

Carers Reference Group

18 July 2018 – Campus West Library, large meeting room

1	Present
	<p>Carers 17 carers</p> <p>Speaker Ted Maddex – Commissioning Manager, Integrated Community Support Team, Older People at Hertfordshire County Council.</p> <p>Carers in Herts Roma Mills – Carers in Hertfordshire (CinH) Policy and Engagement Manager Sue Maskell – CinH Carer Involvement Worker, Learning Disabilities and Autism Spectrum Condition</p> <p>Apologies for Absence - One carer</p>
2	Welcome
	<p>Mike Ormerod welcomed all the carers and explained that he had been asked to chair the meeting. Everyone introduced themselves.</p> <p>Roma Mills explained that the Carers Reference Group (CRG) had been set up to feed into the Carers Planning and Partnerships Group (PPG) that is led by Adult Care Services and meets quarterly. The CRG has met intermittently over the past three years but CinH wanted to work with carers to establish it on a more formal setting to strengthen the carer voice at the PPG.</p>
3	Presentation (1)
	
	<p>Ted Maddex (TM) introduced himself as the commissioner for services for Carers and the responsible officer for the Carers PPG.</p>
	<p>TM explained that the purpose of the PPG is to ‘Make things better for Carers’ and to:</p> <ul style="list-style-type: none"> • Ensure the action plan in the Hertfordshire Carers’ Strategy moves forward - prioritising and setting timescales • Agree how organisations can work together • Share challenges and opportunities • Tell ACS and CCGs how services are working <p>The PPG focusses on adults caring for adults, that is carers of people aged 18 years or over where the Care Act 2014 is the statutory basis of services and support. Parent Carers of children and young people receive services under the Children and Families act 2014 and have representation at the 0 – 25 Commissioning Board. The PPG does however consider issues which span the full age range.</p>
	<p>The Carers PPG membership as detailed in the Terms of Reference includes five carer representatives but that could be extended to 7 or 8. It was confirmed that there is also the opportunity for carers to attend as observers. The full membership is as follows:</p>

Carers Reference Group

18 July 2018 – Campus West Library, large meeting room



	<ul style="list-style-type: none"> • Chair: The deputy executive councillor for Adult Health & Care (County Councillor Fiona Hill) • Carer representatives x 5 • Carer organisations (includes CinH, Crossroads Care Hertfordshire North, the Alzheimer's Society) • Clinical Commissioning Groups (CCG) carer leads • Local pharmacist committee • Health trusts carer leads • Adult Care Services (ACS) commissioning (Ted Maddex) • ACS management board lead for carers (Chris Badger) • ACS carer practitioner <p>TM described the carers' role is to:</p> <ol style="list-style-type: none"> 1. Keep the Group grounded 2. Remind members what is most important 3. Identify themes in what has been provided well, or less well. 4. Tell members when they are being unclear, or using jargon
	<p>The Carers PPG monitors the delivery of the Carers Strategy and reviews the progress of the supporting Action Plan. The Carers Strategy 2018/2021 was reviewed with carers and now identifies the following eight strategic outcomes:</p> <p>That Carers:</p> <ol style="list-style-type: none"> 1. Carry on caring if they want to. 2. Get good quality information and advice when they need it. 3. Be recognised, feel respected and heard as carers and partners in care and experts in the needs of the person they care for. 4. Have a life outside of and after caring, including working if they want to & being able to fully access their local community and local services. 5. Stay mentally & physically fit and healthy 6. Be safe. 7. Access full benefit entitlements and financial advice. 8. Receive consistent joined up services <p>The statements or phrases in bold were included following input from family carers earlier this year.</p> <p>The Action Plan includes a section relating to each objective with a number of actions, measures, timescale and named responsible agency. It was noted that timescales had already slipped as the Strategy had not been finally agreed by Herts County Council until July 2018.</p>
	<p>The Carers PPG is setting up a number of working groups to support the delivery of some of the objectives, and three have been set up so far, these are:</p> <ul style="list-style-type: none"> • Keeping carers safe • Stress measurement • Dacorum pilot <p>It is important that carers are included in these working groups but this has yet to be arranged.</p>
	<p>Each meeting of the Carers PPG includes an item specifically on Carers' issues when carers can raise the concerns and issues which have been reported to them via their networks.</p>

