

## Notes &amp; Actions

## SW Carers Strategy Group

**PART A**

Used to record all information that can be disclosed publicly at the time of the meeting

<b>Date &amp; Time:</b>	Wednesday 23 <sup>rd</sup> January 2008, 2pm – 4pm
<b>Venue:</b>	Dower House, Milford
<b>Chair:</b>	John Bale (Chair)
<b>Note taker:</b>	Debbie Hustings (Surrey PCT and Adults)
<b>Present:</b>	Laura Dennett (Surrey PCT), Norah Lewis (Assistant Service Manager), Janet Haynes (SABP), Graham Piper (Carers Support Guildford), Jess Hogan (Community Point), John Bangs (SCC), Chris Wyatt (Alzheimer's Society), Judith Roberts (Carer Support Surrey Heath), Anita Quester (Surrey Heath Trustee), Ruby Ford (Surrey Heath Trustee), Lee Bennett (Headway), CH (Carer), JC (Carer), CM (Carer), JM (Carer and NAS), Alison Brock (CRW), , AQ (Former Carer), CM (Former Carer), IM (Former Carer), JK (Carer), WE (Carer), Alayne Boyden (Waverley Borough Council), David Thew (Guildford Borough Council), Jean Boddy (Assistant Service Manager), Jean Wickens (SCC), Kim Foster (SWS Community Service), Maureen Chuter (ICAS), Dean Beverley (Surrey Independent living council)
<b>Apologies:</b>	RB (Carer), CP (Carer), KL (Carer), Julie Pejnovic (Alzheimer's), Andrea Watson (Crossroads care), Rose Parry (Surrey PCT), Anne Butler, Douglas Ettridge, Ron Critcher (SCC), Susan Austen (ACS) CP (Carer), Hilary Dyce (Alzheimer's), Leanda Hargreaves (Focus, SBPT), Jenny Barlow (Carer), GB (Carer),
<b>Part A Distribution:</b>	SW Carers Strategy Group
<b>Part B recorded:</b>	Yes

Authorised as a true and correct record of meeting 23 <sup>rd</sup> January 2008	
<i>Judith Roberts (Vice Chair)</i>	<i>[19<sup>th</sup> March 2008]</i>

No.	Item	☺
<b>A1.</b>	<b>Apologies for absence: As above</b>	
<b>A2.</b>	<b>Notes/action of last meeting and matters arising</b>	

Invitees and attendees of this meeting should be aware that the minutes of this meeting, inclusive of names, may be made publicly available under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, or the Data Protection Act 1998.

Must be RACI compliant (RACI - Responsible, Accountable (one person), Consultation, Information)

The views and opinions expressed by individuals present at this meeting may be personal and are not necessarily illustrative of the organisations they represent.

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Minutes 21<sup>st</sup> November 2007

These were agreed and signed by the Chair JB subject to the following alterations:

Pt A6 should read help improve coverage.

County Carer Emergency Card

A reprint has been arranged which will include the Surrey Police logo. Any organisation requiring further supply of cards should contact either DH or RC.

Tel: 01483 519146

Email: [Ron.Critcher@surreycc.gov.uk](mailto:Ron.Critcher@surreycc.gov.uk)

Carers Recognition worker

AB circulated a 6-month interim report. (Attached to these minutes)

A discussion followed with regards to the scale of the project. AB agreed to refresh the GP/Surgery database so as **to capture all those situated within the Guildford and Waverley Boroughs and that were on the original list of the old Guildford and Waverley PCT. JC asked for a list of participating surgeries to be made available. DH to forward.**

GP requested details of the parent carer meeting, which Ann Milton MP is facilitating. JBale will request further information.

JBangs made the observation that it was important to use the resource of the CRW post smartly. There are plans to hold 3 county workshops later in the year, which will provide an opportunity to disseminate the learning and impact of the project to a wider audience.

JBale will take the matter up with the Surrey PCT, Professional Executive Committee (PEC)

JBangs advised members that the Princess Royal Trust for Carers (PRTC) seek nominations for their Simplyhealth Caring Awards which is now in its fourth year and looks to celebrate and recognise the fantastic work carried out by individual GPs, GPs surgeries and now Primary Care Trusts that support unpaid carers across the UK.

