

Carers Action Group. Meeting 26th July 2018 1.00pm – 3.00pm, Leatherhead HQ

Group members						
Name		Job Title	Organisation	Present	Apologies	Did not attend
Ann Stevenson		Associate Director of Quality Assurance & Reporting	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chrissie Caines	(CC)	Senior Manager Social Care - Mental Health West	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jo Ferns	(JF)	Matron	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jamie Gault	(JG)	Chief Executive for Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Julie Cook	(JC)	Senior Operational Lead Surrey County Council	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elaine Braithwaite	(EB)	Carer Representative/Governor	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ron Critcher	(RC)	Policy and Development Officer	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sherdel Knight	(SK)	Administrator	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Janice Clark	(JC)	Carer Representative and Governor	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leanda Hargreaves	(LH)	Carer Representative	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Penny Burnett	(PB)	Carer representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gillian Trippner	(GT)	Head of Collaborative Contracts for Surrey Heartlands CCGs	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
John Bangs	(JB)	Carers Strategy & Development Manager	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chris Hudson	(CH)	Divisional Governance & Compliance Lead	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Claire Ballie	(CB)	Clinical Lead for Learning Disabilities	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Debbie Hustings	(DH)	Partnership Manager Carers	CCG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Caroline Hunter	(CH)	Carer Representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lisa Roberts	(LR)	Action for Carers	AFC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Item	Actions: Meeting:	Actions
<Subheadings if appropriate>		
	<p>Previous meeting discussion and points; Janice wanted to clarify from the last meeting point 05.05 that Hampshire has no Carer Practice Advisor's therefore there is no one to attend the FoCUS groups.</p>	
07.03	<p>Information Sharing Leaflet for Carers Upon discussion, the information sharing leaflet required a few more changes:</p> <ul style="list-style-type: none"> • The 'best interests' need to be more clearly laid out and more prominent; • Removal or re-wording of the first bullet point on page 2; • Amend the sentence on when consent is required on page 2; • General formatting. <p>It was also discussed that there needs to be an easy read and young carers version of the information sharing leaflet.</p>	Ann / Sherdel
07.04 and 07.07	<p>John's Campaign The group were happy that John's Campaign is ready to be circulated to the inpatient and older adult wards.</p> <p>Chris will be speaking to Jo Ferns to implement this. Chris will tell Ann when Jo has the beds ready and the posters are up. The start date in place is the 1st October.</p> <p>There were a few queries regarding the awareness of John's Campaign as the carers link needs to be checked with Kiri to ensure that it is working since the new website migration. Ann will be sitting with Kiri before the end of August.</p> <p>The CARERS ACTION GROUP would like to speak about this campaign for carers day when there are corresponding themes. For example speaking about John's Campaign when the theme is Dementia.</p>	Ann
07.05	<p>Carers Report Qtr 1</p> <p>Discuss the Carers Report and the following issues were noted.</p> <p>It was agreed that the Carers Report would be circulated to the Operations Board.</p> <p>Ann informed the Carers Action Group that the ages of carers will be added to the report in due course – this will be provided by the information management team.</p> <p>Discussed the results of the recording of carers on SystmOne and the subsequent audit that was completed. For people that have been audited, it has been identified that carers assessments have been taken place, however these are not correctly recorded on Systmone.</p>	Ann Ann

	<p>Janice would like to hear more about Children and Mental Health Services (CAMHS) carers in the report. It is often hard to know what is being done by in terms of support for carers and young carers. Nicola Dykes will be invited to the next Carers Action Group (CAG) to speak about the work that is currently taking place within the service. Chris explained that the reason that there has been quite a lot of focus and backlog on Children And Mental Health Services is because that certain contracts have returned back to Surrey and Borders Partnership without the available resource, hence backlogs of children waiting to be seen for assessments. The Carers Action Group identified that the parent carers are ideal candidates for Helios.</p> <p>However, for the Surrey Children’s services, Chrissie has been meeting with the service manager to see what support is available for carers.</p> <p>The Carers Action Group had a discussion about how to reach out to the young carers and see whether there was a possibility to capture responses and data from young carers in our Trust. Lisa will be working with Ann and Hetashi to add some questions to current children and young people surveys. The results will then be shared with the CARERS ACTION GROUP.</p> <p>Chrissie and Ann will be meeting Claire Clifford and June Ryan at the ACU regarding Anderson ward. The name of the team is to be discussed whether it is correct to continue to call these ‘specialist service inpatients’.</p> <p>Ann will be speaking to contracts to discuss when we purchase drug/alcohol and forensic beds whether there is carer support available. Ann will feedback on the findings at the next CARERS ACTION GROUP.</p> <p>The Carers plan has scope to go wider and can be disseminated to go to the Quality Advisory Group. Chris will email Hetashi to share the information on how to share this to the QAG.</p>	<p>Ann / Hetashi / Lisa</p> <p>Ann/Chrissie</p> <p>Ann</p> <p>Chris</p>
07.06	<p>Action Plans</p> <p>Discussed the action plans in detail, those actions that have been achieved and whether any new actions need to be added and the work against the current actions</p> <p>Adult completed actions: Reviewed adult completed plans and agreed they are correct</p> <p>New actions: Ann will add the Hampshire Strategy and the national Carers Strategy to the plan. The improvement of HR Policies and Procedures will be also added.</p> <p>Updates on the open actions: Janice and Jo Barnett will be meeting to discuss the staff policies and how they can be improved to support staff carers. The Trust used</p>	<p>Ann</p>

