



CARERS' VOICE SOMERSET

Carers' Voice Somerset Partnership Board AGM

Working together to improve the lives of unpaid carers in Somerset

Date of meeting	12 th February 2019
Venue	Compton Dundon Village Hall
Chair	Neil Richards (Carer)
Minutes	Deborah Penny

Organisation/Agency	Membership	Attendance
Public Health	Jo Mc Donagh	Attending
Somerset County Council	Pip Cannons Heather Brumby Vicky Chipchase	Attending Attending Apologies
Somerset Clinical Commissioning Group	Lee Reed	Apologies
Somerset Carers Service	Keeley Rudd Caroline Harding Audrey Mansfield	Apologies Apologies Apologies
Somerset Partnership NHS Foundation Trust Carers Service	Caroline Mead	Attending
Young Carers Service	David Willis	Attending
Somerset Parent Carer Forum	Richard Hobbs (Carer)	Attending
Somerset Learning Difficulties Partnership Board	Eelke Zoestbergen Jules Bellew	Apologies Apologies
Alzheimer's Society	Julie Woan	Apologies
Carers UK	Caroline Toll (F Carer)	Attending
Age UK	Di Ramsey	Apologies
Healthwatch	Bob Champion (Carer)	Attending
Careline	Alice Knight	Apologies
Alzheimer's Society	Teresa Mason	Apologies
Somerset Care	Catherine Rogers	Apologies
Community Catalysts	Rhys Davies	Apologies
Wincanton Surgery	Trudi Pink	Apologies
Millbrook Surgery	Helen Little	
Pen Hill Surgery	Adrian Lowe	
Reveal Productions	Stephen Moss	Attending

Carer/Former Carer		Carer/Former Carer	
Eileen Tipper	Apologies	Paul Townsend	Apologies
Lynn Ballard	Apologies	Stacey Paul	Apologies
John Moisson	Apologies	Dr. Michael Hope	Apologies
Steph Steadman	Apologies		
Rachel Mason	Apologies		

Carers pre-meeting

Carers pre-meeting 1:

Presenting: Neil Richards, Chair

Discussion/Challenge:

Somerset Community Foundation Grant (funding for Carers' Voice Somerset Roadshow).

DP has completed the end of grant report for Somerset Community Foundation and forwarded to NR & RH.

Action:

NR will add final detail and attach finance spreadsheet and return to the Foundation as required.

Carers pre-meeting 2:

Presenting: Heather Brumby Senior Commissioner Adults & Health Somerset County Council.

Discussion/Challenge:

Somerset's Dementia Day Services – Future Vision & Provision.

HB provided an overview and update as follows:

HB is responsible for the review of Dementia day services in Somerset. Somerset County Council (SCC) currently provides funding for 7 Dementia day services centres across the county, this is currently the only form of day service for people with Dementia offered by SCC. Many carers across the county are asking for a broader range of activities for people with Dementia, this review is providing an opportunity to address this. The outcome of the review also shows that the existing 7-day centres are underused and not cost effective.

In Somerset there are 60 people with late stage Dementia who access services, and these are a priority. The review has been met with some good and some bad. Most of those accessing the day centres will be transferred out by January. There are alternatives out there and there is also a need for a broader range of services. We will be looking at the option to fund small projects to develop new ideas.

HB has been out and about across the county engaging with people about these developments. HB shared the following positive story: In Frome the volunteers who run the Men's Sheds have asked about the need to provide some training to volunteers that will help them support people with Dementia. As a result of these discussions it may be that in addition to training we may use some of our funds to provide a paid person to support the volunteers.

HB & DP attended the Wells Carers Support Group, most of the unpaid carers were men, exhausted and providing up to 24hrs care. Carers stated that they would like more respite but could not afford it. Following on from this meeting Heather put together an alternative model of day care and shared her idea: "Caring and Sharing". This form of day care could involve micro providers, responses from micro providers about this idea have been extremely positive. This type of model has the potential to provide more for less.

HB talked about the closure of Stratfield house in Wellington and thanked DP for attending the drop-in information session with the residents of Wellington last week. 30 people in Wellington attended the drop in and all were initially opposed to the closure. Some carers were visibly distressed on arrival and some were under the impression that they might lose their respite. In some instances, communication regarding this matter passed on to carers by third parties has been incorrect. HB explained the reasons for the closure of Stratfield House, the contract has come to an end and a review is part of the de commissioning process. This process is providing an opportunity to look at different offers.

The centre in Wellington has been supported by the League of Friends and they were upset. HB has spoken to Tim Baverstock (Strategic Commissioner SCC) and come up with a suggestion that will provide an opportunity for the people of Wellington to explore future needs and options. HB & DP are planning a workshop. DP Suggestion: Workshop two parts carers to focus on what they would like if they were diagnosed with Dementia, tea break then focus on those that they care for and what they would like.