More information:

<http://www.carers.org/news/simplyhealth-caring-awards-the-search-is-on,2032,NW.html>

The Princess Royal Trust for Carers is also urging GPs to make five changes in their practice to help support even more carers.

More information:

<http://www.carers.org/news/the-princess-royal-trust-for-carers-urges-gps-to-make-small-changes-to-help-carers,25,NW.html>

JBale reminded new members that the Carers Recognition Worker project is lodged with Carers Support Waverley but is the responsibility of the SW Carers Strategy group.

JBoddy praised AB for the article published in the Guardian.

SW Priorities

DH is establishing action groups to take forward the priorities chosen by members. Those interested should make contact with DH.

Initial meetings will be scheduled alternate months to SW Carers Strategy Group meetings

DH

	<p>1. Emergency Respite  2. Hospital Discharge  3. Identification</p> <p><u>Voluntary Action SW Surrey Networking Lunch</u>  To be held January 28<sup>th</sup> 12 noon – 2pm at High Lane Community Centre, Weycombe Road, Haslemere, GU27 1EL  For further information contact VA SW Surrey, 39 Castle Street, Guildford, GU1 3UQ  Website:  <a href="http://www.voluntaryaction.btik.com/">http://www.voluntaryaction.btik.com/</a>  <a href="http://www.voluntaryaction.btik.com/calendar/17931122287.ikml">http://www.voluntaryaction.btik.com/calendar/17931122287.ikml</a></p> <p>Guildford Networking event will be held on the 11<sup>th</sup> February  <a href="http://www.voluntaryaction.btik.com/calendar/17931122293.ikml">http://www.voluntaryaction.btik.com/calendar/17931122293.ikml</a></p> <p>JH advised members that the name Voluntary Action SW Surrey would be the brand name for the organisation following a lengthy debate.</p>	
<p><b>A3</b></p>	<p><b>Local Area Agreements (LAA) and Carers</b>  JBangs provided a detailed presentation.  The local area agreement is a 3-year agreement between central government and key partners working together in Surrey to deliver public services.  More information is available on the SCC website:  <a href="http://www.surreycc.gov.uk/SCCWebsite/sccwspages.nsf/searchresults/508602952d09a007802570bc004478a8?OpenDocument">http://www.surreycc.gov.uk/SCCWebsite/sccwspages.nsf/searchresults/508602952d09a007802570bc004478a8?OpenDocument</a></p> <p>A discussion followed on the importance of the local area agreement and how this might impact on carers.  Also under discussion was the merger of various funding streams under the local area agreement, which will include carers grant.  JHaynes suggested that the Carers Charter already demonstrates a partnership approach and advocated for a Carers LAA.  The Surrey Heath members raised some concerns that their area will become marginalised and JBangs stated this was where networking would be so important.</p>	

