



North Yorkshire Carers Forum

Thursday 6th March 2014

11:30 – 14:00

The Galtres Centre, Easingwold

| Present: | Apologies: |
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| Ian Parkinson (IP) (Chair) | Kathy Allday |
| Lindsay Allen | Hazel Griffiths |
| Eleanor Borkett | Gillian Payne |
| A. Buchanan | Kathy Spinney |
| Sheila Constable | Mike Spinney |
| Susan Greenslade | Anne Sutcliffe |
| C. Greenslade | Terry Sutcliffe |
| Alayne Holmes | Margaret Webb |
| Yvonne Murphy | |
| Elizabeth Ruddle | |
| Adrian Smith | |
| Diane Wordsworth, Hambleton & Richmondshire Carers Centre | |
| Patrick Duffy (PD) | |
| Sheila Hall (SH) | |
| Victoria Marshall (VM) | |

| | | For action or note by |
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| 1 | Introduction and update from the Chair, including Healthwatch update, Minutes of the last meeting and matters arising | |
| | <p>Welcome and introductions were given around the room and the Minutes from the previous meeting, held on 28th November 2013, were agreed.</p> <p>Re the training discussed on page six of the previous Minutes, particularly relating to basic caring and life skills, PD reported that the Council would be able to source courses, although 8-10 people would be required to make these viable. Please contact Patrick if you are interested.</p> <p>It was noted that Richard Webb, the new Director of Health and Adult Services, would like to attend the next Forum in May.</p> <p>SH suggested that, in view of the fact that the Director has just taken up his post, if carers have any topics or questions they would like to ask him, it would be helpful if they could advise PD of these in advance.</p> <p>Action: PD to contact carers to ask if they have any questions or topics to raise with the Director.</p> | <p>ALL</p> <p>PD</p> |

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| <p>IP updated the Forum on his activities since the last meeting. IP had attended a Vale of York Clinical Commissioning Group (CCG) stakeholder planning event, on behalf of Healthwatch, where problems with funding were recognised, as was the fact that mental health services can appear to be neglected. The Vale of York CCG is endeavouring to divert resources from costs of hospital care by reducing delayed discharge and reduce admissions.</p> <p>IP had also attended a Yorkshire and Humber Family Carer Event where concern was expressed over Winterbourne. IP will be attending two events in March, including a “Know Your Rights” Event being organised by Northallerton & the Dales Mencap Society and the Royal Mencap Society, at Allerton Court Hotel on 27th March 2014. He will be one of the speakers at the Event.</p> <p>Re Healthwatch, the Forum discussed the documents provided by Tim Quelch concerning “The Profile of Unpaid Care in North Yorkshire” and “Falling Volumes of Home Care in North Yorkshire”. These documents had been circulated with the Minutes, together with comments on them by the County Council. IP circulated a copy of the questions raised by these documents. All of the documents referred to were also provided in the pack of information circulated at the meeting.</p> <p>Action: IP to route further discussion on these issues through Healthwatch</p> <p>IP said that he was keen to increase the number of carers attending meetings of the Forum and that he would like it to be more of a Forum where people could raise issues. At the moment, it feels like the Forum is primarily a “receiver” of information. He added that he would welcome people’s suggestions.</p> <p>It was felt that it would be opportune to review the Forum’s Terms of Reference.</p> <p>Action: Consider the role of the Forum going forward and email any suggestions to IP.</p> <p>Action: PD to circulate IP’s email address and Terms of Reference to the Forum.</p> <p>The Forum discussed the role of Healthwatch, as IP had contacted Healthwatch England and they have agreed that there is no legal obligation for a Local Authority to appoint an external body to investigate complaints about Adult Social Services. The County Council has also commissioned Cloverleaf to provide advocacy on various issues. The Forum went on to discuss complaints procedures and advocates in greater detail.</p> | <p>IP</p> <p>ALL</p> <p>PD</p> |
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| | <p>In relation to advocates, if someone does not have the capacity to make a complaint and the person's carer makes it on the person's behalf, it was asked whether or not the carer has the right to an advocate as he/she is already representing the cared-for individual. It was confirmed that although County Council funding for the advocate cannot be guaranteed, the Council would never seek to stop any carer seeking external advice.</p> | |
| 2 | Care Bill | |
| | <p>Sheila Hall gave a brief presentation to the Forum on the Care Bill, outlining the headlines for carers.</p> <p>Currently at report stage, the Bill is going into the final stage on Monday (10th March). Royal Assent is being sought for April 2014, with implementation of the various reforms to be on a phased basis, commencing from April 2015.</p> <p>The following elements of the bill were highlighted:</p> <ul style="list-style-type: none"> • £72,000 cap on care costs; • increase of the threshold above which people are ineligible for local authority help with care home fees from £23,250 to £118,000; and • it will be a legal duty for local authorities to provide assessments for carers <p>The County Council is looking at how to hear about those who need help. The County Council is working closely with GPs, looking at the availability of information in GP surgeries, training for frontline staff and, potentially, basing voluntary organisations in surgeries. The importance of reaching people before there is a crisis was underlined.</p> <p>SH highlighted that the eligibility criteria are draft and the full implications of the Bill won't be known until the final guidelines and regulations are released in May.</p> <p>The Forum discussed the difference between direct payments and a personal budget. Essentially, a pot of money is allocated following an assessment, but there are different ways to manage it. The money can either be paid directly and in its entirety into a bank account for the individual as a direct payment. Alternatively, the Council can pay providers directly for services on behalf of the individual, taking the money from their personal budget. Some of the money from someone's personal budget can be a direct payment.</p> <p>It was asked whether or not entitlement to support is means tested. There is provision within the Bill for local authorities to charge</p> | |

