

Carers Partnership Board

Tuesday 12th March 2024, 11–1pm, (10–11am independent members pre-meeting).
Hybrid (via Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.

Useful Acronyms	
ASCF – Adult Social Care Forum	ICS – Integrated Care System
CCC – Cambridge City Council	ILS – Independent Living Service
CPB – Carers Partnership Board	LDP – Learning Disability Partnership
ICB – Integrated Care Board	PB – Partnership Board (Healthwatch)
	PCC – Peterborough County Council

What We Discussed

- 1) Welcome, Introductions, Apologies and Housekeeping – Debbie Drew, Chairing
- 2) Minutes of last meeting (9th January 2024) and Action Log Updates – Graham Lewis
- 3) Independent Members Feedback:
 - ✓ 2 Week Wait For Safeguarding Issue Visit
 - ✓ Unwell Carer Peterborough Hospital Experience
 - ✓ Carer Focus in GP Surgeries
- 4) Care at Home in Peterborough, Commissioning Update – Ruth Miller, PCC
- 5) Feedback from other meetings – Graham Lewis
 - ✓ Adult Social Care Forum (ASCF)
 - ✓ Healthwatch Health and Care Forum Updates and upcoming dates
 - ✓ Head of Healthwatch Visit
 - ✓ DD attending meeting – will update at next CPB
- 6) Carers Webpage Update – Cambridgeshire County Council – Sarah Wynn
- 7) Carers Strategy – Peterborough City Council – Megan Lawrance and Elaine Park
- 8) Update from All Age Carers Service – Centre 33 – Helen Eves
- 9) Commissioner Updates – Elaine Park (PCC) & Ann Betts-Walker (CCC)
- 10) Any Other Business – Tuesday 14th May 2024, 11am to 1pm, Zoom and Venue TBC
 - ✓ Chairing meeting discussion.
 - ✓ Young Carers action day – 13th March 2024

1) Welcome, Introductions, Apologies and Housekeeping – Chair, Debbie Drew

Debbie Drew today's 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 last meeting (9th January 2024) and Action Log Updates – Graham Lewis

GL took minutes as read. DD confirmed never received a letter advising of ICS & CC separation despite assurances given in Nov and Jan CPB meetings. Action Log Updates:

- 181)** Young Carers Feedback? **GL to circulate Centre 33 update after meeting.**
- 183)** GL inviting Gavin Mullins to a future meeting, to update & answer queries.
- 193)** Jodie Deards, NHS East of England invited to share an update following independent feedback in Nov CPB. **JD unable to attend Jan/ March meeting. GL to rearrange.**
- 194 and 195)** Sarah Wynn in attendance to share the updated Cambridgeshire County Councils Adult Carers webpage. [Looking after someone - Cambridgeshire County Council](#)
- 196)** DD didn't attend Caring Together's Carers Leave Act webinar, unexpected charge.

3) Feedback from Independent Members – Independent Members

2 Week Wait For Safeguarding Issue Visit

- Friday morning safeguarding referral made about somebody receiving social care.
 - Tuesday the family called social care for more info. Told could see it had been entered on MASH, rated as high referral but not looked at. Advised MASH could issue a Section 42 so Social Services investigate sooner but that had not been done.
 - 2 weeks after referral, social care visited cared for person. Support given since good.
- Q** Concern is it took 2 weeks for MASH and Social Care to investigate. What happens if Section 42 isn't raised? Where does person sit & wait when there is an ongoing issue?
- AB - if there is a concern about child social services are involved that day and the child does not go home. Why is it managed differently for carers/cared for people?
 - EP suggested GL could feedback to Julie Rivett – Safeguarding CCC staff lead.
 - CCC and PPC representatives said investigation response times vary according to severity raised on MASH but all follow time guidelines on Cambs and Peterborough Multi-Agency Safeguarding Policy (safeguardingcambspeterborough.org.uk).

