

Carers Partnership Board

Tues 14th Nov 2023, 11–1pm, (10am onwards independent members pre-meeting).
Hybrid (via Zoom) Peterborough 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
CPB – Carers Partnership Board	PB – Partnership Board

What We Discussed

- 1) Welcome, Introductions, Apologies and Housekeeping – Debbie Drew, Chair
- 2) Recap of previous meeting Tuesday 12th September 2023 and Action Log Updates.
- 3) Independent Members Feedback:
 - ✓ Accessing Social Care Support
 - ✓ ICB and CCC Learning Disability Partnership separation August 2025?
 - ✓ Bretton Park Surgery and Pharmacy poor communication
 - ✓ Poor Hospital Communication with Carers
- 4) Community Micro Enterprises – Graeme Hodgson, Care Together CCC
- 5) Feedback from Young Carers – Becca Bryant, Centre 33
- 6) Other Meeting Feedback – ASCF and Healthwatch Health & Care Forums
- 7) Update from All Age Carers Service – Making Space, Caring Together & Centre 33.
- 8) Update from Commissioner – Leneva Nwachukwu, Care Together CCC
- 9) Any Other Business –
 - ✓ Laura Green confirmed promotion to Strategic Lead for Carers CCC
 - ✓ Healthwatch GP Survey – End Date 17th December 2023
 - ✓ Annual Healthwatch Summit Feedback
 - ✓ Carer Partnership Board Meetings on Tour 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 the last meeting and Action Log Updates – Graham Lewis

GL recapped previous meeting Tues 12th Sept 2023 and current Action Log Updates:

- ✓ **128)** Learning Disability Partnership Manager to attend and answer queries. **Ongoing action postponed due to the restructuring of Cambs/ Peterborough Social Care.**

- ✓ **159)** DP had callback option one day but not the next, queried what is the call back policy for Peterborough Outpatients Hospital Department? **Update: GL received a statement 'staff return every call back, however at times patients do not answer the return call for some reason. These are retried up to 3 times and then no further attempts are made. If the patients are in the call back que by the time by 17:00, these call backs are returned the next working day. The call back option is only available between 8.30-3.30, and this depends on where the patient is in the que for example if there is only 10 to 15 in the que for which ever option the patient selects.'**
- × Not satisfactory, switching on call back option only if more than 15 people? And if you've not had your call back that day, the expectation is for the patient/ caller to be available at the end of the phone the next day.
- ✓ **167)** GL and Anna Tuke, CPFT (Cambridgeshire and Peterborough Foundation Trust) in discussions about linking up better and ensuring carer forums not duplicating work.
- ✓ **181)** Young Carers Feedback? **Becca Bryant, Centre 33 was due to present at todays meeting but unable to attend. Action: DD requested a summary of what would have been said to be circulated after meeting, instead of waiting for the next carers PB?**
- ✓ **183)** GL still to invite Gavin Mullins to a future meeting, to update & answer queries.
- ✓ **189)** People experiencing problems with Blue Badge application process after changes in Peterborough. There has been **confusion on the rules from the Blue Badge Peterborough Administration Team ie 'carer' definition of who is/ isn't eligible.**
JS for Addenbrookes Blue Badge Parking you must scan your blue badge at the machine downstairs, which because of removing it from the car can result in a fine.
- ✓ **190)** GL put AB & Leesa Murray's in touch for CQC Assurance Process contact.
- ✓ **191)** CQC Inspection – once inspections completed and Council's have action plans to carry out recommendations, officers to return to CPB and share results/ update.
- ✓ **192)** GL connected Zahra Dhamani and Linda Green for hearing the Parent Carer voice in Carers Action Plan work on digital exclusion.

3) Feedback from Independent Members – Independent Members

Social Care Support

DD potentially needed to access Social Care support. Emailed LD nurse at team, but she has moved to another team. This meant would have to explain situation and then be assessed for who would speak to DD further. Although not an emergency, did urgently need some support but process felt difficult/ long winded?

ICB and CCC Learning Disability Partnership separation August 2025?

Local media reported the partnership between Cambridgeshire County Council and the Integrated Care Board (ICB) is falling apart, raising concerns adults with learning disabilities could face a "poorer quality" support service.

DD researched and found there has been no consultation on the separation of the services? No where to raise concerns ie will loose some of care package as longer a health element? Where do carers fit in this system?

Jill Johnson explained CCC were not expecting the communication to go out to the press but there is a Easy Read format letter going out (by end of the week) to all people known to use services in Cambs, to explain the situation.

Prior to knowing about the possible separation, CCC has been focusing on how services respond to what people with lived experience want (ie LD Vision work with Speak Out Councils). Continuing this theme in setting up a board, addressing consultation and co-production with proper engagement with people who use services, carers and partnership organisations looking at whether could deliver learning disability services differently and more effectively.

There is a communication plan in place to keep key partners updated in timely manner of boards progress. JJ suggested could attend & update board quarterly?

Poor Hospital Communication with Carers

AB called an ambulance 10.30am, got into hospital 4pm, triaged after 6.30pm (hospital did not prioritise despite pre-existing health situation, fall and concussion).

