

**Dementia Carers Forum**  
**Notes of a meeting held on**  
**Thursday 23<sup>rd</sup> March 2017**  
**At Stanborough Centre, Watford.**

<b>1</b>	<b>Present</b>	
	Carers 16 Professional 4 Speakers 3	
	Roma Mills Maria Kiely Paula Campbell	Carers in Hertfordshire
<b>2</b>	<b>Welcome</b>	
	All was welcomed to the Forum	
<b>3</b>	<b>Intergrated Community Support Commissioning</b> <b>David Coolbear – Head of Service</b> <b>Daisy Sanghera – Senior Commissioning Manger</b> <b>Hertfordshire County Council</b>	
	<p><b>Integrated Community Support Commissioning</b></p> <p>David Coolbear – Head of Service Daisy Sanghera – Senior Commissioning Manager</p> 	

## Support at Home (S@H)

- Broken down by 12 district areas
- 4 lead providers across the county, Care By Us, Abbots Homecare, Allied Healthcare (Goldsborough) & Alina
- Approx 4500 adult service users countywide
- Over 38,000 hours of care delivered/commissioned per week



## S@H – Recruitment challenges

- National short fall of care staff
- High turnover of staff in care sector, mirrored in Hertfordshire
- Recruitment and Retention issues
- Hertfordshire – prosperous county, low unemployment
- Brexit – impact on migrant care workers and European recruitment markets?



## Hertfordshire's Care Standard

- The Standard has been designed to support people of Hertfordshire who receive care and support services to be treated with compassion, kindness and dignity
- A sustainable wage that is competitive with other service industries
- Values-based recruitment practices
- Career progression training aligned to the Skills for Care programme



## Specialist Care at Home (SC@H)

- Innovative new service launched 19 April 2016
- Integrated prevention of admission and supported discharge service
- Enabling style homecare to prevent unnecessary hospital admission and promote independence at home
- 5 Lot areas countywide- CBU, Abbots and Goldsborough successful providers



## Specialist Care at Home – Key Points

- From April to October, **93,000 hours of specialist homecare** have been delivered to **2,250 people** across Hertfordshire.
- Approximately, **220 people per month on average** have been **discharged from Hertfordshire's three main acute hospitals** (Lister, Watford, Princess Alexandra).
- Approximately **65%** of people who have been through the service have **exited with no on-going care** requirements.



## Ageing Well in Hertfordshire

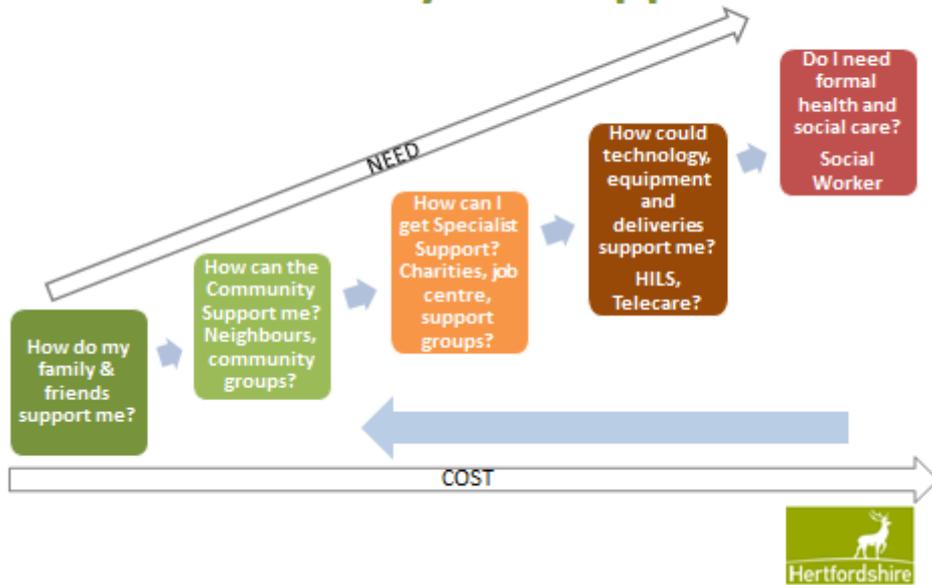
- I am safe and Secure in my own home
- I am supported to stay emotionally well and happy
- Making my own choices about the care and support I need
- I have access to high quality end of life care that is joined up to meet my needs
- I have a range of things to do
- I am supported to eat well and stay fit and healthy
- Having Choice about the care workers involved in my care