BC - Why is the contract ending?

HB all contracts have an expiry date. The Dementia Day Services has one expiry date with no option to extend.

NR – SCC are not cutting funds just using fees in another way, it is not about change for the sake of change.

BC The Caring and Sharing idea does seem to work.

HB we are all different and we all want different things. The Care Act legislation has been a good thing highlighting the need for personalisation and this is such a good thing. The Sharing and Caring model is a useful one particularly for self-funding clients who pay for day care, this can save them money and provide more for less. What we do need is a clear pathway showing what is available in relation to day services for people with Dementia to include all services i.e. a route map; services are there but not everyone is aware. Solution could be a publicised pathway and the marketing of it i.e. some form of leaflet and electronic web.

HB - Other idea: a micro provider could go to an Active Living Centre to provide additional support to make that service accessible.

SHB what is important is not only value for money but also doing the right thing for most people.

NR Who will suggest the alternatives?

HB: the social worker will review existing clients who access current Dementia Day Services and suggest alternatives.

HB - I have been meeting with the social workers weekly and advising them of the need to be creative, embrace the change and think outside the box. Personalisation

is the key focus for all. Social workers response to this has been positive, many embracing the opportunity to be creative.

HB - Facts & figures - in 10 years' time 50% of the population will be over 55.
SHB Discussion around the good and bad of care homes, some combine a nursery with a residential care home which can work well.

DP - Germany people with Dementia are given a wrist band and can access an individual slow aisle in supermarkets. Morrison's in Wells has music free periods for people with Dementia. Shepton Mallet becoming a Dementia Friendly town, training and awards to local shops.

Actions:

HB pull together all carer feedback and then in the Spring share outcomes.
DP and HB to facilitate a workshop in Wellington 6 November tc.

Main Meeting

Agenda Item 1: Introductions and apologies

Presenting: Neil Richards, Chair

Agenda Item 2: Minutes of last meeting (10 July 2018) and matters arising

Presenting: Neil Richards, Chair

Discussion/Challenge:

Agreed

Action:

DP ensure minutes published on SCC web

Agenda Item 3: Young Carers Service

Presenting: Dave Willis, Team Leader Young Carers Service

Discussion/Challenge: Dave Willis provided an overview:

At the end of August, a decision was made to put a proposal forward to cut all the funding for the service. Within the proposal it was stated that a smaller pot of money £30,000 would be allocated as a one off set up – i.e. by a voluntary service Note: Adult Social Care were not informed of any changes to the Young Carers Service.

The Young Carers Service is very small, over the years the service has evolved from the basic 9am – 5pm service to a broader working remit and including joint work with

local charities. These ways of working have resulted in the widening activities and subsequent added value.

Friends of Young Carers Charity give some money to help with the service's activities and in addition the service does receive some small grants. We have always had around 20 volunteers over the last 6 years, we currently have 18. We have 10 regular evening groups that the young carers can access - similar time (fortnightly) similar offer. A lot of our families cannot drive so we do use some of our funds for travel. Talking with other authorities they do not factor travel into the budget. Getting to a young carers event is all about having the transport.

The Young Carers Service works closely with Adult Services and we carry out the young carers assessments. We often take our assessment to the funding panel, which can result in some additional funds for our carers.

Our work with schools has been effective in activating more support and has helped with referrals.

When the proposal came out in August, none of the detail relating to the positive outcomes of the Young Carers Service work was included. The savings that the Young Carers Service make was not mentioned. If we cut this service now it will cost far more in the mid and long term. The matter went to Cabinet and resulted in a lot of public interest. It was then announced on that morning that they would look at re modelling. DW met with commissioners and asked what does this mean? Response = we need to look at a more effective way of delivering. Where is the evidence? DW met with the commissioner who is following a brief and exploring what other authorities are doing and consulting. All information must be in by December (a picture of what it is and what is available).

We can save money from the budget.

The Friends Charity has always been about bringing in additional funds.

Part of our proposal to the local authority will be about how this charity will fundraise for the young carers service in the future, this could include asking organisations and businesses i.e. Rotary, to pledge funds. We can make savings. We are working with The Friends Charity now to look at how we can fund raise. PC - Is the Friends Charity connecting with SPARK & ENGAGE and the Somerset Community Foundation. RH - A grant might give the funds to keep going now.

DW - We cannot run a group with just volunteers so must have paid staff as well. The Friends Charity need to do something like the Chard Swimming Pool - Crowd Funding.

SHB - Young Carers are coming up higher in the focus of caring nationally.

DW - Next step we need to put together a consultation process - DW to lead on this. The Children's Participation Team (oversees all children) will support DW with this. A working group has been set up - Children's and Family Scrutiny Committee. Up until now all has been going well and the Young Carers Service has reported regularly to the committee.

