

**North Yorkshire Carers Forum - Minutes**Thursday 15<sup>th</sup> May 2014

11:30 – 14:00

Scarborough Bowls Centre

<b>Carers</b>	
<b>Present:</b>	
Ian Parkinson <b>(IP)</b> (Chair)	Tracey Hampton
Margaret Webb	Josie Austin
Kathryn Spinney	Claire Kinsella
Mike Spinney	Sandra Whittle
Lesley Dixon	Frank Whittle
Chris Elliott	Mark Whittle
John Simpson	Cheryl Jackson
Gwen Simpson	Erica Rodger
Harold Bufton	Alix Monice
Sadie Bufton	Alayne Holmes
Muriel James	Kath Shannon
Mabel Brand	Julie Teale
Alice Taylor	Jessica Sargent
Susan Woodhead	Gillian Payne
Chris Jackson	Adrian Smith
Pam Ryder	Sylvia Smith
E Ruddle	Jeanette Denton
S Ruddle	Julie Graves (Scarborough & Ryedale Carers Resource)
<b>Apologies:</b>	
Lindsay Allen	
Hazel Griffiths	
Yvonne Murray	

<b>NYCC/Other Officials</b>
<b>Present:</b>
Richard Webb – Director of Health and Adult Services <b>(RW)</b>
Carole Cairns – Key Worker
Patrick Duffy - Commissioning & Change Implementation Manager <b>(PD)</b>
Ian Legg – Project Manager
Emma Jennings – Team Manager
Sue Lear – Valuing People Co-ordinator
Victoria Marshall – Projects Assistant, HAS <b>(VM)</b>
Linda Porritt - Benefits, Assessments and Charging Manager <b>(LP)</b>
Tina Simpson – Care Services Manager <b>(TS)</b>
Rebecca Turton – Tees Esk & Wear Valley NHS Foundation Trust

		For action or note by
<b>1</b>	<b>Discussion with Richard Webb, Director of Health and Adult Services, NYCC</b>	
	<p>IP opened the discussion with a statement detailing his personal experiences as a carer. IP discussed the emotional impact of caring, his experience with social care services, his thoughts on an ideal social service and vision for the Forum in future. The full statement is available as a separate document.</p> <p>IP introduced RW to the Forum. RW came into post in March 2014 and wanted to come to the Forum to listen and talk to carers about their experiences.</p> <p>RW thanked IP for sharing his statement with the Forum and gave a brief summary of his background and family ties with North Yorkshire. Since his appointment RW has allocated days each month to travel around the county to meet people and hear about their lives and experiences outside of County Hall. RW recognises that income and transport are key issues for carers. Although these issues are not within his remit, RW recognised that he has a responsibility to work with others to influence people who can impact on such issues.</p> <p>The Forum was invited to ask RW questions.</p> <p>It was noted that there is no mention of parent carers within the Carers Strategy for North Yorkshire. Regarding the JSNA (Joint Strategic Needs Assessment), members of the Forum have previously facilitated contributions from carers to the JSNA, identifying rural isolation and transport links as issues. Given cuts to transport services, it was highlighted that convincing people to contribute to consultations when it appears they're being ignored is very difficult.</p> <p><b>RW</b> stated that NYCC is currently looking at how to invest and take practical steps to mitigate issues caused by North Yorkshire's rurality. Loneliness and isolation have been identified as issues on both a local and national level, and both rurality and transport are on the agenda to be addressed. Regarding input to consultations, it must be clear what is being asked and what will happen. Communication needs to be directive and honest about where certain things can't be delivered.</p> <p>Direct payments were raised and people said they would like to see direct payments being used more creatively for the benefit of carers and cared-for persons. The carers pass was also highlighted, as the Forum asked why it is limited to after 09:30 and before 15:30, suggesting it could be shown at a taxi rank, for example, in case of an emergency to alleviate the need to dial 999.</p>	

Regarding young carers and transport, it was highlighted that at times young carers have no choice other than to go somewhere on their own.

The Forum raised their concerns regarding the quantity of reviews, asking why they are needed to assess a cared-for person's capability when the situation isn't going to change. It was highlighted that the issue of continuous assessments has been put forward to social services before. At present, it is generally a negative experience for carers, who could contact social services in the event of a change, freeing up the cost involved to be redirected elsewhere.

