

Carers Partnership Board Notes

Tuesday 12th September 2023, 11–1pm. Independent members pre-meeting from 10am. Hybrid (via Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.

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 11th July 2023 and Action Log Updates.
- 3) Independent Members Feedback:
 - ✓ Care Micro Enterprise (CME) Hiring
 - ✓ Commissioning Care Agencies Meeting
 - ✓ Flu and Covid Vaccinations
 - ✓ Shingles Vaccination
 - ✓ Blue Badge – Renewals and Digital Exclusion
- 4) Feedback from other meetings – ASCF and Healthwatch Health & Care Forums.
- 5) Update from All Age Carers Service – Making Space, Caring Together & Centre 33.
- 6) CQC Assurance Process – Fran Marshall
- 7) Survey of Adult Carers in England 2023–24 – Carol Williams
- 8) Commissioning update on their survey – Anne Betts-Walker
- 9) Carers Strategy: Action Plan – Zahra Dhamani
- 10) Any Other Business – Annual Healthwatch Summit

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 the last meeting and Action Log Updates – Graham Lewis

GL recapped previous meeting Tuesday 11th July 2023 and current Action Log Updates:

- **128)** Invite a Learning Disability Partnership Manager to attend and answer queries on eligibility criteria, reassessments, and health versus social care. GL continues to pursue but with the staff restructuring in Cambs/ Peterborough Social Care split, taking time.
- **159)** What is the call back policy for Peterborough Outpatients Hospital Department? GL attending Peterborough Hospital shortly and will attempt to ascertain an answer.

- **167)** GL has been in email exchange with Anna Tuke CPFT this week, to see if can better share support, knowledge and ensure not duplicating work with separate carer forums.
- **181)** How to hear from more Young Carers? Following work by Helen Eves & Becca, Centre 33, CPB will hear from Young Carers on the 14th November 2023 meeting.
- **183)** Gavin Mullins booked to attend a future meeting, to update and answer queries.
- **184)** Ensure written updates are received from Caring Together, Centre 33, Making space prior to meeting so can be circulated to all CPB members quickly.
- **185)** GL highlighted to ASCF Podiatry services not being available for people with spinal injuries (or people with sensory impairments as raised in the SIPB). ASCF raised concerns with the Integrated Care System. Jo Fallon Primary Care Lead, ICS advised pathway route is for individuals to ask GP to make a detailed exception request.
- **186)** Carers Strategy is on todays agenda, to share an update and answer queries
- **187)** GL shared invite for people to get involved with updating County Council's website pages for carers but has not heard back from anyone.
- **188)** Separate Commissioners for Cambridgeshire and Peterborough have been appointed and mailing list updated. Anne Betts-Walker, Commissioning Manager CCC attending first CPB today. **ACTION: Micheil Wilson Commissioning Manager PCC not attending todays meeting, GL to email reminder for future attendance?**

3) Independent Member Feedback

Care Micro Enterprise (CME) Hiring

Update on situation with Care Agencies, after many issues discussed previously DD has recruited someone through the Micro Care Enterprise route, will feedback how it goes.

Commissioning Care Agencies Meeting

DD attended a Sun Network Co-Production meeting with Cambs Commissioners commissioning Care Agency contracts. The Council are looking to reduce the number of agencies used (160 currently) as difficult to monitor. To instead reduce this amount with localized areas supply local care agencies. This is to 'bring local people to local jobs', to help people better access their local community and local services.

Leesa Murray (Head of Commissioning PCC) explained although 160 Care Agencies registered, only interact with around 30% of them because of how framework is set up. Over time was seeing providers would join network but not deliver services in Cambs.

In the meeting Carers asked:

- Q** Where was the money was coming from to support this, as it will add time to carers visits if on top of normal tasks are also getting people out into the community. Ie especially for visits set to 30-45mins to fit with received care package costs.
- Q** Carers using the same agencies shared similar issues, raising questions about how Care Agencies are/ should be monitored. Concerned that by reducing agency numbers, will overload active agencies. Suggestion was instead of asking Care

Agencies if they have capacity (ie by looking at staff rotas, missed call logs), better to ask carers/ cared for people, if they 'are missing care because no carer available, or if service received is affected by over stretched carers running between visits' for more accurate picture etc.

Flu and Covid Vaccinations

Flu Vaccination invitations going out, but for people not quick enough to click link for booking appointment or not digitally enabled then missing out.

DDs partner of cared for, didn't click on link, waiting for others in household to receive alerts so could go at the same time but link expired. Was dependent on the help of the reception team, as nearly all appointments booked up, so nearly missed out.

In Fenland, patient not digitally enabled and not contacted. When called the surgery to book a vaccination, told there was no appointments left. Explaining there was a plan to contact people the surgery was aware would not any receive digital reminders, but people who had received the digital reminders had filled these appointments up.