ACTION: GL to feedback to Julie Rivett and Adult Social Care Forum.

Unwell Carer Peterborough Hospital Experience

- Carer admitted to Peterborough Hospital. Not asked if carer or have a 'What If?' card.
- When mentioned they are a carer to hospital staff there was very little support given, instead told to reduce the stress in their life to avoid another stroke.
- The carers cared for is on Continuing Healthcare – the only contact could think of. Called, left voicemail Sunday evening and received call back Monday morning.

Carer Focus in GP Surgeries

- Since discussing carer recognition and focus in North Brink Surgery Wisbech, other GP practices across Fenland are looking into how they can also support carers.
- DDs GP Practice announced it now has a carer representative, to offer carers further specialised support, information and support.

4) Care at Home in Peterborough, Commissioning Update – Ruth Miller, PCC

Review of current contract and areas for development

- The existing contract is ending March 2025, so go to market summer 2024 to be able to award and start new contract with new providers by March 2025.
- Closed Framework – contract we go to market with once, and the providers that are on there are there for the duration of the contract, in PCC this is up to 10yrs, till 2028.
- ✓ Benefits – means can work with specific providers closely, maintain quality and relationships, as well as the same terms and costs.
- × Negatives – can be difficult as it means if there are providers who leave the market or who we no longer want to work with, then we can only work with those that are left.
- × PCC lost 27% of providers so, now use PCC framework first, and then CCC dps.
- Market change over time, now get multiple care agencies bidding for same package.

Current Commissioning Issues...

- × Specialist care difficult to source (children's, mental health, learning disabilities).
- × Hard to fill packages in rural areas or contracts including homecare/supported living.

Want to hear from people who use PCC services:

- Q [What do you think works well in homecare?](#) Choice and control over provider, short waiting times to start care, kind and caring staff.
- Q [What could our providers do better?](#) Late calls, lack of communication from the agency's office, not being able to choose specific call times.
- Q [How can we make sure we keep doing the good things, and what can we do to ensure providers improve?](#) The tender – questions ask providers when they bid, the evidence they provide to demonstrate the quality of care delivery/ quality threshold. Terms and conditions – include requirements in the specifications and contract for providers to adhere to and hold them accountable to.
In the quality monitoring – KPI's, data returns, regular meetings, monitoring visits.

Comments, Questions and Answers

Board felt there are systematic issues as across different situations (parent carer of adult child, parent carer of child and carer of spouse) are reporting the same problems:

Continuity of Care

- AB husband now with Continuing Healthcare. What works well is that often speak to the same person and notes include a named professional so get good answers. But when no person is named directly responsible the situation deteriorates.

- AB also mentioned aware CCC carers have more positive experiences by having a named person responsible for carer and cared for person. Also CCC do Cared For Assessment and Carers Assessments simultaneously, but PCC does not?
- DD agreed continuity of care is very important for both Cared For and Carers.
- SS – Care providers are very reactive instead of proactive ie quick to say yes can offer care package then use staff to fit around what they can offer and when something happens ie staff cant make the time arranged, provider rushes around to send anyone or change the visit time last minute.
- Despite all services and providers having access to the same care plan it isn't followed. Many gaps in the plans, so carers still having to repeat themselves.

Training

- DD – Care staff having appropriate training and not just asking providers. Staff frequently say the training is 30mins online for each subject and its just not enough.
- Suggested care staff anonymous surveys so they honestly tell you about the day to day service ie about short notice shift changes and last minute unrealistic visit plans.

Language barrier

- Need enough English, and understanding of terminology so can communicate with cared for and to fill in report forms.

Geared to Elderly Adults

- For a carer whose cared for continues to work, finding a service that can support this is very difficult. Care providers very focused on visiting and 'doing things'.

ACTION: GL to recirculate the slideshow and encourage others to feedback.

