

**Dementia Carers Forum  
Notes of a meeting held on  
Thursday 17<sup>th</sup> May 2017  
At Letchworth Centre for Healthy Living .**

<b>1</b>	<b>Present</b>	
	Carers 12 Professional 1 Speakers 3	
	Sally Stratford Paula Campbell	Carers in Hertfordshire
<b>2</b>	<b>Welcome</b>	
	All was welcomed to the Forum	
<b>3</b>	<b>Frances Heathcote - Assistant Director Health and Community Commissioning</b> <b>David Coolbear - Head of service, Integrated Community Support Commissioning</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

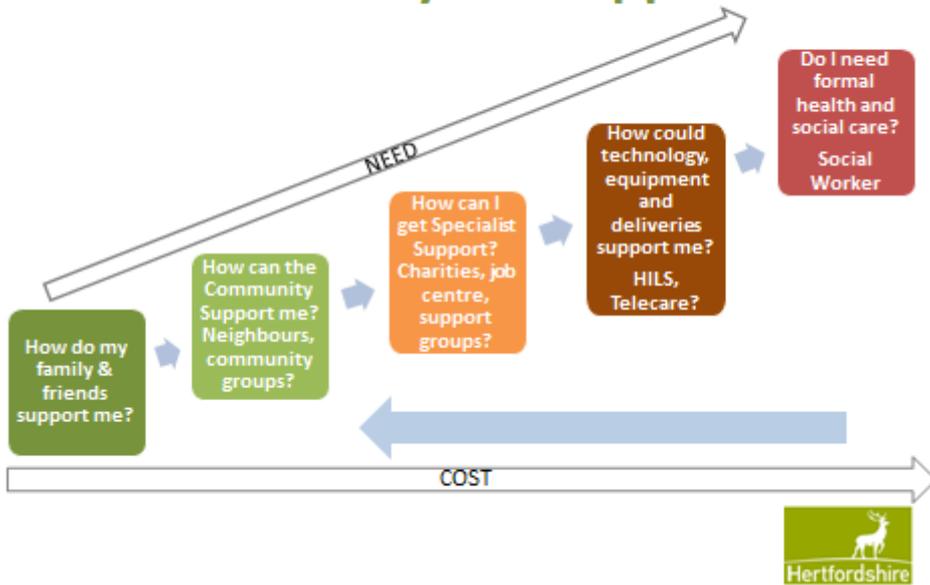
- I am safe and Secure in my own home
- I am supported to stay emotionally well and happy
- Making my own choices about the care and support I need
- I have access to high quality end of life care that is joined up to meet my needs
- I have a range of things to do
- I am supported to eat well and stay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



4	<b>Clarification/Questions/Comments on the presentation</b>	
	Question	What type of work is carried out in the specialist care at home scheme to prevent people being admitted to hospital?
	Answer	This service is a clinical service provided by health care professionals that are trained to deliver this type of care. The care/programme is more intensive.

	Comment	We are reviewing the Ageing Well Strategy in Hertfordshire – please give your names to Sally Stratford if you are interested in looking at the document and commenting in a small group.
	Comment	Herts help – they are not helpful, do not return your call. They are not aware of the services that are available in your area.  Herts help and Hertswise leaflets are very confusing for Dementia Carers – needs to be just one leaflet. Sally Stratford to feed this back to providers of the two services.
	Question	With NHS cuts how can you ensure these models will continue?
	Answer	In Hertfordshire there are good partnerships between Herts County Council and Health. This has improved over the last two years and health now understands the importance of social care. We are now working jointly at providing the services in Hertfordshire.
	Question	How are you going to replace all the workers leaving due to Brexit?
	Answer	We are trying a number of different approaches such as : <ul style="list-style-type: none"> <li>• Targeting Youth</li> <li>• Retraining returns from labour (people who take time out to have a family)</li> <li>• Young retired</li> </ul> It's definitely not an easy task.
	Question	Paid care workers are being undervalued and underpaid mainly by small care agencies, how are you going to improve this?
	Answer	Smaller providers do worry us; they are less on the radar but are inspected once a year. We have quality monitor officers who speak to the families and carers of the people using the services, who would hopefully be made aware of any bad practise.  24 care agencies have shut down in the past 12 months. If they are too small then it is too difficult to run, they can't manage the workloads/contracts. Health and Community