ACTION: Share with Information and Signposting Team.

Shingles Vaccination

DD mentioned there had been a change in the start age for Shingles Vaccinations with recommendations that people at higher risk from shingles, including all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune systems get vaccinated. As yet no one has received an invite, so thought to be a recent update. For more info visit: [Shingles vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Blue Badge – Renewals and Digital Exclusion

AB feedback on problems renewing Blue Badge in Peterborough, wasn't aware BB had stopped renewal reminders. So a week before expiry called and given 3 different narratives as to why they no longer did renewal reminders, how long it would take to process (including being told they had lost all ABs paperwork) and why. Told there was a 16 week wait to get the badge renewed, AB suggested she could report the story to the Evening Telegraph, then received new Blue Badge within 24hours. AB was concerned that if all digital then excluding people from the service.

GL raised with Carol Williams, with Emma Middleton investigating the Blue Badge processes and communications. **ACTION:** GL to discuss in other PBs to ascertain if others have had issues, so have lived experience of getting a Blue Badge to share and see if there is a difference between Cambridge and Peterborough in service received.

SMB added in Cambridgeshire as a result of Speak Out Council raising issues about digital exclusion, whilst the service is largely digital (and assistance at libraries has been removed) there is a telephone service. For more information: [Apply or reapply for a Blue Badge - Cambridgeshire County Council](#)

4) Other Meeting Feedback – ASCF and Healthwatch Health & Care Forums

Adult Social Care Forum (ASCF) – Graham Lewis

- ✓ First time in 9 years a councillor attended an ASCF meeting. Councillor Richard Howitt shared an update on councils priority objectives matching what PBs commenting on.

Healthwatch Health & Care Forums Updates – Graham Lewis

Public meetings taking place every 2months, bringing together service users and service providers – like the hospital trusts, care teams and the ambulance service. Discussing different topics, wanting to hear local people views about how things are working. If you would like to join regular mailing lists for any of the Health and Care Forums, let us know.

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

- ✓ Virtual Wards Presentation & NHS Breast Screening Service discussion.

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

- ✓ HUC 111 Service and Integrated Neighbourhood Explanation Presentations.

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

- ✓ Presentation: Care Together Project- Care Micro Enterprises.

Fenland and East Cambs – 10th August, Queen Mary Centre, Wisbech, PE13 2PE

- ✓ Cambridgeshire Community Services (CCS) and Continence Service Update.

Upcoming Health and Care Forums

- Huntingdonshire – 5th Sept, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.
- Peterborough – 28th Sept, 10-12, The Fleet Centre, Peterborough, PE2 8DL.
- Cambs & South Cambs – 4th October, 10-12, The Cherry Trees Club, Cambs, CB1 2LT.
- Fenland and East Cambs – 12th October 10-12, Queen Mary Centre, Wisbech, PE13 2PE.

Visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#) for more info.

5) Update from All Age Carers Services

Making Space – David McGregor – Events and Activities 2023

- ✓ Fundraised over £350 from book etc sales, for carer coffee and craft mornings.
- ✓ And 2 x Lady Bird boat trip. 2 coaches of Carers headed to the to Hunstanton in July.
- ✓ Regular monthly meet ups for a Carers Golf range and coffee event.
- ✓ Offer informational visits, this year NHS bowel screening team and Healthy You.
- ✓ Held promotional events at The Cavell Centre, Addenbrookes, Hinchingsbrooke, Fulbourn, Peterborough City Hospitals. Talking to as many carers as possible.

Staffing and Current Organisation Situation

- ✓ Remain a Team of 4, managing a steady flow of referrals, responding within 48 hours to provide Carer support across Cambs & Peterborough and avoiding waiting lists.

- ✓ Making Space received Investors In People Gold Accreditation (award for investing in their people through training, development and great leadership).
- ✓ Panels and networking we attend include; PMAN, Fenmahn , Carer programme board but will give talks about our service to any Professional service or Health centre.
- ✓ Full evaluation report is in progress. Findings so far reflecting MS provides a service for Carers and the Cared for. Consequently contract extended till August 2024.

