

Carers in Devon Development Group

28th March 2006

Present: Carol Stoyle, Trish Whitfield, Sue Hurley, Lynsey Self, Rosemary Whitehurst, Rowena Lane, Jenny Store, Nicky Ruane, June Wilkins, Linda Stapleton

Apologies: Denise McDonald, Sonia Barton, Geoff King, Phil Dyson, Lesley Willmott, Debbie Avery, Sue White, Catherine Langford

Matters arising from last meeting:

Emergency Response Cards

Linda advised that she has not yet obtained an answer to the query about whether emergency services still routinely check people's bags, pockets etc – will pursue and update at next meeting.

Action: Linda

Links with CAB

Deferred to next meeting. **Action: Geoff**

GP Protocol/guidelines

Deferred to next meeting. **Action: Geoff**

BME & Hard to reach groups

Deferred to next meeting. **Action: Lesley**

Rural Carers Project

Carers Links workers have been invited to stakeholder meeting on 5th April to look at development of a steering group. Trish & Jenny will be attending – anyone else with any comments should pass these on to them to input into discussions

County Carers Forum

This took place as planned at Barnstaple on 13th March.

Those who attended made the following comments:

- There is an issue about agenda-setting. The agenda was different to the one that had been circulated prior to the meeting and there was no explanation given as to why the carers assessment workshops were not taking place in the afternoon. People need to be clear about what they are coming for.
- Need to be realistic about what is manageable within the time – it was unfortunate that there was no time available to question the speakers
- Important to remember who the forum is for, what the forum is for. There is a danger that it might just become an opportunity for statutory services to 'showcase' their work with carers. Although this is important, perhaps written reports on what is happening within the statutory sector could be made available as news-sheets so this doesn't take over?
- Should some thought be given to making sure pre-submitted questions are specific enough to get a clear response. If the questions are too general, the answers are very general and no-one is 'held to account'

Take a Break scheme

Specification is apparently being re-drafted so the proposed start date has been deferred. Phil to be asked to update at next meeting. **Action: Phil**

User & Carer Involvement Project – training update

Stakeholder workshop took place on 28th Feb and a steering group is being formed for this project.

Parent Carer Support Workers

Jenny & Nicky were welcomed to the meeting. Nicky explained that there are 3 workers each covering 2 PCT areas. The role of the workers is to set up and support forums for parents and carers of children with special needs (The term 'special needs' is not strictly defined and could include a wide range of needs.)

The aim of the forums is to identify issues and ways of resolving them and provide informal support and signposting to parent carers. There will be 6 forums and each will be able to send 2 representatives to the County Parent Carer Forum.

The Support Workers continue to work closely with the Parent Partnership Service which previously supported existing forums and provides 1-1 support to parent carers. Unfortunately, due to data protection issues, the Parent Partnership Service has not handed over its mailing list of parent carers and so Nicky, Jenny and Catherine have to build up their own list of contacts. Exeter, Teignbridge and East Devon Carers Links are arranging to pass over details of parent carers on Link who have given their permission to share their info and it would be helpful if other areas could do the same.

The name of 'Parent Carer Voice' has been chosen as the name for the project and a leaflet is currently being designed by the workers. It is hoped to have a launch event – possibly at Crealy – very soon.

The importance of linking up parent carer and generic carers work was discussed. Parent carers will be eligible to receive funds through the 'Flexible Breaks Fund' and at some point, parent carers will need to engage with adult services. Since Nicky is Exeter-based, she agreed to attend the CIDDG meeting on a regular basis and provide feedback to Jenny & Catherine. **Action: Nicky**

Contact details for 'Parent Carer Voice' workers:

Nicky Ruane (Exeter & East Devon): n.ruane@exetercvs.org.uk Tel: 01392 201572

Jenny Store (Teignbridge & S Devon): jenny@southhamscvs.org.uk (moving office shortly – contact Jenny for new tele no)

Catherine Langford (North & Mid Devon):catherine.langford@torridgecvs.org.uk Tel:01237 459111

Linda queried whether the transition protocol for the move from children's to adults' services which was previously developed by the parent carer forum was still being implemented. Nicky to check.

