



FOR IMMEDIATE RELEASE

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New Independent Healthwatch Rutland report, funded by Rutland County Council, shines a light on self-funders' experiences of organising social care in Rutland

A new report published by Healthwatch Rutland was requested by the council to understand the experience of people who pay for their own social care (also known as self-funders).

Even if you arrange and pay for your own care, Adult Social Care at the council can still offer valuable support. You can contact them for expert advice on choosing the right care services, understanding your rights, or planning for future needs. They can help you navigate the care system, connect you to care providers, and ensure your care is safe, effective, and tailored to your lifestyle. If you think you might be in need of assessment or support from adult social care, please get in touch via 01572 758341 or take a look at their [website](#) which will provide you with information, advice and guidance.

The report highlights areas of professional support from proactive professionals and some participants reporting their journey as easy, with good outcomes. But people express confusion with the legislation and would value more information and guidance to navigate the support and services available to them. Participants can feel less empowered without the right advice and clear, accessible information to help them make decisions.

Commissioned by Rutland County Council, the independent research engaged 129 local residents through interviews, focus groups and survey.

Key themes include:

- **Examples of good support:** participants praised one-to-one help from trusted professionals and valued practical advice and guidance.
- **Gaps in awareness:** many were unaware of the support available through the council, including needs, financial and carer assessments. 68% of survey respondents did not approach the council for help, largely because they didn't know they could.

- **Emotional toll on carers:** some described the process as isolating and stressful, especially during major transitions such as moving a loved one into residential care.
- **Desire for clarity and guidance:** Respondents want for more personalised help, simple checklists, and reliable information in formats they can easily use, whether online, print, or face-to-face.

A powerful personal account - "Jane's Story" highlights times of excellent support while also identifying areas where improvements are needed. The full story can be read in the summary report.

The report offers a set of actionable recommendations, including the creation of a care navigation role, improvements to information, and greater transparency around financial considerations such as care costs, funds depletion and Continuing Health Care awards.

Dr Janet Underwood, Chair of Healthwatch Rutland said:

"The system expects people to independently source reliable information, make objective financial decisions and manage arrangements for care without having any prior knowledge or experience and at a time of immense stress. They have to make difficult decisions about care, costs, and legal responsibilities with limited support.

We hope that the insight provided in this report will be taken forward to ensure that self-funders of social care receive the guidance and support they need for informed, confident care choices."

Rutland County Council has welcomed the findings and is already working with their participation groups to improve the information and support available for people who pay for their own care.

Councillor Diane Ellison, Rutland County Council Portfolio Holder for Adults and Health said:

'I really appreciate the learning within this report and in particular the honesty and frankness of the respondents. From my own personal experience of trying to navigate care provision and dealing with the complexities that can come with it, I really welcome this initiative. It provides us with the opportunity to further develop our information, advice and guidance offer to aid people's decision making and provide reassurance for those seeking care and their families'.

[Read the Report](#)

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Contact Healthwatch Rutland

07399 584572

info@healthwatchrutland.co.uk

www.healthwatchrutland.co.uk

Contact Rutland County Council

gassurance@rutland.gov.uk