



North Yorkshire Carers Forum - Minutes

Wednesday 3<sup>rd</sup> September 2014

11:30 – 14:00

Community House, Selby

| Carers                     |  |
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| <b>Present:</b>            |  |
| Ian Parkinson (IP) (Chair) |  |
| Mr. Hamer                  |  |
| Mrs. Hamer                 |  |
| Alayne Holmes              |  |
| Susan Greenslade           |  |
| Catherine Greenslade       |  |
| Cath Protheroe             |  |
| Elizabeth Ruddle           |  |
| Adrian Smith               |  |
|                            |  |
| <b>Apologies:</b>          |  |
| Lindsay Allen              |  |
| Eleanor Borkett            |  |
| Yvonne Murphy              |  |
| Mike Spinney               |  |
| Kathy Spinney              |  |

| NYCC/Other Officials  |  |
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| <b>Present:</b>   |  |
| James Stroyan – General Manager, Central, Health & Adult Services   |  |
| Elaine Brookes – Health & Adult Services                            |  |
| Bob Carter – Assistant Director Cloverleaf/ Carers Count            |  |
| Patrick Duffy - Commissioning & Change Implementation Manager       |  |
| Sheila Hall – Performance & Change Manager, Health & Adult Services |  |
| Avril Hunter – Strategic Commissioning Manager                      |  |
| Dawn Theaker – Service Manager, Carers Count, Selby District        |  |

|          |  | For action or note by |
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| <b>1</b> | <b>Introduction and update from the Chair</b>  |                       |
|          | IP shared with Members words from Lynne Elwell, headed “Workers in ‘Serviceland’ often ask Where are the parents?”. IP felt that the sentiments were poignant, illustrating the demands on parents of children who require care. |                       |

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| <b>2</b> | <b>Minutes and matters arising</b>   |    |
|          | <p>The Forum agreed the Minutes of the last meeting held on 15<sup>th</sup> May 2014.</p> <p>IP referred to the discussion with Richard Webb, Corporate Director for Health &amp; Adult Services, at the last Carers Forum. He commented that the Note of the issues raised and what the Council intended to do in response to these, which had been circulated by Patrick, was very positive, as it is important that people feel their concerns are being listened to and acted upon, wherever possible.</p> <p>Ian referred to the presentation that he had made, detailing his experiences as a carer and asked that this be circulated to the Carers Forum if it has not been already..</p>   | AH |
| <b>3</b> | <b>2020 North Yorkshire Care &amp; Support Where I Live Strategy</b>   |    |
|          | <p>Avril Hunter introduced this Strategy, which the County Council is consulting upon. Copies had been circulated.</p> <p>By way of background, she mentioned that, between 2003 and 2015, the Council will have supported the building of 20 specialist housing developments in the County, providing about 1,000 apartments and bungalows and a number of housing supported schemes.</p> <p>The Strategy is intended to build on the work already undertaken, with the intention of building in every town in North Yorkshire.</p> <p>Avril also made the following points:-</p> <ul style="list-style-type: none"> <li>➤ There are plans to build 2,000 homes in North Yorkshire every year. The Council wants to work with District Councils to ensure that some of this will be accessible housing and that people can access information and advice that will help them to remain independent at home</li> <li>➤ Home Improvement Agencies and Handyperson's Services can also help people live safely and independently. The Council will continue to ensure these services are available for older and vulnerable people and seek to make them available more widely.</li> <li>➤ Telecare – a range of equipment to help people feel safe at home – has a key role to play.</li> <li>➤ For people with complex needs, there will be Accommodation Plus which is based on Extra Care Housing, but on a smaller scale.</li> </ul> <p>A number of comments were made/questions asked. These</p> |    |

