

Carers Partnership Board 2020

Meeting held via Zoom Minutes 28.7.20

1 Present

SH	Sue Honour	Chair, Independent Member
KC	Kadie Chapman	Independent Member- Vice chair
MS	Michael Smith	Independent Member
DP	Dennis Pinshon	Independent Member
BG	Beth Green	Centre 33
GL	Graham Lewis	Healthwatch Cambridgeshire and Peterborough
DD	Debbie Drew	Healthwatch Cambridgeshire and Peterborough
CW	Carol Williams	CCC
LG	Laura Green	CCC- Carers assessment team
LMc	Lee McManus	Commissioner, CCC
AM	Andy McGowan	Caring Together
SMc	Siobhan McBean	CCC
KL	Kelly Law	PCC
JM	Jason Merrill	Family Voice Peterborough
PR	Paul Reynolds	People Plus
GH	Graeme Hodgson	CCC (direct payment lead)

Apologies

JS	Joseph Simon	Independent Member
SdP	Stuart de Prochnow	Independent Member
AB	Annie Bamforth	Independent Member
SF	Sharon Ferrell	Independent Member
LP	Laura Potter	Pinpoint

Introductions were made and it was explained that the meeting would be recorded and used to support minute taking.

GL apologised that the meeting had to be restarted due to audio issues with Zoom

2. Minutes of last meeting and Action Log

Previous minutes were agreed.

99. KC had sent some information to GL and DD around recognising that the adult siblings will be future carers.

ACTION GL to share the information from KC

LG There is a focus on carers training in the new contract maybe there is something being planned for future carers.

AM I will be able to bring more detail to the next meeting. We are looking at planning ahead.

KC With Covid it has raised the issue that contingency plans are really not enough, but forward planning needs to be spelt out too.

LMc There definitely will be a focus on training for carers. We are also looking at the effects of the pandemic and carer stress. We extended the what if contingency to 72 hrs during this time too.

KC Although obviously emergency planning needs to be in place it is really important to start considering succession planning. The adult siblings need to be involved in this.

DD Many of us have spent years getting our adult children with LD into their own homes etc we do not want their lives to change once we have died. All temptation will be for the easier option of group homes if we can not get the right support/ planning in place.

SMc There is a good book "Safe and Secure" which helps with putting some of the wishes in place.

ACTION SMc to share the link for this with GL and for it to be circulated. www.thera.co.uk

AM We are trying to make a conscious shift from emergency to contingency.

DP It would be good if someone from DWP could attend meetings too. Maybe we need to have people come and talk about will writing and power of attorney etc the legal aspects.

AM our focus has been on well being at the moment but post covid we are hoping to have some specific hubs where people can join in a webinar.

LG There are a lot of resources out there and they need to be brought together in one place. Maybe there could be a task and finish group around this?

GL This is something the board can do so if it is wanted a task and finish group can be organised.

SMc James Codling is always a good contact to have in place.

108. The Blue badge problems were raised to be looked at by the team.

111. The Peterborough carers event will possibly take place sometime next year depending on the situation then.

3.Independent member's feedback

KC Had raised an issue about an increase in personal contributions with no explanation. This seemed to coincide with the 10% uplift of people's direct payments to offset Covid expenses. KC had asked about the personal centred approach to financial reviews that we were being promised after the consultation last year. When are these reassessments taking place?

DD Reported that there were issues around her daughter's direct payment. They received the uplift letter, but it was unclear from pages and pages of paperwork whether an uplift had been implemented. The monies were originally less than expected (after review) and then £4k was added to the account. It is difficult for anyone to really understand the figures. They had not had a change in contribution as at present daughter is not making any contributions.

CW Three things have been happening.

*10% resilience uplift

* at same time finance did the automatic increase to contributions in line with benefit increases. (there should have been an explanatory letter)

* The new assessments due from the consultation are only just starting to take place. People are being asked if they would like to do this over the phone or video call.

4 weeks before reassessment due a letter will be sent asking peoples preferences. This has only just started to take place so not many have had this personalised financial assessment yet.

Anyone who receives care (except children) will have a financial assessment to see what their contribution to care will be.

4. Adult social care forum and other meetings

ASCF has been cancelled due to Covid but due to resume in October.

Healthwatch's Health and care forums are running via Zoom with various speakers.

ACTION DD to send JM some details of the meetings

GL has organised some meetings during August on transport and highways an area that has been highlighted by the boards as an area of concern. If you would like to join in on any contact Graham or have any issues that you would like raised.

4th Highways

11th Taxis

20th Public transport

“5th Community transport

5. Update from Commissioner- Lee McManus

The new services for carers will start on 1st August and the providers will be invited to the next carers board meeting in September. We are hoping for a more consistent service across Cambridgeshire and Peterborough and a smoother referral route.