CT - We need an impact assessment – of what was presented, most was wrong - there was no mention of the impact on the children's and the family.

DW - What is key - groups like Carers' Voice Somerset.

DW - Current evidence and research suggests that caring for others impacts on a child's brain. RH In Somerset we have some of the highest exclusion rates in the country. Support mechanisms are not in place. Young carers are often a "hidden group" Somerset has some of the highest rates of mental health issues social, emotional and mental health issues. Our MH issues are high.

DW - In the current environment we cannot expect schools to take on the additional work of supporting young carers.

PC – Adults & Health have been asked to work with Children's Services to get more directly involved. We have a very clear remit that this proposal is about outcomes. Outcomes must be firmly on the table and we must support young carers - it is about how we do this. A lot of work going on with Children's Service more strategic thought and joint leadership around how we do this. Our intent over the next 6 months is to look at how we can reach more young carers and achieve good outcomes in a cost-effective way.

RH will you be looking at joint commissioning?

PC nothing is off the table.

RH NHS is focusing on Young People at this moment in time.

PC Fit for my Future focuses on some of these issues. Carers have been identified as a key area. We will be looking at all resources (including carers) and how we support the use of resources and develop resilience.

DW - Comparisons with other authorities. The way that the data is gathered is very different. We currently work with the most in need.

PC - We need to look at all the different things - what can we do better, what is working well, what else can we do and affordability. We need to improve the social return on investment needs to be higher. We need to document the tangible evidence around early intervention, prevention and school achievement - we need to focus on those parts which are of primary interest to our directors of Public Health.

DW - We have a lot of young carers who are now adults who would like to be involved in this consultation. Many have achieved good things and are key to their success in life. PC over the next few months we need to look at the evidence base.

NR - Sent a letter to TB and PC in response to the proposal. The response was brilliant and showed the perfect example of the local authority listening to carers. Thank you to TB and PC from NR.

PC - It is about listening and learning. We now have some time to look at the consultation, we need to be asking, what do carers like? Value? Want and need? - all carers.

DW - What percentage OF Young Carers do not progress. Nationally carers of any age there will an impact on life.

DW – in summary we all need to talk together Adults, Children's and Health. If the young carers are not supported, then what might be the impact on Adults Services?

PC - We need to be thinking whole life.

RH - Children's & Family Act 2014 should have broken the silo effect which it has not.

PC - We are all working towards improving this. Example: Somerset Direct still referring parent carers to children's for assessments, on occasion this needs to change.

CM - Can we please have something built in around transition. Example: when a child states that they cannot go to university due to fears of what will happen to their parent if they leave them?

DW - constant feedback from children indicates that one of their major concerns is with their school.

PC - A decision needs to be made by the end of the year about savings - what is the financial envelope?

RH - It is about cost savings not cuts.

PC - It is about making services more sustaining in the future.

Action:

Working party to meet 11.10.18

Agenda Item 4: Carers' Voice Somerset Development

Presenting: Deborah Penny – Carers' Voice Somerset Engagement & Development Officer

Discussion/Challenge:

4.1 DP reported that there are currently approximately 32 active carer/former carer members and 40+ professional members that periodically contribute to the work of Carers' Voice Somerset Partnership Board.

4.2 From the end of October 2018 there will be two strands to Carers' Voice Somerset. DP will focus on overseeing the partnership board, NR, RH, CT will manage all aspects of the developing charitable organisation.

It is important that each strand is clearly defined and communicated to all key stakeholder's draft outlines are detailed below:

Strand 1 – Carers' Voice Somerset Partnership Board – Responds to the local and national policies for carers and work together with partners, to ensure that the needs of carers are considered. Links to the overall monitoring and review process of Somerset's Commitment to Carers including Local Link Leaders (formally Vision Group Leaders) and Solution Focused Workshops.

Strand 2 – Carers’ Voice Somerset Charitable Organisation – Brings together those carers who would not normally attend a formal board meeting. Gathers feedback from carers on specific areas of concern.

Action:

DP Plan and facilitate Carers’ Voice Somerset Development Meeting

Date, venue & time of meeting: 18.10.18 – 10.00am – 1.00pm – Glastonbury tc.

Draft agenda for development meeting:

- Agree revised TOR for Carers’ Voice Somerset Partnership Board Meeting.
- Finalise Carers’ Voice Somerset Partnership Board Communication Strategy.
- Agree voting process for Carers’ Voice Somerset Partnership Board
- Membership types and process
- Agree Vision, Mission, Objectives, Strategy and Actions (short, medium & long term) for Carers’ Voice Somerset Partnership Board and Carers’ Voice Somerset Charitable Organisation.
- Hand over charitable work to NR, RH, CT – DP.

