

Carers Action Group. Meeting 13<sup>th</sup> March 2018 – 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 checked="" type="checkbox"/>	<input 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)	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"/>
Amanda Cummins	(AC)	Service Manager for Community Mental Health	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 checked="" type="checkbox"/>	<input 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		Carer Representative	SABP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mike Bell	(MB)	Carer Representative	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lee White		Recruitment Specialist & Straight Ali	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elaine Braithwaite		Governor and Carer Representative	SABP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Agenda Item		Action
1801.01	Welcome, introductions and apologies:	
1801.02	Previous minutes: Accepted	

Item	Actions: Meeting:	Actions
<Subheadings if appropriate>		
	<b>Previous meeting discussion and points;</b>	
1801.03	<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 and clear up any issues as to why young carers are unable to call the number. SPA to be mentioned as well.</p> <p>Young carers pathway – 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 so they know where to go and it being simple to use for young carers. How do we as an organisation get it out there that there are 3 options for young carers to use. The plans need to be updated with the above. Was mentioned Young Carers do not want apps on their phones so Lisa is reviewing how people are kept in touch. Website still looks horrendous.</p>	Julie/Maria
1710.04	<p><b>Carers Respect Programme</b> – Feedback on this was as follows;</p> <ul style="list-style-type: none"> <li>• Could do with a lessons learnt column and more of a family approach</li> <li>• Language should be looked at and more refrained</li> </ul> <p>Ann to speak to Chrissie and link up with Chris Hudson to discuss this further. Chrissie to send this onto Katherine Hickey to review so that it can be considered for the ward training days</p>	Ann/Chrissie
1710.05	<p><b>Carers Strategy</b> – This will be presented at the next Carers Action Group meeting in May. The question was asked if this was Trust specific or wider. This is for now for SABP only. Suggestion of linking in the vision of values and promoting best practice for staff.</p>	Ann/Sherdel
1710.06	<p><b>John's Campaign</b> – everybody present at the meeting thought it was really good. Question was raised about whether this will be rolled out to other services and how easy would this be to do. Can there be revision dates added on the back so it can be kept up to date. Sherdel to check this and ask Kiri in communications. Any edits should be sent to Sherdel.</p>	Sherdel/Ann
1710.07	<p><b>Triangle of Care</b> – Julie to highlight to CPA's and carry on working closely with them to monitor the improvements and highlight any challenges that arise. Locum training was discussed as they do not attend all of the induction training. New staff</p>	Julie

	<p>and Locums are not promoting referrals for carers assessments. This could be because they are not aware and don't go to inductions where this is bought up. Training is looking to capture this in particular within training and induction. They are looking to roll out acute training days and build messages within online training. Jamie is going to forward on to Katherine his information once it has been signed off.</p> <p>Advanced Directives training also needs to be considered so that it is discussed and recorded.</p> <p>Recording of the data needs to be looked at as quite a bit of jumping from Red to amber without any evidence.</p> <p>The ward action plans need to come to the CAG for sign off.</p> <p>ToC working group to be suggested to Ann, Chrissie and Julie to mention this then all can be fed back to the main CAG meeting.</p> <p>Email all of CAG to see who would be willing to help with the community assessments so there is better engagement.</p>	Jamie/Katherine
1710.08	<b>CQC Gap Analysis</b> - NICE guidance to be sent around via email. Can Jonathan come to the CAG? Sherdel to ask Trina for dates	Sherdel
1710.09	<b>Carers Handbook</b> –Work in progress in the last stages and will be presented at May's CAG. Julie to send Janice the latest version	Julie
1710.10	<b>Co Design Group</b> – Flyer was mentioned and very well received. Collette was not sure if another was being planned.	
1710.11	<b>Terms of reference</b> – All had view of the Terms of reference and to come back to Sherdel with any amendments	All/Sherdel
1710.12	<b>Carers Week</b> – All are creating their own itinerary but the theme was unsure of at the present time. This will be concluded when minutes go out, Julie to confirm. Events and outside resource are in the hands of Julie's teams. 25 <sup>th</sup> May is Dementia awareness week and would SABP have a stall within THIM? Send all ideas and documents to Janice. SCC to look as to what other organisations are doing across Surrey for this week.	Chrissie/Julie
1710.13	<p><b>GDPR</b> - GDPR was brought up within the meeting saying this needs a complete overhaul from the 1998 Data Act.</p> <p>We need certain statements read out to carers and people that use our services, and all agencies should all be listed otherwise delays would happen.</p> <p>Clinicians need to find a way of confirming that they have (Carers and people who use services) read the statement before putting signatures to it.</p> <p>1 in 5 had no consent at all.</p> <p>2 in 5 inappropriate statements so not valid.</p> <p>There will be a huge impact on the Action for Carers service and other services after the 25<sup>th</sup> May. Which include GP referrals, Carers Prescription referrals and consent will be needed on all.</p> <p>Processes need to be shortened.</p>	ALL
1710.14	<b>Lee White (HR)</b> – The presentation looked into the reasons for staff leavers which was looked at through staff surveys and assessments on leaving and it is usually down to staff care and treatment of staff. The findings were that once these surveys had come through it was normally too late as staff had worked their notice. Reasons for leaving were to be not 100% correct as reasons for leaving are	

