



North Yorkshire Carers Forum – Minutes
Wednesday 17th June 2015
Quaker Meeting House, Scarborough
11:30 – 14.30 p.m.

Carers	
Present:	
Ian Parkinson (IP) (Chair)	
Hazel Griffiths (HG)	
Alayne Holmes (AH)	
Heather Evans (HE)	
Lindsay Allen (LA)	
Elizabeth Ruddle (ER)	
Rita Hooton (RH)	
Carole Gerada (CG)	
Apologies:	
Adrian Smith	
Yvonne Murphy	
Cath Protheroe	
Eleanor Borkett	
Mike and Kathryn Spinney	

NYCC/Other Officials	
Present:	
Avril Hunter – Strategic Commissioning Manager (AV)	
Shanna Carrell- Equality and Community Engagement Officer (SC)	
Katy Lynch – Business Development Officer – presenting on Cares Emergency Card	
Jean Marsh/Julia Glenny – Supported Employment Managers – presentation re Supported Employment.	
Stephen Jack – Carers Support	
Dianne Hardwick – Carers Support	

		For action or note by
1	Introduction and update from the Chair – Ian Parkinson	
	Chairs update Healthwatch update There is a lot of internal discussion about how Healthwatch works etc. The biggest emphasis at present is on health, looking at Hospital and Care Homes .Most complaints are health focused. But	

	Healthwatch wants to engage more with HAS and its processes.	
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2	Minutes and matters arising	
	Action Log was discussed and comments added below.	
3	Supported Employment – Jean and Julia	
	Jean and Julie informed members about the services available from Supported Employment. Carers need to have had an assessment to access the service. Members discussed some of the problems that carers have in obtaining and keeping employment. Self-employment was discussed and Jean and Julia had some useful contact organisations. Presentation will be sent out when available. HG told us about help that she had had from Harrogate Carers Resource.	Avril
4	Carers Emergency Card	
	<p>Despite technical difficulties, Katy introduced the new process being looked at for the above. Questions that were asked have been passed to Rachel Kemp, who is overlooking the changes who has provided responses as below.</p> <ul style="list-style-type: none"> • Not everyone was clear what it was Further information to be updated on our public website, new leaflet to be produced, and training to Customer Service Centre staff to ensure information and process to apply is clear. • What about signing for the Card? As with many online services a signature is no longer required. The new online process will ask for the Carer to agree to a declaration that both the cared for person and responders are agreeable to their inclusion in the scheme. <ul style="list-style-type: none"> • What about the consent of the cared for person? The scheme is only for those who consent to their inclusion in it, therefore if the cared for person does not agree to be part of the scheme the carer is unable to agree to above declaration and therefore unable to proceed with application to be part of the scheme. • What if person does have capability, but does not want to share information? As above. • Regarding children, the school needs to have safe details. The carers emergency card is for person(s) over the age of 18. Where a carer or a cared for person is below this age, they would need to apply to Children and Young Peoples services. 	

	<ul style="list-style-type: none"> • What about a carer who is looking after both daughter (mental health issues) and grandchildren – What would happen, could they use it? Where daughter and carer is over the age of 18, an application can be made to be part of the scheme. For information about support given to person(s) under the age of 18 please contact Children and Young Peoples Services. • What if you have no responders? The online form allows a carer to tell us that they have no responders, in which case a box is ticked to state agreement to North Yorkshire's Health and Adult Services providing support in the event of the card being activated. • Still a good idea if there are no responders for carers to carry a card just to identify that you are a carer. Agreed. • Would EDT/Social services act as a last resort Where a carer has not given details of any responders, or where responders are not able to act, Health and Adult Services would always act as a last resort. 	
5.	Autism Strategy	
	<p>Unfortunately, Sally Ritchie could not attend so Avril presented the information regarding the strategy. (Dates regarding specific consultation events have been sent to you separately). Issues raised as below have been passed on to Sally as part of the consultation.</p> <ul style="list-style-type: none"> • Need to remove the use of acronyms as not helpful • Supported Living staff have a basic awareness about Autism, this is not sufficient – the Strategy should outline an intention to provide a sufficient level of training to support living staff so that they can adequately support those with Autism. At the moment staff are not equipped with the knowledge and skills to deal with situations effectively • There should be a greater emphasis about raising awareness of Autism with the wider public (greater publicity) • The strategy needs to look to improve the offer of support to individuals and families of those with autism, particularly that in transition and throughout adult life. The support offered to children and young people with Autism is very good but as soon as they reach 18 and want to live independently etc. there is a very poor, unsupportive service which leaves them to their own device e.g. housing, health, care and support • Out of hours support for people with Autism is poor i.e. in times of a crisis or before crisis is reached; often there is nowhere to turn but to call the police or A&E, which results in escalation and/or arrest exacerbating the situation. There need to be more intervention services and alternatives to arrest and police cells such as secure cells in health buildings. 	

