

Carers Partnership Board

Tuesday 11th October 2022, 11:00–13:00pm & pre meeting Monday 10th October 2022, 3:00–4:00pm. (Rescheduled from 13th September) Online Meeting (Zoom).

1 Present

Attending

AB	Annie Bamforth	Independent Member
ABo	Alison Bourne	Manager in Adult Social Care in CCC & PCC
AM	Andy McGowan	Caring Together
DM	Dianna Mooney	Adults area of Local Information Services PCC
DP	Dennis Pinshon	Independent Member
GL	Graham Lewis	Healthwatch Partnership Development Manager
JM	Jason Merrill	Family Voice Peterborough
JS	Joseph Simon	Independent Member
KB	Karen Berkley	Care Together Programme Commissioner CCC & PCC
LGr	Linda Green	Pinpoint & Independent Member
LT	Liz Terry	Carers Advisor, North West Anglia Trust
RSG	Rebecca Spalding-Green	Healthwatch Admin Officer
SM	Siobhan MacBean	Disability Social Care age 0-25 CCC

Apologies

DD	Debbie Drew	Independent Member
HE	Helen Eaves	Centre 33
KD	Kadie Chapman	Independent Member
KG	Kate Gravatt	Independent Member
LG	Laura Green	CCC
WD	Wendy Dunne	Alzheimer's Society

The meeting was recorded for the purpose of the minutes.

2 Minutes of the previous meetings

The minutes of the meeting held 10th May 2022 were agreed. The minutes of the meeting held on 12th July 2022 were agreed, after an amendment to a story DP raised could be made, see below.

DP called Peterborough Outpatients Hospital phone number on behalf of partner to rearrange an appointment, busy lines and was offered call back, and was called back. On call back was told couldn't speak to DP as not the patient (but on previous calls has, and partner has given hospital approval for this to happen). DP partner called, 13th in que, 10mins later still 13th in que but not offered call back. Instead, DP partner called next morning 8.30am and did get through. Question to the outpatient's hospital department is what is the criteria, when should call back activate?

Action: LT will endeavour to get an answer with the IT Department.

LT noted that there are discussions with outpatient hospital departments regarding feedback on consent and confidentiality. Legally healthcare providers cannot deal with anyone other than the patient (which can be particularly problematic if a patient hasn't got the capacity to deal with it) but it is recognised that some employees take a more pragmatic approach ie especially regarding booking appointments. Discussions are ongoing as to how to resolve this.

Board members also hoped that with the role out from Integrated Care System of Shared Care Record that this would improve this.

3 Feedback from Independent Members

DP shared some positive news regarding being able to easily book both himself and his son Covid jabs online and on this occasion, they were quite happy to have DP's phone number as his sons contact.

A carer and the cared for is going through reassessment, social worker supposed to meet the cared for, the carer and the cared for partner (who is also a carer) attended wrong address. This social worker who started the assessment has now moved onto a secondment elsewhere, so the process had to pause.

A new person has arranged to meet the carer and the cared for partner but did not go to the carers address as arranged instead went to the cared for address. The team emailed the forms for a carers assessment and phoned to confirm received but then said they weren't actually doing a carers assessment. The social worker wanted the cared for phone number, but the cared for number is not given out for their own safety. Despite being told this, the social work team were putting a lot of pressure for the phone number and made the carer feel controlling, pressured and overwhelmed.

Additionally, the carer is receiving things & being told to return them very quickly, but she doesn't get responses quickly and has previously chased them up.

This has left the carer feeling unhappy as just wants to arrange the right visits for the right assessments.

Action: KB will look into this and will call DD directly.

An individual, new to receiving care has found the service to be poor. The individual prior to receiving care stated that due to the main duties being quite intimate ie showering and dressing, she required female carers. Unfortunately, on the first visit the care agency sent a male carer, and there was no discussion of this beforehand. As this individual was uncomfortable with this, she sent the carer away and did not receive care that day.

The next visit was a female carer, but she had very poor hygiene, wearing a dirty top, no apron (through did wear gloves) and smelt very bad. The smell was overpowering and she commented that it was extremely difficult to be in the same room as this person (bad enough that it lingered long after the visit) and she asked the carer to do the minimum and leave early.

Financially this person doesn't know what her contribution will be as it took 10 weeks for her care assessment to be completed and has been told it will be another 10 weeks before she receives a financial assessment. Without a plan in place she is now trying to put money aside to pay for her contribution.

There is also no carer book for carers to document what has been done.

Raises the question who is checking that paid carers are meeting standards. Board discussed that people could give feedback at any stage to the CQC on care received.

Action: GL to send information to KB so that it can be passed on to the head of domiciliary care.

4 Advocacy Service – Karen Berkley

Voiceability is an independent service, commissioned by the Cambridgeshire County and Peterborough City Council. The aim of advocacy is to support people to better understand their rights, support their understanding of their options and processes, to assist in challenging decisions and to help communicate their views and wishes. This helps make sure people are as involved as much as possible in decisions about their health and care, and they are represented when possible.

There are different ways this service supports different people's needs:

- Phone and email support from helpline staff as well as downloadable information and guides from the website,
- Support from trained independent advocates as well as a complimentary service provided by trained volunteers for less complex cases.