# Assistive Technology



# A Community First Approach



## What's most important to people



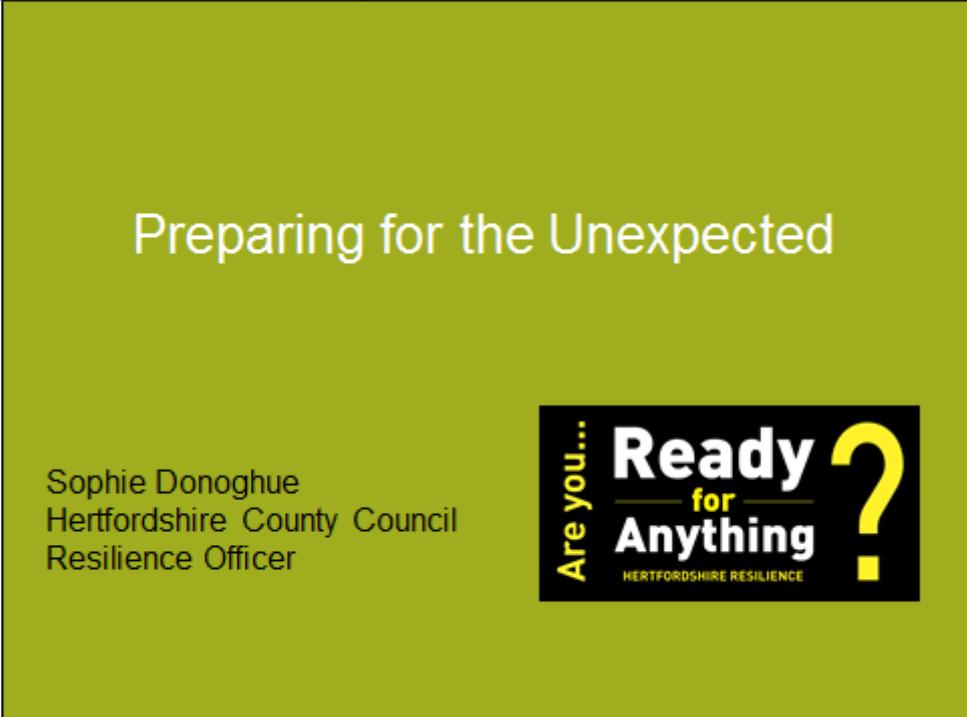
## Three Big Ideas

1. Spot Accreditation - All Providers, all types of support, all groups of service users.  
Encourage flexible use of services
2. More Community based support to allow a Community First approach
3. Transformation of 'Supported Accommodation'. People living in their own home with support



<b>4</b>	<b>Clarification/Questions/Comments on the presentation</b>	
	Comment	With home care, trying to move away from time focus and on to a more outcome focus it care will be more person centred.
	Comment	Home Care Agencies in Herts have signed up to a Care Standard and are working to provide a reasonable wage (£9.00 per hour mentioned) and also have opportunities for

		career progression.
	Comment	Mention of the Specialist Care at home which can be provided after hospital discharge for 4/6 weeks.
	Comment	The Ageing Well in Hertfordshire Strategy was mentioned. Few carers seemed to have heard of it. Queries raised from carers - where it is published and why no one seems to have heard of it – not everyone uses the Internet. Suggestions from carers that it should be discussed at Carer Network groups and forums such as today. David Coolbear (DC) confirmed that he would ensure that these groups would be involved in the review of this strategy including Carers in Herts. DC would contact Roma Mills.
	Comment	Two carers felt that when queries are raised by them with Hertfordshire County Council for services for people with dementia, no one gets back to you. Another carer had had a very good experience.
	Comment	It was felt that if GP surgeries have a Carers Champion, things run more smoothly.
	Comment	DC suggested that Herts Help is the place to go for information on all services and activities. <b>Information about Herts Help can be found at the end of these notes.</b>
	Comment	One carer advised that in Luton there was one book with all services listed – DC advised that Herts Help can provide all the information. Carers still felt it was difficult to find out information from the local authority.
	Comment	With all services, there is a “mum test” to check that services would be suitable for what people would want for their mum. There are also 2 Quality Monitoring Officers who select a snapshot of carers/service users in a geographical area to check on services provided by Herts County Council.
	Comment	Assistive Technology was discussed which supports service user and carer – Careline provides services for Herts CC – approx. £3.25 per week was mentioned for a particular piece of equipment.
	Comment	Carer mentioned a Key safe which was helpful for his parents – details can be given from Herts Help about how to

		arrange this.
	Comment	The new Dementia care services were mentioned and explained by Roma Mills.
5	<b>Reilence – Preparing for the unexpected</b> <b>Sophie Donoghue</b> <b>Resilience Officer</b> <b>Hertfordshire County Council</b>	
		

## **Aim**

- To highlight the importance of preparing for the unexpected.
- To provide emergency planning advice.
- To highlight the support available to help you to do this.

