

# Minutes

**Meeting:** Family Carer Forum

**Date:** Tuesday 13<sup>th</sup> June 2017

**Present:** 10 Carers attended

**In attendance:** Su Bartlett, Sheena Austen, Jo Willis

**Apologies:** 1 carer gave their apologies

**Date/Venue for next meeting:**

Tuesday 5<sup>th</sup> September 10am – 12.30pm Oxlease House Travellers Lane Hatfield

ITEM		ASSIGNED TO	TARGET DATE
1	<p>Welcome and introductions</p> <p>SB thanked everyone for coming and introductions were made</p>		
2	<p>Minutes of last meeting</p> <p>There was no time to look at the minutes of the last meeting and only 1 carer at this event had attended the last meeting. However, SBs actions from those minutes are listed below</p> <p>Sent copies of the presentations delivered at the Family Matters event to carer as requested</p> <p>Circulated a copy of the Hertfordshire Dual Diagnosis Protocol</p> <p>Will produce (by the next meeting) a list of acronyms</p>	SB	
3	<p>An Introduction to Resilience – Jo Willis</p> <p>Jo's presentation is attached with these minutes. Please find below a brief summary of the session, and information and ideas shared by Carers</p> <p>The session aims to provide Carers with practical tips and handy hints to enable them to better manage the stresses and strains of their caring roles on their own emotional and physical wellbeing.</p> <p>Carers described resilience in the following ways 'coping', 'bouncing back' 'not giving in' 'seeing a way forward'</p>		

<p>Jo explained the aims of the session as follows</p> <ul style="list-style-type: none"> <li>• Understanding the different areas that contribute to resilience</li> <li>• Consider what might help within each area</li> <li>• Know where to go to find out additional information</li> <li>• Apply knowledge to individual situations</li> </ul> <p>And asked that the group consider these four areas of resilience</p> <ul style="list-style-type: none"> <li>• Emotional Coping</li> <li>• Practical Coping</li> <li>• Support Networks</li> <li>• Relationship changes with person being cared for</li> </ul> <p>Some of the approaches suggested and discussed to help with Emotional Coping</p> <ul style="list-style-type: none"> <li>• Breaking the Stress Cycle (from Caring with Confidence)</li> <li>• Stress Bucket</li> <li>• Mindfulness – helps look at the moment, not worrying about what may happen.</li> <li>• Compassionate Mind Approach <a href="http://www.netmums.com/support/the-compassionate-mind-approach">http://www.netmums.com/support/the-compassionate-mind-approach</a></li> <li>• Ensuring you have a break</li> <li>• <a href="http://mindfulnext.org/burnout-the-exhaustion-funnel/">http://mindfulnext.org/burnout-the-exhaustion-funnel/</a></li> </ul> <p>Other suggestions from Carers included</p> <p>The Big White Wall. A safe online community of people who are anxious, down or not coping who support and help each other by sharing what's troubling them, guided by trained professionals.</p> <p>Available 24/7, Big White Wall is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides ensure the safety and anonymity of all members</p> <p><a href="http://www.bigwhitewall.com">www.bigwhitewall.com</a></p> <p>Accessing counselling via your GP. We are all entitled to 6 free counselling sessions</p> <p>Contact the Wellbeing Team <a href="http://www.hpft.nhs.uk/services/community-">http://www.hpft.nhs.uk/services/community-</a></p>		
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<p>services/wellbeing-service/ ) in any of the following ways</p> <ul style="list-style-type: none"> <li>•download a self referral form and return it via post or email at the address on the bottom of the form</li> <li>•pick up a self referral form from your GP surgery or ask your GP to make a referral for you</li> <li>•speak to someone to make your referral or if you need urgent support please contact our Single Point of Access Tel: 0300 777 0707</li> </ul> <p>One Carer had accessed a very helpful and free Managing Worry course via the Wellbeing Team</p> <p>Headspace – an app for your smartphone, tablet or PC to help you live mindfully. <a href="http://www.headspace.com">www.headspace.com</a></p> <p>Specific support for Carers whose lives are affected by a loved one's drinking or drug use</p> <p>Famanon <a href="http://www.famanon.org.uk">www.famanon.org.uk</a></p> <p>Alanon <a href="http://www.al-anonuk.org.uk">www.al-anonuk.org.uk</a></p> <p>CGL Spectrum contact your local hub</p> <p>Hatfield - 01707 256 532 (covers Welwyn Garden City and St Albans)</p> <p>Hertford - 01992 500 161 (covers Waltham Cross, Cheshunt and Bishop's Stortford)</p> <p>Stevenage - 01438 364 495 (covers Letchworth, Hitchin and Royston)</p> <p>Watford - 01923 222 889 (covers Hemel Hempstead, Tring, Borehamwood and Berkhamsted)</p> <p>The Living Room has services in</p> <p>St Albans – 01727 854479</p> <p>Stevenage - 01438 355649</p> <p>Resolve - 01707 690739</p> <p>Practical caring is not often something that this caring group do so Jo only spent a brief time on this area with approval from attendees</p> <p>We also looked at easily accessing relevant and timely information and who should be able to support Carers to get the information they need.</p>		
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# Minutes

	<p>There was some discussion around consent and confidentiality and how this can be a barrier to information. We also talked about how this can impact negatively on the way services communicate about shared clients. Carers would like a single point of contact/key worker who brings all the relevant information together and shares it with Carers; the key worker should also provide opportunities for Carers to tell their stories about life with their loved ones to ensure that services get a fuller picture of what's going on. Even if there is no consent from the Service User Carers felt it vital to have their say and be heard by the services working with their relative</p> <p>GPs/GP Carer Champions were also identified as a potential source of information, signposting and onward referral. However it was noted that it depends on your GP/Carer Champion and SB pointed out that many did not recognise drug and alcohol misuse as a caring role, in spite of the delivery of training.</p> <p>It was also noted that whilst there must be many people living with someone else's drink or drug use the forum was not especially well attended. There is more work to be done to reach more Carers; we need to give serious thought and take action to achieve this</p>		
4	<p>A.O.B</p> <p>There was no other business  </p>		
5	<p>Date of next meeting: From 10am – 12.30pm Tuesday 5<sup>th</sup> September, Oxlease House, Travellers Lane, Hatfield  </p>		