



Working together to improve the lives of unpaid carers in Somerset

Carers' Voice Somerset - Board Meeting Minutes

Date: 28.2.17

Venue: Glastonbury Hub

Attendees:

Neil Richards	John Grundy
Deborah Penny	Dr. Michael Hope
Susan Hartnell Beavis	Vicky Redmond
Caroline Toll	Jane Knowles
Bob Champion	Jen Slade
Caroline Mead	Jill Downey
Vicky Chipchase	

Apologies:

Dave Willis	Lucille Simms
Richard Hobbs	Julie Woan
Eileen Tipper	Claire David
Tim Baverstock	Emma Dunford
John Moisson	Mandy Avrill
Lynne Ballard	

1	Welcome and Apologies	
2	Minutes of the Last Meeting	
Main Agenda Items		
3	<p>Somerset Carers Support Service update</p> <p>Current contract for Compass Carers Service ends this September. A review of our carers services has been carried out. A programme of consultation was carried out, led by Carers' Voice and resulting in the development of "Somerset's Commitment to Carers" in February 2016.</p> <p>A new service specification was developed by carers, former carers, commissioners and providers, followed by a competitive tender and subsequent procurement process. Carers and former carers from</p>	Vicky

	<p>Carers' Voice were involved throughout the whole process. Members included: Neil Richard (Carer), Susan Hartnell Beavis (Former Carer), Claire David (Carer), John Moisson (Carer), Heather Bennians (Carer).</p> <p>The new service will be jointly commissioned by Somerset County Council and Somerset Clinical Commissioning Group (SCCG).</p> <p>The tender has been completed and we are now at the decision making phase.</p> <p>Vicky will be presenting a report to the cabinet and SCCG with Tim and when approved the new service will be informed. There then follows a "standstill period" where challenges can be made. Following on from this there will be a 6 month implementation period and then formal commencement of the contract (see actions below for timeframes).</p> <p>Discussion</p> <p>Bob – Did you have good quality tender from firms?</p> <p>Vicky – Yes we would not award if we considered any service to be poor quality.</p> <p>Susan & Richard – The process was very efficient and we were very involved.</p> <p>Vicky – Carers were involved from the beginning through to tendering and evaluating tender.</p> <p>Caroline T – Have carers expressed a preference?</p> <p>Vicky – No we were required to score each organisation though the required formal evaluation process, this involved three moderation meetings all day.</p> <p>John – So it will be less than one month before we will know who it will be.</p> <p>Vicky – One thing carers said was that the new provider must be the single point of contact and signpost through to the specialist services.</p> <p>Susan – It is vital that we have a single point of contact with the specialist services underneath.</p> <p>Vicky – In the service specification we acknowledge that there are specialist services.</p> <p>Caroline T – Will the new provider will provide generic support including specifically targeting young adult carers, former carers and long – term emotional support and follow up review.</p> <p>Debbie – Will the carers from the review panel be directly involved in the monitoring of the new service?</p>	
--	---	--

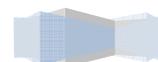
	<p>Vicky – Carers’ Voice would liaise with commissioners of the service and provide regular feedback.</p> <p>Debbie – Perhaps a good way to do this would be to have a fixed agenda item at all Carers’ Voice board meetings in order that we may provide feedback on a regular basis.</p> <p>Vicky – Agreed</p> <p>Vicky – Vicky gave a big thankyou to all carers and former carers who were part of the Carers’ Service Review Panel and presented gifts.</p> <p>Former carers providing support to current carers AOB (related to above discussion):</p> <p>Susan – Relayed details in relation to radio talk and follow up information relating to one former carer who has been told by his GP that he could provide support to current carers. The Board are concerned about this recommendation and would advise that any carer, former carer offering support to other carers should be appropriately trained, supported and supervised.</p> <p>Caroline T – CRUSE will not allow anyone to work in this way with another until 2 years have passed from the end of their own caring role.</p> <p>Vicky R - Anyone providing this type of support should receive clinical supervision.</p> <p>Caroline T - requested Jill’s opinion on this matter.</p> <p>Jill – We could inform practices via the SCCG.</p> <p>Bob – Gave an example of his own experience when one of his caring roles ceased.</p> <p>Vicky C – The current Carers’ Service do provide after caring support.</p> <p>Susan – Should we draft an awareness raising letter to be sent to GP’s?</p> <p>Debbie – We need to clarify the facts - what was actually said, prior to acting. It might also be useful to identify the intention of any former carer wishing to provide support to a current carer and to look at how we vet potential candidates for such a role.</p> <p>Jill – We need to be careful that we do not reduce GP’s motivation to sign post former carers to support current carers. What could be very powerful and good could be for Carers’ Voice to create a good practice guide for former carers supporting themselves and others.</p> <p>Caroline M – Could GP’s have a carers database?</p> <p>Caroline T – Carers should be put in contact with the Carers’ Service (One point of contact).</p> <p>John G - How many GP’s know who is a carer?</p> <p>Susan – When we first trained Carers’ Champions (i.e. receptionists)</p>	
--	---	--

