

B&NES Carers Services Provider Forum

Wednesday 16 February 2011



the care forum
voluntary sector service

Attended:

Diane Aronson, Royal National Hospital For Rheumatic Disease; Teresa Chapman, St Johns Bath; Anthony Clarke, Banes Council; Beverley Craney, Swallow; Ginette Draisey, Dorothy House Hospice; Lu Duhig, Awp; Andrew Evans, Rethink; Elaine Holloway, St Johns Bath; Damaris Howard, Freeways Trust; Lesley Hutchinson, Bath And North East Somerset Council; Sonia Hutchison, Banes Carers' Centre; Mary Ivey, Action For Pensioners; Zoe Kelly, Care South; Chris Money, Soundwell Music Therapy Trust; Sarah Oughton, Swan Advice Network; Karen Reid, Care South; Sarah Shatwell, Banes Council; Angela Smith, Banes Social And Housing Services; Richard Smith, Way Ahead Care; Clive Stangroom, Somer Community Housing Trust; Helen Storey, Crossroads Care Wessex; Pauline Swaby-Wallace, Bath Ethnic Minority & Senior Citizens Association; Joan Travis, Action For Pensioners; Ronnie Wright, The Care Forum; Kate Oliver, The Care Forum.

Apologies:

Harriet Bosnell, Somer Community Housing Trust; Jackie Gore, Banes Council; Nicky Hayward, Nhs Bath & North East Somerset; Tim Rowland Jones, Bluebird Care; Lisa Otter-Barry, Soundwell Music Therapy Trust; Malcolm Patterson; Sean Rivers, Headway - Bath And District; Tom Watson, Dhi - Developing Health & Independence

Information Share

Lu Duhig, AWP. On 5 April, there is an event at Frys for service users and carers.

Claire Stangroom, older persons service, Somer Housing – new older people independent living service and have started a memory cafe in Keynsham for early stage memory loss and carers.

Sonia Hutchinson, Carers Centre. Started drop-ins at GP surgeries, 1st and 3rd Tuesday 9.30 – 11.30 in Keynsham; Riverside, Bath also on Tuesdays. Also at Radstock surgery. No appointments needed. New website for carers Centre has been launched.

Joan Travis, Action for Pensioners. Looking for new premises. Up in the air with future funding.

Pauline Swaby Wallace, BEMSCA provides a day service based at Fairfield House. Having a health day with PCT on 25 Feb, dementia and other topics. Aiming to look at BME in whole community and looking at accessible information. People not yet identifying themselves as carers getting support for cultural reasons.

Helen Storey, Crossroads Care Wessex. Crossroads and Princess Royal Trust for carers have agreed to merge at a national level to help with lobbying on behalf of carers. They already work together locally. Also locally, they have issued a new leaflet and redesigned the website. They have renegotiated a contract with B&NES and for children. They are very busy and there is more on the horizon.

Jeannette Tracy, Social Worker, Dorothy House Hospice Care. They have redesigned their website.

Sarah Oughton, Swan Advice Network, Volunteer Transport Scheme – hoping to expand again this year having been through a bit of a bottleneck.

Diane Aronson, Counsellor in Rehabilitation Unit at Royal Mineral Hospital. Part of role is working with relatives. Noted - The Carers Centre is running a group for carers and people with neurological conditions.

Andrew Evans, Rethink – facing decommissioning in March; leaving premises in Keynsham. Working with Carers Centre on carers support.

Bev Craney, Swallow, supports people with learning difficulties in Radstock.

Chris Money, Soundwell Music Therapy. Regular group in Midsomer Norton; new men's group for carers in Bath; work with individuals as well as groups.

Richard Smith, Wayahead Care. Provide home care services – new website. Wayahead.co.uk

Elaine Holloway, St John's Hospital almshouse. Have older people who need services and a new website.

Cllr Tony Clarke, Lansdowne Ward, Overview and scrutiny commission.

Damaris Howard, Freeways domiciliary support services. From April providing housing related support for people with learning difficulties and sensory impairment.

Presentation - Angela Smith, Health and Wellbeing Partnership

South West Carers Strategy Steering Group have produced a self-assessment form to help assess local carers strategies. The network was asked to propose what they felt was positive about local carers services and what would improve them. Each work group considered different elements of the assessment:

Feedback from group 1: Outcome 1, points 1-4

Good: Awareness training for GPs. Would like GPs to link.

