

# Carers' Advisory Partnership Meeting

Thursday 27<sup>th</sup> September 2018  
The Carers' Support Centre, Brigg

## Minutes of Meeting

### Present:

Helen Wilson (Carers' Support Service,  
Deputy Chief Executive)  
Susan Rumary (Carers' Support Service,  
Minutes, Carer)  
Haydee Barrett (NLC, Commissioning Team)  
Carol Powell (NLC, Family Carer Team)  
Malcom Reed (Ex Carer)  
Diane French (NLC, Case Manager)  
Richard Bellamy (Carer)

Kirsten Spark (NL, CCG)  
Stuart Towse (Financial Support Team,  
NLC)  
Sarah Milner (NLC)  
Vikki Oxley (NLC, Senior Partnership  
Officer)  
Jean McFarlane (Carer, Headway)  
Sheila Barker (NLC, DFG)

	Action By:
<p><b>1. Welcomes and Apologies.</b></p> <p>Haydee Barrett welcomed all to the meeting.</p> <p>Apologies were received for:- Andy Holden, Kay Mitchell-Gough, Mike Humphries, Julia Williams, Anne Eland, Helen McLeod, Amanda Cowling, George and Pam Ducker,</p>	
<p><b>2. Notes from August meeting and actions.</b></p> <p>Page 1, Haydee advised the meeting that inviting someone from emergency planning is on the forward plan.</p> <p>Page 2, Haydee stated that regarding the promotional tool kits, another meeting has been organised with George and Pam Ducker to look at designs for posters.</p> <p>Jean McFarlane enquired about the Carers Concessions whether Carers can swim for free. Carol Powell stated that Carers could swim for free when accompanying their Cared for person, but they are now able to swim alone for a reduced rate. Carol stated that they are working towards parent carers also being included in the concessions scheme. Vikki Oxley will bring this item up at the next Adult Partnership meeting.</p>	

<p>Page 4, Haydee informed the meeting that no additional items have been submitted to be added to the forward plan.</p> <p>Minutes were approved by Malcom Reed, and seconded by Richard Bellamy.</p> <p><u>Actions</u></p> <p>No further actions required.</p>	
<p><b>3. Update:</b></p> <p><u>Family Carer Team</u></p> <p>Carol Powell gave an update in relation to the Family Carer Team (FCT). The Team is made up of 8 members of staff, 1 of these workers has moved over from mental health services, which will help to improve links with RDASH Carer's champions.</p> <p>Due to the changes in the contract a new referral pathway has been developed which means that the first point of contact for carers will be the Carers Support Service (CSS) and if more specialised support is required or the carer requests a carers needs assessment (CNA) the CSS will refer the Carer to FCT for a CNA.</p> <p>Carol explained that a CNA is an opportunity for Carers to think about their own needs and how the caring role affects their life. The CNA also helps carers to think about the support they need and the worker in the team will direct the Carers to the most appropriate support to meet their needs. A CNA can be completed face to face, over the phone, by post or online. Once this is completed a support plan is put together. Usually the FCT would only contact Carers again for an annual review but they do stay involved until the carer has the support they need. Sheila Barker asked if the CNA included talking about finance, Carol advised the FCT does not get involved in benefits and finance, but Carers are signposted to services/teams which can help.</p> <p>If the assessment identifies that financial support is needed, Carers could be given a direct payment to meet that identified need. This may include, for example, providing a sitter service to enable the carer to have some time for themselves if no other support is available or may support them to look after their wellbeing and have time out from the caring role. A direct payment may also be used to pay for a sitting service while the Carer attends groups or training meetings if the Carer has no other support available.</p> <p>A Carers Needs Assessment may also recommend an emergency plan and an emergency card. The emergency card is the size of a credit card and can be kept in the carer's purse or wallet. Information from the emergency plan is held by the control centre so provides reassurance that if something happens to the carer while they are out the emergency services or whoever locates the card can contact the control centre to advise there is someone (cared for)</p>	

<p>who needs care at home. Carers will have given the name of the person they wish to be contacted in an emergency that can then co-ordinate the support needed.</p> <p>Malcom Reed stated that some Police services do not recognise these cards. Carol stated that FCT have been working with Healthwatch on this, there has already been a relaunch with the Ambulance services, and next is the Police services.</p> <p>Vikki Oxley asked if Carol would send a poster or leaflet to send around the Adult Partnership, Carol will send Vikki the information.</p> <p>Helen Wilson stated that the FCT are for adults caring for adults. The CSS also supports Parent Carers. If the Parent Carer needs more specialised support they are directed to Children's Disability Services.</p> <p>Vikki Oxley asked about the support available during the transition from Children's to Adult services. Carol stated that the new contract with the CSS supports this as Parent Carers are supported by CSS and can support during the transition period. Once a child with a disability reaches 18, the parent is able to have a Carers Needs Assessment. Children's' services often support beyond this age which enables a smoother transition into Adults Services.</p> <p><u>Bi-annual Carers Survey</u></p> <p>Carol advised the CAP members that the national biannual survey will be released shortly, to around 900 NL Carers. Carol asked that any Carers who receive a survey to please complete it to get the Carers voice heard. Last year there was a 65% return rate, Carol reminded the members that this survey affects services both locally and nationally. The results are verified independently and NLC will be informed of the results later in the year. Carol will discuss the results at a future CAP meeting. Diane French asked if team managers informed their staff, Carol stated this would help. Helen Wilson stated that CSS would use their networks to inform Carers about the survey and encourage them to complete it.</p>	
<p><b>4. Update: Citizen Voice Logo</b></p> <p>Vikki handed out the first drafts for the new Citizens Voice logo for feedback, an electronic version will be sent to reach all CAP members.</p> <p>Vikki has been asked to make a short video on what the adult partnership does, and will try to link this to Citizens Voice.</p> <p>Vikki handed out a new transport leaflet; this is to be the first inter-generational leaflet. The amount of information is limited but there is a lot of signposting for different transport services. Jean Stated that the leaflet was nice and colourful.</p>	

