

Carers Partnership Board

Tuesday 14th May 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 (12th March 2024) and Action Log Updates – Graham Lewis
 - 3) Independent Members Feedback:
 - ✓ Carers Strategy Update Feedback, PIP and DWP Changes and Concerns
 - ✓ Unwell Carer Hospital experience and Care Package for Disabled Child
 - 4) Carer Partnership Board Priorities 2024/2025 – Graham Lewis
 - 5) Other Meeting Highlights
 - ✓ Healthwatch Health & Care Forums – Rebecca Spalding-Green
 - ✓ Health Equity Evidence Health Panel (heec.co.uk) – Annie Bamforth
 - 6) Healthy Places Joint Strategic Needs Assessment – Bryn Hilton, Public Health
 - 7) All Age Carers Services Updates – Making Space, Centre 33 and Caring Together
 - 8) Commissioner Updates – Elaine Park (PCC) & Ann Betts-Walker (CCC)
 - 9) Any Other Business – [Courses for carers | WEA](#) and Carers Week Healthwatch Videos
- Next meeting – Tuesday 9th July 2024, 11am to 1pm, Zoom and Venue TBC.

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

- Chair Debbie Drew & Healthwatch representative Graham Lewis welcomed all.
- Rebecca Spalding-Green (Healthwatch) requested to record the meeting for notes.

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

- GL recapped meeting Tuesday 12th March 2024. Board agreed notes.
- Action Log Highlights (see Action Log for all updates):

181) Hearing from Young Carer Voices. **GL Circulated Centre 33 survey and update.**

197) Safeguarding social care referral response time – **CCC contacted parent carer (explained some of response time but not all), but since issue contacts been 'amazing'.**

199) After giving feedback about carers depiction on Cambs Carers website (not inclusive enough), carers emailed pictures & consent forms. **'Thank you for photos, when next update website will look at them' – disappointing response, waste of carers efforts.**

200) Carers Strategy Update Feedback from carers – see independent feedback.

3) Feedback from Independent Members – Independent Members

Carers Strategy Update Feedback

- DP raised concerns about Concrete Objectives, questioning the effectiveness of the strategy, describing the aims as laudable but lacking in tangible objectives?
- Strategy seemed too aspirational and lacked specific, actionable steps. Objectives were perceived as "fluffy" and not focused enough on practical, basic needs.
- DP suggested the strategy should include clear, measurable goals and detailed plans for achieving them to ensure it addresses the needs of carers effectively.
- GL updated that been invited to attend the Peterborough Carers Strategic Oversight Group as Healthwatch representative. Good to attend but as not a carer or from Peterborough asked do carers attend this group, particularly carers from Peterborough area to ensure local carers' perspectives are adequately represented.
- **ACTION: Elaine Parkins to investigate local participation in Strategic Group.**

PIP and DWP Changes and Concerns

- Carers have expressed concerns regarding recent government announcements about benefits and possible new rules around Personal Independence Payment (PIP). In particular worried about stories in news that people are suddenly being removed from PIP, after years and being expected to work, risking the loss of their benefits. Additionally, there are growing concerns about changes to Carer's Allowance.
- **ACTION: Graham to explore involving the Department for Work and Pensions (DWP) and DISH representatives in a one off session open to all PB members.**

Unwell Carer Hospital experience

- Regarding the issue of a poor hospital visit and the treatment of a carer, there has been significant progress since the last meeting, with a physiotherapist now involved and the overall care package improved following discussions with the hospital.

Assistance with Care Package for Disabled Child

- A mother with limited experience in health and social care was given a care package for her disabled child. Package stated child was entitled to £1395, but was actually £1200, with £195 allocated to People Plus for managing the account. The mother was unaware of People Plus and the discrepancy felt misleading.
- The social worker provided a list of about 10 agencies, but most were unsuitable for children's care, either specializing in unrelated conditions or only working with adults. Only one agency offered services at £25 per hour for 46 hours of care per year.
- Social worker unable to offer direct support due to high caseload; mother advised to contact her own social worker for assistance with short break funding/ other support.

