



CARERS' VOICE SOMERSET

*Working together to improve the lives of unpaid carers in Somerset*

## Carers' Voice Somerset Quarterly Meeting

Date:	Monday 26 <sup>th</sup> September 2016
Venue:	Blackford Reading Room
Chair:	Neil Richards
Note taker:	Deborah Penny
Attendees:	Julie Woan, Emma Dunford, Dick Acworth, Heather Benians, Richard Hobbs, Claire David, Tim Baverstock, Bob Champion, Caroline Toll, Susan Hartnell Beavis, Caroline Mead, Eileen Mc Carthy, Vicky Redmond, John Moisson, Alice Knight, Nigel Gregory, Rachel Wren, Ali Pomeroy

<b>Agenda item 1</b>	
Matter arising from last meeting	
<b>Discussion:</b>	Minutes from previous meeting agreed.
<b>Agreed action/s:</b>	Publish Minutes
<b>Who responsible:</b>	Neil Richards & Deborah Penny
<b>By when:</b>	15 <sup>th</sup> October 2016

<b>Agenda item 2</b>	
AGM Terms of Reference Membership	
<b>Discussion:</b>	Everyone agreed that they are happy for all key roles to remain the same.  Debbie explained that she has produced revised terms of reference for Carers' Voice and is now adding final details, to include types of membership.
<b>Agreed action/s:</b>	2.1 All agreed that Carers' Voice Somerset would like Neil Richards to continue as Chair of Carers' Voice Somerset (Block Vote agreed).

2.2 All agreed that Susan Hartnell Beavis will be Vice Chair for Carers' Voice Somerset for the duration of her time with us.

2.3 All agreed that Vicky Chipchase will remain Deputy of Carers' Voice Somerset

2.4 Debbie to complete Carers' Voice Terms of Reference and present to the Carers' Voice Management Committee meeting by: **30.11.16**

### **Agenda item 3**

#### **Carers' Support Services Review**

##### **Discussion:**

Tim provided an update about the Carers' Support Services Review as follows:

Compass Carers contract will expire next year.

The process of the Carers' Services Review has directly involved members of Carers' Voice Somerset who have worked together to agree timescales and gather carer feedback. Carer involvement is much stronger.

The tender is now out.

The service specification has taken into account all feedback from carer events and feedback gathered from carer's services etc. The service specification is still to be finalised. Vicky will provide further details on this.

Monthly panel meetings with carer representatives are taking place.

The tender document is now being prepared in preparation for the market engagement event on the 25<sup>th</sup> October 2016. Providers are registered on an electronic Portal and sent information. SCC will encourage all providers or collaborative projects to look at this site – relevant procedures would need to be adhered to.

Caroline T – *"I would recommend that the service does not go to any organisation that makes a profit."*

Tim explained the timetable of activities and the process for the new service evaluation panel which comprises of: procurement leads, Somerset County Council, Somerset Clinical Commissioning Group and Carers.

Caroline T – *"Will the panel have full details of all services and understanding of what is being offered?"*

Tim B – *"Carers will see all questions and will be marking at least 2 questions. There will be some standard questions and others with a higher weighting. Carers are part of the whole process, have designed the service and the questions. Carers can attend the review board if they have no conflict of interest. Please contact Vicky or Debbie if you or anyone else that you know might be interested. NB. A conflict of*

*interest could be i.e. the person is on a Board of an organisation, or has a certain issue about a service, considerations will be made.”*

Dick A - *“I might be interested.”*

Bob C – *“Will we get the same top money for the new Carers’ Service as 5 years ago?”*

Tim B – *“There are no plans to cut budgets for the Carers’ Service and there are no monies for more resources. We may ask the provider to deliver a little more and in more creative ways, CCG Funding – no cuts”.*

Bob C – *“Would you be prepared to go above the cost?”*

Tim B – *“We may give more if the enhanced service overlapped another service i.e. if it might be more cost effective in the long term; we currently give interim funding for projects”.*

