

# Carers' Advisory Partnership Meeting

Thursday 26<sup>th</sup> July 2018  
The Carers' Support Service, Brigg

## Minutes of Meeting

### Present:

Amanda Cowling (Chair/Carer)  
Susan Rumary (Carers' Support Service,  
Minutes, Carer)  
Haydee Barrett (NLC, Commissioning Team)  
Jan Clift-Williams (Carers' Support Service,  
Chairperson)  
Helen McLeod (Ex Carer)  
George Ducker (Ex Carer)  
Pam Ducker (Ex Carer)  
Carol Powell (NLC, Family Carer Team)  
Melanie Fox (NLC, Financial Support Team)  
Malcom Reed (Ex Carer)

Andrew Miraut (Carer, Experts by  
Experience)  
Samantha Jaques-Newton (NLaG,  
Operation Matron)  
Diane French (NLC, Case Manager)  
Chris Prewett (RDash)  
Richard Bellamy (Carer)  
Richard Judd (Ex Carer)  
Jean McFarlane-Walsh (Carer)  
Rachel Greenbeck (NLaG Quality Matron)  
Yvonne Lowe (CCG, Commissioning Manager)  
Julia Williams (Parent Carer, PIP)

	Action By:
<p><b>1. Welcomes and Apologies.</b></p> <p>Amanda Cowling welcomed all to the meeting.</p> <p>Apologies were received for: - Anne Eland, Mike Humphries, Kirsten Sparks, Pat Taylor and Jane Ellerton (CCG).</p>	
<p><b>2. Notes from April meeting and actions.</b></p> <p>The minutes were approved by George Ducker and seconded by Richard Judd.</p> <p><u>Actions</u></p> <p>Helen McLeod asked if the Emergency Services could be invited to a future CAP meeting.</p> <p>No further actions.</p>	<b>HB/CP to follow up</b>
<p><b>3. Partnership Working Groups update:</b></p> <p><u>Carers Guide</u></p>	

<p>Haydee Barrett informed the meeting that the group will be meeting in September to review and update the Carers Guide</p> <p><u>CAP Promotional Tools</u></p> <p>Haydee, George and Pam Ducker have met to discuss the promotional tool kit. CAP has 2 banners and some paper leaflets that CSS are able to print off. However all of these are out of date and one of the banners has a pole missing. Richard Judd suggested using some of the CAP budget to buy new banners; Julia Williams stated that if CAP kept the old rollers and attached the new banners this could keep costs down.</p> <p>Pam is also looking into gift bags, balloons and badges as handouts.</p> <p>Haydee will meet with Pam and George next month to check on progress.</p> <p>Haydee enquired about the progress of updating the website, Richard stated that he has been looking into this.</p>	
<p><b>4. Podiatry Service:</b></p> <p>Samantha Jaques-Newton informed the meeting that Richard Toyne was no longer part of NLAG; however links have been made with CSS to arrange delivery of foot care training.</p> <p>Jan Clift-Williams informed the meeting that CSS would be holding their first Foot Care workshop in September. Malcolm Reed and Helen McLeod stated it is good news that the workshop is taking place. But, the Winterton Location would make it very difficult for Isle Carers to attend, Jan stated that this was the first workshop and if well attended other workshops will be organised at different community venues. Helen McLeod asked if the posters for the workshop could be displayed in all Wellbeing Hubs, Jan said this could be possible.</p> <p>Samantha Jaques-Newton has brought service leaflets for any members wanting to take away after the meeting.</p> <p>George asked whether extra training would be available for those who care for someone with Diabetes; Samantha stated that specific training would be possible in the future. Helen enquired if the session would include practical instruction, Samantha will look into this. George asked whether equipment would be provided from the workshop, Samantha advised that equipment would not be handed out at the workshop however the Podiatry clinic do sell packs.</p>	

## 5. Engagement/Consultation on joint Dementia Strategy:

Yvonne Lowe introduced herself to the meeting.

Yvonne informed the meeting of the directives from the government driving Dementia diagnoses. The Dementia strategy aims to improve diagnosis rates and introduce a pathway to support people who have Dementia to stay well, which will continue to support all the way to death.

Yvonne explained there were three main barriers which needed to be considered while developing the strategy.

- Culture – the current views and behaviour towards Dementia.
- Technology – the advances in equipment for assessing Dementia.
- System Architecture – the correct services available as the symptoms progress.

The meeting went through a question and answer brainstorming session,

### **1. What would you want to know to enable you help you take a positive approach to supporting someone you care for to have a diagnosis?**

- Who to contact.
- Information for registering as a Carer.
- More information on the progress of Dementia.
- CWC Dementia courses are very good and should be promoted more.
- A lot of support comes after diagnosis however rising awareness before this need to be a priority.
- More information about how to get a diagnosis would be very useful to Carers.
- It would benefit Carers to be involved in the diagnosis process.
- Cared for person would want to know the support available for them while they are still in control.
- The stigma around Dementia needs to change – Dementia is not the end of life it just changes your life.
- Pre-existing conditions can mask the signs of dementia and delay the diagnosis.
- Carers and Cared for people would want to know how the people will be diagnosed.

