

TEIGNBRIDGE LOCALITY CARERS FORUM

Summary of meeting – 18th January 2007

AS chaired the meeting.

PRESENT :- 8 Carers, Jenny Store Parent Carers Voice, Sonia Barton Carers UK, Jo Curtis Devon PCT PALS & Patient Involvement, Bill Smith (Patient and Public Information) Rosemary Whitehurst Carers Link Worker Teignbridge, Colin Crowther Information Officer The Stroke Association, Sue White Carers in Devon Support Team, Jackie Milan Learning Disability Carers Support Worker, Maggie Bonnell Kingscare League of Friends, RC Vice- Chair Jenny Rayner Temporary Administrator South Devon Carers Consortium,

Apologies:- Wendy Price Assistant Director Clare Cotter Teignbridge Commissioning Team, Justin Haden Co-Ordinator South Devon Carers Consortium, Dave Collins Devon PCT, Julia Blood Dawlish Volunteer Bureau, 2 Carers

NEWS UPDATE:

- 1) Free Shiatsu and Massage sessions are available at the Westbank Healthy Living Centre. Call 01392 824752. Wednesday mornings is massage with Carla Miller and Thursday mornings is Shiatsu with Nic Florey.
- 2) There are still spaces left on the Spring Train Ride and on Pic N Mix Courses for Carers
- 3) There is a telephone service for people with Disabilities operated by My Devon. This is a re-launch of the service that began October 06
- 4) Carers Week 2007 is from the 11th-17th June 2007. This year's theme is 'My life as a Carer' If you wish to enter the poetry/prose competition, there is a prize of £20 for the winner. Entries need to be completed by 20.04.07 and sent to Sonia Barton at Westbank League of Friends, Farmhouse Rise, Exminster, Devon
- 5) AS announced her resignation as Chair of this Locality Forum, although she is currently reviewing her other work commitments in this field. RC Vice- chair will act as Chair until April. AS was thanked by many for her professionalism and commitment to so many sections of Carers Issues. She will be missed

Update on Carers Assessments: Presented by Sue White

Carers Assessments began as an informal discussion 18 months ago and through the process of 11 workshops and input from a diverse group including Carers, community Support Workers, Community Care Teams, Client Groups and Support staff. There is now a revised assessment form. This form will begin Autumn 2007 and will be piloted. Main points for change were about personal information and who this is shared with, and what outcomes there will be from an assessment. Assessment is not a pre-cursor for intervention. Further Assessment can be delivered in a variety of ways.

With the new Carers Assessment there will be information, including a leisure, training and employment factsheet. There will be choices on who the assessment is shared with e.g. Nurse Lead/Care Agency. It will be in two parts, assessment and, action plan. Contingency Planning will also be taken forward.

Jennie Stephens the new Manager will be taking this forward and there will be workshops and training workshops for staff to include Devon County Council (DCC), Under 18's with a view to providing a seamless service. (DCC staffing survey showed that 20% of staff were carers over 55)

See enclosed fact sheet 600, 601, which are available for download from www.devon.gov.uk, as is, the sample revised assessment sheet SA9.

POPPS bid there will be extra money for older people and carers of older people. Nationally statistics say that 16% and not 8% of the population of Devon are Carers. Suggestions from attendees were that this matter was raised with Devon MP's.

Action Sue White to take to the Management Group.

Attendees were reminded that Gary Street currently is pursuing a Private Members Bill for Parent Carers. Again further details of this are available on the website.

Update on Carers' Rights Day: Teignbridge and Exeter Carers combined this year. Questions were received but the Carers who had posed questions were not in attendance. Richard Younger Ross agreed to try and find answers. Carers thought the service from Care Direct at this event was good. The day became a two way discussion rather than the MP talking at Carers. Main issue was Carers Allowance being an Income Replacement Benefit and therefore as a Pension is also this type of benefit Carers cannot receive both. Carers UK are currently campaigning about how Carers Allowance is viewed and are asking for it to be seen as a benefit that acknowledges the unique role of Carers and therefore remove this inflexibility.