Dick A – *“What is meant by providing services elsewhere*

*Tim B – “If the provider can deliver over and above and may take from another service.”*

Dick A – *“We need experts and other staff compared to the police service – police and community support.”*

Tim B – *“There is a change within the service specification. In response to what carers have told us, Mental Health will not be included within the new service. The new service provider must however state how they will work alongside the Mental Health Service. The new provider will be a provider for all with other specialisms underneath in individual streams. One of the primary targets for the new provider will be that they must make much stronger links”.*

Emma D – *“It is important to keep specialisms and to make sure that services are working more closely together.”*

Dick A – *“We need to make sure that the CCG is taking Mental Health into account.*

Caroline T – *“This leaves Mental Health intact as a specialist service.”*

Tim B – *“We have listened to what carers have said. The CCG have the contract for Somerset Partnership. We must not have two front doors. This is our opportunity to ensure that we contractualise in order to ensure that services are working together more smoothly.”*

Debbie – *“We need to now focus on how this will be done.”*

Susan HB – *“We need a service that understands all services and can support clearly.”*

Tim B - *"Carers have said that they wish to retain specialisms."*

Caroline T – *"The term low level care must not be included."*

Julie W – *"I have struggled with mental health support over the last few months, one Carers Support Worker was on sick leave and this created a gap in the service. Will there be something put in place to ensure that sickness is covered?" "There was no cover in place but Compass did provide cover and organisations do really need to work more closely together."*

Dick A – *"CAMHS funding was recently cut so it is even harder to achieve goals. Money coming in will not be sufficient to cover all."*

Tim B – *"We must create the conditions in order to aim to do the best we can."*

Eileen Mc – *"I was recently involved in the Social Enterprise and it was agreed that there would be a monitoring process. These things are monitored all of the time."*

Debbie – *"We need to ensure that people are aware of formal complaints processes and that they are encouraged to use them. At the same time it is important to explain how complaints are essential to the continued improvement of organisations and services, complaints can be a very positive contribution, sometimes we need to change the way we think, which can help us to see the usefulness of processes." "Some of this is cultural and cultural change can take time."*

Dick A – *"Can we confirm times?"*

Tim B:

- ✓ *Tender documents will be ready by the 25<sup>th</sup> October*
- ✓ *25<sup>th</sup> October Market engagement event.*
- ✓ *Award the new contract by April 2017*
- ✓ *There will then be a 6 month transition period.*
- ✓ *New service to commence September/October 2017*

*"All providers who do business with us are registered on the online portal. Regular communications are sent out to all as part of the procurement process."*

Dick A – *"Is there any danger of the tender being changed by Somerset County Council?"*

Neil R – *"If you are referring to prior activities and the Compass Carers Service this must not happen."*

Tim B – *"It would be very risky legally if we did change."*

Susan HB – *"The tender will be set in stone but it could be improved i.e. new ideas re delivery could be incorporated."*

## Agenda item 4

### Somerset's Commitment to Carers update

#### Discussion:

Debbie provided an update as follows:

#### 4.1 Endorsing the Commitment

We currently have 23 organisations who have confirmed that they will endorse the Commitment. Of these 23, 18 have completed action plans and some are in the process of updating their action plans.

**4.2 Vision Group Leaders** – we currently have potentially 37 Vision Group Leaders, some of whom are already established, some just beginning and more coming on board.

#### 4.3 Vision Group Leader Training

Debbie has designed and will be facilitating Vision Group Leader training.

#### 4.4 Vision Group Leader Annual Networking Event

Debbie is in the process of planning a Vision Group Leader annual network event which will include opportunities for peer support – sharing best working practices, ideas, success stories and ideas for improvement, guest speakers and mini Vision Group Leader Continuing Development training sessions.

#### 4.5 Supporting the development of The Commitment in other ways

It may not be appropriate for all organisations who endorse the Commitment to set up Vision Groups.

