

## Carers Partnership Board

Tuesday 9<sup>th</sup> May 2023, 11-1pm (pre meeting 10am onwards).

Hybrid Meeting (Zoom) held at Maple Centre, 6 Oak Drive, Huntingdon, PE29 7LB.

### What we talked about

- 1) Welcome, Introductions, Apologies and Housekeeping – Chair Debbie Drew
- 2) Minutes of the last meeting and Action Log Updates – Graham Lewis
- 3) Feedback from Independent Members, including discussions on;
  - Contributions To Care Update,
  - Difficulties getting Healthcare professional to acknowledge carers expertise,
  - Not so Easy Read – Cambridgeshire County Council,
  - Care Agency Contracts.
  - Care hours billed, but service not received.
- 4) Presentation – Carers and Domestic Abuse Project – Amanda Warburton.
- 5) Discussion and plans for hearing feedback from young carers.
- 7) Feedback from Social Care Forum and other meetings.
- 7) Updates from Carers Services: Caring Together, Centre 33, and Pinpoint.
- 8) Any Other Business – Annual Healthwatch Summit – Postponed.

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

Debbie Drew chairing (Sue Honour unwell) and Graham Lewis, Healthwatch welcomed everyone to the meeting, introductions and apologies given. Rebecca Spalding-Green asked permission to record the meeting via Zoom/ on a dictaphone for the purpose of the minutes.

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

Recapping the previous meeting notes from Tuesday 14<sup>th</sup> March 2023, the board clarified a few details and added some updates (see independent feedback).

- **160)** Poor social worker service and unclear communication on social care appointments, is an ongoing situation being followed up by LG.' LG clarified this was a specific individual situation. **Action: Notes to be amended.**
- **170)** Carer Support Line, Community Services Switch Board – 0330 057 1030.' AB clarified the phone line is specific to cared for people receiving NHS continued healthcare funds, not general. **Action: Notes to be amended.**

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

#### Contributions To Care Update (as discussed in previous meetings)

- Lady phoned incontinent services, told initially that as she wasn't house bound, not entitled to assistance. Persevered, now receives some supplies for free, topping up with her own.

- ‘Sherri Freed clarified her comment ‘that the financial process has challenges, with it being a real focus and money being spent to improve it’ was regarding the future development of an online portal, to update the service.
- AB asked for those who face digital exclusion (ie those who face reading difficulties, those who’s English is their second language, or for people who don’t have computer or internet access), would there be a different option, ie would the phone line remain available?
- SF reported there will be a ‘soft’ launch in June to test the processes, to see how well it works for everyone involved. The app will be available through google, enabling users to select an alternative language to support their requirements.

### **Difficulties getting Healthcare professionals to acknowledge carer expertise**

- Doctors failing to acknowledge the significance of carers input, despite carers often being knowledgeable experts in the care for person they are caring for. Carers report heated discussions. GPS do eventually accept carers value but is an unneeded battle.
- AB reported issues with doctors insistent on only looking at 1 presenting symptom instead of the entire person or taking a holistic, personalised care approach.
- Encouraging work in in Wisbeach with Integrated Neighbourhood and 4 GP practices working towards the ‘Carers Tick’. Can we encourage more GP practices to get involved? JN Caring Together have seen an increase of work with PCNs, and engagement with the training they offer in this area. More info in update. Action: GL to connect JN and Karen Igho from Healthwatch involved with PCN work. Action: DD and AB to send examples of what they’re discussing 2 GL to assist Caring Together future training.

### **Not so Easy Read – Cambridgeshire County Council**

- A Day Service Centre asked users for feedback via an online survey. Option to print off, and be filled in by the user or on behalf of the user by the carer.
- This is not an Easy Read document, including language that is difficult to understand. It is also not suitable for a family member to complete.
- Example Questions, ‘do you feel that staff treat you in a manner that respects your values and beliefs? Do you feel that staff maintain your privacy and dignity?’. Difficult terms to understand and answer.
- DD spoke to service provider and they apologised but that was what they had been asked to fill in, from Cambridgeshire County Council.
- Positively it was a short survey, with 11 questions in total. Action: GL to share with Carol Williams, and will be noted in the Adult Social Care highlight report.

### **Care Agency Contracts**

- Contract received from the care agency (used by many, as sourced through social care) is not suitable to sign, with nothing in the contract to protect the service user.
- For example ‘the client (DD and daughter) agrees to be responsible for all acts, errors and omissions of the temporary worker (care worker) whether, wilful negligent or otherwise. As the temporary worker is on the payroll of the client.’