### **2. What is essential for someone who may have signs of Dementia to be a positive about having an assessment?**

- More positive information
- Someone to reassure/ talk to for support.

Yvonne will leave contact information to receive more comments about the questions from CAP members regarding the questions.

[yvonnelow@nhs.net](mailto:yvonnelow@nhs.net)

Haydee asked if Yvonne would come back to a future meeting, Yvonne agreed to attend a future CAP meeting with a draft document of the Dementia strategy for further consultation.

<p><b>6. Update on RDASH Carer Champions</b></p> <p>Chris Prewett informed the meeting that the RDASH Carers Charter is part of the Triangle of Care. The Carers Charter is the offer that RDASH can give to Carers under their services. Chris informed the meeting that many assume that RDASH only work with mental health issues, however other services are available.</p> <p>Chris would like CAP members to look over the Carers Charter and provide feedback. Please send any feedback via email: <a href="mailto:chris.prewett@nhs.net">chris.prewett@nhs.net</a> or <a href="mailto:cheryl.watkinson@nhs.net">cheryl.watkinson@nhs.net</a> All feedback would need to be submitted by the third week in August.</p> <p>George asked if the Carers Charter could be printed on the back of outgoing letters, this would save postage by using the blank back pages of letters which are already being distributed. Yvonne asked if there was a mechanism in place to monitor delivery. Chris stated that RDASH have records for Cared for people but not the Carers, the Charter is the first step towards this.</p> <p>Amanda asked if there was any progress in inviting Carers Champions to a ReThink Carers meeting, Chris confirmed she has asked the Champions.</p>	<p><b>CP to follow up</b></p>
<p><b>7. Forward Plan and CAP next steps including consideration regarding:</b></p> <p><u>Recruitment of new Carers</u></p> <p>Amanda stated there were a lot of new faces attending which is great to see, Jan informed the meeting that a member from CSS board of Trustees is interested in attending the CAP, Amanda stated that another possible member for CAP could be coming from Rethink. Julia asked the meeting if they would like more Parent Carers to attend George stated that CAP was for all Carers so more Parent Carers would be welcome, Julia will send word to groups.</p> <p>Carol Powell suggested having an update on the CAP budget at the next meeting.</p> <p><u>Next meeting dates – K. Pavey</u></p> <p>Richard Judd informed members that the planned meeting with Karen Pavey will be re-arranged for a date when Cllr Hannagan is able to attend the meeting. Richard will inform CAP when the new meeting date has been arranged.</p>	<p><b>CPo to provide update</b></p>
<p><b>8. Carers Support Service Update.</b></p> <p>Jan informed the meeting that more Parent Carers are being registered at the CSS, there have been issues in contacting some by email, and CSS is looking into other methods of contact to reach these Carers.</p>	

<p>CSS have been having regular drop in sessions at GP surgeries and schools however the school sessions are now on hold due to holidays.</p> <p>More training sessions have been arranged. There will be more Carer awareness sessions for new volunteers and members from the Grimsby institute. Four Carers awareness training sessions have been held for GP surgeries which have been well attended.</p> <p>There has been an increase in the amount of Counselling and Befriending being used by Carers.</p> <p>The new activities and workshops programme for Carers from September to December is ready. The booking procedure will be reviewed so all Carers have an equal chance at attending the courses.</p> <p>CSS staff has received LGBT training as well as training for Parent Carer services available.</p> <p>The SIBS group has stopped for the summer holidays; this group has had a low attendance. The CSS Grimsby site will be having the Young Carer Team moving into the building shortly.</p>	
<p><b>9. Issues Arising from Carers</b></p> <p>Richard Bellamy asked if it was possible for someone from the DWP to be invited to attend a CAP meeting to discuss Benefits and Power of Attorney information. Melanie Fox advised that the Finance Team may have a contact for the DWP and can look at inviting them to a future meeting.</p> <p>Richard Judd asked if there had been any news on home care policies regarding 30 minute calls, Haydee stated that there has been no change that she was aware of and that calls are still 30 minutes (based on identified need).</p> <p>Richard Judd asked if there was any news on the Homecare tender, Haydee advised that there is no update available due to the current stage in the evaluation process. Haydee advised that she had contacted the Service Manager – Jo Johnson regarding the Evaluation Panel for this tender process and it appeared there was a miss-communication between services areas and she wasn't aware Carers were to be involved in the evaluation process. Once, this was discovered a further factor that influenced the decision was the amount of time and commitment which would be required as the panel went on for over 2 weeks.</p>	<p><b>MF/HB</b></p>
<p><b>10. Any Other Business.</b></p> <p>No matters arising</p>	

<p><b>11. Close of meeting.</b></p> <p>Amanda closed the meeting and thanked all for attending</p>	
<p style="text-align: center;"><b>Next Meeting:</b>  <b>Thursday 30<sup>th</sup> August, 10am at The Learning Development Centre, Scunthorpe.</b></p>	

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