

Carers Action Group. Meeting 24<sup>th</sup> May 2018 1.00pm – 3.00pm, Leatherhead HQ

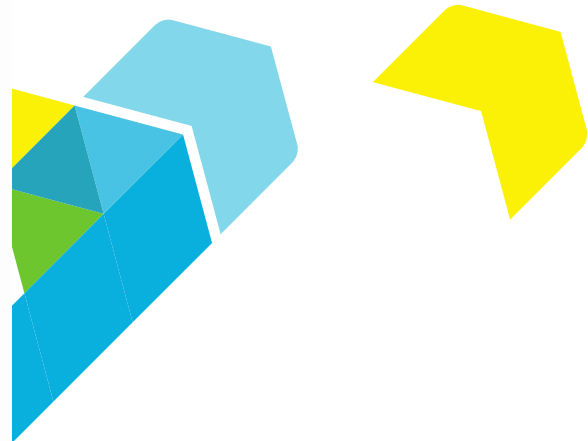
Group members					
Name	Job Title	Organisation	Present	Apologies	Did not attend
Ann Stevenson	Associate Director of Quality Assurance & Reporting	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Chrissie Caines (CC)	Senior Manager Social Care - Mental Health West	SCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jo Ferns (JF)	Matron	SABP	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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)	TBC	SCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sherdel Knight (SK)	Administrator	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Janice Clark (JC)	Carer Representative and Governor	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leanda Hardgreaves (LH)	Carer Representative	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hilary Waller (HW)	Highly Specialist Systemic Family Therapist	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Penny Burnett (PB)	Carer representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gillian Trippner (GT)	Partnerships Manager	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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sheila Gilmore (SG)	Community Dietitian PLD	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fiona Whittaker (FW)	Darzi Fellow	SABP	<input type="checkbox"/>	<input checked="" 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"/>
Amanda Cummins (AC)	Service Manager for Community Mental Health	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Item	Actions: Meeting:	Actions
<Subheadings if appropriate>		
	<b>Previous meeting discussion and points;</b>	
05.02	<p><b>Young Carers Website</b> – Lisa met with Sally and Kiri and there has been some confusion as to whether young carers could use the helpline as well as adults. Some young carers have used the line but have not felt supported. Ann and Chrissie to speak to Georgina Foulds regarding any issues as to why young carers are unable to call the number.</p> <p><b>Young Carers pathway</b> – Update on the logos to be clarified still, Julie to come back to next meeting in July and confirm which logo will go onto the pathway document. Making sure there is a contact on there for carers on the pathway. Work needs to be undertaken so this is promoted throughout the Trust and to ensure young carers are aware of the document</p> <p><b>Carers Respect Programme</b> – Discussion as to where and how this is being communicated as there have been 3 meetings and only one attendee at the first meeting. This needs to be promoted through the FoCUS group, the Carer Practice Advisors and the Trust website.</p>	<p>Julie/Ann/Chrissie</p> <p>Julie/Maria and Sherdel</p> <p>Sherdel</p>
05.03	<b>CQC Gap Analysis</b> – Has been updated and will be added to the adult Action Plan. The new updated version is to be sent to CAG members.	Sherdel
05.04	<p><b>John's Campaign</b> - Kiri is to be notified of the small J within paragraph, otherwise the group were very pleased with the final version. The feeling within the room was for the John's Campaign to be put onto the care plans and be monitored. Questions were raised about people being able to stay in hotels or B&amp;B's nearby when someone is ill and SABP paying for them to do this. Jo Ferns to speak about implementation of the campaign at the next CAG meeting</p>	<p>Ann /Sherdel</p> <p>Jo Ferns</p>
05.05	<p><b>Carers Report</b> -Following the presentation of the report the following comments were noted: Safe Haven, Helios Group have had no referrals from Hampshire to date, in the hope this has now changed. No CPA's from Hampshire attend any of the FoCUS groups held. Is there something that can be done for awareness of these groups. AS, JC and CC to attend FoCUS from September onwards</p> <p>On page 6 of the carers report graph 3 (Would you accept the offer of a Carers Needs assessment) CAG would like to see a "Why Not" question and "What are we doing about this?" question added onto Your Views Matter. Sherdel to look into this.</p>	<p>Julie/Chrissie/Ann</p> <p>Sherdel</p>
05.06	<b>Report on Carers Audit</b> -The CAG were updated on the work that has been completed on the Carers Audit and it was agreed that the CPA to look further into Anderson ward and if assessments are being offered to carers.	Julie
05.07	<b>Triangle of Care</b> – All Community assessments to be sent to Julie Cook and then Julie will bring update to the next CAG	Julie/Sherdel

