

# Dementia Carers Forum

## Notes of a meeting held on

### Monday 10<sup>th</sup> July

### South Hill Centre, Hemel Hempstead .

<b>1</b>	<b>Present</b>	
	Carers 19 Professional 3 Speakers 6	
	Sally Stratford Paula Campbell Claudia Sabeta	Carers in Hertfordshire
<b>2</b>	<b>Welcome</b>	
	Sally Stratford welcomed everyone to the forum and informed all present that this forum would be an informal sessions with opportunities to ask questions throughout the session.	
<b>3</b>	<b>Lead Providers of Homecare</b>	
	<p>Camille Leavold and Karen Bateman – Abbots Care Colin Horne – Care by Us Kelly Saidykhan – Alina Homecare</p> <p>The lead providers are the main care providers in each district delivering care to people in their homes. There are other agencies in each area which the lead providers work with as well as the voluntary sector.</p> <p>Here are links to the three different agencies for more information about their services:</p> <p><a href="http://www.abbotscare.com/default.asp">http://www.abbotscare.com/default.asp</a></p> <p><a href="http://www.carebyus.com/">http://www.carebyus.com/</a></p> <p><a href="http://www.alinahomecare.com/">http://www.alinahomecare.com/</a></p>	
<b>4</b>	<b>Clarification/Questions/Comments on the presentation</b>	
	Question	<b>Can these services do day trips and outings?</b>
	Answer	Yes it is a service that we provide – it would be part of the persons care plan, which would include a risk assessment. It could be a regular arrangement or as and when needed.

		<p>It doesn't need to be a formal outing or trip; it could just be to go out for a walk and coffee.</p> <p>If appropriate we link carers to voluntary agencies to help with outings etc. We work together to find the best solution for the person needing the service.</p>
	Question	<b>How do you make a referral to these services?</b>
	Answer	<p>Anyone can start the process, you can contact Adult Care Services on:</p> <p>Telephone – 0300 123 4042</p> <p><a href="https://www.hertfordshire.gov.uk/about-the-council/contact-us/contact-adult-social-services.aspx#">https://www.hertfordshire.gov.uk/about-the-council/contact-us/contact-adult-social-services.aspx#</a></p> <p>And ask for an assessment. Other professionals, such as Carers in Herts can also make a referral on your behalf. Once you have been assessed and the need for home care has been identified, then a referral is made to service solutions who will find the care. If you are a self-funder you can also use this service to find care, you would just pay Hertfordshire County Council who would then pay the providers of the care.</p>
	Question	<p><b>My wife had Abbots Care – you were inflexible with times at the weekend, why was this?</b></p> <p>My wife needed to be in bed at 7.30pm and you came at 9.30pm.</p>
	Answer	<p>I am sorry to hear that you were not happy; the trouble is that everyone wants the same times in the day, morning and evening so it is very difficult to cover this. Our priorities have to be to those who have medical needs, such as needing medication at certain times of the day.</p> <p>The work force at weekends is also very difficult as we give our staff every other weekend off to try and retain staff, which obviously causes staffing issues too. We apologise for not contacting you, and are happy to have a chat at the end of the meeting.</p> <p>Often circumstances arise that are out of our control, sickness, car accident, traffic jams the priority of the operational teams is to cover the care, the second priority is</p>

		to let the carer know which is why the communication sometimes seems slow or not good enough.
	Comment	I have started the procedure to receive some respite back in March; I have not yet had this. It is such a long process especially when carers really need a break to be able to carry on caring.
	Comment	<p>My cousins Dementia is deteriorating and she can no longer live independently but is refusing to go into care. Her living conditions are now pretty poor and it is very distressing for me and my sister. We have asked for help from adult care services but she puts on a good front when they are there and they say that she can stay at home if this is what she wants to do. We really need help with this, it is so distressing.</p> <p>Carer Support Adviser and Admiral Nurses both spoke to these carers and gave them some guidance. There are ways to get some help; Admiral nurses would be able to support carers who are finding this situation distressing.</p>
	Question	<b>I have Power of Attorney but I am not sure when I can or should activate this?</b>
	Answer	It can be activated whenever you feel it is necessary. It is easier to activate it when things aren't too bad as it is quite time consuming to do this.
	Comment	I live in Elstree and am not able to find care. I need to have a hip replacement and no agency has been able to find me the care that I need for my husband. I have now found a live in carer privately and manage the care myself. There is no care available for complex cases.
	Question	<b>Are brokers independent?</b>
	Answer	Yes the brokers are independent, they will work with all the agencies to try and find the care. They work with agencies who have a good reputation, feedback, good CQC (Care Quality Commission) award etc
	Question	<b>Travel times used to be an issue for carers as they were not paid for their travel times between appointments, is this still an issue?</b>
	Answer	No this is no longer an issue as all carers travel time is now

		paid for.
	Comment	<p>Private funders need to make their own arrangements with the care agencies; this should be done with the management team rather than with the carers who are coming into your home.</p> <p>If things are not working then raise them with the management team and try and resolve them.</p>
<b>5</b>	<b>Admiral Nurses</b>	
	<p>Victoria Lyons – Dementia UK Lesley Potter – Carers in Hertfordshire</p> <p>Victoria - Admiral Nurses have been around for about 27 years. There was a mother and daughter who were caring for their husband/father with Dementia. The daughter saw that her mother was breaking down under the stress of her caring role so paid for a nurse to come and help the family. They decided to start Admiral Nurses as they saw the need for this service for other families. There are now 200 Admiral Nurses in the UK who support and work with families who are caring for someone with Dementia and at are at risk of carers' breakdown and crisis. The service is funded by public donation, but in Hertfordshire the CCG's (Clinical Commissioning Group's) have contributed to the service.</p> <p>Admiral Nurses will look at the health and well-being of the carer. They will work with the carer and their needs, delivering a tailored service including advocating for medication, helping to sort care packages, talking about feelings and the carers mental well-being, navigating around services, etc. They work with the carer as frequently as the carer needs, meeting them where is convenient for them. So far in Hertfordshire we have 2 Admiral Nurses but we are still recruiting for another 2.</p> <p>Access to this service is through Herts Help on: <b>0300 123 4044</b></p> <p>There is also an Admiral Nurse Helpline number : 0800 888 6678 <a href="https://www.dementiauk.org//how-we-help/admiral-nursing-direct/">https://www.dementiauk.org//how-we-help/admiral-nursing-direct/</a></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 20<sup>th</sup> September 2017 at Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, SG12 8GA 10am until 12.15pm, please call 01992 586969 to book a place.</p>	

