

## **Carers Partnership Board**

Tuesday 14<sup>th</sup> March 2023, 11-1pm (pre meeting 10am onwards).

Online meeting via Zoom.

### **1) Welcome, Introductions and Apologies – Graham Lewis, Chair**

Graham Lewis welcomed everyone to the meeting, with introductions and apologies given. GL explained Kadie Chapman has resigned from the Healthwatch Carers Board. Everyone thanked Kadie Chapman for her time and commitment to the board, wishing her all the best in the future, GL will pass this on and in her absence today, would chair the meeting.

Rebecca Spalding-Green requested permission to record the meeting via Zoom for the purpose of the minutes.

### **2) Notes of last meeting and Action Log Updates – Graham Lewis**

GL recapped the previous meeting Tuesday 10<sup>th</sup> January 2023.

#### **Action Log Updates**

- **159)** Still awaiting feedback on what the call back cut off for Peterborough Outpatients Hospital Department is?
- **160)** Poor social worker service and unclear communication on social care appointments, is an ongoing situation being followed up by LG.
- **163)** Lisa Sparks and Gavin Mullins in attendance to talk about parent carer issues and the Carers Strategy Refresh.
- **164)** GL and Carole Williams continuing discussions with Peterborough County Council to increase Peterborough representation.
- **165)** Terms of Reference Review on today's agenda.
- **166)** Requested agenda item: support for carers and different approaches taken, is lined up for next meeting 9<sup>th</sup> May 2023.
- **167)** Ongoing email exchange with Anna Tuke at CPFT on attempts to better share support, knowledge and developments across the two carer boards.
- **168)** AJM advised 6 weeks waiting lists for young person assessments, and referral must come from a health care professional (not a social worker).
- **170)** Carer Support Line, Community Services Switch Board - 0330 057 1030.
- **171)** Regarding concerns about Bretton Surgery poor standards, the CQC are involved and was placed in special measures November 2022.

### **3) Feedback from Independent Members – Independent Members**

#### **Bretton Surgery Service Vs Stoke Mandeville Hospital Service**

- Continuing to experience issues with Bretton Surgery and despite logging complaints apart from automatic 'Thanks for your feedback email' is yet to hear regarding complaint about phonline issues – queuing system kicks caller off the phone. But with criticism of Bretton Surgery being public feels like not alone with these experiences and less guilty and less worked up about it.
- Received a call from Stoke Mandeville Surgeon, yearly check-up after procedure had been done. Surgeon asked about general health, explained that it was not good, unable to get anywhere with their doctor surgery, which has since been put into special measures (Bretton Surgery). The surgeon will now take over the patients care and investigate these other health issues. With the investigation, the tests and surgery all to take place there.

#### **Contributions To Care Update (mentioned in previous meetings).**

- Financial assessment was completed, starting care on 3<sup>rd</sup> October 2022 and does not have to back pay so charges started form 3rd March 2023. The Care Agency have not received any payments in this time, from anyone?
- Her contribution to care is more than she can afford, approx £135 per week. So she is reducing her care from 5 x 1hour visits to 3 x 1hour visits to reduce costs.
- Sherri Freed said in circumstances like these need these people to go back and talk to support team, to look at further available funds ie disability related expenses or perhaps request the care plan needs a reviewal. DD explained in this case, as incontinence pads are not on care plan, there was no further financial assistance. AB suggested GP Referral to Incontinence Service (developed a lot in recent years).
- Sherri Freed added they are aware the financial process has challenges, with it being a real focus and money being spent to improve it.

#### **Carers and Cared For Assessments Update (discussed in previous meetings).**

1# has received amended, correct assessment for the cared for (daughter) but still not received a cared for assessment for the daughters' partner. Additionally, not yet received her own or daughters' partners Carer Assessments.

#### **Care Agency**

- There are issues with the care agency not providing carers with adequate training ie how to support people with learning disabilities.