<p><b>A4</b></p>	<p><b>Emergency Respite Care</b>  JBangs reported on the council plans.  Based on the Carers UK ‘Back me Up’ campaign the county will provide the following service.  The contact centre will register initial details over the phone and hold a database. 2 new posts have been created with extra funding to set the service up.  There will also be a registration form that can be completed on line.  A debate followed over the information contained in the carer’s assessment and how the new service will link to this.  KF was concerned that carers might have to complete multiple sets of forms stating that information should be lifted from the SWIFT database.  RB asked whether service could link with the community alarm schemes that hold emergency information.  JBangs stated that there would be a review in 6-month time.</p>	
<p><b>A6.</b></p>	<p><b>Carers Assessments – Norah Lewis</b>  DH circulated the latest figures, which showed an increase since the last quarter.  Statistics did not include numbers from either Frimley Park Hospital or Royal Surrey County Hospital.  Norah responded to questions raised at previous meetings explaining in detail what the social care teams were doing to improve statistics and how they were implementing carer’s assessments.  KF asked whether the teams were using a prompt tool when introducing the initial assessment. NL wasn’t aware of this and requested KF forward her the information.  JC raised the question of multiple caring roles.  JBale concerned over the number identified and lack of those being assessed.  <i>JC asked if postal assessments were still being carried out. She stated that this had caused difficulty for Carers as the assessment process could be distressing to Carers and they often needed support during the process. JC also stated that it was her understanding that postal assessments were contrary to the County Council’s own guidance.</i>  <i>JC asked that Carers with multiple caring roles and Carers of people who were self-funders, should be identified for Carers Assessments.</i>  JBale invited NL back to respond to further questions.  Members thanked NL.</p>	<p>KF</p>
<p><b>A7.</b></p>	<p><b>Surrey independent Living Council (SILC) – Dean Beverley</b>  DB provided a presentation on the role of SILC and explained what Direct payments and Individual budgets are.  Direct payments enable individuals to arrange their own care services rather than the local authority doing this for them. The purpose of direct payments is to increase choice and independence.  Local authorities can give money directly to adults over 18 with disabilities who are eligible to receive community care services. Direct payments are also available to:</p> <ul style="list-style-type: none"> <li>• Young people aged 16 or 17,</li> <li>• Parents of children who have a disability, and</li> </ul>	


	<ul style="list-style-type: none"> <li>• Carers who need help to sustain the care they choose to provide.</li> </ul> <p>Most people who receive direct payments use the money to employ their own personal assistants to help them in their daily life. Direct payments can also be used to pay for other services such as:</p> <ul style="list-style-type: none"> <li>• Day care</li> <li>• Short-term breaks</li> <li>• Transport</li> <li>• Care provided by a private agency.</li> </ul> <p>The direct payments rules say that the disabled person must be able to:</p> <ul style="list-style-type: none"> <li>• Consent to receive the direct payment</li> <li>• Manage the direct payment, either alone or with whatever assistance or support they need to do so.</li> </ul> <p>The law does not allow a carer, or any other person, to consent to direct payments on someone else's behalf or make arrangements without that person's authority. Recent changes in the law mean it is now possible to employ a personal assistant who is a close relative and who does not live in your own home.</p> <p>Many people who use direct payments find they have more choice, control and flexibility. They are also responsible for accounting for how the money is spent.</p> <p>A direct payment cannot affect social security benefits nor be classed as taxable income.</p> <p>There is no maximum or minimum level to a direct payment. It must be cost-effective and must be enough to purchase support of a quality acceptable to the local authority.</p> <p>As a result of The Carers and Disabled Children's Act, local authorities can now offer Direct Payments to:</p> <ul style="list-style-type: none"> <li>• Parents of children with disabilities for services for their children</li> <li>• 16 and 17 year old disabled young people in their own right</li> <li>• Carers aged 16 or over for carers services</li> </ul> <p>Direct Payments to Carers are a cash payment given to people by social care instead of services arranged by the local authority. The aim is to give you more choice, control and flexibility over your life.</p> <p>The money is not extra income. It is not an extra benefit and it will not be taken into account as income for other benefits.</p> <p>Carers can use Carers Direct Payments to buy in carer's services that have been assessed as being needed through a carer's assessment.</p> <p>The Direct Payment is to address your needs as a carer, which may be recreational or short-term break needs. A Carers Direct Payment is not for services for the person you are caring for.</p> <p>To obtain a Carers Direct Payment you must be providing regular and substantial care to the person you are caring for. You will also need a carer's assessment, which will be arranged by your care manager or social worker. The assessment should be done via a formal discussion between yourself and the care manager or social worker. The assessment should focus on your needs, not the needs of person you care for.</p> <p>The main points of your discussion will be written on a carers assessment form with any action points clearly outlined. Your care manager or social worker may then discuss if a Carers Direct Payment</p>	
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	<p>is an option. If you feel that you would like to receive an agreed service as a Carers Direct Payment this will then be arranged. Once the Carers Direct Payment is paid to you it is a requirement that you retain any receipts for services, which have been paid for, out of your Carers Direct Payment money.</p> <p>JBangs informed members that the Radio 4 programme You and Yours are running a series of programmes on social care which are available as podcasts from:  <a href="http://www.bbc.co.uk/radio4/youandyours/?focuswin">http://www.bbc.co.uk/radio4/youandyours/?focuswin</a></p> <p>Handouts were circulated.  More information is available from SILC  S.I.L.C.  Direct Payments Support Service  Astolat, Coniers Way, Burpham, Guildford, Surrey GU4 7HL  Tel: 01483 458111, Fax 01483 459976, Minicom 01483 459977  Dean's email is: <a href="mailto:dean@surreyilc.org.uk">dean@surreyilc.org.uk</a></p>	
<p><b>A8</b></p>	<p><b>Local Involvement Networks (LINKs) – Jean Wickens</b>  JW handed around a circular presentation on LINKs.  More information can be found on the following websites:  <a href="http://www.cppih.org">www.cppih.org</a>  go to the knowledge Management System (KMS) go to Changing the NHS:  LINKs, Early Adopter pages</p> <p><a href="http://www.dh.gov.uk">www.dh.gov.uk</a>  Search for Local Involvement Networks LINKs Bulletin</p> <p><a href="http://www.nhscentreforinvolvement.nhs.uk">www.nhscentreforinvolvement.nhs.uk</a>  Register on home page.  LINKs came out of the government white paper 'Our health, Our care, Our say.' White paper 2006 and the Department of Health 'A Stronger Voice' July 2006.  Its aim to provide new ways for people who use health and social care services to have a say in how they are planned and run.  Key Facts about LINKs  LINKs will replace the existing Patient Forums.  The Commission for Patient and Public involvement in Health will close.  There will be a LINK in every local Authority area (that is responsible for social services)  LINKs will be a network of people and organisations or groups. They will be able to represent the views and ideas of lots of different people. They will not take over from groups that work at the moment. They should be able to make it easier for groups to have their say about local services.  LINKs must represent the whole community and therefore must be diverse in its makeup. LINKs will need to include User and Carer led organisations, local voluntary and community sector organisations and individual people.  LINKs will have special powers so that they can say how local services should improve. They will be able to make reports and</p>	

