

# Carers Partnership Board

Tuesday 9<sup>th</sup> July 2024, 11–1pm, (10–11am independent members pre-meeting).

Hybrid (via Zoom) held at City College Peterborough, Brook Street, PE1 1TU.

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 – Caroline Tyrell-Jones
- 2) Minutes of last meeting (14<sup>th</sup> May 2024) and Action Log Updates – Graham Lewis
- 3) Independent Members Feedback:
  - ✓ MASH Referral Response Time and Financial Assessment Communications
- 4) Cambridgeshire – Carers Strategy: Action Plan – Laura Green & Bethan Harvey, CCC
- 5) Other Meeting Highlights
  - ✓ Healthwatch Health & Care Forums – Rebecca Spalding-Green
- 6) PCC – Carers Strategy (Postponed), Instead Sophia Madden – Care in Community
- 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 – Next meeting – 10<sup>th</sup> September 2024, 11- 1pm, Maple Centre.

### 1) Welcome, Introductions, Apologies and Housekeeping – Caroline Tyrell-Jones

- GL explained although planned surgery was postponed, his health means unable to attend CPB in person. Instead on GLs behalf Caroline Tyrell-Jones is chairing today.
- 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 14<sup>th</sup> May 2024. Board agreed notes.
- Action Log Highlights (see Action Log circulated prior meeting for all updates):

**205)** Confirmation that carers are now participating in Strategic Group in Peterborough.

### 3) Feedback from Independent Members – Independent Members

#### Safeguarding/MASH Report

A MASH referral in Cambridgeshire has been unaddressed for over 3 weeks.

Cambridgeshire Council Response – Laura Green apologised and expressed significant concern about the delay, emphasizing that this is not the standard waiting time

following a MASH referral. She assured the group that improvements have been made to the MASH team's response times and that most referrals are handled promptly. She will get updates for the next meeting to ensure the group knows this delay is not normal.

**ACTION** -Details to be shared with LG outside the meeting.

### Financial Assessments

- Carer requested a financial assessment due to a change in circumstances. The County Council sent a letter on 17th June (arriving on 19th June by 2nd class post) giving 14 days to respond. On 1st July (the 14th day), the carer received a phone reminder. A reminder letter on 3rd July promised acknowledgment within 10 days upon receiving the paperwork. On 4th July, a letter confirmed document receipt and assignment of a finance officer within 8-10 weeks. By 5th July, a letter informed them of the completed assessment and required payment.
- Process included unnecessary calls and letters, incurring avoidable costs and stress.
- The 8-10 week assessment period could cause financial uncertainty for individuals.
- Cambridgeshire Council Response- Laura Green said efforts are being taken to improve waiting times and mentioned a pilot for an online self-assessment approach to reduce stress from financial uncertainty. Highlighted the need to review standard letters to better fit quick carer responses.
- **ACTION** -Details to be shared with LG outside the meeting.

### 4) Cambridgeshire - Carers Strategy Action Plan – Laura Green & Bethan Harvey, CCC

The slideshow was presented. **ACTION: Circulate Carers Strategy Action Plan.**

#### Comments, Questions and Answers

##### Young Carer Support

- Q** When do you identify young carers and support them? Is there any professional support for the cared-for adult? In my experience, there hasn't been any, and young carers, even primary-aged, end up doing an adult's job. Is this still the case?
- A** Aim to identify and support young carers early. Our approach involves working jointly with Adult Services to ensure comprehensive family support. The Care Act and Children and Families Act mandate appropriate support to protect young carers. We're raising awareness and collaborating with schools to identify and support young carers, avoiding siloed services. Where appropriate, adult services are involved to support the cared-for person, ensuring a 360-degree family approach.

##### Data Systems

AB mentioned their involvement in NHS England workshops addressing the challenge of hospitals using incompatible data systems, advocating for a unified digital language to enable seamless communication and patient record transfer between healthcare providers. They emphasized the importance of integrating IT systems to facilitate this

advancement and urged others to consider adopting these solutions to modernize healthcare services. They are asking if the Carers Strategy could incorporate these advancements and solutions regarding NHS data systems and interoperability, emphasizing the potential benefits for carers and the healthcare system as a whole.

### **Lack of Carer Support**

- AB – Since husband started receiving NHS continuing healthcare funding over 5yrs ago, I have received no support from adult social care. It feels like I don't exist because we lack social care funding. This situation hasn't improved since before his funding began, and after having a stroke before Christmas, I received zero support. Thankfully, our care agency has been excellent and supported both of us, despite this not being officially funded. However, the systems are not communicating, and after 32 years, I'm tired of saying it. All I can do is keep attending meetings and advocating for more support for disabled carers like myself.
- These circumstances are challenging, and our focus is on enhancing integration and joint working with partners. We're committed to ensuring carers receive recognition and support they need, including assessments and tailored support plans, even for those receiving continuing healthcare funding. Actively collaborating with partners on discharge planning to improve support access. While a comprehensive joint solution may take time, we're dedicated to driving significant improvements and ensuring all carers can easily access the support and guidance they need.
- **ACTION – GL to put AB in touch with EP, as a carer from the Peterborough area.**

### **Assessment Frequency**

- Q** How often should I have a carer's assessment? I haven't had one in years, but if I feel I need it, can I request it?
- A** Carer assessments are based on individual needs, tailored to fit your specific circumstances. Support from organizations here today can be preventive without needing a formal assessment. Under the Care Act, if there's a perceived need, an assessment should be offered. For residents of Cambridge or Cambridgeshire, we can clarify this further outside the meeting and facilitate a referral if needed.
- **ACTION – Connect MH and LG outside the meeting for further discussion.**