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|   | <p>together with the response, where appropriate, are set out below:-</p> <p><b>Is there a charge for telecare?</b><br/>There may be. This will be determined by a financial assessment.</p> <p><b>If you own your own home, could you sell it and move in to one of the extra care apartments?</b><br/>Yes, but we would like people to be able to buy the apartment if they wished to.</p> <p><b>What provision is there for people who do not speak?</b><br/>Arrangements such as audible warnings/alerts are available.</p> <p>It is clear that not everyone wants to be in a residential home. Supported housing is a good mix of independence and support, in that people still have their own front door and can mix with others if they choose to, but assistance is available on site 24 hours a day.</p> <p><b>There is so much loneliness – what are you doing to address this?</b><br/>This is an issue nationally. The Council funds a number of projects through the Innovation Fund to help combat loneliness and is keen to work with local communities to build networks.</p> <p>There is a scheme in Wensleydale which has a restaurant and café that is open to all. This helps the development function as the heart of the community.</p> <p><b>There are lunch clubs but lack of transport for people to get to these is a factor</b><br/>Feedback on the consultation exercise on transport will be provided at the next Forum meeting.</p> <p>Avril thanked people for their comments and asked them to consider completing a consultation questionnaire, copies of which were circulated, as their views will help shape the Strategy.</p> <p><b>Is the accommodation you can buy affordable?</b><br/>It is difficult to describe affordability because builders have been asked to integrate into other developments but this does not make them affordable necessarily. Affordability needs to be defined more clearly to match what people can actually afford – not the price of land.</p> <p>The Council is looking for a mix of accommodation in every locality and this will be affordable.</p> |  |
| 4 | Care Act - Update   |  |

SH advised that the Care Act will be implemented on a phased basis, with Part 1 coming into effect on 1<sup>st</sup> April 2015

The Act represented a big change to the law governing social care and would require the Directorate to change the way it does things.

She also said that:-

- Carers will have new rights to an assessment.
- Carers will have the same rights and services as the person they care for, if they meet eligible needs.
- The Council hope that more carers will come forward.
- The needs of the whole family must be considered and there will more integrated working with Children & Young People's Services and Health.
- The Council is looking to provide services at an earlier stage. Activities in local areas, such as a handyperson's service and lunch clubs, will increasingly develop – rather than *traditional* social care support.
- The Council will look at what can be done to reduce the amount of stress for carers.
- Staff will work at a more local level. Initiatives will be developed from the community, rather than being imposed.
- New national eligibility criteria will be introduced and carers, as part of their assessment, will be asked how their caring responsibilities affect their ability to work and their social activities. This will help determine the level of support.
- The Government is trying to reduce situations where all or most of people's money goes on paying for their care. The current limit of £23,250, above which people have to pay the full cost of their care, will be increased to £118,000 from April 2016.
- The Council has responded to the consultation by the Government and final Regulations are expected by the end of October 2014.
- The Council would like to ask carers what they think about the changes and, in terms of support, what works well for them how best might support be provided and what type of information would they like to receive and in what format. Therefore, Elaine Brookes will spend time with each carers organisation to find out their views. Carers will be invited to local events.

A number of comments were made/questions asked. These together with the response, where appropriate are set out below:-

**After the initial assessment how often is it reviewed?**

As part of a review of the person being cared for, there should be a discussion with the carer.

**If you pay for services nobody seems to know where to point you**

We should still be giving you information about the support available.

**If I was financially needs I would be entitled to respite but it is not on offer if you pay for it.**

The Council cannot recommend a particular provider but information should be available to you. We will take the details from you following the meeting.

**Are there places where you can pay for respite in hospital?**

The Council would not pay for a stay in hospital.

**There should be lists available in each area if what is available**

There is a Care Services Directory.

From April 2016 the Council will have a new right to arrange care for people. There will be charge, but just to cover costs.

**There will be a move from your ability to continue as a carer to what are your needs**

**Do I need to ask for a further assessment?**

If it was for a one-off service, then no.

**The Government has listened to what people have said. For example, the Act says that pre-payment should be available, but not as the default.**

**There is a lack of continuity for carers. Surely if they have had an assessment it seems poor to make no further contact**

This is why the Council work with local carers centres as we are not necessarily the best point of contact and some people prefer to deal with their local carers centre.

When the cap comes in we will need to keep a record of people's expenditure on care – almost like a bank statement every year.