	to have 'carers leave' however this is now merged with 'emergency leave'. The group queried what the Trust defined as 'carer' as they did not want the definition to be broad. An example would be whether a parent who had to attend an appointment was a carer or not and whether there should be any carers leave provided.	
07.08	<p>Carers Handbook Ann met with the Marketing and Communications Team and there has been a decision made that the handbook will be provided electronically, rather than having printed copies due to the expense. However, when requested the links can be printed and provided to carers.</p> <p>Gillian Trippner will attend the next Carers Action Group for a presentation on carers prescriptions in Hampshire and the outcome of the procurement process for the provision of carers services in Hampshire.</p> <p>Janice would like the Trust to consider how they are supporting carers in Hampshire as currently they are referred to the Princes Trust. Ann will be contacting Lorna to find out what happens regarding this support.</p> <p>Lisa reported that Julie and Honey are working on the young carers leaflet. Young carers have contributed to the creation of the leaflet. The young carers website is up and running, however Kiri is making some changes in regards to the Children And Mental Health Services section of the website.</p> <p>The group identified that there needs to be more Carer Practice Advisor's working with young carers, discussions will be held to see if this is viable.</p> <p>Ann was tasked to clarify if young carers could ring the crisis line for support and advice. Georgina Foulds confirmed they could.</p> <p>The Surrey County Council promotes support with Telecare to people with eligible social care needs and will signpost and give information to people who do not have the eligible needs.</p>	<p>Gillian</p> <p>Ann</p> <p>Ann/Chrissie</p>
07.09	<p>Triangle of Care The Community Mental Health Recovery Service teams should be following the triangle of care and should be aware of this, further work will be completed by the CPA to ensure this occurring.</p>	
07.10	<p>Health Watch Report The groups were unhappy with the statements that were made by Health Watch. They have not accurately represented the Trust, nor have they identified the places that the Trust can improve.</p>	
07.11	<p>Carers Assessments Chrissie gave an update on the how carers assessments would be recorded in future. It has been agreed that there will be a move to ensure that the recording is completed on Surrey County Council electronic system. There is a project plan and workstreams are in place. Pilots are taking place in services such as Epsom and</p>	

	<p>Woking Community Mental Health Recovery Services, EIP West and substance misuse. In these services, people will have their social needs met and recorded on LAS. The caseloads for carers will be reviewed and added to LAS. New referrals will also get a carers assessment.</p> <p>This will be a three month pilot starting in September. Chrissie will report back in December. It is proposed that this will improve carer compliance and reduce the threat of any judicial review.</p> <p>The carers prescription no longer has a person's date of birth, however it indicates an age range due to Data Protection. The ranges can be used to determine whether someone is a young carer. Ron will send these age ranges to Ann.</p>	Ron
07.12	<p>Job Profile Chrissie shared with the Carers Action Group the new Carer Practice Advisor job roles and it was noted that there were only small changes that had been made to the profile.</p> <p>Chrissie was to have a meeting with Jamie after the Carers Action Group to discuss the improved integration to working and will feed back at the next meeting</p>	Chrissie
07.13	<p>New Law introduced to protect vulnerable people in care The new law is now being discussed in committee.</p> <p>This used to be the responsibility of the Local Authority, however it is now the responsibility of the NHS and care homes. This raised questions with abuse that could occur and independent scrutiny.</p> <p>We should hear more on the new law for vulnerable people after the 5th September</p>	
07.14	<p>Action for Carers Update This will be discussed at all following Carers Action Group meetings.</p> <p>Jamie reported that was previously a struggle with resourcing but there is now a full team in the East.</p> <p>There is also an expansion of hours commencing on the 1st Sep. This will be from Mon-Fri and Saturdays from 9am-12pm. This is being heavily promoted via the website, social media, phone lines and GP's to name a few.</p> <p>There will also be an event for Carers on the 12th November 2018.</p>	
	<p>AOB Discussed the membership of the Carers Action Group again and any carer can attend this group, however this is not a focus group, but a group which supports the Trust to ensure that carers monitor and support the work that is being implemented in the Trust.</p> <p>Chrissie and Ann will review the attendance of the group. The group would like a representative from the Learning Disabilities division.</p>	Ann/Chrissie

The group discussed whether the minutes should be on the website. Ann will sit with Kiri to discuss the possibility of this and to work on the carers link.