- Needing to go over in the morning before they arrive to brief them, as the agency do not let me know who is coming and they have not seen a care plan.
- They have been sent to wrong house number/ not turned up at correct venue.
- Extended one session with their approval but they called the carer away and back to office 40 mins before the end time so cared for left alone.
- Contact them and they assure that they will get back to family carer but they don't.
- Not received a contract or anything and thus have not made any payments.

### **Breach of Confidentiality**

#1 When contacting potential external support agencies for providing care, the incorrect care assessment was sent to out. #1 found out about this breach of confidentiality through contact with one of these companies, not through the council. Raised at LD Board, told by Gareth that it's an unusual case? I still have not been told formally what has been done about the breach although the team knew it happened before I did.

### **Psychological Assessment**

Referring back to waiting times with CPFT, after lodging a complaint with CPFT Pals re the team not giving me any idea about waiting time for the assessments these are now taking place.

## **4) Parent Carer Issues and Carers Strategy Refresh – Gavin Mullin & Lisa Sparkes**

### **Carers Strategy Refresh – Proposed summary for new strategy:**

- Key message – *'we value what you do and we want to support you'*
- Current picture of unpaid care
- What we said we would do last time vs what has been done
- Carer Voice (quotes throughout to validate what is said)
- How identified what to focus on this time – what carers have said they need, and how we found that out, including quotes and case studies
- What we are focusing on this time – refer back to NICE but not key focus, how/why get a carers assessment etc
- What offer to carers ie 'What If', respite options, support services, contacts
- How we communicate with carers
- Specifically need to mention young carers and young adult carers
- Need to mention Domestic Abuse

- Other support available
- Next steps & Delivery Plan

The full presentation on the proposed All-Age Carers Strategy 2023–2027, was circulated prior meeting.

Gavin Mullins explained there was more focus in the strategy on parent carers, and on listening to parent carer issues. AB briefly discussed specific parent carer situation.

**Action:** GL to connect GM and AB after meeting.

### **5) Terms of Reference Review – Graham Lewis**

The board approved the edited Terms of Reference (including the amendments suggested in the previous meeting) shared prior to the meeting.

### **6) Learning Disability Joint Strategic Needs Assessment – Emmeline Watkins**

EW explained this piece of work involves looking at lots of information about health issues for people with learning disabilities who live in Cambridgeshire and Peterborough. To develop NHS and Social Care understanding and help plan services in the future.

#### **Questions for the board ...**

1. Most important health topics for the health needs assessment to cover?
2. Any questions about the health needs assessment?
3. Any support needs for carers that need to be articulated in needs assessment?

#### **Holistic Approach & Listen to Carers**

The board feedback, can't disentangle physical, mental and learning disability needs, they are all part of the same thing – need to look at the whole person and situation. If ongoing health condition not acknowledged, not taken into account treatment and provisions made will not be suitable. It is about a holistic, person-centred approach. Carers voice is important in assisting this and remember there are different ways of handling things to get results.

#### **Time, Space and Awareness**

Assessments need to include additional time and space. To make sure that GPs and hospitals are aware there will be a carer in attendance. Time needed for anyone with Learning Disabilities to allow carers time to explain and give meaning to what is happening and get responses appropriate for the questions.

### **Easy Read**

Can appointment letters and/ or information sheets be sent out prior to appointments? Easy Read letters are never automatically sent out, always have to be asked for, could this be altered? If these steps were the standard rather than relying on people to tick boxes, carers and people with learning disabilities would be empowered and, with a higher uptake of people reading information.

### **7) Feedback from other meetings**

#### **Adult Social Care Forum (ASCF) – Graham Lewis**

- Reviewed the terms of reference for the ASCF but hindered by proposals to separate out Cambridgeshire and Peterborough Councils senior management, who had previously worked as a joint group.
- Task and Finish Group of Independent Partnership Board members looking at improving communications from both Cambridgeshire and Peterborough Social Care Teams. Focusing on online forms and letters to make them more user friendly, and more meaningful to all (reducing jargon) etc.