	<p>recommendations and get a reply within a set amount of time, they can ask for information and again get a reply within a set amount of time. They can go into some type of services to see what they do and they can tell the Overview and Scrutiny committee (OSC) what they have found and get a response.</p> <p>LINks will be set up by each local authority that will use funding from the Department of health to pay a host organisation. The host will be responsible for setting up the LINK and giving practical support to keep it going. The host will be accountable to the LINK.</p> <p>The LINK will be independent from the local authority. Each LINK will decide how they want to get the work done.</p> <p>The rules about LINKs and how they will work are part of the local government and public involvement in Health Bill. The bill has received royal assent and the patient forums will be abolished in March 2008. Due to very tight timescales it is unlikely that the Surrey LINK will be in place by then so arrangements are being made for a transition period however the new link must be in place by 30<sup>th</sup> September 2008.</p> <p>JW and her colleague Debbie Bell (DB) at SCC are leading on this project. Discussions are underway with procurement so that's a tendering process can be launched. JW invited any interested parties to make themselves known to her so they can take part with the development of the service specification.</p> <p>JC requested information on how LINKs will work with The Commission for Social Care Inspection (CSCI).</p>	
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<p><b>A9</b></p>	<p><b>Independent Complaints Advocacy Service (ICAS) – Maureen Chuter</b></p> <p><b>MC provided a presentation on the role of ICAS</b></p> <p>ICAS is the Independent Complaints Advocacy Service, and was commissioned by the Department of Health to give people support if they have a complaint regarding their National Health Service treatment. South of England Advocacy Projects is an independent charity whose services are free of charge. If you have a complaint -</p> <p><b>ICAS can:</b></p> <ul style="list-style-type: none"> <li>• Help you deal with the complaints process</li> <li>• Refer you to other relevant agencies regarding your complaint</li> <li>• Meet you in a place where you feel comfortable if you are not able to visit our office or speak on the phone</li> <li>• Provide interpreters if you are a new English speaker/or communicate differently</li> <li>• Generally support you through the process</li> </ul> <p><b>We cannot:</b></p> <ul style="list-style-type: none"> <li>• Be involved in any claims for compensation, but can refer you to the relevant agency</li> <li>• Get a practitioner ‘struck off’</li> <li>• Be involved in any legal process</li> </ul> <p><b>As an Advocate we can:</b></p> <ul style="list-style-type: none"> <li>• Give people an opportunity to speak confidentially to someone who is independent of the health service</li> <li>• Represent a person’s wishes and feelings without taking a view on their best interest</li> <li>• Provide information to enable you to make an informed decision on how to proceed</li> <li>• Help you to explore your options and the potential outcomes of particular courses of action, without bias</li> <li>• Generally support you through the complaints process by accompanying you to meetings, writing letters, making phone calls etc.</li> </ul> <p><b>As an Advocate we cannot:</b></p> <ul style="list-style-type: none"> <li>• Make decisions for you or on your behalf</li> <li>• Proceed with a complaint unless you wish us to</li> <li>• Persuade you to take a certain course of action</li> <li>• Work outside of the NHS complaints procedure</li> <li>• Withhold any information from you</li> <li>• Offer an opinion on how you should proceed</li> </ul> <p><b>For more information see Website:</b>  <a href="http://www.seap.org.uk/icas/">http://www.seap.org.uk/icas/</a>  Tel:01256 463758  Email: <a href="mailto:basingstoke.icas@seap.org.uk">basingstoke.icas@seap.org.uk</a></p> <p>A discussion took place explaining the differences in the role of the Public Advice and Liaison Service lead by the PALS Managers and ICAS. LD circulated new leaflets on the PALS service.</p> <p><b><i>JC spoke about how difficult it had been to actually make a complaint within the NHS as her role of Carer had not been</i></b></p>	
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	<p><i>properly recognised even though she had a number of serious complaints to make, in her own right as Carer. She stated that she had resorted to taking legal advice about her right to make a complaint before the NHS would allow her to proceed.</i></p> <p><i>She also spoke about the forthcoming merging of the Health and Social Care Complaints systems, and the need to ensure that Carers are included as “qualifying individuals” in the NHS complaints process, as they already are in the Social Care complaints process.</i></p> <p><i>John Bangs spoke about Carers and Continuing Care, and the need for a better understanding of their role and support from both the NHS and the County Council, when Continuing Care is in a home based setting.</i></p> <p>A final discussion on an integrated health and social care complaint process took place.</p>	
<b>A10</b>	<p><b>Safe Guarding Adults - Adult Protection (AP)</b>  JB advised members that the group had met this morning and that meetings took place bi monthly.  Safe guarding adult’s week is from the 16<sup>th</sup> June this year and a project manager has been appointed to promote awareness.  More information is available on:  <a href="http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Surrey+Safeguarding+Awareness+Week?opendocument">http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Surrey+Safeguarding+Awareness+Week?opendocument</a></p> <p>Carers Week is the from June 9<sup>th</sup> – 15<sup>th</sup> and is entitled ‘Carers Can’t afford to be ill’  More information is available on:  <a href="http://www.carersweek.org/">http://www.carersweek.org/</a></p>	
<b>A11.</b>	<p><b>Any other Business (AOB)</b>  <u>Carers Charter Action Plans</u>  DH had previously circulated the Surrey and Borders Partnership Trust Action plan. JH welcomed feedback.  JBale announced that the meeting scheduled for 23<sup>rd</sup> July would focus on all the action plans.  DH has invited Gabby Alford from Surrey PCT to attend this meeting</p> <p><u>Parking arrangements for Blue Badge holders in councils ‘Pay on foot’ car parks - Woking Borough council</u>  DH has previously circulated information on this consultation.</p> <p><u>Carer Representation on PCT work streams</u>  Surrey PCT are looking for Carers in the Guildford and Waverley area to sit on various work streams which have come out of the previous ‘Modernising your healthcare’ consultation of 2005/06.  These include looking at rehabilitation services across the county.  Anyone interested should contact JBale or DH.</p>	

