

## CARERS STRATEGY REFERENCE GROUP MINUTES

**17 July 2014: 13:00 – 15.00 in the Studio, York House, Twickenham**

<b>Present:</b>	Aileen Jackson (AJ) Alex Brining (AB) Angela Mitchell (AM) Bruno Meekings (BM) Heather Anderson (HA) Judy Mace (JM) Melissa Wilks (MW) Margaret Dangoor (MD) Rachel Tawadrous (RT) Val Farmer (VF)	Chair Commissioning Manager (JCC Team) Richmond AID AfC Community Involvement Coordinator, RCVS Kingston CCG Children's Commissioner (CCG) CEO, Richmond Carers Centre Independent Carer Richmond Crossroads RB Mind
<b>Apologies</b>	Anne Stratton (AS) Clive Seall (CS) Dean Woodward (DW) Kim Willson (KW) Lynn Wild (LW) Michelle Williams (MW) Rianne Van Der Linde (LvdL) Sue Robson (SB) Shurland Wilson (SW) Teresa Jones (TJ)	Hounslow and Richmond Community Healthcare NHS Trust Interim Strategic Head of Family Support Services (AfC) Head of Family Support (Achieving for Children) RB Mind Carers in Mind Service Manager and Carers Lead, ACS (LBRuT) Disabled Children Service and Centre Manager (AfC) Public Health, LBRuT Independent Carer SWLStG Richmond MENCAP
<b>Minutes cc</b>	Dr Sim Roy-Chowdhury	Richmond Wellbeing Service
<b>Minutes</b>	Hilary Shenken	

### Agenda

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| <ol style="list-style-type: none"> <li>1. Welcome and apologies</li> <li>2. Acceptance of minutes of last meeting &amp; matters arising</li> <li>3. Carers Conference and Young Carers</li> <li>4. Carers MH Conferences</li> <li>5. Young Carers &amp; Parent Carers</li> <li>6. Care Act</li> </ol> | <ol style="list-style-type: none"> <li>7. Carers Support Workers</li> <li>8. Carers Directory</li> <li>9. Caring Café</li> <li>10. LBRuT Staff Carers Survey</li> <li>11. Skills for Care</li> <li>12. A.O.B - invite CILS to next meeting</li> </ol> |
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1.	Welcome and apologies	ACTION
	Attendees were welcomed to the meeting and Apologies received.	
<b>2.</b>	<b>Acceptance of Minutes of Last Meeting and Matters Arising</b>	
2.1	The minutes of the previous meeting of 01 May 2014 were approved. It had been agreed at the previous meeting that minutes would be put on the public website.	<b>HS</b>
	<b>Matters Arising from the Minutes</b>	
2.2	(2) <i>How can parent carers access a carer's assessment if their child did not meet criteria for services from the Children with Disabilities Team (outstanding item).</i> HA will take this back and find out. AJ requested a response by September. <i>Post meeting note from HA :</i> <ul style="list-style-type: none"> <li>• <i>If the child is open to any other Social Care Team or Early Help Team, and have an allocated worker, then a request for a carer's assessment can be made through their allocated worker. If they are not known at all to the services, request for a carer's assessment can be made via SPA.</i></li> </ul>	<b>HA</b>
2.3	(2) <i>Clarify responsibility for carers assessments re MH scenarios (outstanding item).</i> AJ noted they would be referred to the Access team for a carer's assessment.	
2.4	(3) <i>Carer's Strategy Action Plan – no information received for LiveWell Richmond.</i> Still no response from HRCH. BM is meeting with HRCH and offered to follow up.	<b>BM</b>
2.5	(3) <i>Carer's Strategy Action Plan – no information received for Young Carers or Parent Carers :</i> AJ noted CS advised there is a presence in schools; however more detail is required for the Action Plan; AM to forward CS's report. <i>Post meeting note :</i> <ul style="list-style-type: none"> <li>• <i>AM forwarded Action Plan – attachment 2.5.</i></li> </ul>	<b>AM</b>
2.6	(6) <i>Carers Payments: how many of those endorsed through MH teams came through adult CMHTs?</i> AJ noted there were a few; the majority came through the OP Community MH team; KW from RB Mind has been given this information	
2.7	(7c) <i>Richmond Adult College, eligibility re free courses for carers :</i> MW to forward information for the minutes <i>Post meeting note : MW forwarded the following information:</i> <ul style="list-style-type: none"> <li>• <i>Carers are able to apply for ONE of any of the RACC courses which are offered at a concessionary rate. These are listed in RACC prospectus – courses are identified as having a concession price. See <a href="http://www.racc.ac.uk">www.racc.ac.uk</a> for copy of prospectus.</i></li> </ul>	<b>MW</b>

