

Carers Partnership Board Notes

Tuesday 11th July 2023, 11am–1pm, Independent members pre-meeting from 10am.
Hybrid (via Zoom) held at City College, Brook Street, Peterborough PE1 1TU.

Useful Acronyms

ASCF – Adult Social Care Forum	ILS – Independent Living Service
ICB – Integrated Care Board	ICS – Integrated Care System
CCC – Cambridge City Council	PCC – Peterborough County Council

What We Discussed

- 1) Welcome, Introductions, Apologies and Housekeeping.
- 2) Recap of previous meeting Tuesday 9th May 2023 and Action Log Updates.
- 3) Independent Members Feedback:
 - ✓ Long term carer service experience and emergency care concerns,
 - ✓ Neuropathic foot service.
- 4) Support for carers and different approaches taken – Alison Keclik.
- 5) Feedback from other meetings – ASCF and Healthwatch Health & Care Forums.
- 6) Update from All Age Carers Service – Caring Together and Centre 33.
- 7) Commissioner Update – Tara Mackay.
- 8) Summary of highlights identified during the meeting for Adult Social Care Forum.
- 9) Any Other Business – Annual Healthwatch Summit, Great Little Miracles Service.

1) Welcome, Introductions, Apologies and Housekeeping – Chair, Sue Honour

Sue Honour, Chair and Graham Lewis, Healthwatch welcomed everyone to the meeting, introductions and apologies given. Rebecca Spalding-Green requested permission to record the meeting via Zoom for the purpose of the minutes.

2) Minutes of the last meeting and Action Log Updates – Graham Lewis

GL recapped previous meeting Tuesday 9th May 2023 and current Action Log Updates:

- **128)** Put on hold through Covid. GL inviting Jill Johnson/ manager from Learning Disability Partnership to November meeting to update on eligibility criteria, reviews/ reassessments, specialist resources and health versus social care.
- **159)** Still awaiting update from LT for Peterborough Outpatients Hospital Department call back cut off policy as service varies day to day. LT left, GL to contact Chief Nurse.
- **166)** Ali Keclik attending today to discuss carer support & different approaches taken.
- **167)** GL and Anna Tuke CPFT continuing discussions on how can better share support and knowledge, to ensure not duplicating work with the separate carer forums.
- **175)** Jill Nooij (Caring Together) and Karen Igho (Healthwatch) had intro meeting 17th May 2023. GL to raise Carers Tick for Healthwatch at Management Team meeting.

- **176)** DD and AB talked about Fenland GP's working together to achieve Carers Tick. GL waiting for DD to send more information to pass to Caring Together to aid training.
- **177)** Day Service survey for service users/carers not in Easy Read/ accessible format. ASCF raised, found survey written by CCC, all communications now being reviewed.
- **178)** Carer received contract from care provider that passes all responsibilities to the carer. Taken up by ASCF and GL discussing with Ruth Miller, Commissioner.
- **180)** Carer Domestic Abuse survey circulated to the Carer Partnership Board members.
- **181)** GL and HE to discuss best way of ensuring voice of Young Carers is heard in CPB.
- **182)** RSG circulated Fenland & Wisbech Integrated Neighbourhoods dementia survey.
- **183)** GL inviting Gavin Mullin to future meeting for further update.
- **184)** GL to ensure written updates are received from Caring Together, Centre 33, Making space prior to meeting so can be shared to all CPB members quickly.

3) Independent Member Feedback

Long term carer service experience and emergency care concerns

DP said being a carer for 47 years, for a son with learning disabilities, sees the Health and Social Care System as broken and too fragmented. Does anybody have an overview of Health and Social Care in Cambs/ Peterborough area? Communication between service providers and users is poor, and not robust enough to filtered down to carers.

Concerned if there is an emergency situation (despite having a carer emergency card) does not know what the carers service would do. Feeling there is nowhere to go to gather information especially about whether a provider is good or not. Asking do local authorities appoint providers and continue to inspect them? No information on this shared with carers/ or the public, to increase confidence in service.

Responding LG said through the Adult Social Care processes there should be opportunities to ask questions and raise concerns about changing needs. Generally, if adult is receiving adult social care support, they would usually be subject to an initial carers assessment, continuing to have regular reviews – to review carer support needs, carer support plans in place, which can adapt as needs be. Both professionals and carers are encouraged to plan for a crisis and the future in these reviews. Including:

- ✓ 'What If' Caring Together scheme whereby in an acute crisis involving a carer, paid professionals to step in, if friends and family not able.
<https://www.caringtogether.org/support-for-carers/adult-carers/whatifplan/>.
- ✓ FCP –Family Care Subscription, supports carers when caring for someone and feeling emotionally or physically overwhelmed? Or carers who need to attend to their own health needs/ appointments. <https://www.caringtogether.org/fcp/>

Tara Mackay (Commissioning Manager for Early Intervention & prevention) confirmed there is a move towards more place based commissioning, to work with more local providers to make sure meeting the needs of local populations.