	<p><u>Expert patient programme</u> LD advised a new course is due to start in Godalming on the 13<sup>th</sup> February; anyone interested should contact her for more details. Laura Dennett Public Engagement Manager Surrey Primary Care Trust 01252 305855 / 07912 998820 Broadmede House Weydon Lane Farnham GU9 8QT</p> <p> "Living Well Leaflet.pdf"</p> <p><u>County Carers Conference</u> A conference is being organised to coincide with carer's week starting on the 16<sup>th</sup> June and which will bring together the 3 local carers strategy groups to look at the National strategy.</p> <p><u>2011 Census (following meeting)</u> GP has written to the census director about concerns to remove carer's information from the census. He has replied to say that these have been noted. Ivan Lewis MP and Parliamentary Undersecretary of State for health has offered assurances that he is in discussion with the office of national statistics on this matter.</p> <p>GP asked when the Carer information booklet on the mental capacity Act was to be refreshed. DH will investigate.</p>	
	<p><b>Next Meeting Date: 19<sup>th</sup> March 2008, 2pm – 4pm, Ian Goodchild Centre, Camberley</b></p> <p><b>Items for the agenda</b></p> <ul style="list-style-type: none"> <li>▪ Surrey Police – Employment of carers</li> <li>▪ Action for the Blind</li> </ul>	