**RW** acknowledged that he has seen both good and bad practice across the County. RW appreciated that there could be people undergoing too many reviews, but it must also be acknowledged that there are people who need the reviews and that it shouldn't be left to parents alone. RW recognised that what works for some people doesn't work for others e.g. a long term condition would require a different approach to a fluctuating condition.

Members of the Forum highlighted that they are currently having a review as ILF (Independent Living Fund) finishes next year, and raised the point that some people believe it to be financially motivated and asked if this was the case, and whether NYCC will be assessing everyone receiving ILF to see what they need.

In response, the recent changes made to the FACS criteria were highlighted. As a result of this, assessments will be staggered for those people at moderate level and are now starting. At the Forum's last meeting the necessity of reviews was discussed to review the services provided and maintain the quality of care provision. In this case, it is the services that are being reviewed and not necessarily the person. The care and support elements will be brought into the general financial needs assessment, and a full reassessment will need to be done.

**RW** acknowledged concern regarding reviews and reassessments. RW underlined the need to get the balance right between what needs to be done to fulfil NYCC's duty as a public body and what realistically needs to be done, stating that he is open to discussion on the matter. RW is to take comments back and look at what he can do to influence/lobby others regarding these concerns.

The Forum raised issues they have had in getting some care managers to respond to queries. Some people have left messages but heard nothing back. Communication problems have previously been identified as an issue. The Forum was urged to escalate problems in such circumstances. Tina Simpson asked people to let her have the detail after the meeting.

RW was asked whether or not he lobbies other agencies and

	<p>whether he points out that disabled people are being disproportionately affected. He was also asked if he can raise issues with Government officials on, for instance, the resentment about the carer's allowance in effect stopping at aged 60.</p> <p><b>RW</b> responded that he has been talking with government officials about some of the issues raised today. He is restricted within his post as his is not a political one, but he does speak to officials within the Department of Health.</p> <p>The Forum raised concerns over direct payments, enquiring whether or not they are put forward as the first option as opposed to agencies. <b>RW</b> is to spend time with the direct payments team shortly, and acknowledged that while direct payments work really well for some people, they aren't always the most appropriate option. <b>RW</b> also underlined that the personalisation of the service doesn't automatically equate to receiving direct payments.</p> <p>A Forum Member said that, according to the National Autistic Society, the largest group raising concerns is wives regarding their husbands, with a significant number of adults going through the diagnostic process and a high number of referrals with little support. <b>RW</b> stated that he would be interested to see what NYCC could do to help the situation as an employer.</p> <p>A member of the Forum highlighted difficulties she has been having with the transport service. Her daughter is supposed to be picked up at 10 am, but it keeps getting later and is now after 10:30 am. The lack of disability friendliness in places, such as parking with a disability badge, was also highlighted. <b>RW</b> advised that NYCC is looking for practical solutions to make a difference and he would support these kinds of initiatives. Regarding points made about closing toilets and disabled facilities grant, <b>RW</b> will take these back to colleagues.</p> <p><b>RW</b> thanked the Forum for sharing their thoughts and experiences, and stated that he would take what he had learned from today back to colleagues at the council and aim to come back to the Forum at a later date, if the Forum would like this.</p>	
<b>2</b>	<b>Minutes and matters arising</b>	
	<p>The Forum agreed the Minutes of the last meeting held on 6<sup>th</sup> March 2014.</p> <p>Regarding the Dilnot Cap, <b>IP</b> clarified that it excludes hotel costs. The cap does not take into consideration what has actually been paid, only costs covering what the Local Authority says is needed in the assessment will contribute to the cap.</p>	