**I do all the caring for my husband myself so there will not be any accrual of bills from me. Just because you are not accruing expenses that does not mean that you are not doing it – e.g. providing care**

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|          | <p><b>If people give up work they lose their salary, yet they cannot claim that against the Dilnot Cap. This is why so many carers are in debt.</b></p> <p><b>Following an assessment, who decides whether or not someone is entitled to a service?</b><br/>The assessor generally.</p> <p>FACS will be replaced by a new national eligibility criteria which is likely to be set at “substantial” e.g. people will be entitled to services if their needs are deemed substantial.</p> <p>Care packages can be transferred if people move to a different part of the country.</p> <p>Bob Carter said that the challenge for organisations such as Carers Count is how we make people aware of the changing landscape.</p> <p>He further commented that he estimates Carers Count are probably in contact with about 10% of carers in the area. Therefore, outreach work is important</p> <p>There are estimated to be about 64,000 carers in North Yorkshire of which the County Council only provides services to 5,000, so there is a big gap in terms of potential unmet demand.</p> <p><b>The information needs to be improved. It needs to be linked to DWP</b></p> <p><b>Elderly people should be given a leaflet about what is available to them on leaving hospital.</b><br/>This does occur but it could be better.</p> <p>It is about more than just giving someone a leaflet. Personal interaction is the key.</p> <p>Ian felt that it would be helpful for the Forum to receive a presentation on Personal Health Budgets. People agreed.</p> <p>AGREED that a presentation be made to a future Forum on Personal Health Budgets</p> | AH |
| <b>5</b> | <b>Update on the Carers Strategy Implementation Plan</b>   |    |
|          | <p>Before updating the Forum on individual projects in the Implementation Plan, Patrick advised Members of the work that has been done by the Carers Strategy Group.</p> <p>The Carers Strategy Group comprises representatives of the Council; the NHS and organisations that provide carers services such as Carers Count in Selby and carers are represented via the Chair, who is also a member of the Group.</p>  |    |

The Care Act is going to have such a big impact on carers that the Group has had an initial look at the implementation Plan to see if it needs to be changed to tie in with the requirements of the Care Act.

This is going to be considered further at its next meeting on 6<sup>th</sup> November and that Group is also going to look at refreshing the actual Carers Strategy which runs from 2012 to 2015.

The feeling is that the Strategy just needs refreshing, rather than a whole new Strategy, because the current Strategy was the result of extensive consultation with people and many of its priorities, such as targeting hidden carers and ensuring ease of access to the correct information, remain relevant. It would be more a case of developing new actions, rather than new priorities.

When this is considered by the Carers Strategy Group, any changes suggested will be presented to the Carers Forum at its meeting on 27<sup>th</sup> November and these will be emailed out to suggestions to everyone on the distribution list for the Forum as it is appreciated that not everyone is able to attend Forum meetings.

PD then updated on the Projects:-

#### Provision of Community Based Support for Carers

Following the tender exercise, the new contracts came into effect on 1<sup>st</sup> July 2014.

PD said that there has been good liaison with Carers Count and thanked Bob and Dawn for the work that they and their colleagues had undertaken to help the transition to go smoothly.

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

The new assessment is now being used.

An online assessment is being developed as part of work being undertaken to develop a web portal.

#### Review & 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.

The leaflet and flyer have been approved and are with the graphics section. So they should be available later this month or in October

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

#### GP Referral Pathway

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|          | <p>Following the pilot in Hambleton, Richmondshire &amp; Whitby, at present, the Carer Referral Form is on GPs desktops across those areas, but there has not been a good response to using the Form. This does not mean that GPs are not signposting patients, simply that they are not using the actual form</p> <p>Therefore, a different approach is being taken. Although the Referral Form will remain in place for now, Awareness Raising sessions are the next phase of the GP Pathway improvement.</p> <p><u>Carers Emergency Card</u><br/>Due to the high cost of administering the service, it is going to be moved online for new users of the service. This will then be extended to all users. We are looking at options.</p> |  |
| <b>6</b> | <b>Any Other Business</b>   |  |
|          | <p>Ian said that this would be Patrick's last Forum meeting. He thanked Patrick for his work on carers issues and gave him a bottle of wine.</p> <p>Patrick thanked Ian and the Forum for their support. He had enjoyed working with carers and felt that what he had learned would help him in the next phase of his life.</p>   |  |
| <b>7</b> | <b>Next meeting</b>   |  |
|          | The next Carers Forum will be held on Thursday 27 <sup>th</sup> November 2014 at Disability Action in Harrogate commencing at 11.30 a.m.  |  |