

Carers Partnership Board

Tuesday 9th January 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, Chair
- 2) Minutes from last meeting (Tues 14th November 2023) and Action Log Updates – Chair
- 3) Independent Members Feedback:
 - ✓ Letters not received advising of ICS & CCC LDP Separation August 2024
 - ✓ New All Age Carers Strategy Feedback
 - ✓ Good News: North brinks GP Surgery – Carer Recognition
- 4) Domiciliary Home Care – Leesa Murray (PCC)
- 5) Feedback from other meetings – Graham Lewis
 - ✓ Healthwatch Health and Care Forums
 - ✓ Hate Crime Round Table Event
 - ✓ Digital Inclusion Event
 - ✓ County Councils Health and Adults Committee – Healthwatch Feedback
- 6) Update from All Age Carers Service –
 - ✓ Centre 33 – Helen Eves
 - ✓ Caring Together – Jill Noodge
- 7) Commissioner Updates – Elaine Park (PCC) & Ann Betts-Walker, Jaimi Robinson (CCC)
- 8) Any Other Business – Tuesday 12th March 2024, 11am to 1pm, Zoom and Venue TBC
 - ✓ St Neots Disability Awareness Event 20th Jan, 11–3pm. Priory Centre, St Neots, PE19 2BH.

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 14th November 2023 and current Action Log Updates:

- 181)** Young Carers Feedback? Becca Bryant, Centre 33 was due to discuss in Nov meeting but unable to attend. **Action: GL emailed request for written summary to be circulated. BB emailed apologies for not sending over a report, saying held off as at in January 2024 conducting a young carers survey.** DD remarked that as CPB is constantly asking for young carer feedback delays/ meeting absence is not good. **Action: Set agenda item for Centre 33 - Young Carers feedback for next meeting, March 2024.**
- 183)** GL inviting Gavin Mullins to a future meeting, to update & answer queries.
- 189)** Blue Badge criteria misunderstanding of the national rules at Peterborough City Council. They had interpreted the guidance as people who have a disability and meet the criteria for a Blue Badge are only eligible if they drive the vehicle. Blue Badges are for people with a disability and meet the eligibility criteria irrespective of whether they drive or not. **Blue Badge feedback gathered from across PBs and shared with the Council.**
- 193)** Jodie Deards, NHS East of England invited to share an update following independent feedback in Novembers meeting. **JD sent apologies, unable to attend January meeting.**

3) Feedback from Independent Members – Independent Members

Letters not received advising of ICS & CCC LDP Separation August 2024

DD, DDs cared for daughter and daughters partner still not received letters advising them of the separation of the Integrated Care Board and the Cambridgeshire City Council Learning Disability Partnership. (In November meeting Jill Johnson had confirmed all service users affected would receive this correspondence). JS using direct payments in South Cambridgeshire had received an easy read letter. Could this be a delay for those receiving direct payments from Cambridgeshire Council?

All Age Carers Strategy Feedback

DD and JS were not very impressed (regarding adult carer section), nothing new and no commitments made so no confidence anything would change for carers. For example 'carers conversation' is all about signposting service and no mention that all are eligible or that you can ask for an assessment.

- EP there had been lots of drafts did carers feedback throughout the process?
- EP Peterborough Council have been focusing on the All Age Carers Strategy and what it will mean for them. Could talk through this at a future meeting? **Action: GL arrange.**

Carers Strategy Website Work – Sarah Wynn (emailed GL not attending meeting).

Jamie Robinson (Prevention & Intervention CCC) confirmed in the middle of the process.

- ✓ CPB pleased feedback about website not being good enough has been listened to.
- **Action: Ask SW to share something with CPB prior to meeting, so carers can have a look in their own time and make considered comments in the following meeting.**
- JW suggested it could be good to look at other resources and offer examples of what like, what works well and could be incorporated into the new carers website.

North Brink Surgery – Carer Recognition and Focus

- Working hard to attain the 'Carer Friendly Tick Award' (Caring Together).
 - Held a couple of carers meetings, to help get carers info/ advice and find out what carers want. From these conversations and as part of the surgeries revamping, have decided to include a carers desk, with a carers notice board and carers leaflets.
 - Surgery will also be offering appointments for carers to chat about their caring role.
- Q** Who will manage the carers desk? To get the Carer Friendly Tick Award have to have a designated 'Carers Lead' within the practice to help navigate and direct carers.

4) Domiciliary Home Care - Leesa Murray, Commissioning Peterborough CC (Shauna Torrance – Cambridgeshire County Council unable to attend)

- LM Peterborough City Council intends to recommission homecare contract, with the tender to be awarded March 2025. Currently the homecare contract splits into 2:
 - Standard Older Person Homecare
 - Specialist Homecare for people with more complex learning/ mental health needs.
- Initial thought is this is not very affective, as some people with learning needs have very low level of needs whilst some older people have really complex needs.
- Instead need to look at separating the contract to allow for the differentiation of rates, of varying training to suit the complexities of peoples needs etc.
- Engaging with a range of people and will be coming to future partnership board to listen to feedback on what is required in Peterborough.

