

Carers Partnership Board

**Tuesday 8th November 2022, 11-1pm (pre meeting Monday 7th November 3 -4pm)
Hybrid Meeting (Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.**

1 Present

Attending

AB	Annie Bamforth	Independent Member
CW	Carol Williams	Strategic Development Manager, Adults & Safeguarding
DM	Dianna Mooney	Adults area of Local Information Services PCC
DP	Dennis Pinshon	Independent Member
DD	Debbie Drew	Hunts Forum and Independent Member
GL	Graham Lewis	Healthwatch Partnership Development Manager
HE	Helen Elves	Centre 33 Young Carers Service Cambs & Peterborough
JD	Jodie Deards	Careers Lead East of England NHS
JH	John Howard	Counsellor
KD	Kadie Chapman	Vice Chair of Board, Independent Member
KB	Karen Berkley	Care Together Programme Commissioner CCC & PCC
LG	Laura Green	Carer Support Lead Cambridgeshire County Council
LG	Linda Green	Pinpoint Representative
MJ	Mark Jones	Safeguarding and Practice, CCC
MW	Michael Wilson	Commissioning

Apologies

RSG	Rebecca Spalding-Green	Healthwatch Admin Officer
WD	Wendy Dunne	Alzheimer's Society

The meeting was recorded for the purpose of the minutes.

2 Recap of last meeting and Action Log Updates

The minutes of the meeting held Tuesday 11th October 2022 were agreed.

128, KC asked if the plan was still to invite Mental Health representatives and a manager from the Learning Disability Partnership to attend. And conscious that Cambridgeshire is not so well represented.

Action: GL and CW will look into this

142, Regarding Adult Carers Survey feedback to councils that it would be useful if there was one for parent carers and young carers, there has not been any update.

159, Still awaiting feedback from Liz Terry at North West Anglia Foundation Trust on on what is the call back cut off for Peterborough Outpatients Hospital Departments.

160, 161 Updates regarding poor social worker service and concerns about quality of care are coming.

162, Advocacy Service survey sent out.

163, GL asked the board if would still like someone from the local authority to talk about parent carers issues and the carers strategy refresh. LG suggested Gavin Mullen Children Commissioner, might be able to provide an update.

Action: GL to contact

3 Feedback from Independent Members

Giving an update on what has happened since the last meeting, DD has received an apology for the way the process happened for the care assessment and whilst still not got to the bottom of it, was a more positive approach.

Regarding poor standards a person experienced with a care agency, that care has been stopped and replaced with a superb carer service. DD expressed that Social Care were very interested to hear this person's experience and supportive on the phone. And this person has now given permission to be named so the experience can be logged officially. This person's financial assessment for contribution to care,

is still ongoing with a 12-week waiting time for a breakdown of costs and trying to allocate funds (when have no idea of the costs) is very stressful.

In the pre-meeting yesterday, a parent carer discussed concerns that her children in attending mainstream schools were not receiving the support they needed. The secondary school that the children are going into, have told the parents that the autism facilities are so in demand that they cannot make any guarantee that any provision could be given, especially as child is high functioning.

LG highlighted that Cambridgeshire has reached over 7,000 children school assistance cases, which has happened earlier than predicted, putting a huge strain on the system and schools are struggling to cope with demand.

KC highlighted the ongoing issue of no way of tracking assessment progress. With no set time scales, no regular communication regarding the process, adding to carers anxiety levels.

After attending a meeting about immune suppressed people that discussed the low uptake of the autumn booster, especially for families and carers. DD just wanted to remind all carers and families of the cared for that they entitled to these boosters and vaccinations.

DP had positive feedback in that his son with learning difficulties received a well-considered letter and form to explain annual health check, clearly feedback has been taken on.

4 Annual Carers Survey Results – Carol Williams

Carol Williams presented the adult carers 2021-2022 survey results, highlighting:

- Differences between Cambridgeshire and Peterborough findings.
- For Cambridgeshire there was as expected a reduction in the number of carers assessments and reviews.
- The change of demographic of those who are cared for.

