with stress'

'Good speaker, I am very stressed and Scott gave such good advice'

'Very motivating'

'Very impressive and useful'

'Not what I expected but very entertaining, different from most stress talks which advocate relaxation'

'The speaker at the stress workshop was excellent, informative and brought a touch of humour to the session'

I would highly recommend Scott, founder and Director of the Health Cares Exchange Initiatives as an excellent public speaker with a detailed and thorough knowledge of the subject. Scott brought humour and personal experience to his talk, which made what he was saying effective and real.



**Joanne McMaster**

Carers Strategy Officer  
Lancashire County Council

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