

## **Carers Partnership Board**

### **Meeting held on Zoom & Maple Centre Minutes 12<sup>th</sup> July 2022**

#### **1 Present**

|    |                   |   |
|----|-------------------|---|
| AB | Annie Bamforth    | Independent Member                          |
| KC | Kadie Chapman     | Independent Member – Vice Chair             |
| BC | Bianca Cotterill  | Independent Member / Pinpoint               |
| HE | Helen Eaves       | Centre 33                                   |
| LG | Laura Green       | CCC   |
| SH | Sue Honour        | Independent Member – Chair                  |
| SM | Siobhan MacBean   | CCC – Disability Social Care age 0-25       |
| GL | Graham Lewis      | Healthwatch Cambridgeshire and Peterborough |
| TM | Tara Mackey       | Commissioning Manager                       |
| AM | Andy McGowan      | Caring Together                             |
| DM | Dave McGregor     | Making Space                                |
| JM | Jason Merrill     | Family Voice                                |
| DP | Dennis Pinshon    | Independent Member                          |
| JS | Joseph Simon      | Independent Member                          |
| TT | Terry Thomas      | NW Anglia FT                                |
| VW | Victoria Williams | Arthur Rank Hospice Care                    |

#### **Apologies**

|    |                 |                     |
|----|-----------------|---------------------|
| DD | Debbie Drew     | Independent Member  |
| WD | Wendy Dunne     | Alzheimer's Society |
| KG | Kate Gravatt    | Independent Member  |
| LG | Linda Green     | Pinpoint            |
| GH | Graham Hodgeson | Manager CCC& PCC    |
| MK | Michelle King   | Little Miracles     |

The meeting was recorded for the purpose of the minutes.

## **2 Minutes of the previous meeting and Action Log**

The minutes of the meeting held on 10th May 2022 were agreed

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.

Action Log 153

TT will find out the policy on this at North West Anglia Foundation Trust.

AM will also follow up at a meeting he is attending at Cambridge University Hospitals.

## **3 Feedback from Independent members**

Carers were concerned about the challenges faced when trying to contact their GP's, long queues in the telephone system, difficulties in getting face to face appointments.

Laura Green noted that she had provide training to her team.

## **4 Carers Strategy Refresh – Tara Mackey**

The All-Age Carers Strategy is being reviewed and the Council's are looking at a range of documents to inform them. The National Institute for Health and Care Excellence (NICE) heard from carers and identified the following areas that were important to them:

- Information and support for carers
- Identifying carers
- Carers Assessments
- Helping Carers stay in, enter or return to work, education and training

- Social and community support for carers
- Training to provide care and support
- Psychological and emotional support for carers
- Support during changes to the caring role
- Support during end-of-life care

A survey has been developed and will be sent out on 18<sup>th</sup> July.

The Council's are going to look at the results of the National Adult Carers Survey results, including the localised results for Cambridgeshire and Peterborough.

LG Pleased to hear that the people of lived experience group identified important areas to look at and that they chimed with what has been discussed at the Carers Partnership Board.

HE Young Carers are contributing to this review. They are working on a film to capture their views.

## **5 NHS 111 option 3 Palliative Care – Victoria Williams**

NHS 111 option 3 is for Palliative Care. This service started in 2021 and became 24 hours a day service in April 2022. This service is for adults.

The children's hospices direct those receiving their care to appropriate services.

LG The Carers Team at the County Council find this service very useful.

**Action:** Graham to do emails of introduction for Laura and Victoria.

## **6 Feedback from other meetings and Adult Social Care Forum – Graham Lewis**

The next Adult Social Care Forum is on 21<sup>st</sup> July. This Forum is where issues raised by the Partnership Boards are heard by senior management of Social Care. It is also a place where Social Care can bring issues to the Partnership Boards.

Healthwatch has 4 Health and Care Forum's:

- Cambridge and South Cambridgeshire
- Fenland and East Cambridgeshire
- Huntingdonshire
- Peterborough

The Cross Partnership Board Event 'Championing Access' was held on 7<sup>th</sup> July. It was at the Kingsgate Centre in Peterborough and was very well attended.

People attended workshops on

- Implementing the Accessible Information Standard
- Voice of lived experience in mental health services
- Digital inclusion
- Worthwhile waiting – a project to support people waiting for surgery

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

Caring Together – Andy McGowan

In-person and virtual appointments and carers groups happening

Trip to Hunstanton for Carers and their Cared For

The Carers Directory has been revamped.

Caring Together, CPFT and GP's are developing links between them to ensure carers are fully involved in hospital discharge.

Carers Rights Day, Friday 25<sup>th</sup> November. A virtual carers conference will be taking place.

Centre 33 – Helen Eaves

Summer programme of face-to-face activities has been planned.

Specialist sessions have been held for young carers where their cared for has health related issues, including severe mental ill health.

Young Carers Festival was really enjoyed by young carers.

Working to support health services who identify young carers.

Have had a high number of referrals, especially of those that are described as complex cases.

Making Space – David McGregor

An increase in referrals, response is within 48 hours.

Holding 1 or 2 in-person events a month, carers have been very enthusiastic.

Successful coffee morning event at the Fleet in Peterborough.

Working with St Neots Police in how they involve carers when working with people with severe mental ill health.

A carer (who is also a historian) is going to give a 'walk and talk' at Cherry Hinton Hall.

## **8 Update from commissioning** – Tara Mackey

Mobilise Carers Campaign, using digital platforms in a pilot project to help carers self-identify who currently do not access services:

- Can book a call with them
- Facebook
- Virtual cuppa's
- Mini carers assessments
- Highlight the existing support services from Caring Together, Centre 33 and Making Space

Had a target to discover 3,300 carers who were not known to social care, 1,300 were identified in the first month.

Short break for carers pilot project in East Cambridgeshire is being reviewed. A Volunteer Coordinator at Caring Together (funded by Cambridgeshire County Council and CPFT) will recruit volunteers who can then be matched with a carer. The volunteer will be with the cared for whilst the carer has a break.

## **9 Any Other Business**

- # Pharmacy gave 2 sets of medication at once then the next order wasn't available until 2 weeks after the medication ran out.
- # Phoned Peterborough City Hospital and was 10<sup>th</sup> in queue and the automatic system to call back. Once he spoke to someone they wouldn't talk to him as he wasn't the patient. His partner phoned back and was 13<sup>th</sup> in queue but the system didn't activate the call back offer. Carer wondered when the call back activates. **Action:** LT will follow up with IT.

LT explained that they are aware of issues relating to care providers not providing information to anyone other than the patient due to confidentiality, unless the patient has provided details of a named person. Northwest Anglia Foundation Trust are looking into this for when a person has given permission as it has not always been followed.

- # Cared for has a learning disability. The Carer felt that the provider of the pre-diabetes service isn't capable of supporting someone with a learning disability.

## **Date of next meeting**

**Date:** Tuesday 13<sup>th</sup> September 2022

**Time:** 11am to 1pm

**Venue:** Maple Centre & Online