<p>Vikki informed the meeting that the Dementia and Stroke services will be recommissioned this year. Vikki would like to get the views of Carers; Helen Wilson suggested speaking to the Dementia Peer Support Group.</p> <p>Malcom asked if there was any feedback from the Foot Care workshop, Helen stated that CSS had not received any yet but there will be some, Helen informed the meeting that the workshop was well attended and more foot care courses will be organised in the new year.</p> <p>Vikki reminded the meeting that 30<sup>th</sup> September is the deadline for the Carers Champion nominations.</p>	
<p><b>5. Update: Finance</b></p> <p>Stuart Towse informed the meeting that the Financial Support Team has had a review, and from the 1<sup>st</sup> October a new team will come out of merging three teams. Stuart will keep CAP up to date on progress, but until further notice old telephone numbers can still be used.</p> <p>Stuart informed the meeting that the “Paying for your care leaflets” have been reviewed and updated and are currently being distributed to all services.</p> <p>Stuart advised that the Financial Support Team annual reviews of the Community Care Cases are under way.</p> <p>Helen informed the meeting that Carers have been calling the CSS in panic because they have received letters to say their home care support is stopping. CSS understands that these are the letters explaining the new Homecare contract and that these changes would be completed over time. CSS were aware that the letters were sent out via ICCS. Helen said that it would have been helpful for CSS to have been informed so they could support Carers who called appropriately. Carers are also receiving letters about their community care finance at the same time which is adding to stress.</p> <p>Haydee stated that all organisations who tendered for the contract have been notified of the outcome in line with the procurement rules.</p> <p>Malcom asked if Carer would need to sign documents for prepaid cards, Stuart stated that the cards can be easily set up; when the cards are released they are accompanied by letters that contain contact numbers useful to the Carer. Any Carers with issues can phone the Financial Support Team.</p> <p>Haydee asked the meeting what topics they would like to be covered by the DWP. The meeting agreed a general talk on the benefits available to Carers, PIP, Universal Credit and what would happen to cared for person when Carer has gone would be helpful.</p> <p>Shelia Barker enquired about the timeframe for completing a financial</p>	

assessment; Stuart advised that statistically 60% of assessments are completed within 4 weeks.	
<p><b>6. Consultation: Carers' Rights Day</b></p> <p>Helen informed the meeting that the Carers Rights Day event has been booked, and a question panel has been assembled.</p> <p>The event is planned to start with a welcome followed by introductions, there will then be facilitated table discussion with open questions which will be given to the panel. The panel will have time during lunch to prepare answers to the discussed questions.</p> <p>Helen discussed the opening questions for the tables, Vikki and Stuart suggested questions regarding end of life and concessions could be added. Helen agreed to add these subjects to the list as well as topics on transition.</p>	
<p><b>7. Forward Plan and CAP next steps:</b></p> <p><u>Next meeting dates with Karen Pavey</u></p> <p>Haydee informed CAP members that the meeting with Karen Pavey has been changed to the 14<sup>th</sup> December 2018.</p>	
<p><b>8. Carers Support Service Update.</b></p> <p>Helen informed the meeting that the booking process for the workshops has been reviewed. When people are unable to get on the session they are added to the waiting list and will have first choice on the next available workshop. Carers are no longer able to make block bookings, this will enable all carers to have an opportunity to book on workshops; each Carer must ring the centre to book a place.</p> <p>Helen stated that all courses advertised in the Caring News are available. The courses may change depending on demand or what carers are asking for.</p>	
<p><b>9. Any Other Business.</b></p> <p>Jean McFarlane informed the meeting that Headway will be having a tea &amp; chat event on the 30<sup>th</sup> September, to celebrate Headway's 20-year anniversary.</p> <p>Richard Bellamy asked that an ONGO representative could be invited to a future CAP meeting.</p>	
<p><b>10. Close of meeting.</b></p> <p>Haydee thanked everyone for attending and closed the meeting.</p>	
<p style="text-align: center;"><b>Next Meeting:</b>  <b>Thursday 25<sup>th</sup> October, 10 am at The Learning Development Centre, Scunthorpe.</b></p>	

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