	<ul style="list-style-type: none"> • Query regarding the lack of funding/money to implement the new strategy; services are at capacity already so how will this be progressed? • Are there any parent carers on the Steering Group? 	
6	Safeguarding	
	Jonathan Phillips, Chair of the North Yorkshire Safeguarding Adults Board has sent a message to us which is attached below. He would like to come and talk to the Carers Forum about Safeguarding and we will try and make sure he comes either at the September or the December meeting.	
7	Any Other Business	
	<p>Shanna advised that based on feedback from the last Carers Forum, a survey has been put together to ask a wider group of carers what they think about the Forum.</p> <p>Avril sent a message from Elaine Brookes who is now doing another job for NYCC that she very much enjoyed working with the Carers Forum.</p>	



North Yorkshire Safeguarding Adults Board welcomes feedback from the carers' forum.

My name is Jonathan Phillips and I am the chair of the North Yorkshire Safeguarding Adults Board. The Board is a group of senior managers from different agencies who are working together to make things better for adults at risk of harm or abuse.

I would like to talk with you about how we can work together to make safeguarding adults better and develop the plan for safeguarding for the next three years.



Adult safeguarding – what it is and why it matters

“Adult safeguarding” is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.

Safeguarding is aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. In these cases, local services must work together to spot those at risk and take steps to protect them.

Safeguarding Adults Boards

Safeguarding is everyone’s business, and it is important that organisations work together to protect people who need help and support. The Care Act requires local authorities to set up a Safeguarding Adults Board (SAB) in their area, giving these boards a clear basis in law for the first time. The North Yorkshire Safeguarding Adults Board has been in place since 2008 and the independent chair is Jonathan Phillips.

The Act says that the SAB must:

- include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues;
- develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations; and

- publish this safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.

Safeguarding work needs to follow six principles. We have been working to make sure that our plan follows these principles and would like your help to find out how you think we can show that we are doing that.

Empowerment – this means that

- Services are more personal
- People have more choice and control over decisions
- People are asked what they want the outcome to be.

Prevention – this means that we work to stop abuse before it happens by

- Raising awareness about abuse
- Training people about safeguarding
- Making sure clear and simple information is available about abuse and where people can get help

Proportionality – this means that we think about risks and

- The response to abuse or neglect should be appropriate to the risk presented
- Services must think about what is best for the person and only get involved when they need to

Protection - this means that when abuse has happened we

- Must know how to act to stop the abuse
- Must help and support the adult at risk

Partnership – this means that we work together to stop abuse (by preventing, detecting and reporting abuse together) by

- Involving services
- Sharing information

Accountability – this means that we are all accountable for what we do as individuals, services and organisations.

- We need to be transparent and make sure people can see what we are doing and check how safeguarding is done

Action Log below

Action Log for
Meeting NYCC Carers Forum
Date 18th of March 2015

Action	Name of person to action	Date to complete action	Progress Update
Updating Emergency Cards, To find out process for reviewing emergency contact details at review.	Avril	May 2015	Process Changing – presentation at meeting.
To include raising awareness of A and E departments across the county to the card to be included in the revised Carers Strategy			Included in the Strategy Plan
Availability of “Blue Badge” forms and benefits forms. To investigate where these forms are available	EB	May 2015	Customer Service Centre and Libraries.
Updating yellow carers leaflets and flyers	EB and AV	April 2015	Updated and sent out.
Workshop notes to be made available with the minutes	AV and SC	May2015	Sent out with minutes
Updating Carers Landing page in line with group comments	AV ,SC and RK	April 2015	Pages updated.
Checkers idea, AV to	AV	May 2015	This idea will be passed

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discuss the idea with senior colleagues.			to Janine Tranmer, Head of Quality and Monitoring who will update on what is happening.
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