- DD asked how can we be responsible, if the temporary worker/ carer is negligent? Care agency has not come back with a suitable response.
- Another example 'Whilst every effort is made by the employment business (the care agency) to give satisfaction to the client by showing reasonable standards and skills, integrity and reliability from the temporary workers. And further to provide them in accordance with the client's booking details, the employment business is not liable for any lost expense or damage arising from the failure to provide the work.'
- Board suggested Commissioners need to look into this. Concern that many people will have looked at, not read in detail and signed the contract. **Action: GL to reach out to Commissioners. Action: SF and DD to discuss Care Agency outside the call.**

#### **Care hours billed, but service not received**

- People are being billed and paying for hours they are not receiving. Billed for contracted hours but sometimes the care work doesn't happen or is delayed and there is no simple way of amending or checking apart from relying on the cared for memory or notes.
- Person is paying directly to social care, gets given a bill for that period and then having arguments as care package didn't happen for nearly a week worth of billable hours.
- Having to alert the care agency of non arrival/ lateness and keeping their own time sheet evidence, is a lot of additional work for carers and many will not be doing this.
- SF said if commissioned agency are not providing the service, or meeting the hours approved, this needs to be escalated. Encouraging carers to report these issues and reach out to allocated social worker, to ensure this is progressed throughout the system to help identify themes and improve the service for all.

#### **4) Carers and Domestic Abuse Project - Amanda Warburton**

- Project is being developed, following a couple of domestic homicides in Cambridgeshire and Peterborough where either the victim or the perpetrator had caring responsibilities, but agencies not aware.
- Focusing on carers as victims of domestic abuse, from the personal caring for. And where carer has deliberately perpetrated abuse to the person they are caring for.
- Aiming to identify the carers/ cared for who are in these positions.
- There are no questions on this topic in any national/ local surveys on caring. Currently discussing anonymous surveys as an option, to try and get some local data.
- Looking into doing some awareness raising work, looking at carer's understanding of domestic abuse, what it entails.
- Organisations currently refer carers/ cared for in abusive situations to adult safeguarding, which they often don't meet the criteria for. Investigating what support should be available and how to access in this situation instead.

#### **Comments questions and answers**

- DD suggested including GPS in this work, as GP's often see the results of abuse.
- JN asked if there was anyway getting more professionals involved?

- LG commented that the Care Act recognises that carers are in quite a unique position, that if they are experiencing domestic violence, its perhaps even harder for carers to step away from that because of feelings of responsibility to the individual that the behaviours are sometimes associated with a disability or the health problem that that person has so that carers feel guilty, but they should be able to manage.
- LG added there is support available as although these instances don't go through safeguarding inquiry, still do get carer referrals and a person centred approach is taken.
- Once draft of survey is completed will share, with board and carer organisations. **Action: circulate draft to partnership board members/ include as future agenda item.**

## 5) Hearing feedback from young carers – Graham Lewis

In the last couple of meetings, with several discussions on hearing more feedback from young carers (with this forming one of the boards 2023 priorities) no further decisions or actions have been made or taken to get this going.

GL asked HE if there was a way this carers board could receive updates from the Young Carers Advising Board. HE asked what would the board like to hear about? The young carer boards priorities? What has gone well and could be actioned to support others?

DD highlighted the success of an anonymous survey in a school in Wisbech that had very high response rates, asking when this survey goes to the next school could they include a 'are you a young carer' type question?

Or perhaps would the young carers be interested in doing blogs or videos for the board to share? **Action: GL to look at including this as future agenda item. Action: GL, to discuss further with HE and Rebecca Bryant.**

## 6) Feedback from other meetings

### Adult Social Care Forum – Graham Lewis

- Discussed the various Partnership Board 2023 priorities. Highlighting the different task & finish groups and continued focus on communications.
- The Council's Recognition Policy has been drafted, focused on how to appropriately recompense people for volunteering their time and efforts.
- With KD stepping down from forum, there is a space for someone to link in with the Adult Social Care Forum. GL asked if anyone would be interested to let him know.

### Peterborough and Cambridgeshire Councils Separation Update

Personnel changes and appointments have been made. In Cambridgeshire:

- **Martin Perbreck** – Executive Director for Children, Education and Families
- **Patrick Warren Higgs** – Executive Director for Adults Health and Commissioning.
- In Peterborough, **John Gregg** – Executive Director for Children and Young People Services and **Stephen Taylor** – Executive Director of adult services.
- As yet unsure how this will affect contracts that organisations hold with either or both councils, this includes the Partnership Boards – watch this space.

### **Personalised Care for Health Working Group**

- GL circulated an e-mail from Personalised Care for Health organising a task and finish group. Let GL know if interested and will pass details on.

### **Hunts Forum – Health and Well-Being Meeting – Debbie Drew**

- Is for anyone from health and voluntary organisations.
- Next meeting Tuesday 30<sup>th</sup> May 2023, 12.30–1.30. Free online session on personalised care.

