

# Carers' Advisory Partnership Meeting

Thursday 31<sup>st</sup> May 2018  
The Carers' Support Service, Brigg

## Minutes of Meeting

### Present:

Anne Eland (Chair/Carer)  
Susan Rumary (Carers' Support Service,  
Minutes, Carer)  
Helen Wilson (Carers' Support Service,  
Deputy Chief Executive)  
Helen McLeod (Ex Carer)  
George Ducker (Ex Carer)  
Pam Ducker (Ex Carer)  
Carol Powell (NLC, Family Carer Team)  
Stuart Towse (NLC, Financial Support Team)  
Malcom Reed (Ex Carer)

Pat Taylor (Carer)  
Samantha Jaques-Newton (NLaG,  
Operation Matron)  
Diane French (NLC, Case Manager)  
Chris Prewett (RDash)  
Jayne Tibbs (NLaG, Operational Lead  
Community Stores)  
Denise Whitehead (NLaG)  
Richard Bellamy (Carer)  
Richard Judd (Ex Carer)  
Jean McFarlane-Walsh (Carer)

	Action By:
<p><b>1. Welcomes and Apologies.</b></p> <p>Anne Eland welcomed all to the meeting and especially welcomed Diane Whitehead and Samantha Jaques-Newton.</p> <p>Apologies were received for:- Rachel Greenbeck, Andy Holden, Mike Humphries, Haydee Barrett and Amanda Cowling.</p>	
<p><b>2. Notes from April meeting and actions.</b></p> <p>The minutes were unanimously agreed to be a true and accurate account.</p> <p><u>Actions</u></p> <p>Richard Judd informed the meeting that in regards to the actions for updating the Carers Guide on page 3, Haydee has not yet contacted him. Carol Powell informed Richard this would possibly happen closer to the time of the update.</p> <p>No further actions.</p>	
<p><b>3. Partnership Working Groups update:</b></p>	

### Carers Guide

Carol informed the meeting that the new guides have been printed and are being distributed. Carol said the partnership working group will look at reviewing the guide again in six months' time when more information for Parent Carers will be added. Haydee Barrett will contact PIP to gain a Parent Carer representative for the group. Carol is aware that the current guide is focused on Carers of adults but is looking to involve more Parent Carers and Children services for the next update.

Malcolm Reed informed the meeting that Carers had approached him saying that there are many issues around the transitions from Caring for a Child to Adult. Carol said that herself and Helen Wilson are attending meetings with the different teams in Adults Services to talk about support and services for carers. They are hoping to attend a joint meeting with the Complex Disability Team and Childrens Disability Services so can discuss transitions

Anne Eland reminded all members to make sure they have the latest Carers Guide.

### Concessions for Carers

The concessions sub group met on the 2<sup>nd</sup> May with the Leisure services. Carol informed the meeting that the leisure service have been reviewing their concessions policies. In many cases, if a carer is accompanying an adult with a disability, they can get in free. Jean McFarlane-Walsh asked is this would include paid Personal Assistants Carol stated that it should do if they are supporting an adult with a disability to access an activity.

Carol informed the meeting that Leisure Services are putting forward a proposal for Carers To be considered for concessionary rates when attending leisure activities for their own wellbeing. The decision will be made in summer. The next step for this project is to agree the proof carers may need to show to be able to access the concessions.

Carol and Haydee are looking into how other areas provide concessions for carers, Pam Ducker asked if other services such as cinemas or theatres were being looked at, Carol stated that the focus is on Sports, Leisure and Culture services provided by North Lincolnshire Council at the moment.

Carol will invite members of the Leisure Service to attend a future CAP meeting.

Anne informed the meeting of an article on the Carers Trust website, which states that under the equality act of 2010, Carers are able to access attractions for free when accompanying their cared for person. Helen Wilson agreed that most attractions will give a carer free entry if called in advance and told.

Helen asked if the Councils commissioning service could include this information in any new contracts.

<p>Anne asked that Susan Rumary add the link to the minutes.  <a href="https://carers.org/article/free-entry-carers-visitor-attractions">https://carers.org/article/free-entry-carers-visitor-attractions</a></p>	
<p><b>4. NLaG update:</b></p> <p>Jayne Tibbs informed the meeting that an updated leaflet was being put together on the Equipment Services, Jayne has taken out much of the jargon and made it an easy read document. Anne asked if there was a timescale, Jayne replied they were hoping to get copies out soon. Richard Judd asked that Jayne send copies to Susan to distribute to other CAP members and Experts by Experience. Jayne would like to bring a copy of the draft leaflet to CAP to get feedback.</p> <p>Jayne stated that The Community Equipment Service are looking at setting up pop up shops around NL to help boost the returning of equipment, this would be a “dirty” van and would be at a location at certain times to collect equipment, there would also be a technician available for quick repairs. Jayne would like CAP members’ opinions on the best locations for the van. Helen Wilson stated that areas with access to larger sized car parks, Helen McLeod stated that these locations also need to be reachable on public transport. Members suggested local garden centres, Community Hubs and super stores.</p> <p>Jayne informed the meeting that another idea for these locations would be to have a small supply of equipment for purchase, and asked the meeting what kind of equipment people would want to buy. Helen Wilson suggested a top 10 tips advice guide for buying equipment.</p> <p>Jayne will take this information back to the commissioners.</p>	
<p><b>5. Financial Support Team:</b></p> <p>Stuart Towse informed the meeting that the Finance Support Team assess a person’s financial situation to determine the amount of contribution they can afford to pay for the care received.</p> <p>Stuart informed the meeting that the Personal Budget leaflet has been reviewed and updated, however Adult Services are reviewing their direct payment policy, Stuart will keep CAP informed.</p> <p>Stuart stated that the review on the financial support team is still on going, Richard Judd asked if Carers could go to the Community Hubs to speak to a member of the finance team, Stuart stated the team is still quite small so possibly not the Hubs, but we're planning for staff to work at the bases of the care management teams.</p> <p>Stuart showed the meeting the “Pay For Your Care” leaflets which are currently being reviewed and will be available at CSS once the review is completed.</p>	

