



**Camden Carers' Voice meeting
Minutes – 8 February 2018, 10.30 am – 12.30pm
Argenta House, Aspern Grove, Belsize Park, NW3 2AB**

Attendance	<p>38 carers Chair: Jacky Spigel (Steering Group) Vice chair: Kate Harwood Presentation: Philip Darby, Strategic Commissioner, LB of Camden Steering Group - Jessica Buck, Sue Parry-Davies, Janet Cabot, Costas Louis, Eamonn Cashin Allegra Lynch, Chief Executive, Camden Carers Service (CCS) Ciare Reynolds, Support Worker (CCS) Philippa Russell, Engagement & Outreach, CCS & C404 Apologies: 3 carers</p>
	<p>The chair welcomed everyone to meeting, went through the ground rules. The Steering Group were introduced.</p>
Carer feedback and actions from last meeting	<p>Action and feedback from last meeting</p> <ul style="list-style-type: none"> • Campaign on health and feed into the CCG – the steering group will follow up with this and keeping the voice of the carer on the agenda • There are some GP practices offering evening and weekend appointments • The Hive and if it offers services for younger carers – the Steering Group is not aware of this • Confidentiality between medical services, the carer and the person you care for depends on your GP
Carers' Week	<ul style="list-style-type: none"> • Allegra mentioned the national event (11-17 June). There are many events to raise awareness of carers. There is a form for carers to fill out and give ideas • Ciare is on hand to discuss any individual issues with carers.
Telecare	<ul style="list-style-type: none"> • Philippa mentioned a focus group on assistive technology for any carers who have experience of it on Friday 16 Feb.
	<p>Philip Darby, strategic commissioner was introduced.</p> <ul style="list-style-type: none"> • A carer asked about sheltered housing where there is barbed wire. Philip to speak to the person and look at the estate. • Carers card – it is important to recognise carers. Philip will look into this and is happy to report back. Allegra said there is an apprentice working on this at CCS but there is debate about a local or London-wide card.

	<ul style="list-style-type: none"> • Carers views and how they are heard – There is the triangle of care between professionals / person needing care / the carer who should all be equally involved. • Philip will attend further meetings to address carer views. There were carers involved with the monitoring of the service and carers views are always part of the process. <p>Action: carer participation and involvement with issues</p> <ul style="list-style-type: none"> • Shanta Joseph works in engagement and co-production and will involve carers with consultations. A carer noted the importance of receiving feedback from focus groups <p>Action: Feedback from Focus groups</p>
<p>Why Camden Carers' Service is so important for carers</p>	<ul style="list-style-type: none"> • Carer - It is a lifeline. A safe environment where people understand and with so many diverse activities. There's no cost to how this makes carers feel • Carer – has seen the service progress to address what carers need. They feel less isolated, likeminded people when others don't understand. There is a camaraderie and diversity of people and activities • Carer – has now trained as a walk leader – the stigma of being a carer is taken away when being with other people who understand. Importance of the art room and activities that help with bereavement and other isolating issues. • Carer – can refer to Camden Carers for information. There is little joined up services for health and social services so this is invaluable • Carer - stopped working to care for her son. She felt trapped, alone and guilty for her son's condition. She has been so helped by counselling, has found talent at art and feels strong and alive again. This has led her to volunteer for the dementia group. • Carer – carer of her husband for 10 years. Never wanted to talk to others but has found great strength from CCS. • A carer who's mother died and would not have got through the grief without CCS. • Carer – today is 5 year anniversary of her husbands' death. She felt it was her job to care after he died and is strongly involved with CCS and has a huge network of friends now. <p>Allegra said carer's stories are always welcome. Let Philippa know if you would like them used in publicity.</p> <p>It is the CCS AGM on 20 March from 3-5.30pm. All are welcome.</p>

<p>Redevelopment plans for Camden Carers Service</p>	<ul style="list-style-type: none"> • Charlie Ratchford has become a community hub. The new carers' service will be in a new building on the ground floor. Once it is built, Charlie Ratchford will be knocked down and the site redeveloped. The scheme is due for completion by Autumn 2019. If there is a delay, Charlie's will remain open. The original scheme was changed following carer feedback Action – Philip to give CCV plans of new Centre • There will be an art room and space for the facilities that run now except a kiln but there will be pottery facilities at the Centre for Independent Living. Access is being debated but there will be a dedicated carer space and green space outside. Action: CCS would like to have a gardening group for outside <p>This will be the carers space for life so it will involve disruption in the short term for a long term solution.</p> <p>A carer noted the need for soundproofing as it is right by a large school. Window cleaning, car parking and cycle racks were raised. They hope to have a community café.</p> <p>Philip was thanked for his clear presentation and his time.</p>
<p>Any other business</p>	<ul style="list-style-type: none"> • Family Members Reference Group – new Centre for Independent Living – need for carer representation for people with learning disabilities and complex needs without a voice. • Vital importance of advocacy for this group – to ensure people are looked after when their carers are no longer able. Fear about break down of services so this must be provided at the new Centre. • Carer who's son has no EHC plan. No support from social services. Ciare followed up with the carer • Carer of son who is deaf. Issues getting an interpreter for meetings. The council is duty bound to provide an interpreter. Important for carer to clearly state the need. • Get young carers involved. Discussed having a Saturday meeting to suit younger and / or working carers. Kate noted that a young carer has been appointed to the CCS board • Sue mentioned the mobility forum which meets next week. Any issues can come to her or via Philippa <p>Next meeting: 19 April</p> <p>Lunch and cake for the 8th anniversary of CCV</p>