

Notes & Actions

SW Carers Strategy Group

PART A

Used to record all information that can be disclosed publicly at the time of the meeting

Date & Time:	Wednesday 20th January 2010, 2pm – 4pm
Venue:	Dower House, Waverley
Part A Distribution:	SW Carers Strategy Group
Part B recorded:	Yes

Authorised as a true and correct record of meeting 20 th January 2010	
	24 th March 2010

No.	Item	☺
A1.	Apologies for absence: As above	
A2.	<p>Notes/action of last meeting and matters arising</p> <p><u>Minutes 22nd September 2009</u> These were agreed and signed by the Chair.</p> <p>Matters Arising:</p> <p><u>GP Carers Registration form</u> DH updated members on the development of a standard countywide form. Following feedback further amendments have been required. DH will circulate final copy which will be accessible from the GP Carers' website toolkit.</p> <p><u>Department of Works and Pensions support for carers</u> JB gave some brief details about the appointment of new Care Partnership Managers, working within Job Centre plus to</p>	DH

Invitees and attendees of this meeting should be aware that the minutes of this meeting, inclusive of names, may be made publicly available under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, or the Data Protection Act 1998.

Must be RACI compliant (RACI - Responsible, Accountable (one person), Consultation, Information)

The views and opinions expressed by individuals present at this meeting may be personal and are not necessarily illustrative of the organisations they represent.

improve help and advice to carers and in particular SB, who has been seconded from Action for Carers & Employment. She has identified 10 carers' champions working in the Job Centre Plus offices throughout Surrey and Sussex.

Action for Carers (Surrey)'s report, produced by Geraldine Bolam on their behalf.

JB confirmed that GB has completed her report, which is now being considered by SCC. The main concern has been around carer's needs assessments.

Report attached to email.

Carers Assessments Audit

Following DJ proposal at the mtg held on the 22nd September 2009 to conduct a monthly audit of about 4 cases of those who had refused a carers' assessment and follow up the reason why. DH to request information from Diana Jones for next mtg.

DH/
DJ

SW Carers Forum

DH circulated the evaluation information and the feedback from the tabletop discussion groups.

RT thanked DH for coordinating the forum.

All agreed this had been a very worthwhile exercise.

Members agreed their intention to hold another forum in November this year.

DH thanked Carers support, Guildford, Surrey Heath and Waverley for their help in circulating the invitations.

MAYBO Training - Carers Training - Prevention and management of violence and aggression

DH passed on P W (Surrey and Borders Partnership Trust) apologies for today's mtg but informed members that the trust have now developed a programme for carers with MAYBO which she will circulate for feedback. Once agreed DH will source a suitable venue and work with the Alzheimer's society and Rethink to roll out the pilot in late spring.

DH confirmed funding has been awarded from Guildford Poyle charity and SCC member allocation.

DH




"Maybo SAFER Care
for carers learning ou




"Maybo SAFER Care
for carers programme

CRW Report

PQ confirmed that she has now received 100% response from all the surgeries across the Guildford and Waverley area. DH

	<p>circulated the evaluation table for 2009, which clearly identifies that the project continues to increase numbers of carers registering with their GP's.</p> <p>JR asked about the referral rate to Carers Support.</p> <p>PQ explained that there was a read across but some GP's directly referred to disease specific organisations and so numbers were lower.</p> <p>PQ explained that where surgeries have opted for an annual carers week event there was a corresponding increase in levels of both registration and referral.</p> <p>A discussion followed on the need to get more staff to enrol on the 'Because Carers Count Training programme'</p> <p>PQ is promoting this within the Carers leads newsletter.</p> <p>On behalf of all the members DH would like to offer her thanks to PQ for her hard work in 2009 and looks forward to the roll out of the project across Surrey in 2010.</p> <p>DH will update the table and circulate to members.</p>  <p>"CRW Evaluation 2009.doc"</p> <p><u>Hospital Discharge (HD)</u></p> <p>JB reported that a mtg has been arranged with GA and JB NHS and SCC leads for Hospital discharge on the 25th January.</p> <p>The SW Carers Hospital Discharge group will make 4 proposals and will report back on the outcome of these discussions at the next mtg.</p> <p><u>Care Programme Approach/FACS – Surrey and Borders Partnership Trust, update on Progress</u></p> <p>JB and JC provided an update on the current consultation and the report with its various recommendations, which has gone to SCC executive.</p> <p>Report to be circulated at a later date.</p>	DH
A4.	Carers Assessments	
	<p>MT circulated to sets of statistics. The firsts prepared by LB are an informal analysis of the situation in SW Surrey and show the direction of travel.</p> <p>The second set are the official countywide stats which link to the National Performance Indicator 35.</p> <p>MK suggested that in the future the group might prefer to use the formal stats as they provide an overview across the county so comparisons can be made. MK explained that the stats represent a zero base at the beginning of the year and are then accumulative.</p>	

