

Minutes



Meeting: Family Carer Forum
Date: 5th December 2017
Present: Su Bartlett, Clare Teal, Linda Anderson, Julia Fleming
In attendance: 6 Carers attended
Apologies: 3 Carers gave their apologies
Date/Venue for next meeting:
 10am – 1pm Tuesday 6th February 2018, Oxlease House, Travellers Lane, Hatfield, AL10 8TJ

ITEM		ASSIGNED TO	TARGET DATE
1	Welcome and introductions		
2	<p>Drug and Alcohol Treatment Service Redesign Update – Julia Fleming, Commissioning Manager, Public Health</p> <p>Please find the link to the report from the treatment system redesign survey below https://www.hertfordshire.gov.uk/media-library/documents/public-health/results-of-drugs-and-alcohol-treatment-survey-2017.pdf</p> <p>JF informed the group that Public Health commissioners are in the process of planning services to start from April 2019.</p> <p>The survey was part of this, as are conversations with stakeholders and existing service providers, as well as with commissioners of other services and other agencies such as the police, probation and medical practitioners (this list is not exhaustive) as the recent Drug Strategy states that drug and alcohol treatment, prevention and control is everybody’s business.</p> <p>National data and evidence is also used together with learning from previous commissioning and tender processes and contract management and quality reviews of the existing providers</p> <p>The changing landscape in terms of drug use, an aging drug using population and new drugs must also be taken into consideration</p>		

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	<p>The next step is agreement to procure service to be given (or not) by the Drug and Alcohol Strategic Board. Once agreed, the procurement process begins with commissioners sitting down with Carers and Service Users to agree what the services should look like. The service specification is like a job description – what you are expected to deliver and a personal specification – the qualities, values and competencies required to deliver the service spec.</p> <p>This phase is quite a commitment with Carers and Service Users having to sign a confidentiality statement and a declaration of interest to start with, (you cannot talk about it in case it gives a potential service provider an unfair advantage) followed by meetings to develop the specification and agree what bidders should be expected to cover in their tender.</p> <p>After tenders are submitted the involved Carers and Service Users will be expected to read and score each bid. There will follow meetings to evaluate and score each bid collectively and to agree any clarification questions to bidders about aspects of their bid.</p> <p>Please note that some aspects of the specification will be considered by other stakeholders, medical provision for EG</p> <p>The successful bidder will be subject to contract management, which will be intensive at the outset, then quarterly with quality reviews held monthly – with Carers and Service Users services/issues discussed at alternate meetings</p>		
3	<p>Carer Issues</p> <p>The group raised concerns about the lack of common sense around confidentiality. Carers have said that they are having issues with getting information and being involved in their loved one's treatment and care even where consent has been given. And, Carers are not being given the opportunity to talk to loved one's Recovery</p>		

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	<p>Workers about what's going on for the service user outside of treatment. We realise that where there is no consent case specific information cannot be shared but we do expect Carers to have to opportunity to share information and knowledge with Recovery Workers.</p> <p>Carers have raised concerns about their loved one's Recovery Workers facilitating the Carers/CRAFT groups and the potential problems this could cause – Carers had been told that they could attend Carers Cafes and CRAFT at another Hub but the only Hubs running the CRAFT intervention are Hertford and Stevenage.</p> <p>Carers are still experiencing problems with the Dual Diagnosis Protocol in terms of staff not being aware of the Protocol</p>		
4	<p>AOB</p> <p>Carer thanked JF for coming to talk to the group, saying that it was much appreciated and that felt they felt listened to</p>		
5	<p>Date of next meeting</p> <p>Tuesday 6th February 10am – 1pm (including lunch) Oxlease House, Travellers Lane, Hatfield AL10 8TJ</p>		