	<ul style="list-style-type: none"> <li>All courses in RACC prospectus have a fee displayed in the 'concession Price' column. £0 means it is free to carers and other eligible groups. The column may also show a discounted fee, or in some cases will say n/a which means no concession offered. Carers have to complete a 'Free Course Declaration Form'.</li> <li>Booklet about 'Funding your Course' is helpful if carers want to progress further.</li> <li>Hard copies of RACC prospectuses are available at the college, local libraries, and RCC have some stock. RACC website also offers lots of helpful info &amp; lists all courses. <a href="http://www.racc.ac.uk">www.racc.ac.uk</a></li> </ul>	
2.8	(7d) Participants in Carers Engagement event on 27 Feb: BM to chase.	<b>BM</b>
<b>3.</b>	<b>Carers Conference and Young Carers – MW reported</b>	
3.1	<p>Carers Conference :</p> <ol style="list-style-type: none"> <li>78 carers registered, 67 adult carers and 21 professionals attended;</li> <li>Jackie Ashley gave keynote speech and received positive feedback;</li> <li>Caroline Tomlinson and Di Tomlinson facilitated conference; MW to circulate link to Caroline Tomlinson's report to go with the minutes and also add to website;</li> <li>Key messages included : carers really benefit from getting together with others to share experiences; more information is required on money, rights, children, personal assistants.MW will circulate feedback.</li> <li>AJ noted that parent carers felt there is a gap for them re emergency respite; AM to flag up with CS;</li> </ol> <p>Post meeting note from MW : Conference reports are on :</p> <ul style="list-style-type: none"> <li>RCC website – <a href="http://www.richmondcarers.org">www.richmondcarers.org</a> – on front page</li> <li>Richmond Carers Hub website – <a href="http://www.richmondchs.org">www.richmondchs.org</a> – on front page</li> </ul>	<p><b>MW</b></p> <p><b>MW</b></p> <p><b>AM/CS</b></p>
3.2	<p>MW noted the following events were held during Carers Week</p> <ol style="list-style-type: none"> <li>The first Young Carers Awareness Day was held; 33 young carers and their families attended; MW reported it was a very successful event;</li> <li>A special assembly was held at Hampton Hill Junior School;</li> <li>MW noted there were two recent documentaries worth watching; 12 Years Old and Caring for Mum available on 5OD and Britain's Youngest Carers on 4OD.</li> <li>Complementary therapy day was held at Richmond Adult College, a successful event.</li> </ol>	
<b>4.</b>	<b>Carers MH Conference – VF reported</b>	
4.1	<ol style="list-style-type: none"> <li>The conference was held at a new venue, The Pavilion Clubhouse, North Sheen Recreation Ground, North Road, Richmond TW9 4LB; VF recommended this as a good venue.</li> <li>Presentations were given by Aileen Jackson, Tim Chittleburgh and Colin McFannah (Lavender Ward Manager).</li> <li>44 adult carers, 11 professionals and 6 RB Mind staff attended;</li> <li>VF to circulate questions and responses;</li> <li>It was clear that carers are not getting information they need from SWLStG by the number of questions directed to them; it was agreed SWLStG need to address communication issues and AM noted an action for Shurland Wilson (not at meeting);</li> <li>VF to flag up communication issues with SWLStG;</li> <li>JM to share CAMHS briefing with the group;</li> <li>BM/VF advised they will bring communication issues up at MH CSG as well.</li> </ol>	<p><b>VF</b></p> <p><b>SW</b></p> <p><b>VF</b></p> <p><b>JM</b></p>
4.2	AJ noted thanks to both organisations for the work put into the Carer's Conference.	
<b>5.</b>	<b>Young Carers and Parent Carers update – AM reported</b>	
5.1	<ol style="list-style-type: none"> <li>£50K has been received;</li> <li>MW would like some guidance on AfCs position on commissioning priorities, how organisations can feed in / influence; AM will take back and update the group.</li> <li>AM noted she is working with young carers to ensure that processes work better.</li> </ol>	<b>AM</b>
<b>6.</b>	<b>Care Act – AJ reported</b>	
6.1	<ol style="list-style-type: none"> <li>AJ reported she will no longer be seconded to work on Care Act Implementation but will still be involved in commissioning;</li> <li>AJ presented two written updates on behalf of LW who is doing Care Act Implementation work - attachments 6.1b(1) and 6.1b(2);</li> <li>AJ noted deadline for Healthwatch survey (conducted on behalf of the council) on the Care Act is w/c 21 July; AJ to send out information with the minutes; information is also available on Richmond Carers Centre website.</li> <li>a special event has been organised for carers, facilitated by Healthwatch;</li> <li>questions were raised about the two main carer organisations in the borough being represented ie Richmond Carer Centre and RBM; LW to note;</li> <li>Involvement of AfC in implementation of the Care Act was noted;</li> <li>MW noted she came across a newsletter on a public website by mistake; communication issues need to be flagged up with a request that communications are sent to RCC and RBM.</li> <li>JM noted a strategic transition group (16+) has been set up to look at the Care Act;</li> </ol>	<p><b>AJ</b></p> <p><b>LW</b></p> <p><b>MW/VF</b></p>