#### **Healthwatch Heath and Care Forum Meetings – Rebecca Spalding-Green**

- Cambridge and South Cambridgeshire Forum – The Vaccine Access Partnership (VAP) transforming into the Health Equality Partnership (HEP) – using what has been learnt from work on vaccination barriers and look at health equality barriers across Cambridgeshire.
- Fenlands and East Cambridgeshire Forum – Addiction talk by The Sun Network – offering a better understanding of what it is.
- Huntingdonshire Forum – Armed Forces Covenant explaining what the service and support there is. Followed by local area feedback discussion.
- Peterborough Forum – Abdominal Aortic Aneurysm Health Screening – what it is, and why men aged 65years should attend screening.
- Additional agenda item – Patient Participation Group (PPGs) feedback added to the Health and Care Forums, to hear local practice updates.

- These forums are open to people living in the local areas, please let RSG or GL know if you would like to be added to the mailing lists to attend these.

### **Integrated Neighbourhood – Debbie Drew**

- Wisbech area taken a proactive approach with 4 GP Practices working on earning the caring together carer tick. Also looking at forming a carers group across the practices, to link up with national calendar carer events.

## **8) Update from All Age Carers Service**

### **Caring Together – Jill Nooij**

- Working with GP surgeries & Addenbrooke Departments for Carer Tick.
- Wednesday 15<sup>th</sup> March 2023 is Young Carer Action Day, with plenty of online and face to face activities planned (sign up through EventBrite).

### **Centre 33 – Helen Elves**

- Centre 33 work showing identification of young carers within Primary Care has increased since introducing pop up coding system. Many young carers who Centre 33 work with, now consenting to sharing their status with GPs.
- Reminder to follow Centre 33 social media for what they are doing for Young Carers Action Day Wednesday 15<sup>th</sup> March 2023.

### **Making Space – David McGregor** (update emailed and shared by GL)

- Promotional events continue, speaking about our service to staff /carers.
- Contract is being extended for another year from the 1st August 2023.
- Gill, (Davids predecessor) retiring end of March 2023. Coffee/cake morning at C3 for her. Also means Recruiting for another Carer Support Worker.
- Continuing to support Carers well and have lots of events planned for the spring /summer with the release of our newsletter imminent.

## **9) Update from Commissioner**

Long term sick leave and staff covering the gap, attendance is unpredictable.

## **10) Any Other Business**

### **Preventions Service (Sits over Carers Team) – Grace Clark**

Carers Team changing to be part of the prevention and early intervention assessment team. Despite the name change still the same service, with improvements. Qualified social workers will be involved and able to complete some of the carers assessments. Will work closer with Enablement Team to better share knowledge of the service.

### **Annual Healthwatch Cambridgeshire and Peterborough Summit**

- Excited to announce that bookings are now available to attend our free and friendly event, on Wednesday 10<sup>th</sup> May 2023 at The Maltings in Ely.
- The focus of our 2023 summit is on adult social care and the challenges faced by both service providers and users in this sector.
- We will be welcoming senior decision makers and hear from expert speakers with experience in social care services. There will also be the opportunity to put your points across in focused workshop sessions and during our Q&A panel session.
- This year's event is extra special, as celebrating Healthwatch's 10<sup>th</sup> birthday!
- To book your place, please visit: [Adult Social Care : Meeting the challenges - Healthwatch Summit 2023 Tickets, Wed 10 May 2023 at 10:00 | Eventbrite](#)
- To find out more about the event, please visit: [Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Cambridgeshire](#) or [Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Peterborough](#)

### **Healthwatch Independent Member Training & Recruitment**

- Independent Members attended board training at Peterborough College.
- On recruitment drive for this board, GL asked for suggestions of where to attend meetings and requested all to spread the word to other carers.

#### **Date of next meeting**

**Date:** Tuesday 9<sup>th</sup> May 2023.

**Time:** 11am to 1pm, Pre-meeting for Independent Members from 10am.

**Venue:** to be confirmed