KB mentioned that this service is being re-contracted in October 2023 (due to government regulations) and so requests anyone who has used an advocacy service to give their insights.

Action: A survey will be sent out after the meeting, and it is also available in paper form and easy read.

Questions & Comments

AB asked if this service was open to everyone. KB explained that anyone can do a self-referral via Voicability through their website or calling, they will look at the criteria and they will advise, and if not eligible can signpost to other organisations.

LGr asked what is the age range? Currently it is from 18 years but there are issues with this so looking to start from 16 years. LGr, SM supported this highlighting how helpful advocacy would be for both parents and the children with additional needs.

This presentation has been sent out.

5 Market Position Statement – Alison Bourne

Alison explained all local authorities have Market Position Statements, that they focus on what support services & care services are available, how they are provided and what future funding needs to look like.

A new statement is required as the last one was in 2018 and post covid a lot of services have changed across Cambridgeshire and Peterborough. There are changes such as the cost of living crisis, the increase of people living with long term health conditions and disabilities, a different and larger demography from last census and an with increased aging population.

To develop this new Market Position Statement, analysing how to better link up services, and gathering information from various health care providers & people who use health care services, so get in touch with your thoughts. (Contact details provided in presentation sent out after meeting).

Questions & Comments

LGr asked what happens after the carer is not a carer? When their circumstances change what is the impact? Can this be taken into consideration as happens but never really recognised. ABo isn't too sure about this but will endeavour to find out. AM signposted Caring Together's research, information and support available for individuals.

6 Feedback from other meetings & Adult Social Care Forum – Graham Lewis

The next Adult Social Care Forum is on the 18th October so nothing to mention yet.

On the Cambridge and South Cambridgeshire Health and Care Forum there was a presentation from Jane Coulson on the Health and Wellbeing Integrated Care Board Strategy, explaining this new system which replaces the Clinical Commissioning Group. A strategy aiming to bring health and care closure together, so the system works better together and individuals receive better services and support. Discussing the Lets Talk – your health and wellbeing piece of engagement, that in 6 weeks time will be used to inform a new strategy, based entirely on what people say. (Survey sent out to all).

Also on the Forum it was highlighted that there may be an issue with emergency personal alarms, after a resident was advised that any that have been arranged with Cambridgeshire County Council, will no longer be provided as of March 2023. A letter has been received listing alternative companies (including Age UK) that offer this service. Age UK, representatives on forums unaware of this and will feedback. Raises lots of questions, could this be a contractual change rather than removing the service? If the service is being removed how many people will this affect and what are the financial implications of this, who is eligible for assistance etc?

In connection to issues raised from the Physical Disability Board there will be a planning task and finish meeting Tuesday 25th October 10am-12noon online (more details to be sent out after today's meeting) regarding accessibility and appropriateness. All are welcome, to encourage better shared understanding about the planning process and feedback.

7 Update from All Age Carers - Caring Together – Andy McGowan

Caring Together continues to be busy with referrals, and expects this to continue with autumn/winter tending to be a challenging time of year.

Continuing to support carers through the helpline, who have got booster jobs booked but are struggling to attend these appointments, offering assistance in organising transport or arranging replacement care.

There is positive news in terms of in person activities, with lots of events popping up during half term for younger carers. And whilst the search continues in finding a suitable, post Covid venue for Peterborough Hub, a venue was found in Ely enabling the Ely Hub to restart.

An engagement piece about the proposed Cambridge congestion charges and the impact it will have on carers living both inside & outside of the city is in planning.

In the process of setting up a working group, looking at what is working well and what needs more work regarding carers new rights and hospital discharge.

Work is underway with Centre 33 to prepare for the January 2023 launch of Young Carer Champions in schools. Currently trying to get as many schools onboard as possible, to ensure all champions and schools have got the support in place.

Have flagged with local authority concerns that parents are not receiving parent care needs assessments or parent carer transition assessments which they are both legally entitled to and have the right to but finding this is not happening.

Carers Conference on Wednesday 23rd November will be a virtual conference, the content of which will be decided by carers and those who work with carers, see link www.surveymonkey.co.uk/r/Cambs_carers_conf_plan_2022.

Questions and Comments

AB commented that really pleased to hear of hospital discharge research, after she had a poor service when her husband was accidentally, wrongfully discharged. AB asked if the work can include out of area discharge? AM said that this research was only commissioned in the local area but this issue is being captured nationally.

8 Update from commissioning – Karen Berkley

Carers Strategy refresh is underway with engagement with carers, looking at national survey results, and evaluation by charity fundraising, and the carers contract and various aspects of carers strategy.

9 Any Other Business & Action Log Updates

Next meeting the Councils are attending to give an update on the national carers results and local results.

Suggestions for next agenda AM could local authority come and give an update regarding the parent carers issues and where it links into the carers strategy.

Action: GL will look into this.

Action Log

Action Log 154-158 all completed.

Action 153 regarding can a carer be in the room with their very anxious cared for if when they are having an MRI, LT updated board to say a carer can be in the room but can't hold hand etc and can't be in room if have a pacemaker.

Action Log 152 KC noted that Lateral Flow Tests can be ordered via a portal if the carer/person is clinically extremely vulnerable. The results then have to be reported online.

Next meeting

Date: Tuesday 8TH November 2022

Time: 11am to 1pm

Venue: Maple Centre & Online