	<p>i. AB noted there is a Council public information group chaired by Harmeet Bhundia, attended by various council and voluntary sector reps; public information group on 23<sup>rd</sup> July is about the Care Act.</p> <p>j. BM noted a consultation with voluntary and community organisations around the Care Act; the Care Act co-production group meets monthly-next meeting August 5<sup>th</sup>;</p> <p>k. Healthwatch are gathering feedback on certain areas of the Care act consultation- Prevention, Deferred payments and help understand what self-funders will do about care accounts (see survey) <a href="http://www.healthwatchrichmond.co.uk/care-act">http://www.healthwatchrichmond.co.uk/care-act</a></p> <p>l. Healthwatch will be (i) holding outreach sessions with local VS and advocacy groups and looking at the same questions in the survey, (ii) publicising the survey, (iii) holding a public briefing and consultation event- same issues being discussed.</p>	
<b>7.</b>	<b>Carers Support Workers – AJ reported</b>	
7.1	<p>a. LA/CCG are funding a pilot for two carers support workers to in-reach into Kingston and West Mid hospitals plus 6 x GP practices; purpose of the project is to reach out to new carers and raise profile of carers;</p> <p>b. two staff members have been recruited; starting in autumn, responsible to Peter Young in Access Team</p> <p>c. AJ will report back on progress at October meeting;</p> <p>d. Query was raised : 'who is currently responsible for carers assessments for carers caring for someone outside Richmond borough?'</p> <p><i>post meeting note from AJ :</i></p> <ul style="list-style-type: none"> <li><i>carers assessments are undertaken by the borough the cared-for person lives in</i></li> </ul>	<b>AJ</b>
<b>8.</b>	<b>Carers Directory – AJ reported</b>	
8.1	<p>a. This is complete and has been published;</p> <p>b. MD noted she needs hard copies for the café as the online version is not very accessible as it has so much information; AJ to advise on how to obtain copies.</p> <p><i>Post meeting note from AJ :</i></p> <ul style="list-style-type: none"> <li><i>copies can be ordered through the Access team</i></li> </ul>	<b>AJ</b>
<b>9.</b>	<b>Caring Café – RT reported</b>	
9.1	<p>a. RT reported a mixed reaction to changes; all Sheen clients have received a letter; Janet had 1:1 meetings with clients at the café;</p> <p>b. flyers have been sent out; a newsletter going to out this week with dates and activities for cafes;</p> <p>c. The mayor is attending the inauguration of Caring Café at Homelink 2<sup>nd</sup> August.</p>	
<b>10.</b>	<b>LBRuT Staff Carers Survey – AJ reported</b>	
10.1	<p>a. This is currently live; responses are anonymous; HR will publicise results.</p> <p>b. Gillian Norton, LBRuT Chief Executive, is supportive and wants to attract and retain carers in work in Richmond;</p> <p>c. AJ offered to share the survey questions for use in other organisations; please contact AJ directly.</p>	<b>all</b>
<b>11.</b>	<b>Skills for Carers – BM reported</b>	
11.1	<p>a. Pilot training took place for carer friendly human resources; event was well received;</p> <p>b. BM noted people value having access to information for use to develop their own web—all free;</p>	
<b>12.</b>	<b>AOB</b>	
12.1	<p>MD : Carers Evidence Summit was held at Royal College of GPs; related to the Supporting Carers in General Practice programme; a tripartite initiative with Carers UK, Carers Trust and the Royal College; MD will send a link to the report.</p> <p><i>Post meeting note – documents (attachment 12.1) and links below received from MD:</i></p> <ul style="list-style-type: none"> <li><i>Background to the holding the Carers Evidence Summit (one of 4 being held around the country):</i> <a href="http://www.nhs.uk/implementation-programmes/experience-of-care/commitment-for-carers.aspx">http://www.nhs.uk/implementation-programmes/experience-of-care/commitment-for-carers.aspx</a></li> <li><i>Document reporting from outcomes of the previous listening exercise which preceded the NHS England's Commitment to Carers report.</i> <a href="http://www.nhs.uk/resource-search/publications/commitment-for-carers-outcomes-from-5-december.aspx">http://www.nhs.uk/resource-search/publications/commitment-for-carers-outcomes-from-5-december.aspx</a></li> <li><i>Information about the RCGP and carers support:</i> <a href="http://www.rcgp.org.uk/clinical-and-research/clinical-resources/carers-support.aspx">http://www.rcgp.org.uk/clinical-and-research/clinical-resources/carers-support.aspx</a></li> </ul>	<b>MD</b>
12.2	MW : noted there has been no response from Kate Moore re IT improvements; AJ to facilitate a meeting with KM.	<b>AJ</b>
12.3	VF : funding received from H&SC volunteering fund for training peer volunteers to do Wellbeing sessions in schools, youth clubs, unis, colleges, etc in Oct.	
12.4	<p>BM : Dalton Review being conducted by Kings Fund around structure of NHS organisations; might impact on long term models that organisations within health opt for; BM to send link.</p> <p><i>Post meeting note from BM:</i></p> <ul style="list-style-type: none"> <li><i><a href="http://consultations.dh.gov.uk/nhs-policy-and-strategy/daltonreview/consult_view">http://consultations.dh.gov.uk/nhs-policy-and-strategy/daltonreview/consult_view</a></i></li> </ul>	<b>BM</b>

