



Camden Carers' Voice meeting

Minutes – 27 April 2017, 10.30 am – 12.30pm
Argenta House, Aspern Grove, Belsize Park, NW3 2AB

<p>Attendance</p>	<p>30 carers Chair: Jacky Spigel (Steering Group) Presentation/ Guest Speakers: Jay Wall, Family & Carer Support and Information Worker (Hospital) CCS Abbie Sherwin, health Team Manager & Primary Care Liaison, CCS Anna Wright, Deputy Director – Policy Lead, Healthwatch Camden</p> <p>Steering Group - Kate Harwood, Jessica Buck, Sue Parry-Davies, Janet Cabot, Eamonn Cashin Allegra Lynch, Chief Executive, Camden Carers Service (CCS) Philippa Russell, Engagement & Outreach, CCS & C404 Apologies: Bob Dowd, Constantine Louis (Steering Group)</p>
	<p>The chair welcomed everyone to the meeting and went through the ground rules. The Steering Group were introduced.</p>
<p>Carer feedback and actions from last meeting</p>	<p>Actions from last meeting - Responses were submitted from Camden Carers Service and Centre 404 around the proposed changes to Adult Social Care</p> <p>Mobility forum – there has not been a mobility forum since CCV last met but responses were given through Camden Carers Service and as individuals around taxi cards and dial a ride. Other queries can be raised through Philippa.</p> <p>Dementia – there has not been a meeting of the Dementia Strategy Group since the last CCV but there are a lot of good activities through CCS eg singing and the creative memory project and visits.</p> <p>Housing – The Steering Group has submitted feedback to the scrutiny panel around housing and social care needs for elderly. Last night's meeting was cancelled.</p> <p>Camden Family Members Reference Group – the last meeting included details about the Centre for Independent Living (CIL) which will be run by a consortium of different organisations. They have invited carer input on the CIL.</p> <p style="text-align: right;">ACTION: Philippa</p> <p>Physical Disability forum – there is a focus group tomorrow. Sue cannot attend. She invited other members to attend. Jacky's husband will go and report back.</p>
<p>Guest Speakers – Jay Wall and Abbie Sherwin Camden Carers Service</p>	<p>Kate introduced Jay Wall and Abbie Sherwin from Camden Carers Service (CCS). Jay is the hospital lead supporting the carer or cared for in hospital particularly at St Pancras and UCH. Jay attends the multi-disciplinary ward round to see if the family need support or help around the care package, any terminology or through the process / discharge. Jay provides the point of reference for the carer. Abbie is the primary care liaison and goes to GPs, shares local knowledge about the</p>

