

Carers' Advisory Partnership Meeting

Thursday 27th October 2018

The Learning Development Centre, Scunthorpe

Minutes of Meeting

Present:

Amanda Cowling (Chair/Carer)
Susan Rumary (Carers' Support Service,
Minutes, Carer)
Helen Wilson (Carers' Support Service,
Deputy Chief Executive)
Julia Williams (PIP, Parent Carer)
Haydee Barrett (NLC, Commissioning Team)
Helen McLeod (Ex Carer)
Sue Andreson (Adult Partnerships)
George Ducker (Ex Carer)
Pam Ducker (Ex Carer)

Carol Powell (NLC, Family Carer Team)
Malcom Reed (Ex Carer)
Anne Eland (Carer)
Sam Love (NLC, Adult Information Service)
Diane French (NLC, Case Manager)
Richard Bellamy (Carer)
Rob Freeman (NLC, Home Assistance Manager)
Kirsten Sparks (NLC, CCG)
Sheila Barker (NLC, Housing)
Rachael Reddin (NLC commissioning Team)

	Action By:
<p>1. Welcomes and Apologies.</p> <p>Amanda Cowling welcomed all to the meeting</p> <p>Apologies were received for:- Rachel Greenbeck, Chris Prewett, Mike Humphries and Pat Taylor</p>	
<p>2. Notes from September meeting and actions.</p> <p>Page 2, Pam Ducker enquired about CNA's for Parent Carers; Helen Wilson confirmed that Parent Carers cannot have a separate CNA until the Cared for person is 18 years old. HB re-iterated that currently in North Lincolnshire Parent Carers have their needs considered during the child's initial assessment process.</p> <p>Minutes approved by Malcom Reed and seconded by Richard Bellamy.</p> <p><u>Actions</u></p> <p>No further actions required.</p>	

3. Home Assistance Services update:

Safe and Sound Grant

Rob Freeman thanked the meeting for inviting him. Rob informed the meeting that the Safe and Sound Grant is a new grant available to home owners who have been in the property for at least 12 months and are 70 years old or over. This grant can award up to £250 to make security improvements on the property (which includes door chains, door viewers and window alarms and locks to the home). Rob stated that this grant can be very flexible in how it is used, for example installing more efficient locks, or is put towards the excess costs for an insurance claim. Helen Wilson asked if more information could be sent to CSS to advertise in their Caring News, Rob will send Helen this information but stated that Carers could access this information by calling 01724 297000.

Handyman Service

Rob informed the meeting that the Handyman Service is used to install equipment (for example – grab rails) in homes to help people. The service works with the Occupational Therapists to provide people with the adaptations they need. Malcolm Reed commented that some Carers have had long delays whilst waiting for equipment to be fitted. Pam Ducker enquired about the returns policy, Rob stated that if clients contact the OT's they can organise the return of the equipment.

DFG's

The DFG grant process was reviewed a number of years ago. Rob stated this is a mandatory grant and must be delivered. It is funded by Central Government, and a panel meets every Tuesday to discuss applications. Applications are made following an OT assessment.

Clients must have proof of ownership via the land registry or in rented properties they must have permission from the landlord before proceeding. If an application is being completed on behalf of a client then POA documents must be provided.

Rob stated that if the client is on passport benefits then the application process is very simple, as long as the client is intending to remain at the property for the next 5 years. Charges will be placed on a property to recover monies if they move or sell the property.

Sam Love enquired about the restrictions from equity release, Rob stated that if the client has released equity they no longer own the whole home; this can cause delays in the application process while permission is gained from all owners.

4. Home Care Tender Update.

Rachael Reddin introduced herself to the meeting.

Rachael advised the meeting that the Home Care Service Tender has now been completed and the services have been awarded to seven different providers over the NL geographical area. The service will go live 1st

November 2018. Rachael provided handouts to the meeting to explain the new contract.

Page 1 – showed the geographical areas the tender would cover and which providers have been assigned to each area.

Page 2 – provided a list of the 11 providers available for service users to choose should they not wish to take services from their allocated Geographical Provider.

Page 3 – showed a breakdown of the providers for specialised services in the NL area.

Anne Eland enquired about what happens about agencies that are not on the list. Rachael explained that providers that are not on this list were either unsuccessful or did not apply for the tender. Rachael assured the meeting that there will be no change to the service provided to the service users until after a review of their needs has been completed. If clients want to stay with the provider they are currently upon their review then this will be arranged via a personal cash budget where appropriate.

Anne asked if this included Continuing Health Care, Rachael stated that it did not at this time.

Malcolm Reed enquired if there would be an issue with providing enough service provision to some areas especially those which are more rural. Rachel stated that the providers which have been assigned these areas will condense their workload to these areas, possible using more local walking Care Workers to cut down on mileage. All providers will also meet regularly to discuss and ensure that care services are being delivered efficiently.

George Ducker asked if the hourly rate that the Council are providing is sufficient to provide a quality service to the client. Rachel stated that all providers which applied for the tender are able to provide quality care at this rate.

