

Cambridgeshire and Peterborough Carers Partnership Board Notes

Tuesday 10th January 2022, 11-1pm (pre meeting 10am onwards). Hybrid Meeting (Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.

Attending

AL Alice Longden – Community Engagement Coordinator, Caring Together
AB Annie Bamforth – Independent Member
DMG Dave McGregor – Making Space & Independent Member
DM Dianna Mooney – Information and Access Coordinator PCC
DD Debbie Drew – Independent Member
DP Dennis Pinshon – Independent Member, Parent Carer
GL Graham Lewis – Healthwatch Partnership Development Manager
HE Helen Elves – Senior Project Worker Centre 33 Cambs & Peterborough
JN Jill Nooij – Caring Together
JD Jodie Deards – Carers Lead East of England NHS
JS Joseph Simon – Independent Member, Parent Carer
LG Laura Green – Carer Support Lead Cambridgeshire County Council
MJ Mark Jones – Senior Social Worker, Practice Standards Quality Officer CCC & PCC
RSG Rebecca Spalding-Green – Healthwatch Admin Officer & Notetaker
SH Sue Honour – Chair of Healthwatch Career Board

Apologies

Bianca Cotterill & Linda green – all the Pinpoint Team, on a staff away day.
KC Kadie Chapman – Independent Member
KG Kate Gravett – Independent Member
SM Siobhan MacBean – Disability Social Care age 0-25 CCC

1 Welcome, Introductions, Apologies and Housekeeping – Chair Sue Honour

All welcomed to the meeting, introductions and apologies given followed by an explanation of the meeting's agenda.

2 Recap of last meeting and Action Log Updates – Graham Lewis

GL gave a recap of the previous meeting Tuesday 8th November 2022.

Action 161: An update was given on the 'poor standards a person experienced with a care agency' feedback, in this situation has now been resolved, however that person still hasn't been told what they will need to pay towards their care. GL shared information regarding the financial assessment, whereby if a person assessed for social care and the social care is put into place, you do not pay anything until that financial plan is in place. Furthermore no charges until at least a week after the financial assessment is completed and delivered.

Action 160: Referring to the feedback on time scales for getting feedback after social care processes had been completed assessments etc, Laura Green said after sharing this feedback with colleagues wanted to highlight there is a framework in place for funding requests to be considered promptly.

Action Logs

- 160 concerning poor social worker service and unclear communication on social care appointments, has been followed up by Karen Berkeley.
- 164 and 128 the lack of representation from the Peterborough County Council/ Peterborough area is being looked at by Graham Lewis and Carole Williams. Diana Mooney, reminded the board that she works for Peterborough City Council and encouraged all to share for her pass feedback on.
- 165 Terms of Reference Review is on today's agenda.
- 166 suggestion for an agenda item on support for carers and different approaches taken, is being lined up for next meeting on 14th March 2023. Post meeting update, this will now be on 9th May 2023.
- 167 Anna Tuke at CPFT has been emailed to attempt to better share support, knowledge and developments across the two carer boards.

3 Feedback from Independent Members

Children Disability Assessment and Equipment Waiting Times

#1 discussed a 3 1/2 year old, whose family have received a letter to confirm that the child meets criteria for a disability assessment, with a 14 week wait for an assessment.

#1 called AJM healthcare who provide equipment who said to expect to wait an additional 14 weeks for a equipment assessment. With a potential wait of over 6months this quite a concern especially considering the age and growth & development rate.

Action: GL to raise at Wheelchair User Forum

Action: GL to discuss with Siobhan MacBean

Carers and Cared For Assessments

#1 Carers and Cared for assessment issues are still ongoing, a senior social worker is now involved and apologised for the manner in which #1 has been spoken to. However the received carers assessment for themselves, a carers assessment for the young man (dating and caring for her daughter who also #1 also supports), has lots of inaccuracies such as wrong address details (mentions flat despite living in a house, suggesting possible cut & paste job from previous review). This has taken the carer hours to rewrite and send back to the team.

Further comments were that, there were several suggestions in the assessment to suggest her daughter is anxious about engaging with professionals, which is not correct. Also inferred that the daughter needs to come to terms with the fact that her abilities are changing and all will have to learn to adapt to this. No mention of how going to do this, or what is going to be put in place to support this.