<p>An enquiry was made about the prepaid cards which are being used to pay for Care. Stuart stated that a letter goes out with each card to explain how to activate the card and how it works. Stuart explained this was the preferred method of payment but other options are available if the Carer is having difficulty. The card account can be accessed by the team to see transactions. Diane French stated that receipts still needed to be kept as a backup for what the money is being spent on, for any cash transactions. Richard Bellamy asked if the budget could change, Diane stated that the personal budget could change depending on the individuals need.</p>	
<p><b>6. Forward Plan and CAP next steps including consideration regarding:</b></p> <p><u>Recruitment of new Carers</u></p> <p>Anne and Malcom informed the meeting that they have been approached by Carers interested in attending CAP, hopefully this will continue.</p> <p>Helen Wilson stated that Haydee has some interest from PIP in attending CAP meetings. George Ducker asked if it was possible to have a CAP member attend a PIP meeting.</p> <p>Carol informed the meeting that the letter to professionals about attending CAP meetings has gone out.</p> <p><u>Ideas for Carers Week – June 2018</u></p> <p>Linked to item 7 on agenda.</p>	
<p><b>7. Carers Support Service Update.</b></p> <p>Helen Wilson informed the meeting that CSS have a lot of events planned for Carers Week.</p> <p>The Humber bridge walk will be the first event on Sunday 10<sup>th</sup> June. Throughout the week lots of information points will be held at GP surgeries, super stores and Community Hubs which will be attended by the CSS staff and volunteers. Bev Herron will also have an information point at the Scunthorpe Hospital. The Carers Week Lunch will be held on Monday 11<sup>th</sup> June at The Forest Pines Hotel and because of a grant received from the Carers Trust, this meal will cost only £5 for Carers. The Redcombe Carers Activity Group will be hosting a strawberry tea event. CSS will then finish with their final event of the week The Charity Summer Ball on Friday 15<sup>th</sup> June.</p> <p>Karen has contacted the Telegraph to boost publicity.</p> <p>Helen Wilson informed the meeting that the latest Caring News has been released. CSS are now attending more meetings with other service teams to increase the number of referrals from other services.</p> <p>The training programmes are well attended with Parent Carers attending</p>	

<p>many sessions, the next workshop will be the Caring With Confidence Dementia which has been fully booked.</p> <p>Helen informed the meeting that the CSS recently held a volunteer catch up event, 18 volunteers attended and the meeting went really well, the next training would be for the Peer Group Volunteers next week.</p> <p>Helen informed the meeting that several staff members had recently attended a Death Café. After attending the event staff will hold a Death Café of their own, Pam asked if the information George put to together would be any use at this Café, Helen stated that it would be useful.</p> <p>Helen stated that there would be a volunteer showcase event organised by North Lincolnshire Council at the Baths Hall on Tuesday the 5<sup>th</sup> June, CSS would be attending this event and will be taking along some CAP banners and leaflets. Helen asked members if the CAP leaflets could be checked to ensure they are up to date, Richard Judd stated he would check.</p> <p>Helen told the meeting that the Keyworker case load had now been reduced to the required amount. George Ducker asked if Carers were still contacted regularly, Helen stated that Carers who did not require intense support would still be contacted annually to check they were still coping in their roles, they would also receive the Caring News.</p>	
<p><b>8. Issues Arising from Carers</b></p> <p>Jean informed the meeting that she recently wanted to spend her personal budget on Headway training for her daughter's Personal Assistants, however when Jean asked about this she was told the budget could not be used for this. Jean said she then spoke with the duty worker who said they would make enquiries and ring her back, however, she has not received a phone call as yet and the training is next week.</p> <p>Jean asked Stuart what the process is for how and on what the budget can be spent on. Diane French stated that the local authority should have informed Jean what the budget could be used for.</p>	
<p><b>9. Any Other Business.</b></p> <p>Anne informed the meeting that Carers were still confused about the financial support they can receive so they can attend Carer group meetings, would this come from the personal budget. Carol stated that for the Peer Support Groups, Carers who previously had support would still get this now. Carol went on to explain that Carers are now given the money to pay for the alternative care, the care company will then send the invoices to the Carers who can pay for this from their prepaid cards.</p> <p>Carol stated that any Carers still confused can call the FCT to answer questions.</p> <p>George enquired about the Lifelong Learning fund, Carol explained that the</p>	

<p>Lifelong learning project was no longer active. However Carers can still access funding through a C.N.A. if they have eligible needs.</p> <p>Richard Judd informed the meeting that North Lincolnshire Council Cabinet has had a reshuffle and the new Cabinet member for Adults and Community Wellbeing is Councillor Richard Hannigan (who replaces Councillor Julie Reed). Richard will be meeting Karen Pavey and Councillor Hannigan soon as part of the meetings offered by Karen Pavey to CAP members and will keep CAP informed.</p>	
<p><b>10. Close of meeting.</b></p> <p>Anne thanked everyone for attending and closed the meeting.</p>	
<p style="text-align: center;"><b>Next Meeting:</b>  <b>Thursday 28<sup>th</sup> June, 10am at The Learning Development Centre, Scunthorpe.</b></p>	