Explained there are teams monitoring providers, with monthly reports including detailed Caring Together 'What If' plans. Additionally on currently commissioned services for carers (ie Caring Together, Centre 33, Moving Space) as well as regular checks there is a separate organisation assessing the impact of the services commissioned, interim report available (final report due Autumn 2023).

Sherri Freed said although don't publish reports on providers, assured if concerns raised, they are investigated and providers can be cancelled if required.

Neuropathic Foot Service

AB explained husband is spinal cord injured and since December 2023 has been trying to get a referral for Peterborough City Hospital podiatry service. But told by doctors repeatedly there isn't any podiatry services offered through NHS unless diabetic. However this week was offered an consultant appointment from City Hospital for August, which then would mean on a 6month waiting list for procedure. As potentially a life threatening problem have had to go private for an infected ingrown toenail to be removed. There is no clear pathway through NHS for podiatry services, especially as doctors are clued up to advise on exceptions (AB found out about exceptions request through informed friends).

GL added similarly this issue was raised on the Sensory Impairment PB after the podiatry service was no longer available for a gentleman after years of using the service, with no alternative or explanation given. Raised with Integrated Care Board and they confirmed all GPs can make a request under exceptions, which needs lots of information otherwise are finding they are declined.

Action: GL will flag with ASCF, especially as doctors need to know what to advise.

4) Support for carers and different approaches taken - Alison Keclik, CCC

Invited by Carer PB to discuss their approaches taken in carer support. Sharing a slide show on the review and new proposal of how Adult Social Care should support carers.

- CCC statement 'Support provided by carers is invaluable to people with social care needs and their quality of life. Conversations and assessments with carers are intended to explore the needs of the carer and the impact of their caring role on their lives including their health, families and opportunities'.
- Recognising hugely important role of carers, wanting to ensure they are supported in looking after their own health and wellbeing, having their own life.
- The current way of working is through Carer conversations & Carer Assessments. Social care practitioners listen to carers, deciding together whether a focused, meaningful conversation or a carers assessment is required.

Feedback from Carers and Practitioners included:

- There is confusion about the process/system, with no consistency on what is a meaningful conversation and what qualifies it to become a formal assessment.
- There is too much reliance put on carers, to seek further support.

Proposed way of working, included:

- Consider does the carer want or need or than a conversation, info or signposting? And for carers without assessments, continue to follow up with them.
- Have more detailed conversation and exploration in assessment to identify needs. .

Comments, Questions and Answers

Q AB 30yrs a carer, have had 'conversations' but never offered an assessment. What is the eligibility and what support is available?

A To determine eligibility, outcomes and impacts on carer are considered. What are the outcomes of caring, how are they impacting what the carer is able to achieve and the carers wellbeing. Support varies as tailored to suit carers individuals needs.

- DP suggested calling evidence bank 'real life experience' as tells people what it is.
- CCCs statement is not clear, that it currently implies assessment, eligibility and if not eligible support finishes. Suggesting instead 'assessment, eligibility and support and if not eligible for support, carer is not walked away from.
- Yellow flowchart – carer not be entitled to service, but willing to pay for it, ending up in No Mans land ie no easily accessible info for accessing these services privately.

In response to these concerns, LG assured Social Service teams try to understand the individuals caring role, asking what is important to them. Carers not eligible for paid services are signposted and connected to different services ie other carer groups, wellbeing classes, People Plus (organisation helping people who pay for their care).

5) Feedback from other meetings**Adult Social Care Forum (ASCF) – Graham Lewis**

- First time in 9 years a councillor attended. Councillor Richard Howitt shared an update on councils priority objectives matching what PBs have commented on.
- ASCF will focus on PB 2023 priorities: Digital exclusion, cost of living and loneliness.

Combined Authorities Mayor Nick Johnson had a round table on transport.

- GL represented PB members travel issues, sharing 'keep on moving' report.

Active Travel England (Government Group)

- Gave presentation on Partnership Boards peoples lived experiences & challenges.

Healthwatch Health & Care Forums Updates – Rebecca Spalding-Green

- Public meetings every 2 months, bringing together service users and service providers: hospital trusts, care teams, ambulance service, doctor patient groups. Wanting to hear local people views about how things are working.
- If you would like to join regular mailing lists for the Health and Care Forums, let us know or email Rebecca.spaldinggreen@healthwatchcambspboro.co.uk.

Cambridge and South Cambs – 7th June, Cherry Trees Club, Cambs, CBI 2LT.

- ✓ Healthwatch Inequalities Report findings presented.
- ✓ NHS Breast Screening Service discussion – how to encourage more local women to attend (40% of women eligible not attending).

Fenland and East Cambs – 8th June, Queen Mary Centre, Wisbech, PE13 2PE.

- ✓ Queen Elizabeth Hospital & North West Anglia NHS Foundation Trust Updates.
- ✓ Updates: Golden Age Fairs, Care Together Commissioning, Care-Network & Age UK.

Huntingdonshire Forum – 4th July, Great Stukeley Village Hall, PE28 4AQ.

