

## Carers Partnership Board 2020

### Meeting held via Zoom Minutes 5.5.20

#### 1 Present

SH	Sue Honour	Chair, Independent Member
KC	Kadie Chapman	Independent Member- Vice chair
JS	Joseph Simon	Independent Member
SdP	Stuart de Prochnow	Independent Member
MS	Michael Smith	Independent Member
EM	Ella McKensie	Independent Member
GW	Gemma Whitehead	Caring Together
BG	Beth Green	Centre 33
GL	Graham Lewis	Healthwatch Cambridgeshire and Peterborough
DD	Debbie Drew	Healthwatch Cambridgeshire and Peterborough
KL	Kelly Law	PCC
CW	Carol Williams	CCC
GLo	Gillian Loveday	Making space

#### Apologies

AB	Annie Bamforth	Independent Member
LG	Laura Green	CCC- Carers assessment team
JC	Jacky Cozens	PCC
DP	Dennis Pinshon	Independent Member
LMc	Lee McManus	Commissioner, CCC
SF	Sharon Ferrell	Independent Member
AM	Andy McGowan	Caring Together
SMc	Siobhan McBean	CCC

Lee and Laura were unable to connect. Stuart joined via the phone.

#### 2. Minutes of last meeting.

The previous minutes had been circulated by Graham a month ago and no amendments had been asked for thus minutes were approved.

#### 3. Independent member's feedback

There seems to have been different levels of support in different parts of the county for carers with some being phoned at the beginning of the lockdown and others not. Some had

been asked about if they had emergency plans in place to support their cared for if something was to happen to them.

One shielded member had received good support from the district council and had been in receipt of food hampers. Some people had wanted to opt out of the food parcels, but they were at risk of losing all support if they opted out. CW confirmed it was best not to opt out and unwanted food could be passed on to food banks etc.

As some of the people do not fit into the shielding group there has been difficulty getting priority shopping slots. Obviously with only one person allowed in the shops and the need to protect our cared for getting an online shopping slot has been necessary.

Glo - Is still working from the office (Making Space) and has been working with carers helping them to register for NHS food boxes if they have been missed off the lists but are eligible.

SdP Raised problems with renewing the Blue Badge. The blue badge had run out and no reminder had been sent. As SdP does not have internet DD found the phone number for him. He called and explained about his lack of internet and after they took payment and details, they asked for him to scan and email documents to them!

After some discussion it was finally agreed that he could send originals if he sent SAE too. People with no internet had raised issues accessing blue badges previously and some support had been offered through libraries. These are not open at present and does not seem to have been considered. It was felt there should always be an alternative way of accessing this service without need of internet.

**ACTION** CW will ask what is happening within this area

Carers accessing some health services and whether there should be some priority for carers was raised.

In this instance a carer could not get an ingrowing toenail sorted on NHS (as they did not have the conditions needed to access this) but as everything in lockdown no private services were available. Podiatry had also cancelled all regular appointments and would only see people with open wound or infection. If a carer became immobilised this would have consequences and as podiatry for those who need it is a preventative how long would those people wait for an appointment and at what cost to their general wellbeing. The feedback has already been logged with Healthwatch

Some people had received letters regarding the 10% uplift on the care packages including those on direct payments to offset extra costs due to Covid 19. There was part of the letter missing and one question said refer to another answer, however, this was irrelevant to the initial question.

**ACTION** CW will seek some clarity on these issues

#### **4. Commissioner briefing**

Lee was unable to connect to the meeting Graham will forward any feedback he has to share.

**Action-** Graham to check with Lee if anything to feedback and to email to group

#### **5. Priorities for Carers Partnership Board**

Before lockdown the partnership boards had been asked what issues they felt were priorities that the Board should explore further and work through to seek improvement or clarity. These issues can be either addressed at meetings or task and finish groups could be set up to work on them.