<p>Questions & Answers</p>	<p>caring role and health needs in Camden. The pharmacy role has extended and Abbie helps raise awareness in identifying carers and supporting them.</p> <p>Abbie sits on the Camden Patient & Public Engagement Group (CPPEG) to represent carers. Martin Emery who spoke at a recent CCV meeting, heads up Camden Clinical Commissioning Group (CCCG). The Patient Participation Group (PPG) is made up of patients and practice staff in GP surgeries to improve the service provided.</p> <p>The group was asked if anyone already sits on their PPG – there were 4 carers. The CCG is keen for members to join their surgery group. Patients can also talk to the carers champion in their GP practice who represents carers, if there is one!</p> <ul style="list-style-type: none"> • Referral process when a carer or cared for is in hospital. If the carer is registered at Camden Carers Service (CCS), the hospital will be in touch. If they are not registered, CCS can register them as a matter of priority. Any issues around care will be raised during the ward round. • In times of crisis, CCS are mindful of carer health needs in a sensitive way, which is very much appreciated. • A carer raised the issue of the carer not being informed of changes to medication for their cared for and the need for the carer to be involved with these decisions. <ul style="list-style-type: none"> • Abbie noted this could be raised through the PPG. She will gather a list of leads for each practice and give the details to carers so they can inform GPs of issues. It is particularly important when representing a cared for who does not have capacity. http://www.napp.org.uk/joiningappg.html <p style="text-align: right;">ACTION: Abbie</p> • Another carer asked about patient confidentiality around caring for someone with mental health issues as well as diabetes and changes in medication. <ul style="list-style-type: none"> • The issue to be raised with the CCG around patient and carer consent <p style="text-align: right;">ACTION: Abbie</p> • The issue around the usual prescribing pharmacist was raised, where shop assistants can be obstructive or picking up prescriptions can be problematic. The system should be automatic but does not always work. Abbie noted that pharmacy staff are being trained and its important for carers to know who to go to for different services. See NHS Choices website: http://www.nhs.uk/pages/home.aspx • Carers talked about difficulties with some GP receptionists particularly if they are new and do not understand family issues. • A carer noted that she had not had any problems with patient confidentiality in caring for her daughter and had attended ward rounds. • There is a book in the GP waiting room in one practice, for comments and issues. Commissioning groups could consider carer needs better. • What happens when the carer goes in to hospital? With a planned operation, CCS will help plan with Social Services if the carer has gone into hospital. They work with the family to organise placements or additional care as or if needed. • The ward informs the hospital social worker if additional support is needed. They help with OT needs and essential equipment, which could include a hospital bed. <p>Jay and Abbie were thanked for their help, time and information.</p>
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<p>Guest Speaker -Anna Wright Healthwatch Camden</p>	<p>Anna Wright, Deputy Director – Policy Lead, Healthwatch Camden Healthwatch was set up in 2012 to reflect the voice of service users and spotlight on local services with three aims:</p> <ol style="list-style-type: none"> 1. Signpost information around rights and choices 2. Find out from service users about their experience and report back to providers and the Care Quality Commission 3. Be part of community events and hear about current issues and concerns <p>Healthwatch looks at research topics in depth such as GPs in Camden, Mental health services, residential care. They have the power to make recommendations which are responded to formally and in public through the CCG, to GPs and to the Council.</p> <p>In partnership with CCS they have looked at carer awareness in GP surgeries. They assessed criteria such as flexibility, flu jab, receptionist, length of appointments and reported back on variations. Following the research, a number of GPs contacted CCS.</p> <p>Care homes – visited 7 care homes and interviewed residents to produce indicators showing the quality of care homes which can be accessed on the Healthwatch website.</p> <p>They are currently looking at changes in the model for care in the home including the commissioning process and coordination of home care to test whether these work. This involves 10 research subjects with care in the home and monitors the care and if changes offer improvements. This would include supported living if the changes are the same as for care in the home.</p> <p>Healthwatch can respond to issues carers have. They are situated in the Living Centre in Somers Town, through drop in or you can ring / email.</p>
<p>Questions & Answers</p>	<ul style="list-style-type: none"> • A carer suggested research on caring for someone with Mental Health issues • Appointments for deaf people – special needs should be provided by the GP with an interpreter. A carer was told to go to the hospital for an appointment. It's a legal duty to give communication support for deaf/blind/ someone with Learning disability and appointment letters should be in large print /easy read, but clearly many GP practices are failing to meet this standard • Review of Social Care Act. There is a responsibility of services to work with BME. Community psychiatric teams should support groups and identify carer needs • There was a CCG procurement meeting around muscular skeletal service but there has been no follow up, when it was due to run from 1 April. Difficult for people to know what services are available if they are not linked up or consistent. • Issues when people go out of borough. Camden's objective is to reduce the number of out of borough placements and bring people back to Camden. • What to do in case of urgent referral and link with out of hours GP service. There is a Healthwatch survey underway to look at this <p>Anna was thanked for talking about the interesting work of Healthwatch. She would speak to some carers about specific issues raised.</p>
<p>Any other business</p>	<ul style="list-style-type: none"> • The chair suggested that owing to the next CCV meeting scheduled on election day that the day should move. This was agreed by the majority of carers present.

	<p>Philippa will advise re date of next meeting.</p> <ul style="list-style-type: none"> • A carer asked about the Carer’s card. Allegra from CCS noted that a new person has been taken on to set up the carers’ card. <p style="text-align: right;">ACTION: CCS to report back on progress</p> <ul style="list-style-type: none"> • Dying Matters Week is 8-14 May with a number of activities at CCS • Carers Week is 12-18 June <p>People were invited to have some lunch.</p>
Next meeting	<p>Next CCV meeting – New date to be confirmed</p> <p>Now set as Thursday 22 June 2017 from 10.30-12.30pm at Argenta House</p>