<b>3</b>	<b>Future agenda items</b>	
	<p>IP proposed the following as future agenda items for the Forum to consider:</p> <ul style="list-style-type: none"> <li>• Assessment process</li> <li>• Client contribution policy</li> <li>• Benefits</li> <li>• Carer's rights</li> <li>• Mental Health Act Sectioning and the role of carers</li> <li>• Forum documents: <ul style="list-style-type: none"> <li>○ Terms of Reference (revision and explanation of expressions)</li> <li>○ Ground rules</li> <li>○ Code of conduct</li> </ul> </li> <li>• Counselling – dealing with anger and frustration</li> <li>• Supported employment</li> <li>• Dementia care</li> </ul>	
<b>4</b>	<b>Co-chair for the Learning Disability Partnership Board</b>	
	<p>Sue Lear gave details on the current recruitment for a volunteer to co-chair the Learning Disability Partnership Board. There are four meetings a year plus support and agenda setting meetings. Travel expenses will be paid. If anyone is interested or knows someone who might be, please contact Sue.</p>	
<b>5</b>	<b>Update on the Carers Strategy Implementation Plan</b>	
	<p>PD updated the group on the Implementation Plan.</p> <p><u>Provision of Community Based Support for Carers</u></p> <p>The tender exercise has now been completed.</p> <p>For adult services:-</p> <ul style="list-style-type: none"> <li>• The Carers Resource have retained the contract for Harrogate</li> <li>• Cloverleaf are the new provider for Selby following the decision by Wilf Ward Family Trust not to tender</li> <li>• A collaborative between Scarborough &amp; Ryedale Carers Resource and Hambleton &amp; Richmondshire Carers Centre will provide services for those areas</li> </ul> <p>The contract will be for 3 years between 1st July 2014 and 30th June 2017 with the option to extend the contract for further periods of up to 2 years each, up to the maximum permitted contract duration of 7 years at the discretion of the Council and subject to</p>	

satisfactory performance.

#### Review and Redesign of Carers Assessment and Documentation

The new assessment is now being used and the council are working on developing an online version.

#### Review and Simplification of Public Information for Carers

The two main elements of this are the development of a leaflet, backed up by a booklet containing additional information, and development of the website.

Meetings of the Information for Carers Working Group were held in February and April and the leaflet and booklet will be approved at the next meeting in June.

The website content is going to be reviewed in the light of Care Bill requirements.

#### GP Referral Pathway

Following the pilot in Hambleton, Richmondshire and Whitby, the GP referral form is being introduced in those areas.

#### Carers Emergency Card

As mentioned at the last Forum, due to the high cost of administering the service, the Council is looking to move towards an on-line process for new users of the service. This will then be extended to all users. Options are being looked at.

As part of his update, PD also took the opportunity to update the Forum on the Care Bill and Carers Week.

#### Care Bill

The Department of Health and Adult Services would like to involve the Forum in helping it to move things forward in preparation for the Care Bill.

There is a small working group looking at what changes need to be made to the Carers Strategy as a result of the Care Bill. The Chair is a member of this Group.

Guidance is expected by the end of May on implementing those parts of the Care Bill that are due to come into force next April.

The Department would like to involve people either by email or a meeting, whichever they prefer. This would, for example, include seeking views on the type of information and advice that needs to be available.

	<p>The next meeting of the Forum is not until September. So would people be prepared to come to a meeting to discuss Care Bill implementation in June or July or would they rather PD sought views by email? PD asked people to let me know and he will then write to the wider Forum.</p> <p><u>Carers Week</u></p> <p>PD referred to Carers Week which, this year, is from Monday 9<sup>th</sup> June to Sunday 15<sup>th</sup> June.</p> <p>The Council is publicising Carers Week to its staff by use of the staff intranet which will include information about the Carers Week Quest (a drive to encourage improved collaborative working in local communities to reach out to carers); activities being organised by providers during the week; and examples of the carer-friendly policies operated by the Council.</p> <p>PD asked that if people have any thoughts on anything else that the Council could do to publicise Carers Week to get in touch with him.</p>	
<b>6</b>	<b>Healthwatch</b>	
	<p>IP gave a brief update on Healthwatch.</p> <p>IP attended an event about assessments in Northallerton on 27<sup>th</sup> March, and there is a Safeguarding event on 17<sup>th</sup> July which IP will be attending. There is also a supported employment event on 29<sup>th</sup> May which IP will try to go to.</p>	
<b>7</b>	<b>Any other business</b>	
	<p>IP detailed his intention to step down as Chair for the Forum, and would welcome nominations for the post. He indicated he would be prepared to co-Chair for a period if this would assist.</p>	
<b>8</b>	<b>Next meeting</b>	
	<p>The next forum will be held on Thursday 4<sup>th</sup> September 2014. The venue is yet to be confirmed. <b>Please note: the date has subsequently been changed to Wednesday 3<sup>rd</sup> September 2014 and the venue will be Community House, Portholme Road, Selby.</b></p>	