12.5	Finance : AJ tabled Q1 Carers Breaks information – attachment 12.5; noted payments are higher AfC are now picking up carer/parent payments; increase in applications; BME percentage of people getting payments has dropped.	
12.6	CILS : It was agreed to invite CILS to the next meeting. AB to request a short presentation on how CILS works; it was noted communication is already a problem as an important meeting was held in part of the borough that some residents were not invited to.	<b>AB</b>
<b>13.</b>	<b>Next meetings</b>	
	Thursday 23 October 2014, 1100-1300, The Salon, York House	
	Thursday 22 January 2015, 1100-1300, The Salon, York House	

**Attachments:**

- 2.5 : Carers Strategy Action Plan
- 6.1b (1) and 6.1b (2) : Care Act updates
- 12.1 (1) and 12.1 (2) : Carers Evidence Summit report
- 12.5 : Q1 2014 Carers Breaks

**Information to follow :**

- 4.1d : Carers MH Conference Questions/Responses (VF)
- 4.1g : CAMHS briefing (JM)
- 6.1c : Healthwatch survey (AJ)



2.5 Carers Strategy  
Action Plan 2013-201



6.1b(1)The Care Act  
and Carers - issues to



6.1b(2) Carers Care  
Act outline modelling.



12.1(1)commitment-t  
o-carers-may14.pdf



12.1(2)  
committed\_to\_carers\_



12.5 Q1 Carers  
Breaks.pdf