- ✓ Virtual Wards Presentation and Integrated Neighbourhoods Update.
- ✓ Care Together Project- Care Micro Enterprises introduction.

Peterborough Forum – 27th July, The Fleet Centre, Peterborough, PE2 8DL.

- ✓ HUC 111 Service and Integrated Neighbourhood Explanation Presentations.

Upcoming Health and Care Meetings

Cambridge and South Cambs Forum – 2nd August, 10-12, Online Zoom meeting.

- ✓ Care Together Project- Care Micro Enterprises Introduction presentation.
- **Fenland and East Cambs – 10th August, Queen Mary Centre, Wisbech, PE13 2PE**
- **Huntingdonshire Forum – 5th Sept, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.**
- **Peterborough Forum – 28th Sept, 10-12, The Fleet Centre, Peterborough, PE2 8DL.**

6) Update from All Age Carers Services

Centre 33 – Helen Eves

- Planning summer activities for young carers, including a residential to Brancaster and day activities throughout the summer holidays.
- Our transitions work with young carers in year 6 is coming to an end. Taken young carers on extra visits to their secondary schools, linking them with the Young Carer Champions at their new schools. Sept will check and see how they have settled in.
- Referral numbers remain high, especially for sibling carers. Seeing an increase in the referrals young people who have a family member with a terminal condition.
- Working with 'Someone To Talk To Service' pilot – young adult carers aged to 25yrs.

- After positive Adult Social Care meetings, will be offering training to ensure that young carers are being identified and offered the appropriate support.

Caring Together – Jill Nooij

- Delivered an awareness presentation at Cambridgeshire and Peterborough ICS 202 Staff. Focusing on identification, Impacts of caring, and Caring Together services.
- In carers week, held online webinars for employers, health organisations and community organisations to discuss the importance of recognising and supporting unpaid carers, and hear about our Carer Friendly Tick Awards.
- Offering FREE short film to companies to circulate to their staff team – helping people realise they are an unpaid carers. <https://www.caringtogether.org/help-us-help-others/companies-and-organisations/support-for-companies/>
- Lots of activities in the summer for all ages from our regular carers hubs to beach trips. Click on link for more info: <https://www.caringtogether.org/events/>

Making Space – David McGregor (not in attendance today).

Action: GL to email DMC for update to circulate.

7) Commissioner Update – Tara Mackay (Early Intervention & Prevention)

Carers Strategy approved by Cambridgeshire and Peterborough Councils.

Will be published shortly and put into Easy Read.

Then timelines and working groups to be set for the 6 strategic intentions, which are:

- 1) Reaching and identifying Young Carers,
- 2) Reaching and identifying Parent Carers,
- 3) Young Carers transitioning into adulthood,
- 4) Carers at risk of domestic abuse,
- 5) Emotional and psychological wellbeing of Carers,
- 6) Joint working with Health and Social care, with easy access to information.

Q How would Carers like to be engaged with these working groups?

Q Would the Partnership prefer to receive updates from the working groups or have a representative sit on each of those groups for the next year?

A Board thought it would be good to give all carers the option of attending but also receive an update to cater for all. Action: GL to circulate email to all carers on PB.

Q Would any carers would be willing to assist updating Carers webpages? Looking for carers on accessibility of info. Action: GL to circulate invite to Carer PB members and Healthwatch Volunteers (who surveyed other digital comms accessibility).

• From 1st August, New dual lead carer Commissioners, Micheal Wilson- Peterborough and Anna Betts-Walker – Cambs. Action: GL intro emails and invite to Sept meeting.

8) Highlights Summary identified for raising at the Adult Social Care Forum.

- ✓ Podiatry issues faced by AB and husband, especially clearer info needed for doctors and patients regarding making podiatry request under exceptions.

9) Any Other Business – Annual Healthwatch Summit Update.

Healthwatch Summit – New date Wednesday 11th October 2023, 10am till 3pm

- Venue: Kingsgate Conference Centre, 2 Staplee Way, Peterborough, PE1 4YT.
- Focusing on Adult Social Care, challenges faced by both service providers and users. With an extra special feel, celebrating Healthwatch's 10th birthday!
- Featuring keynote speakers, real-life experiences and selection of workshops.
- To book your place and find out more about the event, please visit:
<https://www.eventbrite.co.uk/e/adult-social-care-meeting-the-challenges-healthwatch-summit-2023-tickets-589987527577?aff=oddtcreator>.
- [Adult Social Care: Meeting the challenges – Our annual Healthwatch Summit | Healthwatch Cambridgeshire](#)

Independent Members Survey

August will be circulating a survey to all independent Partnership Board members to gain your views, anonymously. Sharing a report to all boards September/ October.

Little Miracles – Life changing Help

- AB shared friends update whose support fell apart when relocated. Praised Little Miracles with help given to whole family, having a huge positive impact on all.
- Lots of events over summer [Little Miracles - What's On \(littlemiraclescharity.org.uk\)](http://littlemiraclescharity.org.uk)

Date of next meeting

Date: Tuesday 12th September 2023.

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

Venue: TBC.