

Carers Partnership Board

Meeting held on Zoom & Maple Centre

Minutes 10th May 2022

1 Present

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| KB | Karen Berkley | Commissioning Officer PCC/CCC |
| KC | Kadie Chapman | Independent Member – Vice Chair |
| DD | Debbie Drew | Parent Carer |
| HE | Helen Eaves | Centre 33 |
| KG | Kate Gravett | Independent Member |
| LG | Laura Green | CCC |
| SH | Sue Honour | Independent Member – Chair |
| KL | Kelly Law | PCC – Information Team |
| GLe | Graham Lewis | Healthwatch Cambridgeshire and Peterborough |
| SM | Siobhan MacBean | CCC – Disability Social Care age 0-25 |
| AM | Andy McGowan | Caring Together |
| JM | Jason Merrill | Family Voice |
| DP | Dennis Pinshon | Independent Member |
| JS | Joseph Simon | Independent Member |
| TT | Terry Thomas | NW Anglia FT |
| MK | Michelle King | Little Miracles |
| TM | Tara Mackey | Commissioning Manager |
| MM | Melissa Mills | Healthwatch Cambridgeshire and Peterborough |
| LT | Liz Terry | Carers Advisors NWAFT |
| GL | Gill Lovejoy | Making Space |
| DM | Dave Mcgregor | Making Space |
| AB | Annie Bamforth | Independent Member |
| CJT | Caroline James – Tyrell | Communities Manager |

Apologies

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|-----------|------------------------|---|
| GH | Graham Hodgeson | Commissioning Manager CCC& PCC |
| CG | Caroline Gale | NHS 111 Palliative Care |

The meeting was recorded for the purpose of the minutes.

Graham advised that Stuart would be stepping down from the board and wanted to say a big thank you to the rest of the Board.

Action: GL to send a thank you card to Stuart**2 Minutes of the previous meeting and Action Log**

The minutes of the meeting held on 11th January 2022 & Action Log are outstanding from a technical glitch with a corrupt file.

3 Sue Ryder Hospice – Safia Akram

Safia is focusing on inequalities and trying to break some of the centuries of discrimination within the ethnic communities. The communities will be working with include carers, support workers, Black, ethnic, Chinese, Homeless, Asylum Seekers, urban and rural areas, Gypsy, Roma and Travellers.

Promoting all the services from the patient unit and working closely with Arthur Rank and promoting providing hospice at home.

Q My husband white middle class and he broke his back and couldn't believe the behaviour of the staff of how he was treated like he was being punished because of the way of he broke his back bearing in mind he had a permanent disability because of it.

A Absolutely All services should be equal.

Q: Agrees that there is a struggle of reviewing the current care, community services that are out there. I think HealthWatch issued a useful report on what End of Life services were available but aware that information and services can change over the

years. Are you reviewing the information/materials you are putting out there since pathways do often change and might be good to share to the board?

A: We are putting together some leaflets and often literature is not available in different languages and has found language is a big barrier. Our services are often used by white, middle-class people of Christian faith. We need to try and increase patients of other minorities to access our services.

Q At caring Together we are not hearing about different languages we are hearing that Easy Read format is being asked for

A: We have a number of promotional videos about our Hospice and what they look like, and how to book a counselling appointment which are available on the website.

Action : GL to share Healthwatch End of life report

4 Feedback from Independent members

- Direct payments had a 5% uplift
- There has been noted by a member that there will be delays for a psychologist test and assessments as the LDP do not have a psychologist.
- Graham shared that a member had contacted Caring Together after reading an article in their magazine about support available for when their cared for has passed and has no response.

Action : Andy to investigate with his team.

Somebody shared that they wanted clarification on the 5% uplift for employers and bearing in mind the increase in national insurance as their staff are asking for more than that.

Chair asked Safia about what Bereavement support sue Ryder provide?

Safia advised the Bereavement Service is available from anywhere and one can self-refer from the website – up to 6-7 video sessions available and can be booked from the website.

There is a Short waiting list to get an appointment and there is no timeframe of when losing a loved one and accessing the service.

The link is [Online Bereavement Support | Sue Ryder](#)

5 Update from Commissioner – Tara Mackey

- Restructure within the community's team and a team name change from Long Term Team, Early Intervention Prevention to Accommodation Team and the Communities Team from the council.
- New contracts start from 1st April for an example we have 4 contracts for sensory services. Two for visual impairments service and two for hearing impairments. One for Cambridge and for Peterborough
- Physical Equipment
- Lifeline Contract
- Information and advice for older people
- New Contract Housing Support
- Expanded the provider pool for more providers to
- Individual Service Funds have had a successful bid, they have 14 providers so far and they will be accepting referrals from August.

Tara shared her email address for any carers of lived experience who would like to be involved in co-producing a survey to help in what is important to carers for the new 2023 strategy and also those that want to will be invited to the task and finish groups.

Action: GL To share Tara's email address out to the group

Q: Will carers get help with looking after cared for if they attend the face to face meeting.

A: Absolutely would explore that and thanked them for bringing that up as they want to make it easier as possible.

Q: Is there any parent carers in that meeting?

A: I don't know the answer to that question but can come back to you after the meeting.

Q: Are you open to unfunded carers, informal carers as it wasn't clear on the communication that I saw?

A: Yes applies to all carers.

6 Feedback from other meetings and Adult Social Care Forum – Kadie Chapman

- Conversation about Changing places in Peterborough which has gone ahead.
- Co-production on Work surveys Group and feedback forms , Accessibility, more awareness and training.
- Digital inclusion for Health and Social care.

