

# Carers in Hertfordshire LD Carers Forum

## Notes of meeting held Tuesday 7<sup>th</sup> August 2018

<b>1</b>	<b>Carers Present: 15</b>
<b>2</b>	<b>Others Present:</b> <ul style="list-style-type: none"> <li>• <b>Chair - Marie Scales</b></li> <li>• <b>Carers in Hertfordshire - Sue Maskell, Sue Felgate (CSA) , Maria Kiely and Candice Nel (CSA)</b></li> <li>• <b>Other Professionals - Guideposts Nicki Ward</b></li> </ul>
<b>3</b>	<b>Welcome by Chair</b> Updates on meetings of <ul style="list-style-type: none"> <li>• Purple Star Strategy next meeting 14<sup>th</sup> September. It has been decided to concentrate on encouraging Drs Surgeries to have staff training and advice to be able to achieve Purple Star status.  <a href="https://www.hertfordshire.gov.uk/services/adult-social-services/disability/learning-disabilities/my-health/purple-star-health-services-for-people-with-learning-disabilities.aspx">https://www.hertfordshire.gov.uk/services/adult-social-services/disability/learning-disabilities/my-health/purple-star-health-services-for-people-with-learning-disabilities.aspx</a></li> <li>• Learning Disability Planning and Performance Group (LDDPPG) Report being done next week for the meeting on 29<sup>th</sup> August. It will include carer's responses to the question we asked today about their experience of Serco, in the tone used in letters, for example invoices for things like respite.</li> <li>• Learning Disability Partnership Board (LDPB) Friday 17<sup>th</sup> August. Email Kim Honeyball at HCC if you want to attend any future meetings as a guest <a href="mailto:Kim.Honeyball@hertfordshire.gov.uk">Kim.Honeyball@hertfordshire.gov.uk</a></li> <li>• Life Long Learning Working Group. Minutes from the last meeting will be read at the next LDPB. The group is working towards better collation of courses that are available across the County and easier access to find out about them for people with a Learning Disability.</li> <li>• Self- Assessment Framework (SAF) is being reinstated next year after a two year break. Hertfordshire continued to hold meetings and collate data and relevant information over that time so are in a good position to pick it up again. <a href="https://www.england.nhs.uk/wp-content/uploads/2015/11/saf-letter-easy-read.pdf">https://www.england.nhs.uk/wp-content/uploads/2015/11/saf-letter-easy-read.pdf</a></li> <li>• Healthwatch, are distributing an easy read annual health check Questionnaire very soon. It will be available in both hard copy and electronically. It will ask carers and people with learning disabilities what they think about services. The aim is to work towards a better</li> </ul>

	<p>life for people with learning disabilities. This should be available soon from your GP or Healthwatch  <a href="https://www.healthwatchhertfordshire.co.uk/">https://www.healthwatchhertfordshire.co.uk/</a></p>
<p><b>4</b></p>	<p><b>Presentation /Guest Speaker</b>  CATS team- The Community Assessment and Treatment Service from Hertfordshire Partnership Foundation Trust (HPFT). Kate Senior (West team) and Maxine Elliot (NE team) talked to us about their services and took carers questions. <b>(see their PowerPoint Presentation)</b></p> <p>They then took Q's;</p> <ul style="list-style-type: none"> <li>• Worries were raised around <b>communication between teams</b>. Carers pointed out how many people are lost between services and are still passed from pillar to post.</li> <li>• Huge concerns from carers who were very shocked to hear that Herts were down to <b>just 10 beds at Dove Ward</b> to accommodate people with acute mental health problems.</li> <li>• Carers were very pleased to hear about the <b>Intensive Support Team</b> but felt that although the hours of contact have been extended there really needs to be 24 hour response to a crisis.</li> </ul>
<p><b>5</b></p>	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• A carer mentioned a Home Improvement Agency that they had found good. NB there is a 15% charge of total cost for their services, but if its' funded by the Disabled Facilities Grant then it will probably cover this expense too.  <a href="https://www.hertfordshire.gov.uk/microsites/herts-home-improvement-agency/menu/about-us.aspx">https://www.hertfordshire.gov.uk/microsites/herts-home-improvement-agency/menu/about-us.aspx</a></li> <li>• We asked carers about the tone used in letters from Serco for example paying invoices for things like respite. It's something that professional leads have promised they would do something about but never have. Carer's responses were that nothing has changed and that they continued to be rather stark, demanding and even rather threatening at times which alarmed and upset many service users.</li> </ul>

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**Date of next LD Forum is Tuesday 2<sup>nd</sup> October 2018.**

**Birchwood Leisure Centre Hatfield**

Speaker will be Mark Harvey, Principal Social Worker Adults, Hertfordshire Health and Community Services. Mark has offered to come back to talk to us about the Connected Lives Scheme and tell us more about Mental Capacity Assessments (MCA) as issues surrounding the Act were brought up in the April carers LD forum.

We will also be joined by Keith Smith Head of Consultancy, British Institute of Learning Disabilities BILD Championing rights and enabling excellent support. [www.bild.org.uk](http://www.bild.org.uk) Keith will have a 10 minute slot at the end of the session to talk to carers and give out some information then join us to mingle and chat over lunch .