#### 4.6 Commitment Reports

The first report date has been put back to the 10<sup>th</sup> February 2016. Some action plans still need to be updated and some services who have just joined do need to create theirs.

#### 4.7 Carers' Voice Annual Report

Produce a Carers' Voice annual report which will feature the ongoing development of The Commitment.

#### 4.8 Commitment newsletter

Share information and updates with Vision Group Leaders, Commissioners and Carers services Providers about the progress and development of Somerset's Commitment to Carers.

#### Agreed action/s:

#### 4.3 – Vision Group Leader Training:

#### By when:

- 29<sup>th</sup> September – Wynford House – Training workshop
- 27<sup>th</sup> October – Taunton - Village Agent Knowledge Café – bespoke information sessions

- 10<sup>th</sup> November – Langport – Training workshop
- 15<sup>th</sup> November - Taunton - Talk to British Legion Independent Living Team, Admiral Nurses and Case Workers (The admiral nurses are keen to work with us and set up Vision Groups)
- Burnham – Venue and date to Debbie to be working with Autism Somerset to set up Vision Group Leader Training – Autism Somerset have identified 3 potential Vision Group Leaders and may have more.

**Who responsible:** Debbie

#### **4.4 – Vision Group Leader annual networking event**

**By when:** Wynford House has now been booked for the 4<sup>th</sup> July 2017.

**Who responsible:** Debbie

#### **4.5 Supporting the development of the Commitment in other ways.**

Work with these organisations to look at how else they might support the development of the Commitment.

**By when:** 10.2.17

**Who responsible:** Debbie

#### **4.6 Commitment Reports**

- a) Pull together all actions plans producing a summary document.

**By when:** 10.2.17

**Who responsible:** Debbie

- b) Forward reports to Carers' Voice Somerset via Debbie.

**By:** 10.2.17

**Who responsible:** Vision Group Leaders and Carers and Commissioners

#### **4.7 Carers' Voice Somerset Annual Report**

**By:** March 2017

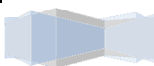
**Who responsible:** Debbie

#### **4.8 Commitment Newsletter**

Produce a Commitment newsletter

**By:** the end October 2016

**Who responsible:** Debbie



<b>Agenda item 5</b>
Carers' Voice Management Committee update
<b>Discussion:</b>
<p>Debbie provided an update about the work of Carers' Voice Management Committee:</p> <ul style="list-style-type: none"> <li>➤ A draft constitution has been agreed.</li> <li>➤ A draft Strategic Plan has been created.</li> <li>➤ A draft Volunteer information and application pack has been created.</li> <li>➤ A development workshop has been planned in order to agree Carers' Voice Vision, Mission, Objectives, Strategic Plan and action plans. We will also be exploring funding options for Carers' Voice and some of the specific projects that they may wish to carry out.</li> <li>➤ Carers' Voice Somerset has registered with the Red Brick Building in Glastonbury for a ground floor office space within their newly proposed development – estimated timeframe 18 months – 2 years.</li> </ul>
<p><b>Agreed action/s:</b> Carers Voice Development workshop</p> <p><b>By when:</b> 18<sup>th</sup> October</p> <p><b>Who responsible:</b> <b>Carers' Voice Management Committee</b></p> <p><b>Following on from this workshop the following documents will be updated:</b> Carers' Voice Strategic plan and related action plan – Debbie Carers Voice Volunteer Recruitment pack – Debbie Somerset Choices draft copy for revised web page detail – Debbie &amp; Mal Carers' Voice website – Neil Carers' Voice information leaflet – Lorna Nellis</p> <p>Target date – December 2016</p> <p><b>The next steps:</b></p> <p>A focus on communication and the recruitment of volunteers – January 2017. Delegation of specific working roles.</p> <p>Create operational plans</p> <p>Start applying for funding</p>