- Despite being very local to the family, accessing Woodlands Respite services was denied due to the child not meeting criteria, adding to complications for the mother, who doesn't drive, in accessing suitable support. Questions Raised from this:

Q What is the criteria for accessing the Woodlands respite service?

Q Why is there no support for families to navigate the care process?

Q Why are inappropriate agency lists provided, especially without navigation support?

- LG apologized for the inadequate service. In adult services, organizations like People Plus assist with recruiting necessary care, but details on children's services unclear.

ACTION: DD and LG to share details outside of the meeting, relay the issues to children's services, and seek assurances for improvement at the next Carers PB.

4) Carer Partnership Board Priorities 2024/2025 – Graham Lewis

GL discussed what had been 2023/2024 priority areas:

Carers Strategy – Refresh

- Carers invited to join strategy working groups.
- Cambs and Peterborough Councils adapted All Age Carers Strategy 2022–2026.
- Carers invited to help develop Action Plans for implementation.
- LG emphasized the importance of carer involvement and feedback throughout the retendering and commissioning of new support services.
- **Priority 2024/2025 – board requested a continued focus on this.**

Young Carer Voices and Feedback

- Following discussions, Centre 33 did research (circulated prior meeting).
- Discussions to be had on what Young Carers said and what CPB to do in future.
- Suggested to reach out (again) to organizations like Pinpoint and Little Miracles to encourage carers of younger children to attend and participate.
- **Priority 2024/2025 – board requested a continued focus on this.**

Cost of Living Crisis/ Adult social care changes to financing

- Watching brief – affected by Covid and no real changes made since.
- Waiting for more information from central government and review by Social Care.

The board suggested these areas of focus for 2024/2025

Learning Disability Partnership Restructuring – DD emphasized the need to monitor the impact of healthcare funding changes in Cambridgeshire, particularly due to the County Council's lack of consultation, which has alarmed residents.

Personal Independence Payment (PIP) & Disability Living Allowance (DLA) – Following concerns on inconsistent PIP and DLA criteria due to assessor variability, expertise, and postcode differences. Board requested continue to monitor and review government's plans to ensure fairness and transparency.

ACTION: GL will create & circulate a 2024/2025 Priorities Plan.

5) Other Meeting Highlights - Graham Lewis & Rebecca Spalding-Green

ASCF - Adult Social Care Forum

➤ GL didn't have notes to hand. **ACTION:** GL to circulate update.

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 - March 2024

- ✓ Virtual Wards Presentation and Discussion - how it will affect patients/ communities.
- ✓ GP Surgeries and the new roles employed to support different patient needs.

Next Meeting: Thurs 23rd May 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

Agenda focus - Palliative End of Care with speaker Jane Carpenter, Lead Nurse NWAFT.

Cambridge and South Cambridgeshire Forum - April 2024.

- ✓ Medicine Storage Temperatures - Don't store in bathroom!
- ✓ Healthy You - lots of services available free, including [Carer Health Trainer - Healthy You](#)

Next Meeting: Wednesday 5th June 2024, 10-12, Venue TBC.

Fenland and East Cambs - April 2024.

- ✓ Queen Elizabeth Hospital and Healthy Spaces - Joint strategic Needs Assessment.

Next Meeting: Thursday 13th June 2024, 10-12, venue TBC.

Huntingdonshire - May 2024.

- ✓ Palliative Care at North West Anglia Foundation Trust and Respect Forms.

Next Meeting: Tuesday 2nd July 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

Health Equity Evidence Health Panel - <https://www.heec.co.uk/>

- Continually trying to recruit people with an interest in how health and social care services/ access are unequal to certain minority groups including carers.
- Everyone is welcome - professionals and users of the system.
- Particularly interested in hearing about bad experiences with services.