Caring Together - Jill Nooij

- **New Carers Leave Act** - Been offering support to employers to become carer friendly.
- ✓ Created a FREE short film for employers to circulate amongst their staff. Film can be requested on the link: [Support for companies - Caring Together](#)
- **Making it easier to get support from Caring Together** - Launched new online form for people looking after someone or professionals who want to refer an unpaid carer:
 - ✓ They can simply go to www.caringtogether.org/refer-a-carer/
 - ✓ People can tell us about their/ the carer's situation and we can then get in touch with them to ensure they have the relevant support. Do share this info with your contacts!
- **Inside news – Monthly Newsletter – Gives carers and professionals the latest info.**
 - ✓ Completely free to sign up. Just head to www.caringtogether.org/keepintouch
- **Caring magazine – Relaunched free, quarterly magazine for unpaid carers.**
 - ✓ Very well received. See more: www.caringtogether.org/category/caring-magazine/
 - ✓ People are able to receive printed and/ or digital copies by subscribing at www.caringtogether.org/caring-mag-postal-consent-form/
- **Resources to help you – In the process of updating some of our leaflets and posters.**
 - ✓ If you want to make more unpaid carers aware of the support available, you can request leaflets or posters, free of charge: www.caringtogether.org/order-leaflets/
- **Carer's Directory-** Wide range of partners providing carer support/ services.
 - ✓ Anyone can use searchable directory at www.caringtogether.org/carers-directory/
 - ✓ Or if you know of an organisation or service that should be added please contact engagement@caringtogether.org <https://www.caringtogether.org/events/>

Centre 33 – Helen Eves – Current Demand and Contract Update

- ✓ The flow of referrals into our project remains consistent, anticipating an upswing in demand once schools resume their regular operations.
- ✓ Centre 33 granted a one-year extension to its young carers contract.
- ✓ Centre 33's young carer's have actively engaged with commissioners regarding the upcoming All Age Carers contract, contributing to the formulation of the Carers Strategy, particularly in relation to the young carers' domain.

Summer Holiday comprehensive programme, tailored for young carers.

- Enabling them to connect with peers through an trips, residentials & activities.

- ✓ Highlight of these activities was a trip to Drayton Manor, with 44 young carers.

Capacity Building Team – offering support to schools and Colleges Sept onwards

- ✓ Including implementation of full-day training sessions for young carers at: Hunts, Fenland, South Cambs, Cambridge City, East Cambs, and Peterborough locations.
- ✓ Also actively planning ways to extend its training and educational offerings to other organisations, including Health Care, early support, Children & Adult's Social Care.

Comments, Questions and Answers

- ✓ AB shared positive feedback from a child that through the support delivered at school Centre 33 'has been a lifeline' and invaluable in helping her and her family.

6) Care Quality Commission Assurance Process – Leesa Murray

- CQC (Care Quality Commission) currently inspects various services delivering social or health care ie doctor surgeries, Care homes.
- New Health and Social Care Act 2022 aims to make it easier for health & social care organisations to deliver joined-up care for people, ie the Integrated Care System.
- CQC received new powers to assess Care at council & Integrated Care System level.

How does the CQC inspect councils?

Assessment framework provides quality statements/ commitments providers, commissioners and system leaders should aim live up to. Including:

- **1) Working with people:** Assessing/supporting people. Experience/outcome equality.
- **2) Providing Support:** Care provision, integration, partnerships & communities.
- **3) Ensuring Safety:** Safe systems, pathways, transitions and safeguarding.
- **4) Leadership:** Governance, management, sustainability, learning, improving.

What is important to the CQC?

Seeing services through the eyes of people who access care and support. Looking at the:

- Regulation, quality of services, the customers journey through social care support.
- What are the risks and how are these being managed?
- Further info shared on CQC scoring criteria, the overall inspection ratings, timescales and what pilot studies have learnt. (See full presentation, sent out, for full details).

What does the CQC new assessment mean for the Carers?

- Q** Assessments for both councils could be any time between Oct – Dec 2023, or after March 2024. And CQC may wish to talk to CPB members, LM asked would this be ok?
- A** Board confirmed this should be ok, GL will keep CPB updated of developments.

Comments, Questions and Answers

- AB flagged the importance of having one single data format to improve circulation of information. Sharing Tom Nats (responsible for data & communicating with those extremely clinically vulnerable during Covid) observation that 'until the NHS/ all Service Providers have a single data format it will not be possible to use AI, to improve service provision'. **Action: AB to share contact details to.**
- Q** DD Is the rating for the whole of the Council, or will each Team be rated separately? ie will the Learning Disability Team have a separate rating to the Older People Team?
- A** Cambs and Peterborough Councils will be assessed separately, and whilst the individual service provision will feed into the rating, the council is assessed as whole.
- DD suggested Councils separate findings by service provisions when sharing with groups, providing more information behind the rating that is tailored to meet to the audience instead of generalised results. **Action: When appropriate summaries be brought to the Partnership Boards from both Cambs and Peterborough Councils.**

7) Survey of Adult Carers in England 2023-24 - Carol Williams

- The Survey of Adult Carers (aged 18 and over) in England is carried out every few years, with the 2023-2024 survey taking place this Autumn.
- Every local Authority takes part (ie Cambs & Peterborough will do separate surveys).