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| | <p>carers for some services, although this is being heavily campaigned against. Officially, the stance on means testing cannot be confirmed until the final Guidelines and Regulations are published in May.</p> <p>It was also noted that nothing will be backdated e.g. progress towards the cap, but will start in April 2016.</p> <p>A copy of the presentation by SH is included below.</p> <p> Care Bill Carers Forum 06 03 14.pptx</p> | |
| 3 | National Carers Survey | |
| | <p>PD gave a brief presentation to the Forum on the survey. Initially undertaken in 2012 for the first time nationally, it has taken some time to collate the data and for the national information to be published.</p> <p>PD also circulated a more detailed summary, upon which his presentation was based.</p> <p>PD outlined areas where North Yorkshire is doing well. These included the response rate, the percentage of carers either extremely or very satisfied with support or services that they or the person they care for has received from social services and the percentage of carers who have utilised information and advice.</p> <p>Regarding where North Yorkshire can do better, this included the percentage of carers who say they either don't do enough of the things they value or enjoy or don't do anything they value or enjoy and the percentage of carers who say they either don't have enough control or have no control over their life.</p> <p>The national survey is to be undertaken again this year. It was highlighted that when discussing those carers who are retired, it doesn't take into account carers who have had to give up work in order to care for someone. PD will enquire with the Department of Health whether it would be possible to include this in the next survey.</p> <p>A copy of PD's presentation and more detailed summary are included below.</p> <p>  Carers Forum – 6th March 2014 PD.pptx Carers Forum pres.doc</p> | PD |

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| 4 | Update on the Carers Strategy Implementation Plan | |
| | <p>PD updated the Forum on aspects of the Implementation Plan, as follows:-</p> <p><u>Review & Provision of Community Based Support for Carers</u></p> <ul style="list-style-type: none"> • The evaluation of the tenders is taking place. • A decision is expected towards the end of March. • A carer was part of the Evaluation Panel. • The contract will operate for a three year fixed period. 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 satisfactory performance. • It was confirmed that there is at least one bid for all areas currently covered. <p><u>Review & Redesign of Carers Assessment Process & Documentation</u></p> <ul style="list-style-type: none"> • The assessment has been trialled in 3 Teams and feedback has been positive. • Consideration is being given to developing an on-line version of the assessment. <p><u>Review & Simplification of Public Information for Carers</u></p> <ul style="list-style-type: none"> • 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. • A meeting of the Information for Carers Working Group was held last week and the leaflet is expected to be confirmed when details of providers are known. The booklet will be considered further at the next meeting of the Working Group on 10th April 2014. • In terms of website development, a Community Directory is now available and discussions are being held with the Sensory Support Team about a link being made available to a toolkit for deaf/hard of hearing carers. • There are other elements in the Implementation Plan that | |

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| | <p>link into “Information for Carers”, such as the National Carers Survey and Carers Case Studies. Please see below.</p> <p><u>GP Referral Pathway</u></p> <ul style="list-style-type: none"> • This has been piloted in Hambleton & Richmondshire. • The intention is to launch the form to all GPs in Hambleton & Richmondshire. <p><u>National Carers Survey</u></p> <ul style="list-style-type: none"> • Covered earlier on the Agenda. <p><u>Carers Case Studies</u></p> <ul style="list-style-type: none"> • As part of the National Carers Survey, people were also asked if they would like to be contacted to take part in follow up research for the study. • 10 carers agreed to further research, with some no longer wanting to partake due to changes in their personal circumstances. • The findings from these Surveys are being analysed and further information will be sent out in a briefing note. <p><u>Carers Emergency Card</u></p> <ul style="list-style-type: none"> • Due to the high cost of administering the service, the Department is looking to move towards an on-line process for new users of the service. This will then be extended to all users in due course. | |
| 5 | Future agenda items | |
| | Due to timing issues, IP requested that any thoughts on future agenda items and the future role of the Forum be emailed to him. | ALL |
| 6 | Any other business | |
| | <p>IP informed the Forum that personal health budgets are being introduced on 1st April 2014.</p> <p>Action: SH to arrange for someone to talk to the Forum re personal health budgets at a future meeting.</p> | SH |
| 7 | Next meeting | |
| | The next meeting will be on Thursday 15 th May at 11:30 – 14:00, at the Scarborough Bowls Centre | |