

**Camden Carers' Voice meeting
Minutes – 3 October 2019, 10.30-12.30pm
Charlie Ratchford Centre, Belmont Street NW1 8HF**

Attendance: (Steering Group) Jacky (chair) Kate (vice chair) Jessica, Terry, Janet, Galatea, Sue and Shahram. 22 carers Philippa - CCS, Avi - CCS

Apologies: Costas, Caroline Allouf- CCS, Cllr Revah, Shanta Joseph and 3 carers

Speakers: Alison Trickey, Jo Dowse, Fung-Yee Lee, Jane Standing, Bushra Khan, Brenda Busingye

- Jacky welcomed everyone to the meeting and drew attention to the Ground Rules.
- **Minutes of last meeting** – follow up with Mansur Quraishi about the time frame for Crisis to answer calls and about the Crisis Café plans have not been answered. Cllr Pearson to follow up and the Steering Group to consider action. Minutes were approved.
- **Update about Community Health Services** with **Alison Trickey**, District Nurse Lead, Gospel Oak Health Centre and **Jo Dowse**
- **Process** – District nursing service is 365days a year 24/7 Central Access Team direct people to the correct team. Services at different sites: Hunter Street (near Kings Cross), Belsize Health Centre and Gospel Oak Health Centre. There is also an overnight district nurse team however only one nurse working from 9pm-8am.
- A key aim of the service is to prevent people going to hospital and rehabilitation to leave hospital more quickly and safely. Home visits are made only to people who are housebound.
- **Services include** Integrated primary care team with district nurses, physiotherapists, occupational therapists, pharmacy technician and clinical psychologist. District Nurses do: wound dressing, diabetes, catheter care, palliative care. Occupational therapists and physiotherapists provide rehabilitation at home with equipment and exercises. They run a falls group. In Camden there is a Palliative care service, neurological Rehabilitation Team for conditions like MS, Parkinsons and stroke and a **Rapid Response Service** aims to prevent hospital admission and see people within 2 hours. They assess needs and help with rehabilitation if the concern is sudden. They can help bring people home quicker from hospital with extra monitoring at home. They are staffed by nurses and therapists who have A&E and critical care experience. Carers can link with **Carelink** who work with rapid response for short term reablement.
Relationship between GP and Community Service? You can self-refer only if housebound or the GP refers you
- You may be housebound due to an injury on a short-term basis? Reablement team will step in
- Carer with husband who had excellent physio support but it stopped and he has had another fall. Alison to talk to carer separately.
- Carer said she and her daughter had a perfect service from the Rapid Response Team recently and their focus on physical not mental health made a difference for them both. The carer also noted that Veolia will take away crutches.
- **ACTION:** ensure links are made on CCS website to Community Health services
ACTION: Alison to send through her presentation with contact details to be circulated.

Getting information about services with **Jane Standing**, and **Fung-Yee Lee**, Prevention and Wellbeing, LB of Camden **Website:** (www.camdencaarechoices.camden.gov.uk)

- The difference between statutory entitlement and complementary care should be clear.

Action: Camden Council is improving the website and Carers webpages. They gathered feedback from engagement events and this meeting and will ensure the updated website reflects this. Use the comments section, contact fung-ye.lee@camden.gov.uk

(<https://camdencaarechoices.camden.gov.uk/information-and-advice/caring-for-someone/>)

- The search tool on the website produces results for equipment and care with prices, which is confusing. People may buy them when, after an assessment, they *may be* entitled to them.

Action: This is potentially misleading and will be removed

- Camden Council website** (www.camden.gov.uk) When trying to contact the Council by email, the email template has a blank recipient box, like a broken link. It is frustrating and carers do not have time to wait on the phone or come to 5 Pancras Square.

Action: This is a tab to share a web page with other people; the website team has moved this. There is no general way to contact Camden by email. There is an email address for Adult Social Care, Adultsocialcare@camden.gov.uk They asked Contact Camden department to explore the possibility of a generic contact email address, or online enquiry form.

- There are some dead links from a Google search **Action:** People are encouraged to report dead links or missing pages using the boxes at the bottom of each page 'Is there anything wrong with this page?' This goes direct to the website team and is taken up quickly.
- Difficulties were raised around phoning the Council, being kept on hold or passed to voicemail. Suggestions for a call back system, or extension options on the web page

Action: They will explore options with Contact Camden and website support around phone contact especially for those who rely on the phone as main contact

- Carer concerns around travel and parking** in Camden with **Bushra Khan**, Project Officer and **Brenda Busingye**, Transport Planning, LB of Camden
- Brenda works around parking policy and listens to carer concerns. Camden are trying to accommodate people getting parking permits online or by phone. Paper vouchers are still produced. Bushra was clear that residents are consulted before a change can be made.
- Once you have registered online, you cannot go back to paper.
- Issues around parking with a blue badge in Camden – **ACTION:** Brenda to send details about blue and green badge parking. Checks are in place to ensure the system is not abused and vulnerable people are protected.
- Any changes require an Equality Impact Assessment, taking into account protected groups including disability. **ACTION:** Use this [link](#) to access the groups on CINDEX. Carers can register any group which does not appear on this list by emailing cindex@camden.gov.uk
- Carers shared some difficult experiences. Brenda and Bushra spoke individually to those concerned around blue badge parking in supermarkets, hospital and estate parking.
- Invite Andy Foster (Estate Parking and Access Manager) to a future meeting. They would speak to British Parking Association about parking rules for companies (eg in supermarkets).

- **Any Other Business** The speakers were thanked for their time and information.

There will be a workshop around Universal Credit – Philippa will email details to carers.

- **Date of next meeting** - celebration at the Mayors Parlour – **Thursday 5th December 5.00 to 6.30pm** - Carers will need to book, as places are limited