5) ASCF and meeting highlights – Graham Lewis & Rebecca Spalding-Green

ASCF – Adult Social Care Forum

- Had a presentation on Early Intervention & Prevention in PCC.
- GL shared all PBs updates with Carole Williams (CCC) and Emma Middleton (PCC) for actions to be followed up and info shared with Social Care Management Teams.

Healthwatch Health and Care Forums – Everyone welcome!

- Public meetings every 2months, bringing together service users & service providers.
- Various topics discussed in hearing from local people about how things are working.
- For further info visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#).

Peterborough Forum – January 2024

- ✓ Mental Health Community Connectors Work and 1 year contract discussion.

Next Meeting: Thursday 28th March 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

Cambridge and South Cambridgeshire Forum – February 2024.

✓ Headway Cambs & Peterborough Restart, East of England Anglia Ambulance Service.

Next Meeting: Wednesday 3rd April, 10-12, Venue TBC.

Fenland and East Cambs – February 2024.

✓ Your feedback – Professor David Croisdale-Appleby Head of Healthwatch England.

Next Meeting: Thursday 11th April 2024, 10-12, venue TBC.

Huntingdonshire – January 2024 and March 2024.

✓ Intermediate Care Update – Olawale Olanrewaju, Integrated Care Partnership.

Next Meeting: Tuesday 7th May 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

PB Members met Professor David Croisdale-Appleby, Healthwatch England Chair

- Thursday 8th February 2024 PB members met with Professor David Croisdale-Appleby.
- GL discussed all PBs facing travel issues, impacting abilities to access all services.
- George and Ricky from Learning Disability PB talked about transition issues: 0-25yrs have paediatric health care, children's social care and education care. At 25yrs switches to Adult Social Care and navigating the system becomes very challenging.
- Professor David Croisdale-Appleby thanked everyone for their efforts saying he'd 'learnt a great deal from his visit, gaining a further awareness of the scope and impact of work HW is involved in.

6) Cambridgeshire CC Carers Webpage Update – Sarah Wynn & Laura Green

At last years info & advice co-production workshop with experts by experience and in consulting with carers (Johnathan Wells and Steve Akram) criticism of the CCC Carers pages was heard:

- The website needs better design, less text heavy pages and to use simple language.
- Webpages had too much info – carers need to know what they need to know only,
- Carers need answers not reassurance,
- Need to be clearer about assessments,
- Should categorise the types of help and focus on local services not national services.

Sarah Wynn confirmed the new adult carer webpages [Looking after someone - Cambridgeshire County Council](#) are now live, sharing and explaining the webpage updates SW encouraged the board to share their thoughts, adding they are still able and keen to edit.

Comments, Questions and Answers

Ageist Pictures

Q Limited representation of carers in photos? ie working carers, learning disabilities etc?

A Happy to swap but choices very limited by photocopy rights.

ACTION: Carers to send pictures in and to fill in photo use consent forms.

Hospital Discharge

- Q** DD - New Voluntary Sector Alliance should be linked in? (3 local charities, Age UK Cambs and Peterborough, Care Network Cambs and Caring Together working together to support more people to leave hospital safely, aid independence, and avoid unnecessary hospital admissions and re-admissions).
- A** LG - Next version has more info/ links to support carers/ cared for hospital transitions. Trying to make process a bit more transparent ie what to expect, their rights to be consulted and involved etc.

7) Carers Strategy Update – Peterborough CC – Megan Lawrence & Elaine Park

Reaching and identifying young carers and parent carers

- Holding events, incorporating representatives from local carer support organisations.
- Capturing both parent carers and the child/ young carer needs/desired outcomes.
- Assessments not being the end – leading to relevant support.
- Supporting Young Carer Champions and educating teachers on young carer issues.
- Evidence if Early Help Assessment (EHA) is the most accessible method of working with parent carers to complete whole family assessment.
- Additional training to ensure once family has a EHA where appropriate, will be linked with 0-25yrs disability team.
- Parent carers who already have an EHA should be invited to attend regular Team Around the Family (TAF) meetings, where you can discuss needs within a supportive, experienced, and understanding environment.