Input: Link carer and cared for person on GP notes. To highlight that if carer is unwell, cared for person is vulnerable and may need support.

Good: Paper work has been changed so that carer has assessment and review is good practice by Rethink. Action plan is done immediately and all done within a month from identification as a carer.

Improvement: All teams could do this.

Good: AWP always gives information on diagnosis.

Input: Room for improvement in discharge.

Group 2, Outcome 1, points 6-10

1.6 Still a huge gap in knowledge and caring for someone who is eligible for social care. That carer can get IBs in their own right. Some staff do not know this or if they do, don't know the process or don't alert carers to entitlement. If person cared for has refused an assessment, carer can still have their own assessment.

1.7 Discharge planning needs to include informing carers about eligibility for their own IB. National carers strategy: personalisation document now available.

Comprehensive list of VSOs etc. Value of give us a break. "Who is a carer?" needs much greater promotion to family member carers. Training opportunities – not enough.

1.9 Care involvement through carers centre. AWP running 1 day workshop on working with families and carers and another being developed for managers.

1.10 Discharge planning: good policies and procedures but still poor communication. When discharge actually happens PALS and LINKs should be flagged up. Pathway steering group should be part of that.

Group 3, Outcome 2 and 4

2.1 Carer development breaks and Give us a Break. Carers professionals could aid. More signposting and systems needed. Finance assessment and process focus area. Identify people needing support barrier is key improvement needed.

2.2 Emergency support is available. Need to develop emergency caring needs planning options which returns to need to identify carers.

Note - "Person who cares" not just a carer – identify their stress factors but not label them.
Carer awareness of support.
Signposting to emergency services.
Carers assessments need to improve.

4 Annual health checks for carers – GPs can invoice for these which if they knew this might be an incentive. Can carers have these checks in other settings?
AS Sports and active leisure services have been doing health checks with their service users who may be carers.

All work together to identify needs and be more holistic, looking at service users as part of a unit and acknowledging there are other members of that unit, as well as the carer.

Lot of good work being undertaken and a lot of working together.

Presentation - Update on Safeguarding Adults in B&NES, Dennis Little, Health and Wellbeing Partnership and Sonia Hutchinson, Carers Centre

It was noted that abuse may be by carer on person cared for and carer on cared for person. Of the former example this may well be when a carer is overstressed and unsupported. How can we work together to raise awareness that carers can use the safeguarding procedure and how can we support them?

Any organisations can access the safeguarding training.

There is a group of carers/cared for who are not linked into services. Often it is a call for help. If a family member is taking money, this is abuse. Can phone access team if unsure, does not need to escalate, but lead to support. It was suggested the Carers Services Provider Forum can continue a conversation on this topic.

Evaluation

What was the most significant outcome of the event for you?

- Raised my awareness of all the issues discussed. Good networking opportunities
- Understanding of services on offer
- Carer Self Assessment Tool
- Safeguarding adults - implications and specific issues for carers information
- Safeguarding - increased knowledge
- Networking and access to information
- Networking and hearing about other services' developments
- Sharing information - seeing the SW targets
- It was all very interesting
- The information that if the person being cared for will not agree to assessment, the carer may still apply
- The networking invaluable
- Understanding of need to support/identify carers and options available to support them

Do you have any suggestions regarding topics/speakers for future meetings?

- Meaning of 'respite'. Definition of 'carers'
- Signposts on how to access services for carers
- How we all work together
- Presentation from particular services
- Improving carers assessments - emergency planning

Are there any other comments you would like to make?

- Understanding of how carers are looked after and services they access in the future
- Rushed. Too big areas to cover and little time
- Really useful meeting - excellent range of participants
- Linking emergency cards to emergency duty teams and access team
- A very useful informative session
- Will be very interesting in seeing the outcomes from the groups
- This was an interesting topic that needed more time to debate and give feedback into all services and eventually a better working information structure

Content	Average mark (out of 5)
Understanding of subject at start	3.0
Understanding of subject at end	4.2
Sessions	
Speakers	4.2
Other elements	3.9
Organisation	
Pre-event information	3.8
Facilitation	4.3
Organisation on day	4.1
Venue	
Access	4.1
Refreshments	3.8
Standard of room	4.2