

# Carers' Advisory Partnership Meeting

Thursday 29<sup>th</sup> September 2016  
The Carers' Support Centre, Brigg

## Minutes of Meeting

### Present:

Sandra Barker (Chair, Former Carer)	Susan Rumary (Carers' Support Centre, Minutes, Carer)
David Wilding (Vice Chair, Carer)	Liz Webster (NLC Operational Housing)
Richard Judd (Former Carer)	Jayne Parkins (Carer)
Carol Powell (NLC, Family Carer Team)	Julie Poole (Partnerships, NLC)
Pat Taylor (Carer)	Denise Drinkall (NL, CCG)
Helen McLeod (Carer)	Malcom Reed (Carer)
Andy Holden (Carer)	Mike Humphries (Carers Support Centre, Chief Executive Officer)
George Ducker (Carer)	Belinda Clarke-Vessy (Service Manager and Head of OT at RDaSH)
Pam Ducker (Carer)	Jayne Tibbs (NLaG)
Steph Cowling (Financial Support Team, NLC)	
Richard Bellamy (Carer)	

	Action By:
<p>1. <b>Welcomes and Apologies.</b></p> <p>Sandra Barker welcomed everyone to the September meeting, she especially welcomed two new members Richard Bellamy and Jayne Parkins.</p> <p>Sandra thanked David Wilding for Chairing the August meeting.</p> <p>Apologies were received from:- Jo Loughborough, Rachel Greenbeck, Haydee Barrett, Angela Waite, Rebecca Buss, Diane French, Stuart Towse, Anne Eland, Janet Metcalfe, Gloria Carotti-Fisher.</p>	
<p>2. <b>Notes from September meeting and actions.</b></p> <p>Sandra Barker clarified the processing pathway for minutes of meetings, any corrections are to be sent to Sandra who will bring them to the meeting where they will be approved. Susan will then add these corrections to the minutes after the meeting.</p> <p>Richard Judd asked that he be added to the apologies list of the August meeting.</p> <p>Pam Ducker asked that the telephone number on page 2, section 2 be</p>	

<p>corrected to 297000.</p> <p>The minutes were proposed by David Wilding and seconded by Pam Ducker.</p> <p><u>Actions</u></p> <p>Continance: Sandra reported that Denise Drinkall had confirmed that at the moment, due to the financial situation, the CCG were unable to put extra funding into the Continance Service but were expecting the provider (NLaG) to deliver the commissioned service.</p> <p>Richard Judd asked if the recommendations put forward by carers to Helen Davis had been incorporated into the current service. Sandra will check with Helen Davis.</p> <p>OT service at NLaG: Sandra reported she now has a contact at NLaG for the OT service, Jayne Simpson, who will attend the October CAP meeting. In discussion with Liz Webster, Sandra feels that it would be helpful at that meeting not just to focus on DFGs but also on the wider issue of keeping people safe, well and independent at home.</p> <p>Triangle of Care: Triangle of care website link has not yet been given to CAP and CSC, Belinda Clark-Vessy has sent the website link to Richard Judd and Helen Wilson.</p> <p>Memory Service: Following a discussion about the out of hours telephone message for the Memory Service, Belinda Clark-Vessey confirmed that the service would look at providing better information on the message, including the 111 service when GPs are also closed.</p> <p>Partnership Working Groups: Steph Cowling confirmed that Emma Robinson had picked up the case raised about the pre-payment card.</p> <p>All Age Carer's Strategy: Haydee was scheduled to report back to this meeting on progress but had had to send apologies. Sandra will carry this item forward on to the next agenda</p> <p>CCG Health Matters: Sandra queried why it had been suggested that Sally Czabanuik be invited to the meeting. It was agreed that it might be timely to have an update on engagement from Sally. Sandra will invite Sally to a future meeting.</p> <p>RDaSH Transformation Leaflet - lack of return address: Sandra reported that she had met with Louisa Redhead and had raised this issue. Louisa had said that because she has no work base she had arranged with sites where she had left the leaflets that they would advise their clients to leave / return any completed forms with / to them and that they would let Louisa know so that she could collect them as she travels round. It was felt that this should have been detailed on the form.</p>	<p><b>SB</b></p> <p><b>BCV</b></p> <p><b>SB</b></p> <p><b>SB</b></p>
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<p>Local Account: Julie Poole sent the document regarding the Adult Social Care Local Account to Sandra Barker and Susan Rumary, Susan Distributed this to CAP members. Pam Ducker had sent some comments to Julia Matthews.</p>	
<p><b>3. North Lincolnshire Podiatry Service</b></p> <p>Jayne Tibbs introduced herself to the meeting and gave a general overview of her role within the service.</p> <p>Jayne recognises that there are a number of issues arising regarding the podiatry service. Jayne explained that if a client does not need ongoing clinical support they are discharged. In the discharge process every client should be given a letter and the offer to attend podiatry workshops and is also given information on other local services available. However is has become apparent that there are gaps in the information given to clients. Jayne explained that the new national discharge procedure has been in place since August 2016, Jayne produced information leaflets to distribute to the meeting.</p> <p>Malcolm Reed asked whether Diabetic service users would use the podiatry service, Jayne explained that Diabetic clients should be going through the Diabetic services not podiatry.</p> <p>George Ducker stated that as a Diabetic he used the service at the Viking Centre in Barton, which is now closed however the GP did not refer him on to another service, he now uses a private company however this can be expensive. Julie explained that she is working on getting the right information to clients to ensure they are going to the correct services.</p> <p>David Wilding gave his experiences from using the Barton podiatry service.</p> <p>Richard Bellamy gave his experiences using the Scunthorpe podiatry services, he was offered the opportunity to take part in a workshop but was not given any other information. Jayne went thought the information Richard should have received.</p> <p>Jayne Tibbs asked everyone at the meeting who has a podiatry appointment which leads to discharge to make sure that they receive the relevant information, if this does not happen to contact Jayne so she can address the issue.</p> <p>Jayne will take back all issues raised to address them, Sandra Barker said that if Jayne is interested a sub-group could be formed to address podiatry issues. Sandra invited Jayne to attend the November meeting to discuss updates, Jayne asked Julie Poole if she could attend the Learning Disabilities Group meeting Julie Poole agreed that this would be good idea.</p>	<p><b>ALL</b></p>