The following issues were discussed and agreed on:

##### **Support for adult sibling carers**

Several board members have adult children with learning disabilities and their siblings would potentially be the people who would pick up the responsibility for their siblings once the parents have died or become unable to care. This have never been more so at the front of parents minds with the threat from Covid 19.

It is not so much about have a peer mentor support group but a way that those adult sibling carers can learn how the care and benefit systems work so they are prepared once they take on responsibility.

GL has already agreed that adult siblings can be included in the mailing list to receive minutes etc if they would like this.

##### **Prioritization of healthcare services for carers.**

There has been a lot of focus around carers and the fact that they put their needs after that of their cared for. If carers become unwell and are then unable to manage their care role there would be an increased need from health and social care for the cared for. Some work is starting around preventative measures ie smoking cessation etc and carers can be flagged on GP systems.

There are areas for improvement for example the podiatry provision we mentioned earlier.

##### **Communication**

People felt that both health and social care communications could be improved. There is a difference in the way individual social care teams seem to process and send out information. There are also issues with the letters being sent out. Often not in easy read and the finance papers often being incorrect and difficult to understand. It is difficult for people to phone up and find out “what is what” when each person passes you onto a different team. The communication issues have been raised previously by the board and some improvements were made.

## **6.Lockdown - how to stay positive- Debbie**

DD was asked to provide information ways stay positive during the lockdown. DD talked about her hobbies and watching National Theatre Live etc.

There was discussion about routine and how this helps people.

There was also discussion about how it is 'okay not to feel okay', if the to do list does not get done there is always tomorrow and celebrating the small things and successes.

## **7.Action Log**

75/89 will be picked up after services return to normal

99 was raised at ASCF and has been added to the board's priorities.

104- no further information

105- This was not raised but will be at first opportunity.

106- dates were circulated but new dates and process will be circulated by Debbie once they are known.

107- completed.

## **8. ASCF and update from Carol Williams**

The ASCF was cancelled as expected. Carol will raise the two issues identified. Work has been going on in the council. Family carers and unpaid carers were being contacted by staff who have redeployed from other roles.

Cambridgeshire have 1557 carers 576 caring for adults with LD. 771 carers had been assigned a caller. 56% (429) carers said they were coping but grateful to be contacted. 57 carers needed redirecting to other areas of support mainly for help with shopping or getting prescriptions. Some people needed temporary adjustments to their care and support package.

In Peterborough 423 people had been contacted but there are more to contact.

DD reported her call was very early on as was another care who is on LD board.

SH Is getting regular calls for herself and husband as well as daughter.

GW Carers seem to really appreciate the calls. Some wanting their cases kept active, so they continue to get the calls. There has been acknowledgement that it might be more difficult for carers getting back into work after having had the break.

On 23<sup>rd</sup> March Parliament passed the Coronavirus Act 2020 and 5 key actions were raised from that.

Cambridgeshire and Peterborough resilience forum declared a major incident and a central hub was set up with response hubs set up in each district. These are all linking into the more local support groups also.

There has been additional demand on social care with the workforce having to social distance etc. Hospital discharge has added to costs as people are being discharged from hospital as quick as possible. We have needed to put extra home care provision as well as extra care home places.

All services have responded very well and have come up with new creative ways of working. KC reported that she had had to speak with CQC, Public Health England and Addenbrookes and she had had timely and professional responses from all. SH Thanked Carol and all CCC staff for their work.

## **9. AOB**

DP asked if the cancelled carers day at the Bull in Peterborough had been reorganised. ACTION GL to make enquiries

GL had shared information on the increased list of people being allowed testing. This now included PAs and unpaid carers.

DD asked if anyone has any experience of booking a test could they report back on the process to Healthwatch. People can be asked to travel quite some distance even when there are more local places.

## **Future meetings**

July 28th Orchard Park- At present this meeting will still take place but may be on Zoom again. SH said some people may still be shielding at this point or may not feel comfortable joining a group.

8<sup>th</sup> September - Priory Centre St Neots

17<sup>th</sup> November - City college Peterborough