Helen Wilson enquired how long a client has to wait for a personal budget to be completed so they can stay with their provider. Rachel stated that a new review plan is currently being set up which is aiming for 9 months to complete each review. She also commented that it may take up to 12-18 months to ensure all the reviewing processes and changes are complete.

Helen Wilson stated that letters had been sent out which has caused panic and upset to carers and service users. Rachael apologised about the letters and stated that this was not the intention of the letters. All North Lincs staff have been briefed. She restated that nothing will change immediately with regards to the service the clients are receiving.

Sam Love enquired if a briefing for staff on reassuring clients could be shared

<p>more widely in NLC. Helen Wilson asked if the CSS could have access to the briefings so they are able to reassure Carers. Diane French advised that any clients with questions should be encouraged to contact the Social Work Teams for more information.</p>	
<p>5. Working Group Update</p> <p><u>Carers Guide</u> Haydee informed the meeting that the group have met and have already started reviewing the Carers Guide. Haydee advised that input from other services may be needed to ensure correct and up to date information is being added to the guide.</p> <p>Another meeting has been organised, Haydee will keep CAP informed.</p> <p><u>Carers Concessions</u> Carol Powell informed the meeting that the working group have met with Helen Smith from Leisure Services. Also, the Manager from the Young Carers Team attended this meeting.</p> <p>Carol advised that the group is exploring the possibility of developing a registration card for carers, which could be provided by CSS for Carers to access leisure concessions. Discussions are also being held with the Library Service</p> <p><u>CAP Promotional Material</u> Sam showed the group some of the promotional material (which includes posters, flyers and postcards) which has been developed for CAP, the meeting discussed some alterations. Julia Williams advised that CAP needs their logo on everything.</p> <p>Haydee stated that the website needs to be led by CAP and asked the meeting if any members would like to help manage the website.</p> <p>The meeting agreed both the website and leaflets were very good, Haydee advised that the group will continue with the work and updates and keep CAP informed.</p>	
<p>6. Forward Plan and CAP next steps including Consideration regarding:</p> <p><u>Meeting dates for 2019</u> Haydee handed out to the group the proposed CAP meeting dates for 2019. Members were in agreement with the dates therefore, Haydee will make the arrangements/book the rooms as required.</p> <p><u>Next meeting dates with Karen Pavey</u> The next meeting has been organised for 14th December.</p> <p>Haydee informed the meeting of the proposed meeting dates for 2019 which</p>	<p>HB</p>

<p>have been circulated to the CAP group and she is now waiting for a response from Carers. .</p>	
<p>7. Carers Support Service Update.</p> <p>Helen Wilson informed the meeting of the latest updates for CSS. CSS have recruited a new member of staff to fill a vacancy.</p> <p>CSS have been consulting with Parent Carers regarding the Peer Support Groups, and the SIBS group is growing in popularity with more young people attending.</p> <p>The Carers Rights Day, so far there are around 40 people registered for the event.</p> <p>The 2019 training programme is being put together and Rosa has applied for a grant for the Feel The Fear workshop aimed specifically at working Carers.</p> <p>Helen announced that the Carers Support Centre have secured the contract in North East Lincolnshire for the next 5-7 years. There are some new services including a Day Care service and more work with Young Carers. The NELC Young Carers team has now moved into the CSS building. Now funding is secure the translate service for the CSS website will now be going forward. Helen also stated that CSS database will be developed to use a 'text anywhere' system to remind Carers of appointments they have made with CSS.</p>	
<p>8. Any Other Business.</p> <p>Haydee informed the meeting that Chris Prewitt has sent the Mulberry Ward information leaflet for circulation.</p> <p>Malcolm enquired about the feedback from the foot care workshop; Helen Wilson stated that the feedback report would be added to the minutes.</p> <p>Haydee asked Richard Bellamy to expand on the topic for an ONGO representative. Richard stated that he would like to discuss the accommodation application system.</p> <p>Helen McLeod enquired if another Health Matters has been organised, Kirsten Sparks stated that at the moment nothing has been arranged, but this will be looked into, Kirsten will keep CAP informed.</p> <p>Helen Wilson stated that the Carers Rights Day event panel would benefit to have a CAP member and asked for volunteers.</p>	<p>HW</p>

<p>9. Close of meeting.</p> <p>Amanda Cowling thanked everyone for attending and closed the meeting.</p>	
<p>Next Meeting: Thursday 29th November, 10am at The Carers' Support Centre, Brigg.</p>	

DRAFT

Foot care session- September 18

Evaluation

Location – Winterton Hub

Bookings- 8

Attended - 6

Transport provided for – 3 (separate drivers)

Alternative Care – 0

100% of carers learnt something that could help them in their caring role.

100% of carers said they could recommend to other Carers

2 Carers and the tutor of carers suggested a longer session for future, which we will implement so there is more time for the practical side.

Comments included:

"It was brilliant. Another one please."

"I never knew there was so much to be aware of for looking after feet, I can support my mum better now and know what to look out for."

"Interesting to learn about the podiatry service in the area, and how to find reputable professionals."

Outcome:

- Working with Provider to book another date after Christmas
- Different venue (other side of Scunthorpe or central)
- Session extend by half an hour