	<p>we requested that it was part of their role to look at the Carers Register. We would give them tips on how to identify young carers. Is the analysis of carer's registers still being done?</p> <p>Caroline M – Health Connectors are working very well.</p> <p>Debbie – Wiltshire has a central co ordinator of Carers' Champions Employed by the CCG who brings together Carers' Champions, develops best practice, working methodologies and provides support? This seems to be useful, is this something Somerset does or plans to do? Vicky – This is something that may be best discussed outside of this meeting.</p> <p>Jill – Carers' Voice represents carers in Somerset so they have the influence, they can make recommendations to SCCG and engage with carers about Carers' Champions.</p>	
4	<p>Carers' Voice Development update</p> <p>Carers' Voice Development meeting put back to this month. We are in the process of preparing all of the necessary to become a Charitable Incorporated Organisation (CIO). Constitution, Vision, Mission, Objectives, Strategy and Action plan agreed. Minimum basics to be agreed are:</p> <ul style="list-style-type: none"> x2 Trustees x2 Signatories Bank Account Constitution <p>Management Committee members will agree the above at the next development workshop. Jane Birch from the Community Council Somerset will be supporting us with this work.</p> <p>The next step will be to look at our resource requirement; this will include the identification of a variety of volunteer opportunities to support the function and activities of Carers' Voice.</p> <p>We currently have one paid staff member – Debbie – Project Officer.</p> <p>We have undertaken some work to develop our volunteer recruitment and induction process and are currently identifying specific volunteer roles including:</p> <ul style="list-style-type: none"> Trustees x2 Events & Marketing assistant Volunteer recruitment & support assistant Membership Co ordinator 	Debbie

	<p>Admin support – general x2 Website administrator Newsletters editor/s – distribution Proof reader (One current in post – Lynne) Projects co ordinator Fund raiser</p>	
5	<p>Somerset Activity Sports Partnership – Presentation</p> <p>We are an inclusive medium sized charity. Our focus is to increase physical activity across Somerset. We are working jointly with Somerset Partnership NHS Foundation Trust – our contract is called “ZING”. ZING is endorsed by the Somerset Transformation Plan and SCCG. Keeping carers healthy is really important both mentally and physically. We are developing projects that enable both carers and cared for to attend. Facts: UK is one of the most inactive countries in the world, the others being the Middle East and South America. We know that if we look after our health we can slowdown conditions such as dementia and Alzheimer’s in addition to minimising the risks of: diabetes, stroke, and colon and breast cancer. 38% of Somerset undertakes less than 30 minutes exercise per week. Health guidelines recommend that we undertake a minimum of 150 minutes per week.</p> <p>We are focusing on the least active and carers are a high priority. We are well versed on motivational factors and will be looking at additional barriers.</p> <p>We are working with Carers UK to look at the benefit of carers walking and talking to one another.</p>	Jane & Jen
6	<p>Somerset Transformation Plan (STP)</p> <p>Brief overview of the STP followed by a discussion about the different ways that we can involve carers in the development of the STP.</p> <p>Presentation</p> <p>We are currently in the pre engagement phase which includes raising awareness of the STP. The STP is about how we can help people to lead healthy lifestyles, how we can manage hospital care better, how we can help keep people healthier at home. The new model of GP Care will focus on an increased multi-disciplinary approach, offering condition specific, specialist support, the use of technology etc. with the aim to empower patients.</p>	Jill

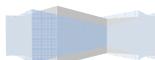
	<p>Why do need a plan?</p> <p>We need a vehicle to make these priorities happen. The scale of the change is huge and involves public health, social care etc. We need a system approach to joining up all organisations.</p> <p>Challenges – we are struggling with recruitment i.e. in Somerset we have many GP’s due to retire. We need to use our workforce in a much smarter way. Some changes will be generational.</p> <p>How can we engage with carers?</p> <p>We need to determine who would like to be involved. We are setting up Task & Finish Groups to look at a variety of aspects of the plan i.e. acute hospitals. We will be testing out ideas and working up draft proposals. This is a lengthy proposal with no defined target date yet. Following on from these activities formal proposals will be developed.</p> <p>Discussion</p> <p>Michael – It is fundamental for people to feel what it is like to be a carer.</p> <p>Caroline T, Debbie & Michael – Support must be tailored to support the individual; some may not want to be given more care. We need dialogues with each individual about their needs.</p> <p>Jill – We will be looking at the voluntary and community sector more closely. We will be aiming for a more joined up and coordinated approach.</p> <p>Michael – We need to focus on the positives of older people retiring to Somerset and utilise those who would like to be involved.</p> <p>Jill – How can we reach other parts of the population?</p> <p>Debbie –. We could utilise our Vision Groups to raise awareness</p>	
7	<p>Young Carers update</p> <p>Somerset Young Carers services are currently being scrutinised. Regular groups are still running. We are working more closely with schools including attendance at assemblies; drop ins and the provision of a young carer’s notice board. Nigel and Rachel’s Young Carers in Transition contract has now come to an end.</p> <p>Compass Carers are developing a Young Carers Service and have secured funds to further develop. Compass may also be developing further young carer groups. We will be able to provide a clearer update in April.</p> <p>Susan – It is important that we do have a single point of contact.</p>	John Grundy