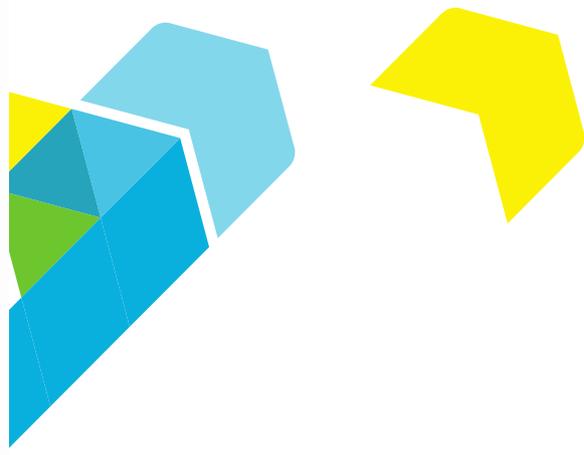
Ann and Chrissie will be attending the FoCUS meetings.

Meeting Action log:

Ref:	Lead	Action	Update	Open/ Closed
July Actions				
07.03	AS/SK	To update the Information Sharing Agreement for Carers with changes identified in the group.	We have completed changes required and this is now been sent to our marketing and comms team. We will produce an easy ready and young carers version and this has been added to our plans. Completed	Closed
07.04	JF/JC/SK	Chris will be speaking to Jo Ferns to implement this. Chris will tell Ann when Jo has the beds ready and the posters are up. The start date in place is the 1 st October.	Posters and leaflets have been sent and displayed within the wards and at HQ. Completed	Closed
07.05	AS/HB/LR	To develop a young carers survey for the carers report	Working with Lisa Roberts numerous meetings and discussions have been held to ensure that young carers views are captured. New survey completed and on agenda for approval. Completed	Closed
	AS/SK	Trust Website needs refreshing re Johns Campaign and all other carers publications	Anna and Sherdel have met with Kiri with all relevant information Completed	Closed
	SK	Carers report to circulate to ops board on quarterly basis	Process has been implemented to the Qtr 2 Ops Board Completed	Closed
	SK/AS	Nicola or rep to come to next CARERS ACTION GROUP to discuss the work that has been done within CHILDREN AND MENTAL HEALTH SERVICES regarding carers	Sherdel has emailed Julia and Nicola for an update on the CHILDREN AND MENTAL HEALTH SERVICES carers work. Julia to advise who will be attending.	Waiting Response
	AS/CC	Meeting with Claire Clifford and June Ryan at ACU regarding Anderson Ward.	Meeting to be arranged once June is back from compassionate leave	On going
	AS	To sit with contracts to discuss carers support in drug/alcohol and forensic beds		Open
	CH	To send information on how to disseminate carers plan to the QAG.	Awaiting update from Chris Hudson	Open

RC	Ron to send the data of age groups for carers assessments	This has been sent to Sherdel. Completed	Closed
AS	To sit with Kiri to ensure that the carers website is working correctly and to discuss the CARERS ACTION GROUP minutes on the website.	Completed	Closed
AS/SK	To add the Hampshire strategy and National carers to be added to the plans	These have been added to the plans. Completed	Closed
JC/JB	To meet and discuss staff policies and how to improve support to staff carers	Ann has met Jo to discuss carers issues within policies and procedures and have agreed that Jo will produce a bite size information and linking all policies and procedures for staff carers and issues and this will be placed on our staff carers intranet. It was also agreed that any other issues picked up will be given to the PAG	In progress
GT	Gillian Trippener to attend the next CARERS ACTION GROUP to discuss carers prescriptions and presentation	Ann discussed Gillian's attendance and was agreed that Ann and Gillian would talk before each CARERS ACTION GROUP and will become a permanent agenda item. Completed	Closed
AS	Ann to contact Lorna to see how carers are supported within Hampshire	Discussed with Gillian and contact details provided for the Prince's Royal Trust and how we may work together to implement the Carers Prescription	In progress
CC/JC	Proposal that SCC will commence reporting of carer-assessments on the electronic system	This is not due until December	In progress
AS	Carers Prescription to be extended to include age date ranges	Ron has confirmed the date ranges and reporting will commence in due course. Completed	Closed
CC	Chrissie was to have a meeting with Jamie after the CARERS ACTION GROUP to discuss the improved integration to working and will feed back at the next meeting	Need an update from Chrissie	
	Discussed the membership of the CARERS ACTION GROUP again and any carer can attend this group, however this is not a focus	A review was undertaken by Ann and Chrissie	In progress

		group, but a group which supports the Trust to ensure that carers monitor and support the work that is being implemented in the Trust.		
	CC/AS	Chrissie and Ann will review the attendance of the group. The group would like a representative from the Learning Disabilities division.	Ann has emailed the senior managers and asked if a Learning Disabilities representative could attend future CARERS ACTION GROUP's. Completed	Closed
	AS/SK	The group discussed whether the minutes should be on the website. Ann will sit with Kiri to discuss the possibility of this and to work on the carers link.	Anna and Sherdel have met with Kiri with all relevant information Completed	Closed



Date of future meetings.

Venue: Leatherhead HQ

Thursday 20 th September	G4 Leatherhead HQ	1.00pm – 3.00pm
Tuesday 6 th November	G4 Leatherhead HQ	1.00pm – 3.00pm