### **Bridget**

- Pleased there's recognition of the concerns raised about Bridget. While Bridget serves as an AI resource for information retrieval, it's important to note its supplementary role. For those seeking answers independently, especially during quiet times like late at night, Bridget can be very effective. However, human interaction remains crucial for those needing nuanced understanding and interpretation.
- **ACTION – Arrange for future meeting a demo of Bridget's capabilities and role.**

### **Emphasis on Non-Digital Communication**

DP - There should be more focus on communication methods that do not rely on online or social media platforms. Internal communication within the council also needs improvement. For example, son needs to renew his bus pass, but the online instructions only mention going to a library without specifying which libraries can assist, especially since not all libraries are open all the time or staffed adequately to help. This highlights the importance of robust lines of communication to ensure effective service delivery.

### **Communication**

DP - Cambridgeshire report did not address the issue of providers communicating with each other. Carers and those being cared for often have to repeat the same information multiple times, despite this being acknowledged in written documents. More details are needed on how both Cambridgeshire and Peterborough Councils intend to address this.

## **5) Other Meeting Highlights**

### **ASCF - Adult Social Care Forum – Graham Lewis**

- Discussion was on Partnership Board Priorities and the importance of collaboration with Integrated Care Board (ICB) on the tender process for essential services.
- 3 areas of focus were decided: transport, accessibility, and training for professionals.
- Transport - Reliable public transport is crucial for maintaining independence and accessing services. The forum discussed ongoing issues and the need for improved transport options to better support the community.
- Accessibility - Difficulty accessing info and physical barriers at healthcare facilities. Issues like non-sliding doors at GP offices and poorly placed signage were highlighted. Forum emphasized the need for practical solutions to these accessibility barriers, ensuring that individuals can easily navigate healthcare environments.
- Training for Professionals - especially regarding digital accessibility and the diverse needs of individuals with disabilities. There were concerns about the lack of awareness and understanding among some professionals. Stressing the importance of educating healthcare providers to better accommodate and support people with disabilities, aiming to address these training gaps to improve care quality.

### **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 – May 2024**

- ✓ Agenda focus – Palliative and End-of-Care with Jane Carpenter, Lead Nurse NWAFT.

**Next Meeting: Thurs 25<sup>th</sup> July 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.**

**Cambridge and South Cambs Forum – June meeting postponed due to perdue**

Next Meeting: Wednesday 7<sup>th</sup> August 2024, 10-12, Venue TBC.

**Fenland and East Cambs – June 2024.**

- ✓ Agenda focus – Palliative and End-of-Care with an array of speakers.

Next Meeting: Thursday 8<sup>th</sup> June 2024, 10-12, venue TBC.

**Huntingdonshire – July 2024.**

- ✓ New CEO Jess Slater Introduction and PPG Seminar Event Discussion
- ✓ **Save date – Weds 2<sup>nd</sup> October 2024 – KingsGate Centre, Peterborough PE1 4YT.**  
Healthwatch Annual Summit Tackling Health and Inequalities Together.

Next Meeting: Tuesday 3<sup>rd</sup> September 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

**6) Peterborough – Carers Strategy Plan** (Postponed Micheil Wilson unable to attend).

**Instead Sophia Madden – Recommissioning Care in Community Update**

- Discussed recommissioning of care in the community by Peterborough City Council, which now includes home care, floating support, extra care, and supported living.
- We're working on service specifications with our procurement team and engaging internal stakeholders and current providers. An event for prospective providers is scheduled for July 16th to discuss recommissioning details and timelines. The new contract is anticipated to begin in summer 2025.
- Care in the community encompasses home care, extra care for supported accommodation, supported living for adults with diverse needs, and floating support for independent living and community access. Keen on involving service users and carers in co-production efforts to shape services collaboratively from procurement to service delivery.
- We've prepared a one-page information sheet and a questionnaire for service users, along with a QR code for online submissions. Those interested in co-production can meet individually to discuss further involvement. We'll also distribute surveys through GP practices and pharmacies. **ACTION – SM to send survey to circulate to all Partnership Boards and Peterborough Health & Care Forum.**

**6) All Age Carers Service Highlights** (Centre 33 & Caring Together updates circulated).

- GL congratulated Centre 33 for lots of work and getting service retendered.

**7) Commissioner Update – Peterborough and Cambridgeshire City Councils**

**CCC – Anne Betts Walker – Commissioning Manager** (Full update circulated)

**Q** Making Space mental health support element of the service not recommissioned?

**A** Lot 1 was awarded to Caring Together, and Lot 2, focused on children and young people, was awarded to Centre 33, with both contracts beginning on 1st August.

**A** Following the meeting, additional information regarding Lot 3 for Adults Mental Health was circulated by Anne Betts Walker. 'A waiver has been approved for Making Space

and they have agreed to continue the service from 1st August 2024 to 31st January 2025. The council will return to market with a tender for Lot 3 during July. Once the award has been made the contract will align with Lots 1 and 2 contracts’.

**PCC – Elaine Park – Head of Assessment Care Management**

- From an operational point of view, PCC is collaborating with the Change Programme, similar to Cambridgeshire CC as mentioned in the slideshow.
- Additionally, have secured extra funding for a new Operational role recruitment is underway. This will enhance our strategic focus from an operational perspective.

**8) Any Other Business – Date of next meeting**

**Date:** Tuesday 10<sup>th</sup> September 2024.

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

**Venue:** Maple Centre or hybrid online.