- Satisfaction levels on what support carers have with services received for the person they care for.
- The results of the local question, on how easy or difficult carers found accessing support or services needed as a carer in the last 12 months?
- Discussed satisfaction level for information and advice is available for carers.
- Carers answered less positively in 2021 in relation to looking after themselves.
- Impact of caring financially.
- Covid related questions.

This presentation has been sent out.

5 Terms of Reference review

Time to be given on the agenda in January.

Action: GL to arrange

6 Feedback from the Adult Social Care Forum – Carole Williams

On 18th October 2022 the Adult Social Care Forum, had a presentation on the development of the App called 'Joy'. The app will allow healthcare professional to see what services and organisations are available in the local area to refer their patient directly to. The idea is that this will assist social prescribers to help link patients (with more complex/ different needs than previously have been able to help) to lots of organisations and service. Joy, should reduce pressure off doctors, and better unite healthcare organisations with hopefully a better uptake of these services as it removes the responsibility from the patient to act on information signposted to them by the doctor.

Shared Priorities Action Plan developed each year, which are key priorities put forward by the various boards/ organisations that attend the Adult Social Care Forum. The 4 priorities are:

- Concerns around public transport availability and impact that has.
- Concerns around access to GP and primary care appointments.

- Concerns around digital exclusion and the impact this has on people's ability to know where to go for information and signposting.
- Support on ongoing coproduction work and training.

7 Update from All Age Carers Services

Caring Together Update - Andy McGowan

- Set up a working group, involving several organisations on how to improve carers experience of hospital discharges.
- Organising focus groups specially for carers and carers support organisations to give feedback to The Greater Cambridge Partnership Consultation on buses and congestion charge etc.
- Careers Conference on Wednesday 23rd November will be a virtual conference, the content of which will be decided by careers and those who work with careers, see link www.surveymonkey.co.uk/r/Cambs_carers_conf_plan_2022.

Centre 33 – Helen Eves

- Over the year referral numbers have significantly increased, with more carers having their own complex needs on top of the caring for someone.
- Positive news is that have started to do home visits again.
- Working closely with primary care especially GPs to increase awareness of young carers, working on technology that will have a pop up to alert doctors if patient is carer so that have a better shared approach across organisations.
- Continue with school training, redesigned training offers for secondary schools and colleges, with a high demand for teacher training and assembly presentations to help educate and reach more young carers.
- Seen an increase in the number of health professionals, attending training.
- As of Spring 2023, young carers are going to be added to schools census, so should help identify how many young carers are in schools, attendance levels and help highlight issues young carers are facing. Each school is being encouraged to have a named carer champion and young carer policy.
- In process of organising Christmas outings for young carers.

8 Update from Commissioner - Karen Berkley

Tara Mackey is off on long term sick leave. Work is taking place to appoint somebody to cover that role.

9 Any Other Business

GL mentioned the Integrated Care System Lets Talk – your health and wellbeing piece of engagement, that will be used to inform a new strategy, based entirely on what people say. The deadline is coming up, 10th November 2022. Complete the questionnaire online at <https://www.surveymonkey.co.uk/r/RKB8RN9>.

KC asked the board if they were aware of any organisations or services for professional support for carers to talk to. GL mentioned Caring Together offered a counselling service that may be useful, <https://www.caringtogether.org/support-for-carers/someone-to-talk-to/counselling-for-carers>.

Laura Green suggested that based on the feedback from this meeting, in a future meeting an agenda item be to discuss what support is out there for carers and the different approaches taken.

Action: GL to add to future agenda

LG asked if could try and link with CPFT carers board, to help share support and knowledge.

ACTION: GL will contact Anna Tuke, CPFT lead

Next meeting

Date: Tuesday 10th January 2023

Time: 11am to 1pm

Venue: Maple Centre & Online