8	<p>Carers Conference 2018</p> <p>Discussions have been underway over the last year about Carers Voice Hosting the Carers Conference in 2018. This has now been agreed and we are in the initial planning stages. Carer's Voice will be setting up a project team in order to plan the event. We would like a representative from our primary carer's service together with the mental health carer's service and young carer's service to be involved. Other project team members would ideally include a representative from SCC & SCCG, Village Agents, a Carers Champion, carer and former carer members of Carers' Voice Somerset.</p> <p>Discussion</p> <p>Michael – Carers' Voice is the overarching organisation that can pull together all of those supporting carers, our services, the SCCG etc. The chair of the event must be a carer.</p> <p>Caroline T – We need a very nice venue; Dillington is perfect but very expensive.</p> <p>Caroline M – Carers enjoy the activities that we put on at our Carers Conference</p> <p>Debbie – Our primary purpose will be to raise awareness of Somerset's Commitment to Carers, The Somerset Transformation Plan and our carers and community services. We need some clear outcomes for the day together with some fun and therapeutic activities to attract carers. The conference must be enjoyable and we will need to think about how we inform whilst providing a wonderful day for carers.</p> <p>Jane and Jen from SASP have offered to facilitate a gentle exercise activity. Please see actions below.</p> <p>The following people have put their names forward today as part of the team:</p> <p>Neil, Debbie, Michael, Caroline T, Jane K, Jen Slade</p>	Debbie
	<p style="text-align: center;">Next meeting : 25th April 2017</p> <p style="text-align: center;">Venue: Wynford House, Lufton Way, Yeovil, BA22 8HR</p>	



Please see actions below

ACTIONS:		
3	<p>Somerset Carers Support Service update</p> <p>Vicky will be presenting a report to the cabinet and SCCG, with Tim. Inform winning service Challenge period (Standstill) – 10days from 15.3.17 Formally award contract – 10days from 15.3.17 (if no challenges) Provider commences implementation period (6 months) New contract commences</p> <p>Former carers supporting current carers. Develop a good practice guide for former carers, commence work at next Focus Group Meeting</p>	<p>14.3.17 15.3.17</p> <p>April 17 Oct 17</p> <p>25.4.17</p>
4	<p>Carers' Voice Development</p> <p>Attend development workshop (Management Committee Members) 21.3.17 venue tc. Recruit x2 Trustees Agree x2 Signatories Open Bank Account Agree recommended constitution template and update Produce Volunteer Job descriptions</p>	<p>31.3.17 tc</p> <p>July 17 tc</p>
6	<p>Somerset Transformation Plan</p> <p>Talk with Jill and Vicky about we can combine engagement activities for both the STP and Commitment to Carers and draft plan.</p> <p>Discuss outline best practice guidelines for Carers Champions at next Board meeting – Focus group pm session</p>	<p>31.3.17</p> <p>25.4.17</p>
8	<p>Carers Conference 2018</p> <p>Continue discussions at next Board meeting – pm focus group</p> <p>Agree project team members</p> <p>First team meeting – identifying outcomes, draft content, agree meeting and target dates and ways that team can contribute face to face and other.</p>	<p>25.4.17</p> <p>31.5.17</p> <p>30.6.17</p>



Carers Voice meeting attendees details 28.2.17

Neil Richards - Carer & Chair of Carers' Voice Somerset

Deborah Penny - Carers' Voice Project Officer

Susan Hartnell Beavis – Former carer - Vice Chair Carers' Voice Somerset

Caroline Toll – Former carer, Ambassador Carers UK, Governor Somerset Partnership NHS Foundation Trust

Vicky Chipchase - Senior Commissioner Adults & Health (Carers Lead) – Somerset County Council

Caroline Mead - Carers Services Development Manager – Somerset Partnership NHS Foundation Trust

Jill Downey - Patient, Public and Carer Involvement Manager

Bob Champion - Carer

Dr. Michael Hope – Carer

John Grundy - Team Leader – Young Carers Service - Somerset County Council

Vicky Redmond - Admiral Nurse

Jane Knowles - Partnership Director – Somerset Activity Sports Partnership

Jen Slade - Inclusive Projects Manager – Somerset Activity Sports Partnership