Comments, Questions and Answers

- DD concerned the right training and monitoring of this is not happening. Experiencing many agencies (in Cambridgeshire) saying they can work with people with complex learning needs. However often staff focus on household tasks ie washing, prepping meals etc as they aren't trained how to best support people with learning disabilities, to be proactive, to think on their feet or get clients involved in communities.
- Q** DD Service User Feedback - need more options for people to give feedback on the service they receive, many people not able to access or confident enough to do so.
- Q** DD Staff feedback - how can you have honest discussions with them (asking about training/ what was said when joining the agency) when all are on best behaviour for successful visit and not wanting to be identified as saying something?
- A** LM - to give greater visibility and putting a greater focus on training standards are launching 'Care Professional Portal' Weds 10th January 2024 where call care providers and carers are incentivised (with high street vouchers) to upload care certificates, quality checked which then follows the individual (ie if they move across providers).

5) Feedback from other meetings – Graham Lewis

Adult Social Care Forum (ASCF) – Christmas break no meeting or update

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.

Peterborough – 23rd Nov 2023, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

- ✓ Presentation about Scams – Dave York, Fraud & Cyber Security, Cambs Constabulary.

Cambs & South Cambs – 6th Dec 2023, 10-12, Online Via Zoom.

- ✓ Healthwatch PPG & Integrated Neighbourhood Focus – Karen Igho, Project Manager.

Fenland and East Cambs – 14th Dec, 10-12, Queen Mary Centre, Wisbech, PE13 2PE.

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

Upcoming Health and Care Forums

- Huntingdonshire – 9th Jan 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.
- Peterborough Forum – 25th Jan 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.
- Cambridge and South Cambs Forum – 7th Feb, 10-12, Meadows?
- Fenland and East Cambs – 8th Feb, 10-12, Queen Mary Centre, Wisbech, PE13 2PE.

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

Hate Crime Round Table Event

- Hybrid event Wednesday 18th October 2023, with a range of organisations attending.
- People shared their experiences, Daryl Preston – Police and Crime Commissioner spoke and Stop Hate UK talked through why they exist and how they can help.
- PC Jake Weldon, Cambridgeshire Police, explained the Pegasus Card Scheme, is for people who find it hard to communicate with the Police. Pre-registered information is kept safe, which Police access if called, to avoid you needing to repeat your details.

Digital Inclusion Event – Will Plant, Digital Inclusion Lead, Connecting Cambridgeshire

- Online event Tuesday 31st October 2023. Discussed the development of a digital inclusion strategy and delivery programme. Enabling all communities access and use digital & technology to realize benefits in their daily lives.

County Councils Health and Adults Committee – Healthwatch raised 2 key points:

- Learning Disability Partnership Board feedback that annual health checks are not always happening and actions are not always discussed or followed up with patients or carers ie blood tests for cancer checks.
- Accessible information Standards with people still not receiving information in the manner that is right for them.

6) All Age Carers Service Updates – Centre 33, Helen Eves – Senior Project Worker Busy December 2023

- Took large group of young carers to Pantomime in Peterborough.
- Managed to deliver Christmas hampers to families.

Planning 2024

- Planning February half term activities including a Grafham Water trip.
- May half term another Residential week in the planning.

Working in schools

- Focusing on the difference between being a live-in carer and caring for a parent/family, the different needs and what support they feel they need.

New Hub in Huntingdon – The Old Chapel, Ferrars Road, Huntingdon PE29 3DH.

- Relocation means space allows for more carer groups to run, watch this space.

Making Space and Caring Together Service Updates – both absent.

Caring Together sent written update sent instead. **ACTION: GL to circulate.**

- DD Carers Leave Act Webinar (Weds 7th Feb 24, 1–2pm, Fri 23rd Feb 24, 8.30–9.30am or Tues 5th March 24, 12.30–1.30pm) may be useful for carers and professionals.
- **ACTION: DD to attend and feedback in March Carer PB.**

7) Commissioner Update – Peterborough and Cambridgeshire City Councils PCC – Elaine Park (Head of Assessment Care Management)

- Reorganising teams since spilt with Cambs in summer 2023, most posts now filled.
- Lots of CQC preparation work, because new inspection due any day.
- Action plan in place to improve service, recently condensing the All Age Strategy to try and put that into an improvement plan.
- Operationally, evaluating ‘Strategic Lead for Carers’ job description emphasising working strategically with operational team and managers for overview.
- Very busy before and after Christmas, but with recruitments made, service is settling.

CCC – Jamie Robinson (Team Manager) & Anne Betts Walker (Commissioning)

- Laura Green new Strategic Lead for Carers CCC, starting February 2024. Post adjusted to specifically focus on support for carers, with an operational focus on how CCC as an organisation are delivering what should be done under the Care Act.
- Recommissioning All Age Carers Service – tender to go out February 2024, so can recommission service between then and 1st August. Will have the 3 lots: Childrens Service, Adults Service and Adults supporting those with mental health challenges.
- Looking at service gaps: transitioning from young carer to adult carer and for parent carers. Investigating how can work around current legislation that causes gaps in the service. For example parent carers with a child receiving support under ‘Children and Families Care Act’ can access support through that Act, but only if the young person

is under the age of 18years old. (Also many parent carers do not receive support under 'Children and Families Care Act').

8) Any Other Business

Access In St Neots - St Neots Disability Awareness Event

- ✓ **20th January 2024, 11-3pm. The Priory Centre, St Neots, Cambridgeshire, PE19 2BH.**
- ✓ Gain information, awareness, meet local community groups and charities. Covering a wide variety of disabilities, as well as carers, friends and family support.
- ✓ Revolution in attendance for any Changing Places or Accessible toilet requirements.
- ✓ For more information visit their website [ACCESS IN ST NEOTS - Home \(weebly.com\)](https://www.accessinstneots.com)

Date of next meeting

Date: Tuesday 12th March 2023.

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

Venue: To be confirmed.