111 call confirmed patient needed the hospital, had to go back through the triaging process the next day, starting over again after refusal to look at day before notes.

Carer told to 'be quiet', patient concussed and needed carers voice. Resulting with hospital complaint through Pals Service, that was completely unavoidable.

In response to ABs experience, the board discussed 'My shared care records' with the hope that hospitals/ trusts will better be able to share patient information to improve communication (ie out of area hospital would be aware of AB husbands spinal cord health situation and impact a fall/ concussion could have) and everyone will be able to access their own health data which may also help situations.

In recognising carers, SF discussed patient visited Hinchingsbrooke Outpatient Hospital Department asked safeguarding questions but felt a missed opportunity for asking 'are you a carer? Do you have any caring responsibilities?'

LG mentioned Jodie Deards, NHS England, East of England, Carers Lead representative potential opportunity. **Action: Approach JD for update in this area.**

Bretton Park Surgery and Pharmacy poor communication

DP gets medication in 6monthly batches, visited pharmacy as not received this despite being due now. Pharmacy said DP hadn't actually requested it, despite on a visit 3 weeks earlier when Pharmacy confirmed they would request it. DP visited Bretton Park Surgery and told eligible for 1months worth of medication only until had medicine review. On same medication for over 20years, had a blood test less than 6months ago to ensure

medication safe and there was no communication to advise DP of the situation or to book a medication review appointment.

Have now booked a review appointment with surgery in January 2024, so would need more than 1 month's worth of medication. To rectify this DP has had to go back and forth between surgery and pharmacy. This has happened 3 times in 3 years. **Action:** Share feedback with Healthwatch Signposting and Info Team.

4) Community Micro Enterprises – Graeme Hodgson, Care Together

- Care Together Project aims to support people to live independently.
- Place Based Commissioners investigate infrastructure in local areas.
- Developing this 2 years ago East District hired a company called 'Community Catalysts' to deliver Care-Micro Enterprise initiatives. Very successful (over 30 CME's established) Council have decided to do themselves, hiring Ann, James and Natalia to cover the area.

What services and for who?

- Aiming to match service user needs with service providers in local communities. Range of CME services: Personal Care, Respite Care, Holistic Homecare including: cleaning, gardening, transport, collecting medication, admin, pet care etc.
- Services for people 65 years and older, although can span out to other age groups, with both self-funders and people receiving financial social care support eligible.

Setting up Care Micro-Enterprises

- Looking for small businesses or people interested in becoming CMEs. Offering business set up support and care training. Providing access to Care Networks.
- All CMEs do safeguard training and other training, to provide a wellbeing service. ie mow grass, have a cuppa and chat for a social element.
- Personal Carers don't have to be CQC registered but would ensure they have gone through an independent route that comes up to NACAS or QCAS.
- For further info, email cmdevelopment@cambridgeshire.gov.uk

Comments, Questions and Answers

CME Service Feedback

DD using 2 CMEs, 1 for daughter and one for daughter's partner. Easy to use for daughter as already on direct payment for agency care, so money in care package allowed DD to use CME at same rate. But for other cared for, money comes from social care and when approached CME that person initially wanted £30 per hour and already worked full time. Discussed with Ann Pinkney that need to be clearer with people being recruited that

there aren't people on direct payments who have that allowance. Continuing to use CMEs but to manage costs having to reduce hours (2 1/2 a month instead of 4). Service provided is working well for daughter (too early to comment on partners experience).

GH said they recommend CMEs charge approx. £25per hour but as self employed can only guide them.

Financial Start up CME costs

- Q** DD recognized CMEs have to spend approx. £500 for initial costs which will affect pricing. DD asked what business support do supply CMEs?
- A** Applying for central government fund bidding so can help cover some of these expenses, initially for first 12 months. GH explained offer basic initial training on being self-employed, covering self assessments, public liability. Also signpost to other organisations that offer subsidized DBS checks, policy templates etc. Adding all CMEs sign terms of engagement, mandatory training, safeguarding and DBS checks.
- A** Looking into supporting CMES to become CQC regulated and costs that go with it.

Salvation Army run 'micro credit'

AB mentioned the scheme for GH to look into for supporting CME start ups. (Microcredit helps fund new start ups supporting low income people with low interest loans).

HMRC Concerns

- Q** When direct payments first introduced some people experienced issues with tax bills. Could there again be HMRC complications for using CME self employed people?
- A** GH assured all working closely with Department of Work & Pensions and not an issue.
- Q** Do Care Together encourage CMEs to consider pension plans and to consider implications of being off sick or on holiday?
- A** Pension discussions and options needs further consideration. When CMEs are off sick/ holiday as they are independent businesses, can't make a direct referral to put a contingency in place. Instead there will be a distribution list directory, publicly available that can tell client to look at.

Regulation and Training

- Q** If CMEs not regulated by CQC then how are CMEs going to be monitored, to ensure they keep their training etc up to date?
- A** CME Development Officers will continue to work closely with CMEs through out their journey with training certificates to be shared and checked by staff so only CMEs up to date with mandatory (every 2 years) training are listed on the website.
- Q** Will clients be contacted to rate the performance from a service users point of view?