	<p>processed by managers. Working hours and flexibility is also a hurdle for cares that work for the Trust some of the time. Trust Web is being revamped with links and carers packages attached. Supervision and appraisals being looked at as not enough in there if the employee is a carer. Using carers weeks to promote carers</p>	
1710.11	<p>AOB – Windmill house looking at closure, link is to be published regarding this and some carers views who will be directly affected will be added.</p> <p>Leanda said thank you for all her help and support over the last few months.</p> <p>Continuing Health care Practice Guidance to be sent round with minutes. Carers self-assessment for SCC directly on website this is to go onto the agenda for next CAG</p>	Chrissie/Julie

Meeting Action log:

Ref:	Lead	Action	Update	Open/ Closed
<i>March Actions</i>				
1810.03	JC	To feed back on Young Carers Website	Sherdel to get projector for this	
1810.03	JC	Young Carers pathway are logo's correct – Julie to talk to Maria	To be presented at the next CAG	
1810.04	Ann/Chrissie	Carers Respect programme	Ann to link in with Chris Hudson – Meeting arranged	Closed
1810.05	JC	Carers strategy	To be presented at next CAG – Vision and Values wheel to be added	
1810.06	AS	Johns Campaign – Edits to be sent to Sherdel	Revision dates to be added. Ann to speak with Kiri	Closed
1810.07	JC	Julie to finish work and presentation for ToC	Update the presentation with full ToC findings	
1810.07	KH	Training days are to be rolled out		
1810.07	JC	Triangle of care working group to be set up	Still awaiting dates to be circulated	
1810.08	SK	Sherdel to ask Trina for dates Jonathan could attend CAG	Have emailed Trina, awaiting dates to come back to me	
1810.09	JC	Carers Handbook	Julie to send updated version to Janice	
1810.11	SK	Terms of reference amendments	Didn't have any updates so assuming there are none	Closed
1810.12	JC/CC	Carers Week	Theme to be confirmed, SCC to look at what other organisations are involved	
1810.13	ALL	GDPR	Update	
1810.	CC/JC	Continuing Healthcare Practice Guidance	To be sent round to all of CAG	

Ref:	Lead	Action	Update	Open/ Closed
<i>January 2018 Actions</i>				
1801.02	FW	To circulate the co design event dates	Sherdel to chase these	Closed
1801.02	JC	To send feedback regarding young carers website		Open
1801.02	LW/SK	Carers & recruitment to be moved to next meeting	Lee was sick, Sherdel to place onto next agenda & contact LW	Closed
1801.02	SK	To contact Maria Lewis via John Bangs to come to next meeting	Awaiting John Bangs	Closed
1801.03	AS	Circulate CQC requirements	Ann has done this	Closed
1801.03	SK	Sign up to NICE website	Sherdel has signed up	Closed
1801.04	JC	Handbook to be completed	Julie is in process and will be presented at next CAG (May)	
1801.04	JC	Correct procedure for handbook		
1801.04	AS	Correct Director signoff for handbook		
1801.04	AS/JC	Sit with Comms regarding handbook		Closed
1801.04	AS/JC	Young carers handbook		
1801.05	SK/JC	ToC assessments to be completed for inpatients	Has all been completed now and waiting report from Julie	Closed
1801.05	SK/JC	ToC community to be started		
1801.06	AS/JC	Carers Respect Poster to go round	Went round and some corrections to be made to language	
1801.06	AS	Agenda feedback to go onto agenda for carers respect		
1801.07	AE	Andy to update in 6 months on outcome measures		
1801.08	AS/JC	Johns Campaign update	Finished	Closed
1801.09	SK/JC	LD pathway corrections to be made	This has been completed	Closed

Ref:	Lead	Action	Update	Open/ Closed
< Actions from meetings (1709): November				
1710	ALL	Co Design representative to attend from each group		
1710	SK	Send Fiona the carers respect programme and Ron and Debbie's email addresses	Completed	Closed
1710	CC/AS	Look into the carers pack/booklet	On Feb Agenda	Closed
1710	AS/SK	Look into changes within the carers report	Will be implemented in Qtr. 4	Closed
1710	SK	Send carers report to Fiona Whittaker	Completed	Closed
1710	AS	Recruitment to come to next meeting	On Agenda	Closed
1710	AS/CC	Work to be looked at regarding Carers Focus	Carers Respect programme agreed for 2018 & widely published	Closed
1710	Julia	Send copies of handouts to Sherdel, come back to another meeting	Julia to be invited to May 2018 meeting	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