<p><b>4. Bi-annual Carers' Survey</b></p> <p>Carol Powell informed the meeting the Bi-annual Carers' National Survey will be distributed soon, this survey happens every two years and will be looking at the quality of life and the impact of the caring role on Carers.</p> <p>The survey will take place between 6<sup>th</sup> October to 8<sup>th</sup> December 2016 and around 700 Carers will be selected at random to take part. The Carers will be given a number to contact for any support in completing the survey, Carol Powell asked if the CSC would help by explaining to carers that they may receive a form to complete and how important it was to do so. Mike Humphries said the CSC would support the Carers and ensure that Carers within groups were informed.</p> <p>Julie Tibbs stated that any questions relating to depression should ask the Carer to gauge over the last ten days.</p> <p>George Ducker stated that all questions regarding disability should have an equal amount of questions for each disability.</p> <p>David Wilding asked Mike Humphries to have the CSC spread the news to Carers that the survey will be released soon and the importance of filling it in.</p>	
<p><b>5. CQC NLaG inspection – Opportunities to be involved.</b></p> <p>Sandra Barker handed out information leaflets from CQC to the meeting, the leaflet indicates the different ways in which Carers and patients are able to contact the CQC and relay their experiences regarding NLaG.</p> <p>CQC will be inspecting NLaG in the near future.</p>	
<p><b>6. Disabled Facilities Grants</b></p> <p>Sandra Barker informed the meeting that the DFGs will be a main area of focus for the next meeting.</p> <p>Richard Judd told the meeting about his recent experiences with the DFG process on behalf of his uncle</p> <p>The service is slowly improving, with a number of OTs being specifically assigned to the housing team, adaptations such as an installation of a stair lift has now been reduced to 20 weeks. Liz Webster stated that the smaller adaptations which go well can usually be completed within a week however larger adaptations still take a long time but are improving.</p> <p>Sandra Barker stated that the DFG has come on a lot with a range of experiences from the service. Sandra has recently met with Liz Webster and the new lead in NLaG, Jayne Simpson who has been invited to the next</p>	

<p>meeting.</p> <p>Richard Bellamy asked whether Carer Members would be able to attend the meeting with NLC Cllr Julie Reed. Sandra informed Richard that usually herself, Richard Judd and Pat Taylor take the issues from Carers to the meeting. She feels that it is not appropriate to have more carers at the meeting but is always happy to represent carers' views.</p> <p>Pam Ducker enquired whether the council would agree to pay for a private contractor for a Carers adaptations providing the adaptations were within the DFG budget. Liz Webster stated that this was a possibility as long as the adaptations fit the criteria of the OTs.</p> <p>Belinda Clark-Vessy asked the meeting that if anyone had certain topics that they wanted to discuss at the next meeting, please inform her before so that she can prepare.</p>	
<p><b>7. Issues arising from Carers</b></p> <p>David Wilding informed Carol Powell that a Carer has been told that there will a change in the Carer Break funding next year. Carol Powell stated that as far as she knows there will be no changes to the funding in the future. David will question the Carer for more details.</p> <p>George Ducker asked whether a husband caring for his wife would be able to use the Carer Break funding to pay for a PSA to come on holiday with them and provide care for his wife during the break, Carol stated that this has been done before.</p> <p>Pam Ducker asked if a list could be made to describe the acronyms used in the meetings, Sandra Barker will put one together.</p> <p>There were no further issues</p>	<p><b>DW</b></p> <p><b>SB</b></p>
<p><b>8. Any other business</b></p> <p>Malcolm Reed informed the meeting that the Carer regarding the clinical waste issue has called the District Nurse service in Scunthorpe however they were not helpful. Sandra will research this issue and discuss it further at the next meeting.</p> <p>George Ducker informed the meeting that the venue for the next meeting was incorrect on the agenda, Sandra confirmed that the meeting will be held at the LDC in Scunthorpe.</p>	<p><b>SB</b></p>
<p><b>9. Close of meeting</b></p> <p>Sandra Barker closed the meeting and thanked everyone for attending.</p>	
<p><b>Next Meeting: Thursday 27<sup>th</sup> October 2016, 10am at LDC, Scunthorpe.</b></p>	