



Redcar & Cleveland Carers Partnership Meeting
12 noon to 2.30pm on Monday, 14th September 2009
Coatham Memorial Hall, Redcar

Attendees

Carers

Valerie Fallows
Grace Foster
Gordon Mogg (co-chair)
Mary Sheehy
Avril Baker
Stuart Saunders
Linda Dickinson

Marjorie Hardy
Leah Shippey
Ann Milne
Barbara Colley
Eileen Purvis
Stuart Benton
Marjorie Robinson

Edna Whitewood
Claire Heath
Jim Ruddock
Joan Robinson
Dennis Smith
Sylvia R Lewis

Others

Maggie Balmer
Eric Hall
Kath King
Janet Evans
Jeanie Dunford
Sue Longmate
Ian Hutchinson
Stuart Myers
Joanna Caton
Jim Wingham
David Hamilton
Emily Pattison
Glenda Middleton

Rob Crow
Philip Kay
Ron Wood
Mary Mohan
Brian Withers
Lynsey Allan
Kath Oyston
Edd Harford
Len Wyres
Marilyn Pattison
Vicky Devonport
Sue Reeves
Angela Bartley

Julie Evans
Pat Robson
John Page
Jane Reast
Stephen Mussett
Margaret Moore
Elizabeth Briggs
Tony Robinson
Maureen Wyres
Phillipa Woodhouse
Lynn Johnson (co-chair)
Irene Poynter

Apologies

Carers

Tricia Abell
Pat Rutherford

Giles Bolitho
T Stephen Myrrdin-Baker

Ann Robinson

Others

Vera Baird QC MP
Linda Fleetham
Sandra Duggan
Sam Picknett
Chris Pope
Lorraine Desmond

Dr Ashok Kumar MP
David Morris
Tracie Jacobs
Julie Trueman
John Simpson

Yvonne Bradbury
Sue Renvoize
Jayne Jeal
Valerie Halton
Debra Deans

1. Welcome/Apologies – Lynn Johnson

- Lynn welcomed everybody to the meeting. Explaining that Gordon would not be as actively involved in the meeting as usual because of a recent visit to the dentist; she thanked him for making the effort to come along.
- Kath Oyston, Sign Language Coordinator, was present should her assistance be requested.
- Apologies would be included in the minutes. No apologies were received from the floor.

2. Minutes of Last Meeting and Matters Arising – Lynn Johnson

- The minutes of the last meeting were made available and viewed for accuracy. No errors were raised.
- A Launch of the Carers Emergency Card + will take place between 11.30am and 2.00pm on Friday, 16th October 2009 at 25k Youth and Community Centre, Redcar. Flyers giving more information were available and people were encouraged to attend to find out more about the scheme. Allied Healthcare Group have already started to set up some support plans as people are being introduced to the scheme.

3. Redcar & Cleveland Carers Strategy – Maggie Balmer/Rob Crow

Maggie offered some background information to the consultation explaining that a draft Carers Strategy had been circulated with a questionnaire, focus groups had met and that a consultation event was also held. Some parent carers expressed a view that they were not included in the draft Carers Strategy and so a seventh priority was now included. Maggie then introduced Rob Crow from Teesside University who was commissioned to analyse the findings from the consultation.

Rob began by giving a demographic breakdown of those who took part in the consultation before highlighting the main findings. The key issues for carers were identified as 'recognition and respect as a carer', 'accessible information' and 'service provision for the carer and the cared for person'. Carers Together was held in high regard by the carers/former carers who responded to the questionnaire and took part in the focus groups; far more than any other organisation that was mentioned. And for the organisations who responded it was agreed the Strategy would help them to engage in the local priority areas.

Maggie thanked Rob for this executive summary of his extensive report. The full report will be fed back to those who participated in the consultation and the focus group will meet to produce a final Carers Strategy action plan which will be monitored each year. This item will be brought back to the next Carers Partnership meeting in December.

Q Are the Health Service providing any of the funding?

A Nobody from the Health Service was at the meeting to comment and Maggie could not speak on their behalf.

Q Can people who did not take part in the consultation process view the full report?

A It will be made available on Redcar & Cleveland Borough Council and Carers Together's websites once the final report has been ratified.

Q An observation was made that no responses were received from the TS12 area.

A The documentation was posted out and circulated to the whole of the borough.

4. Independent Complaints Advocacy Service (ICAS) – Eric Hall

Eric Hall, a Development Worker for ICAS, thanked organisers for inviting him to speak at the meeting which he attended with his colleague Philip Kay, who is an Advocate.

Carers Federation Limited was founded in 1992 by a group of carers and supports carers and the people they care for. The organisation provides a wide range of services and useful information, and is managed by a board of carers, former carers and people who use services. Part of their service includes the ICAS which has offices in Newton Aycliffe and Newcastle with outreach services available around the rest of the region. ICAS provides a free, independent, confidential advocacy service for individuals who feel that they have not had the service expected from the National Health Service and want to complain. An experienced worker, known as an Advocate, can help and support people through the complaints process.

Eric apologised for not being able to give a case study as part of his presentation due to time restrictions. Further information about ICAS is available at www.carersfederation.co.uk

Q Are ICAS Advocates qualified mental health professionals?

A ICAS Advocates can generally support people through the NHS complaints process. The Primary Care Trust is responsible for directing people to specialist advocacy services; including the Citizens Advice Bureau who provide Independent Mental Health Advocates. A range of advocacy services are available - see attached.

Q A disillusioned account of three separate complaints was given which in each case had proved very time consuming and resulted in an unsatisfactory response.

