HW Lincs The Engagement to Insight People

healthwatch Lincolnshire

State of Health and Care in Lincolnshire
What did carers tell us?

Our State of Health and Care survey, ran from October 2025 - March 2026. Over 220 carers shared their experiences of health and care services, both for their own needs as well as the person they care for. Many aspects of a carer's own experience was similar to non-carers. For example, being listened to, being able to access services in a timely manner, good communication, were universally valued, but not necessarily experienced. This infographic presents the unique challenges carers face, often when interacting with services in their caring role. Click here to read more of the findings.

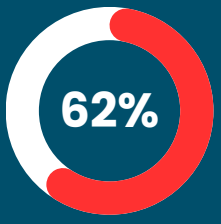
225

carers shared their views

Carers reported higher use of:

Social care

Voluntary community, faith and social enterprise (VCFSE) services



said **caring responsibilities have a negative impact on their health and wellbeing**

What did carers tell us?

Regardless of the service accessed, experiences shared several recurring themes:

- **A need for greater recognition of carers, what it involves and their committments**

"Carers often take on clinical roles with minimal training and support. They have other comittments, working, look after children."

"When I got to A&E I told the receptionist I was there to be with my mum as she has dementia and I was her carer. She asked if I had a carers badge and when I said no she said, and I quote, "You're not a carer, you're just a daughter".

What did carers tell us? (continued)

- **Listen to, respect, and involve the carer**

"Greater willingness to listen to the person requiring their care and their carers."

- **Raise awareness of the services available both to carers and the people they care for**

"I would like people to be more aware of what is available to them. There is not enough discussion about social care in general and people still stigmatise 'social care' as being a bad thing."

"I as a carer was left not knowing what to do next."

"When I had my gallbladder operation, I told the surgeon I was a carer for my spouse, I was discharged the next day, no-one asked how I was going to manage."

These issues were also highlighted by carers through our social care project, exploring "What is it like to be a carer in Lincolnshire?". To read more about what carers told us and how partners intend to act on the findings, click here.

Good practice

Carers being listened to, involved and made aware of the support available tended to result in more positive experiences.

"Drs listened to my elderly parent but also to me as carer without undermining their dignity or autonomy."

"I get sent regular information and updates via email. I am sent information on help and support and groups for carers. I'm not forgotten!"

A closer look: Neurodiversity support for children and adult children

Carers highlighted the following challenges:

- A lack of understanding of neurodiversity
- Difficulties getting a diagnosis
- Long waiting times for a diagnosis and support
- Limited support available
- Adaptations not being made during appointments