The initial social worker left after first half of assessment, the replacing social worker has also left so now working with senior social worker. #1 hand delivered the amended assessments, and said hadn't received daughters assessment yet, told it was sent out in October, but in a resent copy was dated November so how does that work? #1 Pointed out that if hadn't read assessments, these would have gone into system wrong and caused further problems. Daughters care assessment doesn't state what her care support is, nothing about what hours entitled to, no mention of finding a care agency to fill up the hours that are missing.

Action 160: LG and carer to continue this conversation out of meeting.

Psychological Assessment

#1 Has not been given a waiting list time for daughters psychological assessment, after 5 years of waiting have gone to PALS at CPFT to get an answer, if going to be longer than another 3months will have to go private as that desperate after such a long wait and with very little communication. If nothing happens with PALS in a reasonable amount of time will make a Freedom of Information request.

Action: Parent Carer to continue discussion with PALS.

Long term carers support

After last meetings feedback and follow up call with Laura Green, #2 and husband met with a senior social worker from Peterborough City Council for an emergency appointment on 29th December 2022, it was very constructive. Discussed what is happening to people who are very long term carers. Further investigation found that the notes held suggested #2 had had a carers assessment in the summer of 2022, this was not the case and instead a copy and paste job happened with at least six years out of date information with no relevance to todays situation (prior to husbands

medical changes). This has led to a new focus on reviewing the assessment process for carers with long term management issues, how to ensure regular reviewing.

#2 Highlighted a new development of a phone line for anyone in receipt of continuing Healthcare Funding for people to call with issues. This service called all carers registered once a month through the Covid Pandemic.

Action: GL to share this information after meeting.

Following feedback from a previous meeting regarding Peterborough Hospital Outpatient Department call back issues, there is no further update due to an absence from this meeting by the person who was investigating this. #3 has had issues with Bretton Doctors Surgery phone line, when slowly moving through the que waiting to get through for 30 minutes dropped from position 10 to position 3, then put back to position 12. #3 has sent online feedback about this issue, and has received a generic 'thank you for your feedback' email.

Action: GL will log this.

4 Update on Priorities for 2022 and what are the priorities for 2023

Graham Lewis summarized 2022 priorities:

- Health Care Record, the 10-year Plan, still waiting for the Government to provide information on this. Shared Care Record trials in small areas, locally Doddington.
- Adult Social Care changes regarding financial contribution to care -still waiting for information from the Government and local authorities on this.
- Communication - Adult Social Care Forum held task & finish meetings looking at their letters and feedback forms across Cambridgeshire and Peterborough.
- Carers Strategy - the Partnership Board has been kept updated by Commissioners throughout the year.
- Covid 19 Impact on Carers - questions about this were included in the national Annual Carers Survey.
- Adult siblings taking over care - Caring Together looked at their offer and amended language to be more inclusive. Information about www.sibs.org.uk/ has been shared.
- Direct payments- Where multiple providers deliver service who monitors the whole picture? This is an issue we have not looked at.

Setting priorities for 2023

- Continue to monitor financial contribution to care to watch for implications and with upcoming general election will probably become big news.
- Possibly do some joint work with the commissioning team focused on the revised Local Carers Strategy, to align priorities and share knowledge.
- Graham Lewis suggested that the board take time to consider what they would like to see included for 2023 priorities and discuss at the next meeting.

5 Terms of Reference review – Graham Lewis

GL shared the Terms of Reference, that after a task and finish meeting the focus was on – Chairing the board, which was amended so ‘The Chair will operate on a rota basis made up of Independent Members who wish to be on the rota. The role of the Chair is to facilitate the smooth running of meetings and to ensure that the views of all members are duly considered. The representative will attend the Adult Social Care Forum, providing insight from a carers perspective into their discussions as well as updating them on the Carers Partnership Board meetings’.

The board suggested a clearer mention that anyone can suggest or ask for the inclusion of a particular topic or presentation.

Action: GL to amend

Laura Green asked if could reflect on capturing young carer and young adult carer voices? Helen Eves suggested could link the Young Carers Advisory Board with this board.

Action: GL will add what the age group for the board is and discuss with HE regarding attending or involving the Young Carers Advisory Board.

Laura Green commented on the sentence around ‘ensuring that underserved groups are considered’ need to look at hearing from other communities, ethnic groups and carers for people with ill mental health. Perhaps something to revisit, to see other groups for better inclusion.

