

Carers Consultative Group
Monday 12th July 2010
Minutes

Present

Peter Pinfield	NHS Worcestershire (chair)
Keith Hoare	WCC&NHS Joint Commissioning Unit
Helen Garfield	WCC&NHS Joint Commissioning Unit
Liz Lloyd	Worcestershire Association of Carers
Rachel Hannah	Mental Health Action (Rethink)
Moira Morris	Redditch CAB
Tracey Rock	Job Centre Plus
Derek Jones	Job Centre Plus (Staffordshire)
Sue Eltagouri	Worcestershire Young Carers
Patricia Fisher	Worcestershire LINKs
Jane Longmore	WAVOCC
Roy Davies	Carer
Rachel Officer	Carer
Anne Duddington	Carer
Ron Chambers	Carer
Philip Bladon	Carer
Ann Batchelor	Carer
Fred Kaler	Carer
Rachel Fowler	WCC Adult and Community Services
Jacky Nicholson	WCC Adult and Community Services
Martin Heuter	WCC Adult and Community Services
Sana Arshad	WCC Adult and Community Services
Chris Strangwood	WCC Adult and Community Services
Sue Davidson	Worcestershire DAAT
Deana Millward	WCC Children's Services
Joan Muir	Worcestershire Acute Hospital Trust
Mel Rayson	Worcestershire Acute Hospitals Trust

Sarah Taylor

Mental Health Partnership Trust

Apologies

Cllr Philip Gretton	Worcestershire County Council
Annie Dickson	WCC Adult and Community Services
Ann McKay	WCC Adult and Community Services
Ray Eades	Carer
Ann Hart	NHS Worcestershire
Jane Deane	Redditch Carers Support
Louise Clarke	WCC Adult and Community Services

AGENDA ITEM	DISCUSSION / ACTIONS
1. Minutes of 12th April 2010	Agreed.
2. Matters Arising	<p>(i) <u>Joint Work with Mental Health Partnership Trust</u></p> <p>Keith Hoare advised that meeting held with senior manager and board member from the Trust, and that a plan had been agreed for improving how carers are engaged in the general practice of trust staff that will involve a focus on the work of the six Business Units. Structure of the Trust and their Business Units attached as requested.</p> <p>A subsequent meeting has been diarised that will involve a wider group including carers, and Rachel Officer commented that the August date was no good for her as during school holiday so Keith Hoare agreed to review attendance to confirm to go ahead and ensure Roy Davies is invited to join the group.</p> <p>With regard to existing engagement by the Trust a new carer forum is being established. For info CRB checks are not a requirement for membership of this forum unless carers want to do ward visits.</p> <p>(ii) <u>Carers Strategy Consultation</u></p> <p>Keith Hoare advised that public consultation now completed, and circulated report on responses submitted along with comment on key issues raised. The responses were generally very positive, as expected given the inclusive way in which the strategy was developed.</p> <p>Liz Lloyd commented that it was disappointing to lose the commitment to identify dedicated 'Carer Champions', while Fred Kaler commented that he felt champions</p>

can sometimes be ineffective and tokenistic. **Keith Hoare** advised that he would flag this issue in the report he sends to senior managers in health and social care for final sign off of the strategy and approval to formally launch. The group agreed that it was vital that they could challenge from bottom up key governance groups if the strategy is to have an impact.

Others commented on the low number of responses and whether this was sufficient for such a significant strategy. Keith Hoare responded that since we had adopted an open and inclusive approach to the strategic review and development of the strategy we had already taken on board the views of key stakeholders, and Martin Heuter commented that strategy documents generally receive a low response.

(iii) National and Local Surveys

Keith Hoare flagged up the findings of the recent national survey of carers known to adult social care. The local responses to this were positive with regard to the services received. Rachel Fowler advised that there was nothing particularly new for the Carers Unit to respond to but did advise that the focus of carers assessments would now be more on achievement of outcomes and that surveys would be undertaken to identify if these were being achieved.

Keith Hoare also flagged up the local LINKs survey which identified the need to reach out to hidden carers, but interestingly identifies that GPs were providing the most adequate support when our review identified the opposite.

There was a general discussion around the importance of engaging GP practices in the carer's strategy. **Keith Hoare** agreed to raise with colleagues at NHS Worcestershire who oversee the work of all GPs in the county whether carers issues could form part of GP training. Unfortunately due to limited staffing these health colleagues are unable to attend our meetings but they do receive minutes and relevant updates.