Caroline mentioned about the four Health and Care Forums that run every two months across Fenland, Cambridge, Peterborough and Huntingdonshire that are open to members of the public discussing local issues.

7 Update from All Age Carers - Caring Together, Centre 33 and Making Space

Caring Together Update

- We are rolling out lots of carer learning sessions for adult carers and parent carers (see our events page below)
- Our support for carers supporting someone living with delirium is continuing to the end of June.
- Continue to provide awareness-raising sessions and support around Carer Friendly Tick. We are working with Centre 33 to promote the Carer Friendly Tick (Education) to schools/colleges across Cambridgeshire. We have met with the new carer leads at Hinchingsbrooke and PCH. We are looking for carers willing to be interviewed about their experiences of hospitals as a carer.
- We are continuing to link in with Family Voice, Pinpoint and the local authorities to try and get clarity on the pathways for Parent Carer Assessments and Parent Carer Transition Assessments.

- We have arranged for a copy of Young Carer Top Tips for GPs and mousemats with the top tips on to be sent to every GP surgery in the county along with a letter reminding them of support available for young carers through Centre 33 and Caring Together
- We are planning to do a submission to the House of Lords Adult Social Care Committee so are keen to hear carers' experiences of adult social care. E-mail andy.mcgowan@caringtogether.org
- We are still looking for carers to join our Carer Council - https://www.caringtogether.org/carer_voice_involvement/carer-council
Reminder that carers and professionals can sign up to our monthly e-newsletter - <https://www.caringtogether.org/keepintouch>

Q Carers week coming up are Caring together doing events?

- Yes we have a variety of events we do host them in the local libraries as they have the carer friendly tick. We have the young carer's trip the week before.
- Carers Week – Week beginning Monday 6th June
- Young Carers Research, Policy and Practice Forum – Focusing on supporting young carers at key transition stages – Monday 6th June, 1-3:30pm, Zoom - [Young carers research, policy and practice forum - Transitions Tickets, Mon 6 Jun 2022 at 13:00 | Eventbrite](#)

Making Space

- Our small team of 3 (soon to be 4) here at Making Space have continued to work throughout covid, meeting carers wherever possible face to face, offering support and guidance but mainly comfort and a listening ear during what continues to be an incredibly difficult time.
- We started the New Year with our first face to face Carers Coffee Morning at the Pilgrim Hall in St. Neots and invited the local constabulary to clarify their role in mental health and the procedures and protocols if they are called to assist in often very difficult scenarios. This was attended by 18 carers who were able to ask questions or raise any concerns that they have experienced. All felt that the two officers gave a real and honest account of the polices' role in mental health care.
- Our second carer coffee morning had an Easter theme and included a craft session provided by one of our carers. This was attended by 10 carers and Hannah Roots who oversees the charity side of our contract. At the end of the morning Hannah asked carers about their caring obligations and how Making Space had made a difference. We are pleased to report that everyone took part and the outcome was very encouraging for our team.

- We have our first carer coffee morning to be held in Peterborough on 12th May and hope that this will prove to be as popular as those held in Cambridgeshire.
- We look forward to carers week and have provisionally highlighted a picnic in the park at Nene Valley as the one held in St. Neots was very successful last year.
- We continue to produce our Newsletter, with stories, letters and events submitted by our carers. Contact numbers and organisations are also added to both our newsletters and our facebook page.
- Finally, I would like to announce the arrival of our new Service Manager David on the 9th May as I will be returning to my full-time post as Carer Support Worker. It has been a pleasure to steer the team following the retirement of Pauline Mansfield in February 2020, through Covid from March 2020 and be involved with the implementation of The All Age Carers Service which started in August 2020. However, it is now time to hand the reins onto someone new and we look forward to welcoming David, completing our team of 4.

Centre 33 Update

We will be delivering training focusing on identifying and supporting young carers to Health Care Assistant's and band 5 and 6 adult and paediatric staff at Hinchingsbrooke and Peterborough hospitals. We are also working closely with Cambridge University hospitals to deliver training to their paediatric teams.

C33 capacity Builders areas of priority for the next quarter are GP surgeries and School Nurses – focus on preventative and 'front door' services that most YC's are coming into contact with.

Our young carers advisory board are working closely with our commissioner to feed into the new carers strategy to ensure that young carers voices are heard.

We are returning to face to face support wherever possible and are offering some home visits where appropriate. We are offering face to face respite activities. We did a range of activities over the Easter holidays, including a residential to Grafham Water, and an Easter Egg trail. Young people are reporting back that they are really liking being able to meet face to face again.

We are starting our work with young carers in year 6 who will be starting secondary school in September. This will be a mix of 1:1 support and small group work with young people going up to the same secondary school.

Our new hub offering drop in and counselling support to young people is due to open in Peterborough over the next couple of weeks.

We are continuing to run our Bitesize training sessions on a range of topics. Details can be found here [Events Archive - Centre 33](#)

9 Any Other Business

Somebody has shared Mobility has been a nightmare from the war, where carers and people with disabilities are left housebound on dependant on someone else to get somewhere. Where there is a back and forth from council, mobility and car garages. There has been a 6-9 month delay.

Somebody shared there is a hardship fund that could provide taxi's dependant on the council. And there could be community driver's that might be able to help?

Graham to do a report on how Hybrid meetings are going and will need peoples thoughts.

Date of next meeting

Date: Tuesday 12th July 2022

Time: 11am to 1pm

Venue: Maple Centre & Online