A Legislation changed in April which has improved the complaints process. It is important to complain so that improvements can be recognised and improvements made to services. ICAS can generally support with NHS complaints or provide self-help packs for those who wish to deal with their own complaints.

Q Do Patient Advice and Liaison Service (PALS) deal with NHS complaints?

A Yes. PALS help resolve concerns and problems when you are using the NHS. They also provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint.

Q Do ICAS, PALS and Local Involvement Networks (LINKs) work together?

A LINKs aim to give citizens a stronger voice in how their health and social care services are delivered. ICAS, PALS and LINKs all work independently but can liaise with one another when necessary. They are all working to ensure that services meet people's needs.

Q Does ICAS help with matters concerning medication?

A Trusts are responsible for giving people the correct medical advice.

5. Sport with Support Programme – Stephen Mussett

The Redcar and Cleveland Physical Activity Network has received a grant from Sport England through the Community Investment Fund to deliver two programmes. *Back into Sport* and *Sport*

with Support aim to increase adult participation (16+) in sport and physical activity across the borough. Programmes involve a number of taster courses, costing £6.00 for 6 weeks, delivered by local sports clubs in a range of sporting activities with all equipment provided. Courses include; swimming, football, netball, table tennis, squash, running, golf, tennis, scuba diving and badminton, chair-based activity, health walks and many more. *Back into Sport* is aimed at people who have been actively involved in sport in the past and would like to take it up again; and so a certain level of competency is required, ie ability to swim 4 lengths for swimming course. *Sport with Support* is aimed at people of all abilities; with some courses tailored for specific groups such as carers, females, etc. Following consultation, carers have asked for a badminton course and sign up sheets were made available.

Q Will subsidies be available after the 6 week taster courses?

A It is hoped that reductions will be available to enable people to continue after the taster courses.

Q Are there any courses suitable for older people?

A Light exercise courses, health walks and chair-based activities are available.

Q Are there any courses tailored for people with physical disabilities?

A *Sport with Support* aims to work with a number of different target groups including females, learning disabled and carers. Some courses already exist.

Q Shouldn't this funding be an inclusive opportunity for all and not be segregating groups?

A It is hoped that taking activities to specific groups will build confidences and encourage individuals to participate more widely in sport/physical activities.

Q Can leisure centres accommodate this?

A Leisure centres should have provisions in place.

Q What is the booking procedure for people with sensory loss? Is there a text-phone?

A A text-phone is not available. We would welcome advice on this issue.

Q What if I can't swim the required 4 lengths to participate in the swimming courses as part of *Back into Sport*?

A *Back into Sport* is specifically for people who have had to give up sport/physical activity for whatever reason and would like to take it up again. Tees Valley Leisure run swimming lessons.

Stephen believes that these programmes are a brilliant opportunity for people in Redcar and Cleveland to take up a sport/physical activity. Information is available throughout the borough in libraries and leisure centres, and on the Council's website or he can provide more information on (01642) 496430 or at stephen_mussett@redcar-cleveland.gov.uk.

6. Feedback from Care Quality Commission – Lynn Johnson

Lynn expressed her thanks to those carers who gave their time recently to speak to Care Quality Commission Inspectors who have fed back as part of the process and they were bowled away by the participants. They would like to visit again to learn more about the Co-production pilot around support planning. Inspectors were particularly impressed with the strength of engagement in the borough including the Carers Partnership. Results from the Inspection will

be returned in October/November and brought back to the next meeting. Participants were asked to speak to the Inspectors in groups and decided that they would like to all attend collectively. They offered constructive criticism and Lynn appreciated the honesty of participants and again expressed her thanks.

7. Dementia Advisor Post - *Mary Mohan*

The Government published their first Dementia Strategy in February outlining requirements for improving services for people with dementia, their carers and families. R&C BC, NHS Redcar & Cleveland and Carers Together worked together and, are delighted to, have successfully bid to the Department of Health to fund a pilot Dementia Advisor post for the borough. Recruitment is currently taking place and it is anticipated that the successful applicant will be in post in October/November. Based at Carers Together, their role will be to increase awareness, promote early diagnosis and intervention and contribute to improvements in the quality of care that people with the condition receive.

Redcar & Cleveland is one of only 2 boroughs in the North East and of 22 nationally to secure this funding. This is a significant achievement which will make a real difference to people's lives in this area with a view to developing the role nationally for the benefit of all.

8. Any Other Business – *Gordon Mogg*

- Carers Together are again holding a Power of Attorney, Wills and Probate Event at which Andrew Way, a Senior Legal Executive for Lattimer Hinks Solicitors, will be providing up to date information on Wills, the law relating to Lasting Powers of Attorney and the protection of assets and taxation changes. Only a third of people who die have a will in place. This event is important and therefore open to everyone. Details of the event and sign up sheets available at the back of the hall. Sign up sheets were also available for a Carers Computer Course and Carers Christmas Party.
- R&C BC will be carrying out DH Carers Survey starting in November.
- Small Steps = BIG CHANGES are holding a Parents Conference at Redcar Racecourse on Wednesday, 11th November 2009. Details are available from Stuart Myers at Stuart_Myers@redcar-cleveland.gov.uk or at www.smallsteps-bigchanges.co.uk
- Julie Evans, Support Worker for Older People's Partnership, gave details of a Recycling Event for the over 50s between 9.30am and 2.30pm on Wednesday, 16 September 2009 at Bellamy Pavillion. Contact Julie for more information or to book your place at the event.

Lynn Johnson closed the meeting, thanking everybody for attending what had been a very special gathering. The next meeting is:

**on Monday, 14th December 2009
at Coatham Memorial Hall
Lunch served from 12 noon for a 12.30pm start**