- A** Keen to do this although currently only able to do that via asking the CMEs to share out surveys with their clients etc. Investigating a publicly accessible link for people to share feedback on CME service.
- A** GH repeated that no one is under pressure to use a CME service, and if at any point the client is not happy with the service they are free to stop using it, encouraging people that if this is the case to feedback any issues to the Care Together Team.

CMEs support who?

Q Do CMEs support children/ young people?

A There's no restrictions on who the CMEs support as they are independent businesses, all have enhanced DBS checks but probably worth checking training.

5) Feedback from Young Carers – Becca Bryant, Centre 33

Becca Bryant, Centre 33 was unable to attend today's meeting due to illness. **Action: DD requested a summary of what would have been said to be circulated after meeting, instead of waiting for the next carers PB?**

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

Adult Social Care Forum (ASCF) – Carol Williams (GL read in CWs absence)

- Zoned commissioning of domiciliary care concerns were raised at the October ASCF meeting. Tying in with the redesigning tender of the place based homecare model.
- Beaumont Healthcare have given notice to the Council, and Cambridgeshire & Peterborough ICBs that they are going to cease delivering those contracts. Continuing to work with Beaumont Healthcare and identify alternative care providers, including for those who fund their own care. Everyone has been contacted and we are working through individual transition plans. For anyone wanting more info speak to your social worker or email Beaumonthealthcare@cambridgeshire.gov.uk.
- DD asked where does Beaumont cover in the area, affecting how many clients?

Healthwatch Health & Care Forums Updates – Rebecca Spalding-Green

Public meetings taking place every 2 months, 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's 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 – 5th September, Great Stukeley Village Hall, PE28 4AQ.

- ✓ Healthwatch Integrated Neighbourhood and doctor/ patient groups project.
- ✓ Cambridgeshire Library Services – equipment loans, with internet is available.

Peterborough Forum – 28th September, The Fleet Centre, Peterborough, PE2 8DL.

- ✓ Presentation from Cambridge University Hospital, Cancer Research.
- ✓ Feedback from Local Doctor Patient Groups.

Cambs & South Cambs Forum – 4th Oct, 10-12, Cherry Trees Club, Cambs, CB1 2LT.

- ✓ Presentation on the development of the Cambridge Children's Hospital.
- ✓ Health Equalities Partnership; Preventative Health Discovery Project Discussion.

Fenland and East Cambs – 12th October 10-12, Queen Mary Centre, Wisbech, PE13 2PE

- ✓ Healthwatch Integrated Neighbourhood and doctor/ patient groups project.
- ✓ Local doctor group and individual patient feedback shared.

Huntingdonshire Forum – 7th November, Great Stukeley Village Hall, PE28 4AQ.

- ✓ Cornerstone Pregnancy Advice & Service Presentation.
- ✓ Lots of local patient and doctor group feedback.

Upcoming Health and Care Forums

- Peterborough – 23rd Nov 2023, 10-12, The Fleet Centre, Peterborough, PE2 8DL.
- Cambs & South Cambs – 6th Dec 2023, 10-12, Online Via Zoom.
- Fenland and East Cambs – 14th Dec, 10-12, Queen Mary Centre, Wisbech, PE13 2PE.
- Huntingdonshire – 9th Jan 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

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

7) Update from All Age Carers Service

Making Space, Caring Together & Centre 33 – No attendance. **Action: Circulate updates.**

8) Commissioner Update – Leneva Nwachukwu (Care Together CCC)

Trying to reach as many carer groups as possible, to advise of the Care Together Programme and the All Age Carers Strategy, coming out in the New Year. If you are part of or aware of any carer groups in Cambridge and South Cambridgeshire, please do share details: Leneva.Nwachukwu@cambridgeshire.gov.uk

9) Any Other Business**Laura Green confirmed promotion to Strategic Lead for Carers CCC**

- Post will specifically look at support for carers, with an operational focus on how CCC as an organisation are delivering what should be done under the Care Act.
- The board congratulated and welcomed LGs promotion.

Healthwatch GP Survey – Entry End Date Sunday 17th December 2023

- Cambridgeshire and Peterborough Healthwatch are conducting a survey to hear people's experiences of accessing services from their GP surgery.
- To find out more and complete the survey, please visit our either of our websites: [Primary Care access survey | Healthwatch Cambridgeshire](#) or [Home | Healthwatch Peterborough](#)

Annual Healthwatch Summit Feedback

- Huge brilliant facility but with so many people, there were too many professionals and not enough service users. Felt very 'spoken at' and generally not very accessible.

- Many presentations were counterproductive as too long with too much info to digest.
- Workshops too big, with a majority of the Q&As feeling too staged and rehearsed with many being asked by professionals rather than the public.
- Future Summit suggestions: be Service User driven and focus on communication/ accessibility theme?

Future Carer Partnership Board Meetings

- Considering touring the Carers PB on tour in 2024 to recruit new independent members and reach other carer groups to hear more feedback. Will confirm.

Date of next meeting

Date: Tuesday 9th January 2023.

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

Venue: To be confirmed.