GL will make these amendments and send out an updated Terms of Reference prior to approval in the next meeting.

6 Feedback from other meetings and Adult Social Care Forum

The Christmas break means the Adult Social Care Forum, but in other meetings:

Integrated Neighborhood (IN) groups have had meetings, with priorities set across most of the area. Fenlands IN focus is Dementia support and bringing health to you via pop up events. Wisbech and South Cambridgeshire IN are focusing on patient representative groups (including a carers forum that will work with the 4 doctor surgeries in the area), smoking cessation, and mental health. Huntingdon IN meets Wednesday 11th January, to discuss bringing health services to local community hubs.

Across the Health and Care Forums in the area, Cambridgeshire, Fenlands, Huntingdonshire and Peterborough boards Healthwatch are encouraging more patient participation groups to come and talk to us. Patient participation groups are groups that represent doctor surgery patients, to give feedback on peoples experience and the service. This feedback can then be used to educate/ improve that particular = doctor surgery, whilst sharing this information across partnership boards can help educate other service users.

7 Update from All Age Carers Service

Centre 33 - Helen Elves

- Had a really busy November/ December, busy programme of activities including trips to the pantomime, ice skating etc. Especially important after Pandemic, to get back out, to do face to face events and let young carers have some fun.
- Experiencing high demand, with both referrals and the complexity of them increasing, more carers coming in with their own additional needs, carers with their own learning needs or own mental health struggles. Continue to work closely with other organisations, to ensure the right package is offered to carers.
- The primary school programme has really good sign up across the county, schools come along and access regular training, so that they feel knowledgeable & empowered in setting up carers support within school and have an active champion.

Making Space – David McGregor

- Formed a Peterborough strategy plan, to focus on the area as numbers were down, holding an event in the Peterborough Hospital foyer, which was well received with a high attendance from carers that work within Peterborough Hospital, NHS professionals and afternoon visitors. Have since noticed referrals are up in Peterborough so will continue this work. Plans to attend Peterborough

Hospital again and Hinchingsbrooke Hospital. In Peterborough, in the Fleet Centre holding two coffee morning meetings a month, with guest speakers.

- In last quarter events were well attended, including the ladybird boat trip and a golf event with a golf range group continuing to run events. Christmas craft sessions very popular and empowering one of their carers who likes to share with others. Two coaches went to Sandringham for the light switch on.
- **ACTION:** DMC advised the board members for more information on events to let him know and be put onto the mailing list.

Caring Together – Alice Longden and Jill Nooij

- Have been holding online and in person activities, recently in partnership with national energy action delivered an online event focusing on keeping safe and warm. This was well received and really popular so more sessions to follow.
- Continuing to work closely with Addenbrooke's Hospital doing a lot of carer awareness sessions, with the Care Friendly Tic Award giving this momentum, encouraging other departments to get involved.
- For Carers Rights Day this year, produced a report on the Carers Speak Out campaign that was shared with local MPs, government ministers and local authorities with carers sharing their views and concerns, available on <https://caringtogether.dedicationpage.org/carersspeakout>.

9 Any Other Business

Independent Board Member Training

Graham Lewis advised Independent Members that Healthwatch will be holding training, for Induction and refresher learning, with a focus on the different aspects of Healthwatch, mentoring for chairing boards with lots of discussion and fun activities planned. There will be three, 2 hour sessions held at City College Peterborough, Brook Street, Peterborough, PE1 1TU from 10am to 12noon. On:

- Monday 13th February, Monday 20th February and Monday 27th February.

Pharmacy and Chemist experiences

Healthwatch is looking for feedback to give to the NHS Pharmacist Service, as they are aware of some of the issues and want to know to the extent. So whether positive or negative, Healthwatch would like to hear your pharmacy and chemist experiences.

Graham Lewis encouraged board members to let him know or report these experiences via the websites <https://www.healthwatchcambridgeshire.co.uk/share-your-views> or <https://www.healthwatchpeterborough.co.uk/share-your-views>.



Date of next meeting

Date: Tuesday 14th March 2023.

Time: 11am to 1pm

Venue: Maple Centre, 6 Oak Drive, Huntingdon, PE29 7HB

The meeting for 11th July is scheduled to be at Peterborough City College, Brook Street, Peterborough, PE1 1TU. Although this is to be confirmed.