6) Healthy Places Joint Strategic Needs Assessment- Bryn Hilton, Public Health

What is a Joint Strategic Needs Assessment (JSNA)?

- Joint = Multi-agency working (local/ combined authority, ICB, academics, public etc)
- Strategic = Aiming to influence whole local system (not just a single organisation)
- Needs Assessment = Reviewing the health status of a certain group/ groups with respect to a specific topic ie older people, disabilities, carers needs.

- The Healthy Places JSNA aims to create system-wide recommendations for healthier, accessible, and inclusive communities in Cambs and Peterborough.
- By reviewing broader health determinants: Community, environment, local economy impact. And analyzing data, assessing service provision, engaging stakeholders, identifying gaps, and sharing recommendations.

JSNA Timeline

- March/ April - Community Survey (closing date Monday 15th April 2024)
- April, May, June - attending Healthwatch Partnership Boards, Health & Care Forums.
- June/ July - pulling together, creating, bringing JSNA to Health and Wellbeing Board.
- Autumn 2024 - Agreed recommendations to form actions in Cambs & Peterborough.

Community Survey Results

- Survey "Can residents access things they value in their local built environment?"
- Received 762 responses, with fairly proportional distribution across Cambridge and Peterborough, although Fenland area slightly unrepresented.
- Age - Mainly between 35 -75 years, with limited input from younger demographics.
- Gender/ Ethnicity - Majority female, 90% white, lacked ethnic minority representation.
- Disability - 23% reported having a disability, higher than national average 18% approx.
- Employment - Primarily professionals 75% in professional/ supervisory positions.

Findings

- Asked participants to rank the importance and accessibility of local themes such as healthcare, community spaces, travel, healthy food, community buildings & leisure.
- Found people with disabilities consistently reported lower accessibility across all eight themes compared to those without disabilities, across different districts.

Board Discussion - Comments, Questions and Answers

Local Transport

- AB - 30% of people in her area have no car access. Public transport is inadequate, particularly for those with disabilities.
- DD - After years of campaigning, a Sunday bus route was established, crucial for hospital visits, adding many GP surgeries are inaccessible without personal transport.

Green Spaces, Parking, and Dropped Kerbs

- DD -paths to Hinchbrooke's country park/green spaces not wheelchair-friendly.
- Pavement parking limits wheelchair access, narrower roads & pavements making it worse, especially with larger modern cars, urging better planning for new estates.

Affordable Food

- DD - Fresh food limited - online shopping doesn't guarantee fresh produce.
- AB - Stores like Aldi are not easily accessible due to narrow aisles and poor parking.

Leisure Activities - Swimming Pool Access

- BC – For wheelchair users/ those with profound disabilities, water exercise is often the only viable option. Over 20 years ago, Ely's old pool had a functional hoist. However, the new leisure centre has significant accessibility issues despite initial consultations. The adult pool requires a lift system, unsuitable for those who can't walk or maintain body temperature, and the warmer children's pool lacks proper access.
- Access to a suitable pool now costs £63 per hour at a hydrotherapy pool, including hoisting and changing time, leaving only about 35 minutes for swimming. Public pool access is much cheaper, highlighting the isolation and exclusion faced by those with profound disabilities. High demand from London users further limits local access.
- If mainstream people had to sit in a corner at a restaurant, watching others eat, they'd understand the exclusion profoundly disabled individuals often feel. Hydrotherapy is beneficial but expensive and scarce, worsening isolation.

Isolation and Costs

- Planning required for all activities. Many venues inaccessible. Disabled individuals often feel marginalized. Costs are high, particularly with no carer discounts. Busy environments can be a barrier, especially for those with mental health needs.

Disabled Toilets and Changing Places

- Lack of accessible toilets and Changing Places facilities restricts outings.
- Often, toilets are misused as storage. Not actually big enough usually.