## **Why Plan for Disruption?**

- Reduce anxiety and discomfort
- Give you control
- You know what to expect
- Makes the process of evacuating easier

## Tip 1: Think about who you could turn to

- Who could you turn to for help?
- Talk with family and friends who can provide support
- Request a Carers Assessment:  
<https://www.hertfordshire.gov.uk/services/adult-social-services/care-and-carers/carers/carers.aspx>

## Tip 2: Develop a plan with your professional caregivers

- Residential facility or services from a professional?
- Emergency and evacuation plans.
- Discuss what their role is in an emergency.
- **Find out what would they do and what would you be expected to do.**

### Tip 3: Evacuation preparedness

- Where could you go?
- Local Authority are legally obliged to provide shelter to anyone affected by an incident.

### Tip 4: Emergency grab bag

- **Your emergency grab bag might include:**
- Care instructions
- List of other potential caregivers;
- List of emergency contacts;
- GP's name and phone numbers;
- Copies of identification;
- List of medications and doses;
- Insurance policies, and contact numbers of insurance company;
- Copies of legal documents (such as power of attorney)
- Spare phone charger

### **Tip 5: Priority Register Services**

- You may be eligible for Priority Register Services from your utility service providers.
- <http://www.ukpowernetworks.co.uk/internet/en/power-cuts/priority-services-during-a-power-cut/>
- <https://www.affinitywater.co.uk/safeguard-registration.aspx>

### **Tip 6: Carers, don't forget your own needs too!**

- Contacts
- Medication
- Documents
- Pets

	<h2 style="margin: 0;">Agencies for Support</h2> <p style="margin: 10px 0;">Carers in Hertfordshire</p> <p style="margin: 10px 0;">Age UK Hertfordshire</p> <p style="margin: 10px 0;">Alzheimer's Society</p> <p style="margin: 10px 0;">Jewish Care</p> <p style="margin: 10px 0;">Hertfordshire Independent Living Services (HILS)</p>	
<b>7</b>	<b>Any Other Business</b>	
	<p>Carers and the speakers were thanked for attending and invited to stay for lunch.</p> <p>Next forum Wednesday 17<sup>th</sup> May at Letchworth Centre for Healthy Living, Hitchin Rd, Letchworth, SG6 3NA 10am until 12.15pm, please call 01992 586969 to book a place.</p>	

## HertsHelp



### Independent Information and Advice services in Hertfordshire

HertsHelp are free, independent services available to everyone who lives in Hertfordshire. HertsHelp services are funded by Hertfordshire County Council and NHS partners and delivered by local community organisations all sharing the name HertsHelp.

#### HertsHelp@Home

Practical support visiting people at home to help with paying bills, sorting through domestic paperwork, understanding local services and looking into what benefits may be available.

#### HertsHelp Community Navigators

A community based service in the West that operates across Watford, Three Rivers, St Albans, Dacorum and Hertsmere. The service helps people to identify and access community support that will help people to maintain their independence, health and wellbeing. Referral usually from social care or health professionals only.

#### HertsHelp in the Hospital

Based in hospitals and offering information, advice and practical support to help people get home safely and get the support they need. Referral usually from social care or health professionals, but can also be self or family / friends.

### **HertsHelp Funding Your Care**

Telephone helpline for independent financial advice and information relating to funding care.

We can talk to you about:

- Hertfordshire's charging policies and if you qualify for support
- The Care Act changes
- Referrals to regulated financial services

### **Hertfordshire Crisis Intervention Service** (previously Welfare Assistance Scheme)

Providing help and advice to people in crisis and facing exceptional and unexpected pressures. If you qualify for help we can help you with things like food, clothing, furniture schemes and grants.

### **Herts Healthy Homes (ending 31<sup>st</sup> March)**

A free information and support service that helps people to stay healthy and safe in their own home by providing support with:

- A home visit to give advice and practical support to help you stay well and active
- Fire safety and home security checks
- Draught proofing/emergency heaters

### **Safe & Well**

The service helps to ensure homes are fire safe, kept warm and secure, helping people to gain access to services that promote health and wellbeing.

### **HertsHelp Advocacy Services**

Advocates are qualified, independent people who support those who have difficulty understanding information and advice, retaining or weighting up the information or communicating their views. They are usually linked to social care and health matters.

### **Who to contact**

**Telephone** - 0300 123 4044

Text hertshelp to 81025

Minicom: 0300 456 2364

Fax: 0300 456 2365

By post: HertsHelp, Hertlands House, Primett Road, Stevenage, Herts, SG1 3EE

Skype: HertsHelp

E-mail

[info@hertshelp.net](mailto:info@hertshelp.net)

Website

[www.hertshelp.net](http://www.hertshelp.net)