NR, RH, CT attend Carers’ Voice Somerset Development Meeting

Agenda Item 5: Somerset’s Commitment to Carers

Presenting: Deborah Penny – Carers’ Voice Somerset Engagement & Development Officer

Discussion/Challenge:

DP provided an overview: Somerset’s Commitment to Carers focus on the overall monitoring and development of Somerset’s Commitment to Carers and key focus areas. Local Link Leaders (formally Vision Group Leaders) feed into this process. Attendance has been generally very good and feedback very positive.

Action:

5.1 DP & VC will be reviewing how we can reactivate our Solution Focused Workshops to ensure that there is good attendance 24.10.18.

5.2 DP & VC to work with key stakeholders to ensure that the Commitment to Carers Action Plan is re produced with clearly defined actions specified 24.10.18

5.3 DP & VC Discuss Local Link Leader guidance and explore ways to promote and encourage more people in the community to become Local Link Leaders 24.10.18
DP discuss outcomes of above discussions with NR and finalise by 29.11.18.

5.4 DP to finalise all carers feedback from the Carers’ Voice Somerset 2018 Roadshow and circulate to all by 31.10.18.

5.6 DP, VC, NR, RH, CT to refresh Somerset’s Commitment to Carers, taking into consideration feedback from carers in Somerset and the Governments Carers’ Action Plan 2018 – 2020 by 31.01.19. Present draft Commitment to Carers’ Voice Somerset Partnership Board 12.2.19.

Solution Focused Workshops 2019:

Wynford House, Lufton Way, Yeovil, BA22 8HR

9.30am – 3.30pm

26 March – Tuesday, 10 July – Wednesday, 16 Oct - Wednesday

Agenda Item 6: ADASS – South West Region Carers Leads

Presenting: Deborah Penny – Carers' Voice Somerset Engagement & Development Officer

Discussion/Challenge:

DP & VC regularly attend the South West Regional ADASS Carers Leads quarterly meetings. The ADASS South West Carers Leads Network provides a forum for Carers Leads in Social Care and Health to have an opportunity to meet and discuss common issues and developments and share information with a view to making best use of resources. The primary purpose is to embed sector led improvement in each organisation and provide expert advice to South West ADASS regarding Carers.

DP & VC will be attending the South West Regional ADASS Carers Leads annual workshop in Exeter. The aim of this workshop is to share best practice in carers support in the South West Region. At this workshop VC & DP will present a detail about how Carers actively influence how services are designed, reviewed, updated & commissioned.

ADASS 2019 meetings

Venue: County Hall Taunton

Dates: 16 Jan, 24 April, 24 July, 23 Oct

Action:

DP & VC to attend 2019 meetings.

Agenda Item 7: Voting

Presenting: Deborah Penny – Carers' Voice Somerset Engagement & Development Officer

Discussion/Challenge:

NR is voted in for another year and RH as Vice Chair.

Action:

NR, RH, CT, DP discuss voting process with a view to formalising 18.10.18

Agenda Item 8: “Care as You Are” – film

Presenting: Stephen Moss – Consultant Reveal Productions

Discussion/Challenge:

Overview of film and company provided by Stephen Moss – Reveal Productions. SM - Director of Reveal Productions CIC - Social/Applied theatre, branched out and created a website about the positive aspects about older people’s stories. We have made a few films ourselves. This current film is about the emotional impact of caring for someone supporting a person with Dementia. The goal is about making it normal to have a conversation about what it feels like to be a carer in this situation. The film is aimed at the individual carer, community groups and professionals together with a training package. Joanna from Reveal Productions made initial contact with Carers’ Voice Somerset who linked her to their network of contacts. Following on from this Joanna and her team interviewed several carers and service providers about the impact of caring for someone with Dementia and the script began. Today is about seeking feedback from carers about the film.

SM – Showed us scenes 4, 5 & 6 of the 18 scenes and members of Carers’ Voice Somerset gave feedback.

Action:

Film currently being edited.

Premier on Huish Academy 26th October 7.00pm

Contact DP if you would like to attend the Premier.

Agenda Item 9: Future Board Meetings

Presenting: Deborah Penny – Carers’ Voice Somerset Engagement & Development Officer

Discussion/Challenge:

It has been agreed that Somerset County Council will fund Carers’ Voice Somerset Partnership Board meeting venues on a ½ day basis per meeting.

Debbie provided details of provisional dates and venues for 2019 meetings as follows:

Date	Day	Time	Venue
12 Feb	Tue	10.00am – 1.00pm	Compton Dundon
15 May	Wed	10.00am – 1.00pm	Cheddon Fitzpaine
2 July	Tue	10.00am – 1.00pm	Shapwick
2 Oct	Wed	10.00am – 1.00pm	Frome

Action: DP – Book venues