Caring together- Adult carers

Centre 33- Young carers

Making Space- Carers caring for adult with mental health issues.

We are aiming to get early identification of carers and are looking at our preventative services to ensure the carers are being looked after.

Lee announced his retirement on 12th August- Sarah Bye will be holding the reigns until a replacement is in place.

All commissioners are being asked which board they would like to be involved with.

Board members thanked Lee for his board input over the years and wished him all the best for the future and said he would be missed.

6. Direct payment support service and People Plus- Graeme Hodgson Paul Reynolds

From the 1st April People Plus took over the direct payment support contract for the county council. Most of the staff have been TUPE over from the previous organisation.

A strategy paper around direct payments is being produced. We have been looking at the availability of personal assistants and how more people can be encouraged to do this role. Many people moved into the care sector during this pandemic...maybe we can capitalise on this move.

People Plus will be providing the service for Cambridgeshire, Peterborough has its own provider. People Plus already offer support to carers in other parts of the country.

We had planned some “Welcome” events across Cambridgeshire but this has not happened due to Covid.

However it has been a busy time with people needing to know about furlough and shielding. We have been writing and emailing people to introduce ourselves. We are able to help people recruit, induct and train Pas. We have a PA register. We are happy to have zoom meetings with potential Pas.

DD What about people who are not currently using a payroll provider how would they know a change in provider? You obviously have not written to them even though they receiving a direct payment- this group often miss out on information.

KC A PA register is something I have been keen to have as it has been difficult recruiting staff. Would I be able to use the PA register even though I am not using your service. Would there be a cost?

PR Yes you can use the service for free. You can search by postcode or by disability. We are also keen for people using our service to be involved in shaping our services so I would be happy to come back with updates.

6b Election of chairs and vice chair

GL as there have been no requests from anyone to take up the role and those new to the board will not have seen how the boards work in full due to Covid Sue Honour and Kadie Chapman have agreed to stay in role of Chair/ Vice chair for the next 12 months.

Stuart has said he would be happy for them to remain in post.

Michael proposed and Jason seconded the proposal.

7. Positive service developments- Carol Williams Graham Lewis

At Healthwatch we have been doing most meeting online. As you will realise our board meetings are taking place and have been successful however we are aware some of our members have not been able to take part. This has been particularly so for the learning disability board. Stuart has been a regular member of this board and now only has phone contact with us.

Stuart has asked that it is noted that there are obviously some good things about virtual meetings however he feels that in some ways it can be counter productive (ie carers like a break from their caring role to attend meetings) and it reduces communication (there is not the opportunity to have the ad hoc conversations that happen in a regular meeting and no scope for building new contacts/ friends).

SMc asked that we pass on message to Stuart saying we miss his to the point comments!

CW The council have been looking internally to see what has been working and what we would like to keep for the future. We sent a survey around to staff and we are sending the same survey to our providers to see what they feel has worked well to and if there is anything that they feel can be carried forward.

Over the next few months we want to send the survey online or via the post to the partnership board members, the speak out council and the SUN network. We would like your views on if the questions we are going to ask are suitable.

1. What has worked well for you?
2. What has not worked so well for you?
3. What are you doing more of?

4. What are you doing less of?
5. What have you started doing that is new?
6. What have you stopped doing that you used to do?
7. Has anything surprised you about your own response to the Covid-19 pandemic? If yes, please provide details
8. Has anything surprised you about how others have responded to the Covid-19 pandemic? If yes, please provide details
9. What service changes that have happened as a result of the Covid-19 pandemic would you like to see kept in future?
10. Is there anything else you would like to tell us about?

The information we collect will be put into a report and will be fed into our recovery plans and will be fed back to the adults committee next year.

JM will it be in different formats ie easy read?

CW at present we are just looking at the questions for approval, but it will be available in several different formats.

AM reported that many carers have said that the virtual meetings have worked quite well.

JM For organisations like ourselves it has meant we can get to more meetings

We need to be aware that people may not have IT equipment or enough data on phones to use these virtual services and many do not have smart phones.

KC I think there is value in using both mediums.

9. AOB

GL has been on the review panel for LEDER which reviews the learning disability mortalities. KC is also part of this as a family member. These should have been in place a lot sooner but at least they have started now. There is a lot of catching up to do as started in January and Covid has slowed things down.

The review looks at the circumstances around the death and each is looked at by the panel made up from family and professionals. There will be some agreed notes that can be fed back.

We plan to feed back once a year to the Learning disability Board.

GL The Healthwatch survey asking about health and care experiences during the pandemic is still running until end of August. The first report is on our website and the second report is due next week.

Future meetings

8th September - Zoom

17th November - TBC