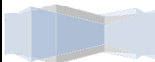
<b>Agenda item 6</b>
Visiting speaker Vicky Redmond from the Admiral Nurse Service
<b>Discussion:</b>
<ul style="list-style-type: none"> <li>• Vicky Redmond gave an excellent talk explaining about the Admiral Nurse Service.</li> <li>• The Admiral Nurse Service is funded by Dementia UK and The Royal British</li> </ul>



<p>Legion is the host organisation.</p> <ul style="list-style-type: none"> <li>Admiral Nurses are qualified psychiatric nurses who provide support to carers of those who have dementia and have been in the armed forces. There are currently 5 Admiral Nurses in Somerset who cover Mendip and Banes, each having a caseload of approximately 30 – 40 people.</li> </ul> <p>Admiral nurses provide the following support:</p> <ul style="list-style-type: none"> <li>✓ Advocate on behalf of carers</li> <li>✓ Looks at the specific problems of the carer</li> <li>✓ Specific to dementia</li> <li>✓ Entirely free</li> <li>✓ Support to family carers even when cared for has passed away</li> </ul> <p><b>Agreed action/s:</b> Talk to Royal British Legion Independent Living Team, Case Workers and Admiral Nurses about The commitment, Carer’s Voice Somerset and setting up Vision Groups.</p> <p><b>By when:</b> 15<sup>th</sup> November</p> <p><b>Who responsible:</b> Debbie</p>
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<b>Agenda item 7</b>
“If Only I’d Known That”
<b>Discussion:</b> Susan’s revised copy of “If only I’d known that” is now in print.
<b>Agreed action/s:</b> Distribute on behalf of Susan.
<b>By when:</b> As soon as possible.
<b>Who responsible:</b> Board members

<b>Agenda item 8</b>
Visiting Speaker – Alice Knight from “Careline”
<p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>✓ Careline is a 24hr service. We make contact with the contacts of the cared for including friends and families.</li> <li>✓ Careline works in partnership with Devon and Somerset Fire Service.</li> <li>✓ We provide key safes and we keep the safety code.</li> <li>✓ The majority of our contact is with carers.</li> </ul> <p>Leaflets were provided at today’s meeting.</p> <p><b>Agreed action/s:</b> Contact Alice for further information if required.</p>





### Agenda item 9

#### AOB – Symphony Project

**Discussion:** The symphony Project is a trial project in South Somerset, based at Yeovil Hospital. Initially this project focused on elderly people with long term conditions (3 or more conditions). There is now central government funding for this project which includes resources for the employment of additional posts such as: “Health Coaches”. Taunton has a similar project. This is a CCG initiative.

Susan HB – “Wincanton now has 6 “Health Coaches” and 4 practice nurses. Wincanton was awarded top surgery in Somerset.”

This was followed by a debate about the criteria for awards.

Nigel G – Gave an example of how “Health Coaches” had helped young carers. *“The Symphony Hub is working really well and I would endorse it.”*

Dick A – Had not heard of “Health Coaches”

Tim B – *“Health Coaches are not in all surgeries.”*

### Agenda item 10

#### The Virtual Men’s Shed

**Discussion:** We all discussed Susan’s idea of a “Virtual Shed” for men. We agreed that the “Virtual Men’s Shed” could serve the following purposes:

John M – Most men do not talk, men would need to talk about a subject and establish a relationship and trust before talking about caring roles, worries etc.

- I. Men getting together online.
- II. For men who would prefer something different to a traditional support group.
- III. For men who are able to leave their house for long periods of time and who are able to use a computer.
- IV. An opportunity for men to offload and talk to one another about the things that matter to them. These discussions could lead into discussions about their caring roles if they wanted to talk about these.
- V. A way that men could communicate worries and anxieties if they wanted to.

Note: The Virtual Men’s Shed would need to be monitored to minimise any setting up problems.

**Agreed action/s:** CF discussions to the next Carers’ Voice Management Committee Meeting.

**By when:** 30<sup>th</sup> November

**Who responsible:** Debbie – add to agenda