Peterborough Feedback

- AB – North Ward, Peterborough area is deprived, noting safety concerns and poor air quality. Healthcare access is tough, and pavements are difficult for wheelchairs.

6) All Age Carers Service Highlights (full updates circulated prior meeting).

Making Space – Dave McGregor

- News regarding Contract renewal expected end of May 2024.
- Carers Weeks Picnics – St Neots 11th June & Ferry Meadows, Peterborough 12th June.
- Continuing to provide carers with meetings in evenings in St Neots, Peterborough.

Caring Together – Jill Nooij

- Carers Week running webinars for employers on supporting carers in their workforce.
- For Courses Available and Upcoming Events visit <https://www.caringtogether.org/>

Centre 33 – Helen Elves

- Demand remains high, looking at ways to reduce that with new groups starting in Huntingdon and in Peterborough (plans for more in Summer) to help match demand.
- Positive feedback received on training programs for Young Carers Champions.
- Increasing number of GP surgeries with Young Carers Champions.
-

7) Commissioner Update – Peterborough and Cambridgeshire City Councils

CCC - Anne Betts Walker - Commissioning Manager (Full update circulated)

- Service Re-tender: Progressing as scheduled.
- **Place Based Support - East Cambs:** Increased identification of carers through surgeries, social prescribing link workers/ community groups. Additional support provided to 359 carers, promoting 'what if' plans & Family Carer Prescriptions (FCPs). Developing a monthly dementia carers group for respite care.
- **Cambridge City:** Forever United by Memories café. Planning a dementia fair in June.
- **Fenland:** Establishing a carers group in Wisbech library. Grant-funded day services by Age UK Oasis Centre and Caring Together March. Applying for funding for a dedicated dementia support worker.
- **Care Micro Enterprises:** Introduced a contact phone number (01223 706100) for service users to reach Care Micro Enterprise Officers.

CCC - Laura Green (Appointed new CCC Carers Strategy Lead)

- Strategy - Aligns with Peterborough and on goals for carers, including young and parent carers, wellbeing, domestic abuse, and joint health and social care efforts.
- Communication - Acknowledged past communication gaps; now have a Programme Manager to re-engage working groups and improve communication.
- Project Focus - Digital Platform: Procuring a platform to centralize information for carers and professionals.
- Palliative Care - Collaborating with Peterborough and Arthur Rank to improve practitioners' conversations with carers about end-of-life care.
- **ACTION: LG in July meeting to share Carers Strategy Updates etc.**

PCC - Elaine Park - Head of Assessment Care Management

- Staff training continuing, ensuring all aware of services and updates.
- Head of Service linking up with GPs, to do pilot around identifying carers and making sure support is in place. Also Family Hubs & Housing Needs Team same idea.

PCC - Micheil Wilson - Commissioning

- Peterborough extended contracts with Caring Together, Making Spaces, and Centre 33 for 12 months until August 2025.
- Engagement work will commence in the coming months to draft a new service specification for future services.

8) Any Other Business

[Courses for carers | WEA](#) - **Online courses for carers, designed to fit around carers' needs.**

- All courses are free for current & former carers, regardless of carer's allowance status. For eligibility questions, call friendly learner services team at 0300 303 3464.

- The courses aim to help you find time for yourself and explore your interests, including health and wellbeing to manage stress, and virtual visits to UK stately homes from the comfort of your home.

Carers week 10th -16th June 2024 – Healthwatch Plans

- The Healthwatch website and social media will feature two videos. One showcases GL and Kadie Chapman (a former CPB member) discussing her journey as a carer. The other highlights work on domestic abuse. For video - supportingcarershub.co.uk.

Healthwatch Volunteers Week – Saturday 8th June 2024

- Holding a celebratory event for all our Healthwatch Volunteers – Independent Members welcome (no professionals please). Please let GL know if attending.

Date of next meeting

Date: Tuesday 14th May 2024.

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

Venue: To be confirmed.