### **Integrated Neighbourhood (IN) Meetings – Debbie Drew**

- Fenland area and Wisbech IN are doing a dementia survey. Where relevant, DD asked all to share and fill in the survey. **Action: RSG to circulate the survey to all Partnership Board Members and Fenland & East Cambridgeshire Health and Care Forum Members.**
- Huntingdon IN has money for small organisations focused on frailty.
- DD generally commented INs across the area are being proactive and encouraging small organisations to apply for money set aside for specific things.

### **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.
- **Cambridge and South Cambridgeshire Health and Care Forum** – had an interesting presentation from Herts Urgent Care (HUC) about NHS 111 and Cambridge Cancer Research Hospital NHS Trust gave an update on their plans. AB praised the improvements that 111 have made to the service, that they were able to help them register at new GPs, GL will pass the positive messages on.

### **Upcoming Meetings**

- **Peterborough Health and Care Forum** – Thursday 25<sup>th</sup> May 2023, 10–12. Foyle Room, The Fleet Community Centre (ICA), Fletton, Peterborough, PE2 8DL. Presentations from Tracey Dickerson from Disability Peterborough and Hayley Stock to give a brief overview of the NHS Reservists.
- **Cambridge and South Cambridgeshire Health and Care Forum** – Wednesday 7<sup>th</sup> June 2023, 10–12, Cherry Trees Club, St Matthew Street, Cambridge. Agenda tbc.
- **Fenland and East Cambridgeshire Health and Care Forum** – Thursday 8<sup>th</sup> June 2023, 10–12. In person meeting at the Queen Mary Centre, Wisbech, PE13 2PE. Agenda tbc.

## **8) Update from All Age Carers Services**

### **Caring Together – Jill Nooij**

- **Community Team increasing outreach work** – attending places where carers can be engaged with, rather than relying on them to attend meetings. Finding this to be effective in reaching more people.

- **Carer Friendly Tick** – in carers week holding webinars encouraging professionals from health, employers and community organisations to come along and learn. Raising awareness about what is involved in the Carer Friendly Tick.

### Centre 33 – Helen Elves

- Very busy, receiving double the referrals previously received and the complexity of the cases increasing causing a waiting list. Hearing more from young carers with multiple family members needing care, multiple conditions or end of life terminal care.
- Conversations with commissioners on how to manage demand & reduce waiting times.
- Early days of strengthening relationships with Adult Social Care Services, to ensure the needs of the young carer are being taken into account when providing Adult Social Care Assessments. As some Young Carer Assessments have shown some young carers to be carrying out a level of care deemed to be inappropriate.
- Working with schools to ensure the right people are contacting Centre 33, that young carers can access the schools support rather than automatically being referred to Centre 33, unless they need support beyond what the schools can offer.
- GP work is ongoing, having had over 100 young carers agree for their status to be shared with GPs. GPs gave positive feedback, increasing young carer referrals to the service.

### Comments

Board commended Centre 33 for recognising that some young carers are carrying out inappropriate levels of care and actually doing something about it. Pinpoint happy to assist, having much data to support the need for this work.

### Pinpoint – Linda Green

- **Parent Carer Assessments** – Assessments tends to focus only on the needs of the child but if for example the parents have got three children, all autistic but needs are not considered to be huge, the impact on the parent carer is not being seen or addressed. Pinpoint are working with local authorities to ensure the importance of recognising this and looking at the cumulative needs of the family. In asking for support with this, the Board suggested Gavin Mullins would be a good contact. **Action: GL to restructure future meeting to give Gavin Mullins a longer slot, to share a more indepth update.**
- Across 11 weeks, offered 31 parent carer online sessions, with over 1169 people booking to attend. 745 identified themselves as parent carers, with 82 identifying themselves as new parents. Main theme reported not enough parent support given.
- Powerful sessions from **NESSie** Centre for mental health, with more sessions on autism and masking, ADHD and mental health support. [Parents/Carers landing page - NESSie IN ED, CIC](#)
- Positive news recruited 2 new people, by June 2023 will be a team of 8 part time mums.

### Making Space – David McGregor

- Making Space in attendance at other meeting. **Action: GL to contact Making Space for an update & investigate future meeting dates to avoid clashes.**

**9) Update from Commissioner – No attendance.**

**10) Any Other Business**

**Annual Healthwatch Cambridgeshire and Peterborough Summit – Postponed**

The decision has been made to cancel the Healthwatch Summit on 10<sup>th</sup> May 2023 and postpone until autumn, with details tbc. This is due to the booked venue in Ely no longer being able to meet our needs. An access lift to the upper floor needing to be replaced and unfortunately, the work involved cannot be carried out in time.

**Date of next meeting**

**Date:** Tuesday 11<sup>th</sup> July 2023.

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

**Venue:** Hybrid via Zoom meeting at Peterborough City College, Brook Street, Peterborough, Cambridgeshire, PE1 1TU.