There is now a less complicated Carers Allowance Form. Members are reminded that it is always worthwhile completing this, as even if over 65 it can lead to housing benefit, pension credit and use of other outreach services.

Updates on Carers UK Equal Partners and Take a Break and Flexible Grants were deferred until the next meeting.

Involvement Framework: Workshop led by Jo Pickering Rural Carers Project.

Please see attached sheets on how the current system works for Carers feedback to reach county level of the Country Carers Steering Group (CCSG) within the 6 PCT areas. The meeting then split into two to answer the questions of :-

1. What impact has the involvement framework had?

- Lack of engagement – of management and carers who have become apathetic
- Feedback is not fast enough
- A structure for involvement is required
- Social support
- Raise issues

2. What impact would you like the involvement framework to have?

- Consultations
 - o need to be more carer friendly
 - o Realistic time frames
 - o Geared to the needs of the client group
- Are the forums relevant?
- Time frame of changes – not fast enough. Change happens again which blocks engagement progress
- Need to include minority groups too.
- Need recruitment of carers to be improved
- Learning and development programme in place.

3. What are the strengths and weaknesses of the involvement framework?

Strengths

Honest communication in part
 Process in place
 Carers do care
 Female dominated

Weaknesses

- Carers do not feel like they are listened too
- No feedback – feels remote to carers
- Too slow a process and do not know what the process is
- Reliance on carers to attend to hear issues
- No feedback as to whether officers and those at the top are listening
- Any action is not being fed back e.g. from carer chairs senior managers meetings
- Apathy – not told anything
- No senior managers attending – lack of senior management commitment.
- Too much talk not enough action
- Does not go national only county
- Impetus lost on the way up
- Chinese whispers
- Lack of changes
- Health needs to be more involved Devon wide
- Too many hidden agendas

4. How can we build on strengths and overcome the weaknesses ?

- Improving feedback/outcomes
- Reassurance – why things are, or why not
- Decisions not being made prior to meetings carers attend
- Do not play lip service
- Active dialogue in newsletter
- Questionnaire/spot calls

- Service user email
- Electronic notice boards
- Chat room
- Review pop up notice in 3 months time
- Robust monitoring system
- Diversity
- Sharing with other areas nationally

Rural Carers Project : Information and Workshops presented by Jo Pickering

Rural Carers Project

The Rural Carers Project has two parts. The first part is to research the needs of rural carers, voluntary organisations within Devon. This is almost completed and Jo is currently preparing a report, April 2007 will see the implementation of 8 pilot projects in areas with a view to these being rolled out nationally if they are effective. The number of Carers identified and on the Carers Link show that rural carers are not coming forward or necessarily attending Forums such as these. Please see the attached colour maps showing the density of Carers in areas

Rural Carers Focus Group

How can we identify and involve more rural carers in support?

- More support workers
- Radio Devon should have a weekly spot devoted to carers
- GP practices and District nurses
- Village and Parish Newsletters
- Information should go out alongside the Census information.
- Pharmacies
- Carers assessments
- Education across the board
- Keep a record of carers identified through Social Services
- Send out information with Water Works information
- Use Radio phone ins
- A co-ordinated Devon-wide publicity programme.
- Community Strategy Officers associated with the Police
- Neighbourhood Watch

1. What additional or improved services could we provide to carers in rural areas?

- More support workers
- Use of GP practices to support carers– e.g. cluster support of GP practices
- More time and resources devoted to carers
- Mobile shop and information for carers
- Local shop, post office and pub
- Electronic chat rooms
- Vicarage, training of the Church in carer issues
- Village Halls
- Educating Community Workers about carers
- Educating primary schools about caring

- Farmers Union and private businesses
- WI
- Tescos, Sainsburys – flyers, provision of meals on wheels
- Rural bus service

Members were reminded that there is an evaluation form on the table for their feedback and comments on any matters relating to the Forum

AS was presented with a gift voucher from Forum Members

DATE OF NEXT MEETING

Thursday 26th April 2007 Dartmoor Lodge, Pear Tree Cross Ashburton 10.00- 1.00
followed by a buffet lunch Hope to see you there

Anticipated speakers are Neighbourhood Watch Police Officer
Mental Capacity Act