For more information please contact:  
Debbie Hustings, Joint Partnership and Planning Officer  
West Surrey Management Team  
☎ 01483 517254  
Or  
Email: [Debbie.Hustings@surreycc.gov.uk](mailto:Debbie.Hustings@surreycc.gov.uk).

## Part B

### Present:

1. John Bale (Chair, Carer, Chair of Waverley Carers Support, Trustee Action for Carers Surrey, Trustee Guildford and Waverley Crossroads, Co-opted member of Surrey & Borders Partnership Trust)
2. Janet Haynes (Surrey and Borders Partnership Trust),
3. Judy Knight (Carer)
4. Wendy Easterling (Carer)

5. Chris Haines (Carer)
6. Janice Clark (Carer)
7. Irene Monks (Former Carer)
8. Judith Roberts (Carer Support Surrey Heath)
9. Ruby Ford (Carer, Trustee of Surrey Heath Carers Support)
10. Anita Quester (Carer, Chair of Surrey Heath Carers Support)
11. Lee Bennett (Headway Surrey)
12. John Muggleton (Carer and National Autistic Society)
13. Christopher Marsh (Former Carer)
14. Alison Brock (GP Carer Recognition Worker)
15. John Bangs (SCC)
16. Chris Wyatt (Alzheimer's Society)
17. Graham Piper (Carer, Carers Support Guildford),
18. Maureen Chuter (ICAS)
19. Dean Beverley (Surrey Independent living council)
20. Alayne Boyden (Waverley Borough Council)
21. David Thew (Guildford Borough Council)
22. Jess Hogan (Voluntary Action SW Surrey)
23. Laura Dennett (Surrey Primary Care Trust)
24. Jean Wickens (SCC)
25. Norah Lewis (Assistant Service Manager)
26. Jean Boddy (Assistant Service Manager)
27. Kim Foster (SWS Community Service Older carer support)
28. Debbie Hustings (Surrey Primary Care Trust and SCC Adults)

**Apologies:**

1. Christine Philp (Carer)
2. Jenny Barlow (Carer)
3. Leander Hargreaves (Carer and Focus group SBPT)
4. Hilary Dyce ((Alzheimer's Society Blackwater Valley)
5. Gail Butler (Carer, Trustee of Surrey Heath Carers Support)
6. Ruth Bennett (Carer)
7. Katherine Laird (Carer)
8. Susan Austin (Action for Carers Surrey)
9. Julie Pejnovic (Waverley Alzheimer's),
10. Rose Parry (Surrey Primary Care Trust)
11. Andrea Watson (Guildford and Waverley Crossroads Care),
12. Anne Butler (Service Manager OP/PSD Waverley),
13. Douglas Ettridge (Service Manager OP/PSD Guildford),
14. Ron Critcher (Policy Officer Carers Surrey County Council)