Finally Keith Hoare advised that in order to evaluate the impact of the new carer's strategy it is our intention to undertake an annual survey of carers across the county, whether known to adult social care or not, that tests out whether or not the key aims set out in the strategy are being achieved. This would build on the national strategy format and commence in 2011.

(iv) Use of Learning Disability Funding

Not covered at meeting.

Jonathan Monk the Joint Commissioning Manager for learning disability services has advised that he is still reviewing options for use of the £90,000 allocated. The focus will be on funding direct support for carers as opposed to staffing costs, and the priorities identified are around older family carers, carers going through transitions and carers dealing with challenging behaviour. When final proposals have been shaped we will circulate these for comment prior to final sign off by the Joint Commissioning Group.

(v) Worcestershire NHS Funding

Keith Hoare advised that NHS Worcestershire's position is as stated previously.

In effect the announcement that carers funding was in their funding settlement came after they had set their budgets and the funding was not ring fenced for carers. As the national funding was for 2 years only and local funding is recurrent they are able to contribute to delivery of the new strategy over the coming 4 years.

(vi) Use of Unallocated Funding 2010/11

Keith Hoare agreed to circulate **attached** report identifying where the extra funding for this year was to be spent following approval by Directorate Management Team

	<p>for Adult and Community Services. This funding will support carers with a range of support needs within the voluntary and statutory sector.</p>
<p>3. Launch of New Strategy</p>	<p>Not covered at meeting.</p> <p>Keith Hoare to set up meeting with Rachel Fowler, Louise Clarke, Liz Lloyd, Roy Davies, Fred Kaler, Ron Chambers and colleagues from Communications Teams for the County Council and NHS Worcestershire to plan for launch.</p>
<p>4. Carers Charter</p>	<p>Not covered at meeting.</p> <p>Keith Hoare to set up above meeting to discuss.</p>
<p>5. Service Presentations</p>	<p><u>Job Centre Plus</u> – Tracy Rock</p> <p>Tracy ran through attached presentation.</p> <p>She is developing pathways for joint working with the Carers Unit and Carers Action Worcestershire.</p> <p>She is also working with employers to encourage flexibility for existing employees who are carers.</p> <p><u>Citizens Advice Bureau</u> – Moira Morris</p> <p>The key points raised in Moira's presentation were:</p> <ul style="list-style-type: none"> • CABs are independent local charities linked to national body, so they have

	<p>local flexibility but have to meet national standards</p> <ul style="list-style-type: none"> • at least 75% of their 'staff' have to be volunteers • six offices across the county - Evesham, Redditch, Malvern, Worcester, Kidderminster and Droitwich • carers are given priority if identified • they can call on solicitor for specialist advice • focus on helping people to problem solve <p>The group flagged up that financial welfare is the key issue for unpaid carers.</p>
<p>6. Regional Benchmarking</p>	<p>Not covered in meeting.</p> <p>Keith Hoare to set up above meeting to discuss.</p>
<p>7. Sub Group Updates</p>	<p>Not covered in meeting.</p> <p>These are attached for information.</p>
<p>8. Health and Social Care Partnership Board</p>	<p>Keith Hoare advised if group would prefer to meet with the board in November after the national comprehensive spending review is announced or before in September, and the group agreed on November. The group agreed we would decide who was to attend at the October meeting.</p>
<p>9. AOB</p>	<p>Not covered at meeting.</p> <p>(i) <u>Revised Carer Outcomes</u></p> <p>At a meeting with providers of flexible breaks services a few months back</p>

	<p>concerns were raised over the wording of the carer outcomes developed for the new strategy ie that some are hard to understand.</p> <p>Helen Garfield from the Joint Commissioning Unit has subsequently met with a representative group of carers to review these and a revised set of outcomes have been proposed.</p> <p>Keith Hoare to set up above meeting to discuss.</p> <p>(ii) <u>Briefing Sessions</u></p> <p>Keith Hoare informed group of intention to set up a briefing session for the Older People's Consultative Group on the dementia and extra care strategies. The group agreed they would like to be invited tot his and future briefing sessions, so Keith Hoare agreed to arrange.</p> <p>(iii) <u>Section 75 Agreement</u></p> <p>Not covered at meeting.</p> <p>For information a legal agreement has been developed for the joint funding between the County Council and NHS Worcestershire of a range of carer support services. This is being reviewed by the Joint Commissioning Group and once approved we will confirm.</p>
<p>10. Next Meeting</p>	<p>Monday 11th October, 10.30-12.30, Countryside Centre</p> <p>Given the issue we had with the length of the agenda at this meeting Keith Hoare will discuss with Peter Pinfield how we manage the agenda at future meetings to ensure we get through all items and finish on time.</p>