	<p>Over the past 12 months the Group has considered a number of items including:</p> <ul style="list-style-type: none"> • Dementia support services • The role of the pharmacies and libraries in supporting Carers • The Hertfordshire Carers Strategy • The Hertfordshire Partnership University NHS Foundation Trust (HPFT) Carer Pathway <p>The programme for the forthcoming year will include:</p> <ul style="list-style-type: none"> • Employment support • Keeping carers safe • Contingency planning
<p>Comments on the Presentation</p>	
	<p>Carers agreed that the burning issues that they would want considered are:</p> <ul style="list-style-type: none"> • Contingency planning • Long-term planning (to include older parents/sibling carers of vulnerable adults but also relatives preparing or managing an admission to residential or nursing home care for a spouse or parent) • Discharge planning (from both acute general and mental health inpatient wards) • Being safe at home – with particular reference to domestic violence experienced by spouses of adults with mental illness. <p>It was acknowledged that safety is also an issue for carers of people with challenging behaviour, whether resulting from dementia or learning disability.</p> <p>TM left the meeting at the conclusion of this item.</p>
<p>4 Presentation (2)</p>	
	
	<p>Roma Mills (RM) confirmed that CinH' s mission statement includes providing a platform for carers to be involved in service planning, development and monitoring which is why we want to support a strong carer Voice at the Carers PPG. She explained that as CinH was originally commissioned to support carer involvement in specialist areas – Mental Health, Learning Disability and Substance Misuse – we have a team of specialist Involvement workers. This has expanded over time to include Dementia and Autism Spectrum Condition but there is no worker with the responsibility to develop generic carer involvement and to support the Carers Reference Group. However, CinH, is committed to providing a voice at the Carers PPG and will provide the resource to support the Reference Group.</p>

RM noted that there are other opportunities for carer representation, some of which are supported by the CinH Specialist Forums and others which Carer Reference Group members might consider. These include:

- Co-Production Board
- Learning Disability Partnership Board (LD Carers Forum)
- All Age Autism Board (C4A)
- Pathways to Employment Board
- All Age Personalisation Steering Group
- Crisis Care Concordat
- Dementia Strategy Steering Group (Dementia Carers Forum)
- Carers Planning and Partnership Group
- Mental Health PPG (Mental Health Carers Forum)
- Learning Disability PPG (LD Carers Forum)
- Substance Misuse Network (D&A Carers Forum)

In addition there are other opportunities for carer involvement which come up periodically, for example:

- Project development and Tenders
- Service redesign
- Interviews for senior posts
- Speaking at an NHS Trust or Hertfordshire County Council Board
- Speaking at Conferences
- National reviews and consultations
- HPFT Carer Council
- Hertfordshire County Council Scrutiny Hearings
- Ad-hoc workshops
- University interviews and projects

Again, some of these may be supported by carers who attend the specialist Forums or by the Carer Trainer Unit but CinH is often looking to recruit other carers to take part in such activities.

Roma also noted that there are a number of agencies that we would like to develop a relationship with to improve carers' influence on their decision making. These include:

- Patient Participation Groups
- Health and Well Being Board
- East and North Herts Clinical Commissioning Group
- Herts Valleys Clinical Commissioning Group
- North and East Herts Hospitals NHS Trust
- West Herts Hospitals NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- Hertfordshire Community NHS Trust
- The Hertfordshire MPs
- County and District Councillors
- The Police
- Hertfordshire Care Providers Association
- Individual Home Care Providers

Carers Reference Group

18 July 2018 – Campus West Library, large meeting room



	<ul style="list-style-type: none">• Individual Residential and Nursing Home Care providers• Housing Providers• Transport Providers• Leisure Service Providers• Employers
	The resource to support representation and growing carer influence consists of: <ul style="list-style-type: none">• The Trustees• The Involvement Team• The GP Liaison Worker• Colleagues in the voluntary sector• Carers
	Comments on the Presentation
	Carers asked for a list of the representation/involvement opportunities to be circulated to all Forums and Hubs. RM also to circulate the two presentations.
5	Closing comments
	<p>Carers agreed:</p> <ul style="list-style-type: none">• that they would be willing to continue to attend future Carer Reference Group (CRG) meetings• that meetings should be held two weeks in advance of the quarterly Carers PPG to agree attendance, issues to raise and comments on agenda items (RM to secure list of future PPG meeting dates and ask for early notice of each agenda)• that the next meeting would consider the Carers Strategy Action Plan• name badges to be provided for CinH carer representatives• that the CRG would be open to any carer who wished to attend but that representatives at the PPG would be agreed at CRG meetings• that carers' travel expenses to and from CRG meetings would be met by CinH• that RM would circulate the existing draft Terms of Reference.
	Next Forum(s)
	Carers PPG meetings are scheduled for 18 September and 18 December.
	Carers Reference Group meetings to be 5 September and 5 December – time and venue to be confirmed.
	Please call 01992 58 69 69 to book a place when confirmed.