



Working together to improve the lives of unpaid carers in Somerset

www.carersvoicesomerset.co.uk

Carers' Voice Somerset - Board Meeting Minutes

Date: 25th April 2017

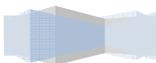
Venue: Wynford House, Lufton Way, Yeovil, BA22 7EE

Attendees:

Neil Richards	Carers' Voice - Chair
Deborah Penny	Carers' Voice - Project Officer
Caroline Mead	Carers Service Development Manager – Somerset Partnership NHS Foundation Trust
Dave Willis	Senior Practitioner - Young Carers Service
Susan Hartnell Beavis	Vice Chair & Former Carer
Caroline Toll	Ambassador Carers UK & Former Carer
Alice Knight	Welfare & Careline Manager - South Somerset District Council
Emma Dunford	Service Development & Engagement Manager - Somerset Clinical Commissioning Group
Julie Woan	Health Coach – Wincanton Surgery
Caroline Harding	Community Agent – Community Council for Somerset
John Moisson	Carer
Dr. Michael Hope	Carers' Voice GP Practice Link (New) & Carer
Dianne Ramsey	Ageing Well Manager - Age UK
Jonathon Yelland	Development Officer - Healthwatch
Richard Hobbs	Carer - Somerset Parent Carer Forum
Bob Champion	Carer

Apologies:

Tim Baverstock	Strategic Commissioner – Somerset County Council
Vicky Chipchase	Senior Commissioner – Somerset County Council
Jen Slade	Development Manager – Somerset Activity Sports Partnership
Janine Valentine	Nurse Consultant for Older People – Yeovil District Hospital
Rhys Davies	Somerset Micro-enterprise Project Co-ordinator – Community Catalysts CIC



Carers Pre Meeting – 10.00am – 11.00am

1 - Micro providers

Discussion around the usefulness of Somerset Micro Providers and how important it is to ensure that details are made available via the new Carers Service for Somerset.

2 – Working together with PPG's

Discussion around how Carers' Voice Somerset, Healthwatch, the CCG and Micro Providers may be able to work together with PPG's.

Jonathon Y from Healthwatch and Dianne Ramsey joined us at the Carers pre meeting and shared the following information:

3 - Jonathon Y – Healthwatch

Jonathon explained how Healthwatch are focusing on "Isolation and loneliness" and a summative report will be produced in September 2017. "How Connected" questionnaire booklet circulated to all and link made available for online completion. <http://bit.ly/2IRH61g>

Carers' Voice will feature this work within the next edition of "In the Loop" newsletter.

Jonathon also talked about how the "Network of Networks" was to recommence and another key focus area of their work to be learning difficulties with regards to service access etc.

John M – What percentage response are you expecting?

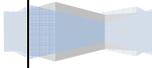
Johnathon Y – Expected percentage no estimate at present.

Debbie P – In addition to the paper questionnaire we have all been circulated an online link which could help. This has sparked an idea about how Carers' Voice could work together with Healthwatch to possibly add an insert to this questionnaire asking about the priority outcomes of The Commitment. The gathering of feedback from carers in this way could contribute to the Vision Group function of Healthwatch as an endorsed organisation.

4 – Bob C – Carer

Bob talked about how the work of Carers' Voice has brought forward a number of problems, not previously identified. Bob stated that partnership working across services was good but patients are still unable to understand some systems and that face – to – face