Supporting Young Carers when moving into adulthood

- Young carers assessments particularly focusing on persons needs between 16/18yrs.
- Ensure Multidimensional Assessment of Caring Activities (MACA) and Positive and Negative Outcomes (PANOC) assessments completed.
- Engage with young carers early to better build relationship and help transition.
- Improve communication with education establishments.

Supporting carers at risk of domestic abuse

- Prevention focus encouraging carers assessment to focus on the whole family rather than solely the cared for persons needs.
- Building into the cared for person review processes & promotion of suitable services.

Supporting the emotional and psychological wellbeing of carers

- Having a key focus on promoting wellness.
- Ensuring commissioned provisions provide carers emotional & psychological support.

Joint working across Health and Social Care for all carers

- Focus on 'no wrong door' approach. Carers should not have to repeat information when liaising with different professionals.

- Undertake a practice review of the model of carers assessments and conversations undertaken by the council, including whether there is more need for formalised support and direct payments to carers.
- Clarify when carers assessment is needed and generally explore how to improve ways to keep in contact.

Ensuring Easy Access to information

- Make all information more easily accessible.
- Social media campaign to make people aware of 'one stop shop' for info.

Other Actions

- Continue work on Health You Programme – that looks to improve health and wellbeing for cared and cared for with long term health issues/ dementia.
- Improve support offered to carers unemployed.
- Increase conversations/ assessments to achieve results carers feel are beneficial.

Comments, Questions and Answers

- TAF meetings need a new name? The assumption still is that TAF results in children being taken away so parents are too frightened to engage with social services.
- ✓ AB seeing the carer focus in schools working, children are really engaging with it.
- × Carers don't want to be told about health and wellbeing classes so can continue to look after loved ones forever and ever. Practical solutions and listening preferable.
- ✓ DD – Sometimes mental health and wellbeing of carer is connected to getting a quick response so response times to carers requests should form part of strategy.

ACTION: GL to circulate slideshow for further feedback.

8) All Age Carers Service Updates –

ACTION: GL to circulate Centre 33, Helen Eves update.

Making Space and Caring Together – no attendance/ updates

9) Commissioner Update – Peterborough and Cambridgeshire City Councils

PCC – Elaine Park (Head of Assessment Care Management)

- CQC preparation (CQC inspection due any day) including new Carer Strategy.
- Continue to be busy but few recruitment gaps so continuing to make progress.

CCC – Anne Betts Walker (Commissioning Manager, Early Intervention & Prevention)

- All Age Carers Service – tender open till 15th March, with service to be recommissioned from 1st August.
- New Independent Advocacy contract, lots 1 & 2 Adults with Cambridgeshire and Peterborough Service separate (called Power), lot 3 is combined service for children – independent Advocacy (Nyas) commission 5th February, hand overs went well,

service running smoothly in first month. Cambridgeshire Deaf Association also has advocates working alongside for those needing that assistance.

- Care Together announcement coming soon about new pot of seed funding of £250,000 for small voluntary organisations that support older adults to bid for, across Cambridgeshire (including rural areas).
- Care Micro-Enterprise directory is now live. CMEs are people providing older adults personal, local care. The directory aims to make it easier for people to find services.
- Visit [The Care Micro-Enterprise directory \(CME\) - Cambridgeshire County Council](#) for more info.

10) Any Other Business

Chairing Meetings

- There was a rota but for various reasons DD has chaired several meetings in a row and would like a decision on whats happening for upcoming meetings.

ACTION: GL to email carers wishing to chair meetings, the 2024 dates for rota set up.

Young Carers action day – 13th March 2024

- Event to inspire schools/ other educational establishments to support young carers within their settings. [Young carers action day: Young carers education summit - Caring Together](#)

Date of next meeting

Date: Tuesday 14th May 2024.

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

Venue: To be confirmed.