Action: Nicky

The County Parent Carer Forum sends 2 reps to the Children's Trust Board. Debbie to check whether Young Carers issues are represented at this level. **Action: Debbie**

'You are a Carer' leaflets

Sue raised the issue that her e-mail address has changed from the one advertised on the leaflet and so she will need to look at getting e-mails re-directed to her new address. This will need to be altered when the leaflets are re-printed and, in the meantime, should be changed on the website version **Action: Sue, Phil**

Debbie said that young carers had made amendments to the draft leaflet circulated but these are not reflected in the final version. Debbie to write to Geoff about this. **Action: Debbie**

There was a lot of discussion regarding the distribution of these leaflets and the reference copies of the new Carers Packs. It was queried whether it should be the responsibility of the Carers Link workers to do this and it was felt that distribution should be done using the internal Health & Social Services courier systems.

The leaflet holders need to be assembled and there is nothing on these to indicate where further leaflets can be obtained once a supply has run out. It was also queried whether any work had been done with GP practices etc prior to ordering the leaflet holders so that we can be sure they will be expecting them and have space available to display them.

It was agreed that it would be difficult for all the Link workers to undertake to disseminate these leaflets and packs as requested with the limited resources available to do this. However, a commitment was made to send out the leaflets to local GP practices and other local contacts eg voluntary organisations and to supply a list of who has received these to Geoff and team. It is hoped that the remainder will then be distributed using internal systems. **Action: Carers Links**

Rosemary reported that it has not been possible to obtain this leaflet in an alternative language. Geoff had tried to get to this to happen but had been advised it would be too expensive. Linda observed that it is a requirement that all statutory publications should include a statement about the availability of alternative formats and this has been omitted. It was felt that this was an equal opportunities issue and, at the very least, alternative language versions should be made available on the website to print off and use as required. Statistics should be available on the most widely spoken minority languages and this should be on the agenda for the next meeting. **Action: Geoff**

Rosemary said that she had seen an example of a carers leaflet available in GP surgeries which encourages carers to complete a tear-off slip to hand in at the surgery requesting that they are included on GP's carers register and also put in touch with local carers organisations. She will bring an example to the next meeting. **Action: Rosemary**

It was felt that it will be important to maintain links with Health services amid all the changes going on. Trish said that she had managed to develop a positive relationship with practices in East Devon by attending a Practice Managers meeting. East Devon Carers Support Scheme also has a Practice Manager on its Steering Group which is a useful link.

Carers Link contract specification

Another meeting had taken place which had discussed some of the issues raised by the Forum for Independent Carers Workers. Debbie Avery had chaired the meeting and had made a list of points which required further clarification. Concerns included the changing role of and links with the statutory sector, the omission from the spec. of 'on the ground' support to carers and the issues of inequity and level of service across the county. The 6 providers will now meet and report back what they feel would be workable. Update to be provided to next CIDDG mtg **Action: Geoff**

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Review of Carers Link Forms

Lynsey said that Phil had requested the group discuss how they would like to be involved with the review of the Link forms eg did Link workers want to nominate 1 or 2 representatives to do this or meet all together? It was felt that it would be good if all Link workers could meet with Phil either just before or as part of the next CIDDG meeting. **Action: Phil, Link workers**

RD&E PPI Forum

Rosemary reported that she had been involved with the RD&E PPI forum for some time and will shortly be stepping down. She would like to find a replacement who can continue to raise carers' issues on the group. It was agreed that she and Lynsey will work together to try and identify a carer who may be willing to take this on **Action: Rosemary, Lynsey**

Date of next meeting

The next meeting will take place on **Mon 22 May, 1.30pm-4pm at Westbank**