	<p>meetings are essential. Emma – The CCG is constantly working to improve and make systems more accessible.</p> <p>5 - Ageing Well Carers UK discussion – Dian Ramsey</p> <p>Dianne explained the details of their recent application for funding of the above project and how it was important that they work in partnership with Carers’ Voice Somerset. A specific aspect of this project has a key focus on Carers and the Cared for, numbers are known and barriers to exercise i.e. embarrassment, worry, transport etc. have been identified. Dianne explained how volunteers are trained in specific activities such as Flexercise, Gentle Tai Chi etc. and asked us for recommendations and suggestions. 30 minutes per week is recommended for the inactive. Carers have requested activities such as Yoga and Mindfulness. We plan to offer activities both individually to Carers and together with the Cared For. We are working together with Caroline Arscott from Public Health and the Somerset Activity Sports Partnership. We are also looking at joining up with housing associations and other organisations.</p> <p>6 – Technology</p> <p>We had a discussion about the pros and cons of technology and all gave personal examples.</p> <p>7 – Richard H & Michael H</p> <p>There still seems to be some confusion over who should carry out assessments and whether this is best done face to face or electronically or both. Michael H – We can now access virtual GP’s also, could this method be utilised for Carers’ Assessments? This could save much time and money.</p>	
Main Meeting – 11.15am – 1.15pm		
1	Welcome and apologies	
2	Minutes from previous meeting - approved	
3	<p>3.1 Somerset Carers’ Support Service</p> <p>Debbie provided an update from Vicky as follows: A meeting has taken place between Compass Carers (Our current Carers’ Support Service) and The Community Council for Somerset (New provider). The purpose of this meeting was to commence the hand over which will take a period of 6 months. This meeting went well and Vicky has reported that SCC is confident that the handover will be successful.</p> <p>Neil R – The relationship between County much better. Caroline T – I feel more confident with the system this time. Caroline H – CCfS have years of experience of working with lots of organisations including Carers’ Voice Somerset. Caroline T – The partnership model is a very good model. Susan HB – A united service, single point of contact which has been a request from GP’s and Carers for some</p>	

	<p>time is a very important thing. Alice K – We have received very positive feedback re commissioned work through CCfS, a high quality service.</p> <p>3.2 Carers' Voice working together with the new Carers' Support Service. Debbie reported that Neil and herself have arranged to meet with Keeley Rudd CEO of The Community Council for Somerset to discuss how we might work collaboratively to support each other's organisations. Debbie has prepared papers based outline discussions with Neil showing the development of Carers' Voice to date, our achievements, long term strategic aims and objectives. Debbie has also included details of specific project ideas, ways of working and suggestions.</p>	
4	<p>4.1 Commitment to Carers Solution Focused Workshop 29.3.17</p> <p>Debbie circulated the report from our most recent workshop. 29 people attended representing a broad range of organisations and carers. The workshop went well and all outcomes achieved the full report is available to download from www.carersvoicesomerset.co.uk</p> <p>Future workshops are planned as follows:</p> <p>Venue for all workshops: Wynford House, Lufton Way, Yeovil, BA22 8HR</p> <p>2017</p> <p>Wednesday 27th September 9.30am – 1.30pm</p> <p>2018</p> <p>Wednesday 21st March 9.30am – 3.00pm Wednesday 4th July 9.30am – 3.00pm Wednesday 17th October 9.30am – 3.00pm</p>	
	<p>4.2 GP Practices endorsing the Commitment</p> <p>Debbie P – Julie W contacted Debbie to ask whether a GP Practice could independently endorse the Commitment. We all agreed that this would be a great idea. Debbie publicised this opportunity and as a result 9 surgeries have expressed an interest. Debbie has produced a guide and resources for GP practices and is currently having discussions with each surgery. (See attached document sent with agenda).</p>	
	<p>4.3 Carers' Voice GP Link</p> <p>To support GP Practices with the above Carers' Voice have created a volunteering role (See attached document sent with agenda). Michael Hope has been interviewed by Carers' Voice Somerset and will be</p>	<p>4</p> 