Survey Process and Questions

- Surveys sent out between 1st Oct-30th Nov 2023 to a sample of carers (an eligible population is extracted using criteria set by NHS Digital).
- Survey uses a fixed list of questions set by NHS Digital. Local Councils have discretion to add 3 extra 'local' questions from a 'questions bank' of pre-approved questions.
- For 2023-2024 the local questions are the same ones chosen by the CPB for the 2021 Survey – to enable both councils to see if there are any changes in carers' response.
- Survey Questions cover: the person cared for, your needs and experiences of support, impact of caring and your quality of life, info & advice quality and more.

What happens next

- Data submitted to NHS Digital, who then publish local & national results summer 24.
- Both councils write results report, for websites. Will attend CPB to discuss results.

8) Adult Carers Contract Recommissioning Update - Anne Betts-Walker

Main Objectives

- Early identification of all carers
- Access to information, advice, and support
- Carers life balance
- Reduced breakdown of care at home
- Getting Risk Support

Key Focuses:

- **Young Adult Carer Transition** – Adults and Childrens to work together to create a more tailored pathway and create a gradual transition based on Carers preference.
- **What If? Plans Duration** – What If? Plan activated multiple times. Suggesting current length of 3 days is insufficient and duration plan needs increasing to 5 days.
- **Improved Domestic Abuse Provision** – Encourage carers and professionals to recognise signs. Reduce the guilt associated with reporting Domestic Abuse. Provide support and pathways for victims. Assessments to take into view the whole family
- **Increasing Access to Info** – Create pathways for info to be received/ discussed anonymously. Increase reach to communities where support can be improved.

Specification Development Depends on ...

- Carers Survey feedback, currently underway.
- What does the Soft Market Testing from potential providers indicate...
- October workshops with experts of lived experience ie what they would like the strategy to look like.

Comments, Questions and Answers

- ✓ What If? Plans duration extension plan good idea.
- Meaningful Contacts whichever organisation takes on contract this is something they need to be aware of, to ensure carers/callers are dealt within a reasonable time.
- LG strategy needs to take into account 'the Carers Leave Act' coming into place 2024 that will introduce a new inflexible entitlement of 1 week of unpaid leave per year for employees who are providing or arranging relative or dependent care. For more info visit: [The Carer's Leave Act | Carers UK](#)

9) Carers Strategy: Action Plan – Zahra Dhamani

- The All-Age Carers Strategy was created jointly between Cambs and Peterborough Councils, in collaboration with system partners and experts by experience.
- It builds on our successes, sets out where we can make improvements and draws together the views of carers, local organisations, and community groups.
- Following the separation of the Councils, now delivering the Strategy separately.

Delivery Approach

- Establish 3-year programme (2023-26) implementing All-Age Carers Strategy.
- Establish working groups to deliver strategic intentions.
- Co-production and co-design with carers at the heart of our approach.
- Working with the Communities Service to embed All-Age Carers Strategy co-production within their programme.

ZD shared further information on the progress timeline. (See full presentation circulated).

Comments, Questions and Answers – Confusing wording

- Q** DD which parent carer referring too? Parent carers of young children or parent carers of adult children? Needs to be clearer for all. AB agreed phrasing needs to be clearer, commenting NHS only refers to parent carers once the child reaches 18 years. Need to look at what ‘common language’ is being used to avoid this confusion.
- A** SMB thinks this is for parents of children, not parents of adults. ZD will double check.

Sharing Information and Digital Exclusion

- Regarding sharing info, following from workshops, Cambs Council are in the process of redesigning and improving the info quality of the Adult Social Care webpages.
- AB raised digital exclusion cost and capability issues stopping people accessing.
- ✓ SF mentioned libraries offer digital buddies and technology loans ie laptops/ phones with internet & programmes. [LendIT collection - borrow laptops and tablets free of charge - Cambridgeshire County Council](#) (Cambridgeshire Libraries only).
- Q** LG Pinpoint, where is the parent carer voice is coming from? Pinpoint concerned haven’t been approached in development of this.
- A** Wanting to work with as many parent carers and groups as possible, asking LG to get in contact with ZD to make arrangements. **Action: GL to share details.**

10) Any Other Business – Healthwatch Summit – Weds 11th October 23 10-3pm

- Kingsgate Conference Centre, 2 Staplee Way, Peterborough, PE1 4YT.
 - Entitled, ‘Social Care – Meeting the challenges’. Key speakers include: Jan Thomas – CEO Cambs & Peterborough ICB, Sarah Pickup – Deputy CEO of Adult Social Care & Health Care and Stephen Taylor, Executive Director of Adult Social Services.
 - Workshops including: Accessing Social Care Residential Care Services, Accessing Social Care Services at Home & in the Community and End of life/ Palliative care.
 - It is free and includes a buffet lunch. To book your place and find out more visit: [Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Cambridgeshire](#) [Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Peterborough](#)
- Or contact Graham: graham.lewis@healthwatchcambspboro.co.uk or 07432 865 996

Date of next meeting

Date: Tuesday 14th November 2023

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

Venue: TBC.