	<p>MK explained the targets, which SCC is working towards around carers' needs assessments. An open discussion followed relating to previous questions raised by members. MK was able to confirm that stats did not include annual review information.</p> <p>MK went on to give an update on Adult social care (ASC) plans to improve performance relating to carers needs assessments. MK confirmed that carers are one of 13 identified priority projects for SM director of Adult Social Care. DH will forward information concerning the other 13 projects.</p> <p>A discussion followed regarding the introduction of 'Rio' an IT operating system used by SBPT.</p> <p>Members asked for clarification concerning closed cases and whether the carer would still be offered an annual review. MK confirmed that this issue has been highlighted in GB report. RT provided personal details on a case, which had been closed by an OT and then took 8 months to reopen. MK recognised the issues and stated there were work force implications. An action plan is being developed and more information will be available in September.</p> <p>DH raised a question concerning parent carers. MK confirmed that parent carers would be assessed by Children's services. DH agreed to meet with MK to discuss issues relating to continuing care packages.</p>  <p>"Carers SW snapshot Jan 2010.xls"</p>	DH
A5.	SW carers action plan	
	<p><u>Mental Health review:</u> This item was covered under matters arising. The consultation will be finalised in March.</p> <p><u>Hospital discharge (HD)</u> RB highlighted a number of inappropriate HD's from Frimley Park hospital. KHC also provided evidence on a recent personal circumstance. BW raised concerns that where an existing care package is in place, the hospital SCT should not duplicate the work of the local team if that person is admitted to hospital. This is particularly pertinent in life limiting circumstances. Members agreed the following priorities for 2010.</p>	

	<p>1. Carers Needs Assessments 2. Mental Health Review 3. Carers Rights</p>	
A6.	Carers and Volunteering	
	Deferred	
A7.	Any other Business (AOB)	
	<p><u>Concerns regarding Home Care Agencies prioritising clients during episodes of bad weather</u> RT provided some background to this matter and raised concerns that agencies were not doing enough to assist carers during bad weather conditions. RT felt it would have been better for the agencies to ring clients up to explain their circumstances rather than to state they were just not coming. JR also cited a case where an agency professed to having made a visit but carer discovered medication had been missed. Members registered their concerns for carers who live away from the person they care for and also for self-funders. MK will feedback to Kathy Saunders (SCC) DH has already raised matter with Jean Boddy SCC, strategic lead for emergency planning.</p> <p><u>Personal Care at home Bill</u> DH provided information on this consultation. RT raised the matter concerning where personal care is provided under section 2 of the Carers and Disabled Children Act 2000, they will not be eligible for free care. JB concerned that the bill is now in its second reading. See weblink: http://services.parliament.uk/bills/2009-10/personalcareathome.html (click on items under READ THIS BILL)</p> <p>Perscareathomeconsultation.pdf</p> <p><u>Outcomes of Right Team, right time consultation</u> LD provided information on the outcomes of the NHS Surrey consultation concerning rehabilitation services. Further information can be found: http://www.surreyhealth.nhs.uk/news/Pages/Boardbackscrucialplanstoimprovecareforpatients.aspx</p> <p><u>NHS parking consultation</u> Department of Health Consultation on free Car parking in hospitals for inpatients. Published 29 December ends 23 February http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH</p>	MK

	<p>110557</p> <p><u>NHS constitution new patients rights</u> On 10th November, the Prime Minister and Secretary of State for Health launched a consultation on new patient rights for the NHS Constitution. A copy of the consultation document is available from the DH website via this link: http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_108012</p> <p>The NHS Constitution is intended to be an enduring document and so any changes to it must be considered carefully.</p> <p><i>Building Britain's Future</i>, published in June 2009 by HM government, signalled a movement from targets to entitlements in public services. The NHS Constitution is an early pioneer of this approach, and the Secretary of State for Health is proposing to extend the new patient rights in the NHS Constitution to include rights around waiting times (specifically the 18-weeks standard and the two-week standard for urgent cancer referrals) and NHS Health Checks. This consultation brings forward detailed proposals for creating these new rights and considering further options around dentistry, evening and weekend access to GPs, personal health budgets and the ability to choose to die at home.</p> <p>The Department has requested all regional reports to be sent back to the national NHS Constitution Team by 25th January 2010. We would therefore appreciate it if you could send your contribution by the 20th January 2010.</p> <p>To make this easier there is an online form which takes only 10 minutes to complete on the following website: www.constitution.nhs.uk/south_east_coast</p> <p><u>SCC Bus Service Review</u> Consultation ends 31st January. More information can be found on this weblink: http://www.surreycc.gov.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Your+buses+your+say?opendocument</p>	
	<ul style="list-style-type: none"> • Next Meeting Date: 24th March 10:30 am – 12:30 Ian Goodchild Centre Camberley, Surrey heath 	

For more information please contact:
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