	<p>piloting this role.</p>	
5	<p>Carers Gathering 2018</p> <p>Carers' Voice Somerset will be planning and hosting a Carers' Gathering on 26th September 2018</p> <p>Caroline H – Suggested that to raise revenue for the hire of a hall we should charge a nominal fee of £10.00 for any organisation wishing to have a trade stand at the event.</p> <p>Since this meeting a venue has been booked: Cheddon Fitzpaine Memorial Hall.</p> <p>More details to follow.</p>	
	<p>AOB 1</p> <p>Susan HB – Could there be a Triangle of Care (TOC) for acute hospitals? Bob C- Expressed concerns about Carer involvement. Caroline M – It is recognised best practice that Carers should always be involved. Bob C – Discharge service – currently poor – Debbie P we need to capture feedback and suggestions for improvement via Vision Groups and PPG's and complaints via complaints processes. Julie W – Feedback re planning meetings are going on with regards to discharge. South Somerset is trying to work with hospitals and GP Practices on this matter.</p> <p>The next PPG meeting will be on 10.7.17.</p> <p>AOB 2</p> <p>Dave W – Dave talked to us a little about the schools assemblies project. This led to further discussions in relation to identifying Young Carers and referrals and where these referrals generally come from. There were dialogues about a possible Triage system, the use of Health Coaches and how to increase referrals from GP's. Dave informed us that very few referrals come from schools or primary health. Most referrals come to the service via Social Workers and School Support Workers connected to the schools. Dave mentioned that our Local Authority will be inspected by Ofsted who will be looking at how we identify young carers in better ways; this could include how we work with schools, GP Practices etc. Dave informed us that self-referrals have increased slightly and this is likely to be due to an increase in awareness raising activities. The Young Carers Service is a small team of 6 and they are currently working with approximately 350 schools across Somerset. The team are working with the most vulnerable Young Carers (approximately 200) but there are so many more as yet not identified.</p> <p>Susan HB – For a young person who becomes a Young Carer every aspect of their life can be impacted upon including: education, employment etc.</p>	

	Debbie P – This could be a very good topic to take to our next Solution Focus Workshop to explore.	
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Pre Meeting Actions:		
Healthwatch presentation – Jonathon Yelland		
Summary findings specific to Carers experiencing Isolation and loneliness to be forwarded to Debbie at Carers' Voice from Jonathon at Healthwatch – September 2017 (In preparation for the Carers' Voice Solution Focused workshop on 27.9.17).		
Jonathon and Debbie to discuss Jonathon's role of table facilitator specific to the above topic at the next Solution Focused Workshop 27.9.17		
Jonathon and Debbie to meet and discuss all of the above plus how Carers' Voice and Healthwatch can combine their questionnaires in order to gather carer feedback – May 25.5.17		
Jonathon to write a short article about the above and send together with a photograph to Debbie at Carers' Voice by: 5.2.17		
Dianne Ramsey – Age UK		
Debbie to invite Dianne to the next Solution Focused Workshop – September 2017		
Main Meeting Actions		
1	Apologies noted.	
2	Publish February minutes – Neil Richards	28.4.17
3	Debbie and Neil – Carers' Voice Somerset to meet with Keeley Rudd CEO - CCfS.	18.5.17
	Outcomes of meeting and future suggested plans will be shared with The Board.	12.7.17
3	Neil and Debbie to meet with Keeley Rudd	18.5.17
4	Debbie to continue working with GP Practices to increase understanding of the Commitment and how they can support Carers to monitor this Commitment.	May 17 June 17
	Debbie to plan GP Practice Link Induction and hand - over.	
5	Debbie and Carers' Voice Management Committee to determine Project Team and a schedule of meetings to plan the Carers Gathering 2018.	End of May 17
	AOB 2 – Debbie draft plan for Solution Focused Workshop and include	7.6.17

Young Carers referrals in topics. Discuss with Commitment Group at fourth coming meeting.	
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Future meetings

12th July 2017 (Weds)

Venue: Blackford Reading Room, Compton Road, Yeovil, BA22 7EE
(Parking on road side)

Please bring a packed lunch

10.00am – 11.00am – Carers pre meet
11.15am – 1.15pm – Main Meeting
1.45pm – 3.00pm – Focus Group Meeting

(Please bring a packed lunch)

20th September (Weds)

Venue: Somerset Parent Carer Forum Office (downstairs meeting room)
Town Hall, Bow Street, Langport, TA10 9PR
(Free car park opposite)

10.00am – 11.00am – Carers pre meet
11.15am – 1.15pm – Main Meeting
1.45pm – 3.00pm – Focus Group Meeting

(Please bring a packed lunch)