05.08	<b>Carers Handbook</b> –This has been finished and approved at the CAG, further discussions with the Marketing and Communications Team as to the next step.	Ann
05.09	<b>Key Principles</b> – Janice has written the key principles for carers from the National Carers action plan. She will share this with the WAA Transformation Board.	Janice
05.10	<b>Reporting Carers Assessments</b> – Our Systmone data for carers is clearly showing we have a recording issue. Surrey County Council completed a manual a audit at year end and this highlighted our reporting issue. Sherdel will send monthly data for Julie to undertake manual audits on our Systmone reporting. Surrey County Council are re looking at the care assessments and will have a pilot scheme on LAS (Local Authority System) under the S75 agreement review. This pilot will commence in the autumn.	Julie/Chrissie and Sherdel
05.11	<b>GDPR</b> – Ongoing updates	Chrissie/Julie
05.12	<b>Carers Respect Programme</b> – Everybody within the room liked the work but some of the content still requires changing.	Ann/Sherdel
05.13	<b>AOB</b> – Jamie spoke on behalf of Action for Carers and mentioned great achievement of Adult carers support is now from 50% to 94% resourced. This means that the pilot hours for 9-5 working hours in the Autumn will be going ahead. Routes for better marketing and resourcing to be looked at. Thinking of bus stops to get the word out and across the county, Surrey Young Carers Launch “people like us” is now being rolled out to schools in Surrey. 757 new referrals and only 1 from a GP. Jamie is linking with Dr Jones to get more support sending the message out to GPs. There is a few problems with the Carers Assessment online, if certain boxes are not ticked it prevents the full assessment being filled out. Problems may occur if people are filling this out if not with their GP.	

Meeting Action log:

Ref:	Lead	Action	Update	Open/ Closed
<b>May Actions</b>				
	AS	Can Young Carers use the Trust Crisis Line		
	AS	Young Carers Pathway – ensure logos are added		
	SK	Carers Respect Programme – improve communications		
	SK	CQC Gap Analysis – ensure this is added to plan	Added to Adult Action Plan	Closed
	SK	Johns Campaign poster- now finalized – to be circulated to CPA to put onto the older adult wards	SK send round to CPA for action and to ensure that the CPA confirm that the posters have been put up.	Closed
	SK	Attendance at FoCUS meeting	Work in progress to ensure delivery	Closed
	SK	Review question 6 from Your Views Matter	SK discussed with AS and this will be incorporated into the questionnaires	Closed
	AS	Report on Carers Audit	This will be embedded in the Carers Report	Closed
	SK	Triangle of Care	To be put on the agenda for the next meeting	Closed
	AS	Carers Handbook – to be discussed with Marketing and Communications	Completed and on agenda for next meeting	Closed
	JC	Key principles to be shared with WAA Transformation Board	Document has been shared	Closed
	SK	Reporting Carers Assessments on S1	This will be put on the agenda for the November CAG	Open
	SK	Carers Respect Programme outcomes to be put into the Carers Strategy	This has been put into the strategy	Closed



Date of future meetings.

Venue: Leatherhead HQ

Tuesday 9th January 2018	G4 Leatherhead HQ	1.00pm – 3.00pm
Tuesday 13 <sup>th</sup> March 2018	G4 Leatherhead HQ	1.00pm – 3.00pm
Thursday 24 <sup>th</sup> May 2018	G4 Leatherhead HQ	1.00pm – 3.00pm