		<p>Services do go out and support agencies to be more productive and improve their work.</p> <p>We are looking at how the lead providers can support the small agencies.</p>
	Question	Do all small care providers have to be registered with Hertfordshire County Council?
	Answer	<p>No they don't, only the services that the council commission would be registered with them.</p> <p>Herts Care Providers Association monitors all of the agencies that we don't.</p>
	Question	With new care homes opening over the county – how are these going to be staffed as well as the existing homes?
	Answer	This is a big problem. We are working with the planning department to ensure that new homes are built in the correct places but this is a big headache for the council as these private homes pay more money so take staff away from existing jobs.
	Question	Can't you do some national advertising?
	Answer	This has been done but Hertfordshire is a difficult area as the housing is so expensive.
	Question	Do colleges run course for care workers?
	Answer	Yes they do, they run Health and Social care courses but they are not full.
	Question	When the care agency gets a pay increase – how do you ensure that this goes to the paid care workers?
	Answer	The care agencies would be monitored and have spot checks to ensure this, and other outcomes.
	Comment	I used paid care workers for a few weeks, but I gave them up as they used to come anytime between 7.30-9.30pm to put my husband to bed. I was never informed of when they were coming even if they were going to be two hours late. It was so stressful I decided to cancel them and do it myself. I also had 9 different carers in the two weeks. David Coolbear to raise this with the providers.

		<p>Care concerns can help you raise issues with your providers, as well as the carers advocate at Carers in Herts.</p> <p>Sally Stratford to arrange a session with the care providers for carers to raise issues and concerns.</p>
5		<p><b>Keith Dodd - Head of Adult Safeguarding &amp; DOLS Health &amp; Community Services, Hertfordshire County Council</b></p>
		<p>Keith attended the forum to get some feedback from carers regarding the safeguarding process at Hertfordshire County Council. Carers were not aware of what Safeguarding was or the process.</p> <p>The link to the page on the website is below.  <a href="https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/safeguarding-adults-at-risk.aspx">https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/safeguarding-adults-at-risk.aspx</a></p> <p>Health? Scroll</p> <p><b>What is adult safeguarding?</b></p> <p>Hertfordshire County Council's Adult Safeguarding Board works to help protect adults at risk of abuse or neglect.</p> <p>Any abuse is wrong. Everyone has the right to live their life free from violence, fear and abuse.</p> <p>Our vision is that all adults at risk are cared for and supported in an environment free from abuse, harassment, violence and aggression.</p> <p><b>What are the different types of abuse?</b></p> <p>Physical such as hitting or pushing. Sexual abuse such as inappropriate touching, sexual assault or rape.</p>

Psychological or emotional abuse such as being shouted at, ridiculed, or bullied. Financial or material abuse, including misusing, withholding or stealing someone's money or belongings.

Organisational abuse - when any of the above types of abuse are caused by an organisation. This is failure to provide care or the provision of inappropriate care that results in someone being harmed.

## **What should you do if you suspect an adult is being abused or neglected?**

If you or someone you know is being abused or neglected, call us on 0300 123 4042 (open 24 hours a day).

For adults receiving mental health services, contact Hertfordshire Partnership Foundation Trust on 0300 777 0707.

If there is immediate danger to life, risk of injury or if a crime is being committed dial 999. If there is no immediate risk but a police response is required as soon as practicable due to the seriousness of the incident and / or potential loss of evidence then dial 101

Hertfordshire County Council has the arrangements to investigate any safeguarding concerns in Hertfordshire even if it occurs within a service not provided by the council.

An issue is raised on the system and is sent to the appropriate local team for them to investigate. During the investigation the person would be asked what they wanted to happen, it is about what is best for the person. Safeguarding can also be a tool to protect carers. Anyone can raise a safeguarding issue

	<p>with the council.</p> <p>Carers were not aware of this process, and it was agreed that a session for carers around the Mental Capacity Act and Safeguarding would be useful. Sally Stratford is to arrange this with Keith's team.</p> <p>The Care Act 2014 made many changes to safeguarding and other areas within care, here's a couple of links if you want to read some more:  <a href="https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets">https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets</a>  <a href="http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-rights-care-act-2014.aspx">http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-rights-care-act-2014.aspx</a></p> <p>Carers agreed that they thought that the issues raised should be investigated in the local teams rather than having one central team.</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 Monday 10<sup>th</sup> July 2017 at South Hill Centre, Cemetery Hill, Hemel Hempstead, HP1 1JF 10am until 12.15pm, please call 01992 586969 to book a place.</p>