

Camden Carers' Voice meeting
Minutes – 20 September 2018, 10.30 am – 12.30pm
Charlie Ratchford Centre, Belmont Street NW1 8HF

Attendance: Kate Harwood (chair), Jessica Buck (Vice Chair), 14 carers, Cristina Serrao - MSK, Anne-Marie Desmond - Age UK, Philippa Russell- CCS, Caroline Allouf – CCS, Rayane Luiza. **Apologies:** Noemi Drew, Jacky Spigel, Sue Parry-Davies and Costas Louis (Steering Group) and 3 carers

Speakers: James Reilly, PC Vicky Knight, PC Tom Lee, Tony Anyaegbu, Richard Boateng, Anna Wright – HealthWatch Camden

Kate went through the ground rules. **Minutes from last meeting** were accepted. There was no specific action as they serve as information for planning for the future.

Issues around Safeguarding

Panel: **James Reilly** - Independent chair of Safeguarding Board, PC Vicky Knight and PC Tom Lee – metropolitan police, Tony Anyaegbu and Richard Boateng – Adult Social Care

James Reilly was introduced. He is now retired having worked in Adult Social Care in housing and safety and for the NHS. A Partnership board is a statutory requirement of the Care Act and comprises NHS Trust, hospital services, Mental Health, Metropolitan Police, health partners, emergency services as well as non-statutory partners such as Age Concern, CCS, disability organisations. There are 4 x partnership meetings a year with around 25 different people. They need to interact together to mitigate risk and help organisations work in a practical way.

There is a 3 year strategy, an annual delivery plan to coordinate and challenge as well as an annual report which goes to the Adult Social Care Scrutiny Committee and Health and well-being board.

There are many areas around safeguarding such as neglect, self-neglect, the neglect of the care provider, financial exploitation, fraud and vulnerable people, physical and mental abuse including hate crimes, sexual abuse, chronic addiction, domestic violence, vulnerability of someone with mental health or learning disabilities. Abuse of carers can also be an issue and is often not spoken about. Carers may have anxieties around raising issues which might affect their loved one. It also includes modern slavery – where someone has capacity but is in an exploitative relationship or young adults exploited by drug dealers.

Such areas are entrusted to Adult Social Care and Safeguarding. There are 3 oversight boards covering: Children, Adults and the Community Safety Partnership Board

Vicky Knight is a sergeant on the safeguarding team. She works with Camden and Multi Agency Safeguarding Hub (MASH) around children and young people.

Tom Lee is a police officer from the Met, involved with Falcon (fraud and linked crime online). They inform people about fraud and try to stop cyber-crime and advice people when it happens. People over 65 are three times more likely to be victims of cyber-crime. Event on 6 October - <https://nextdoor.co.uk/agency-post/england/london/camden-police/free-fraud-and-cybercrime-awareness-session-17592190036870/>

Tom mentioned leaflets Cyber Scam and Big Scams (which he would leave for information). There are issues around "Courier crime" where the caller claims to be from HMRC or Bank asks the person to get money and someone collects it.

There are other scams where work is suggested that isn't needed eg roof needs fixing. Some scams result in a safeguarding issue – eg where the Bank steps in around Trading Standards

Action – Vicky will provide relevant links around fraud issues for the CCS website

Tony Anyaegbu – manages Deprivation of Liberty Safeguards (DoLS) in Camden and issues around best interests. Mental Capacity Act- best interest is an extension of the Mental Capacity Act. This may include issues where someone is taken to a care home or control of money is taken from them without valid consent.

There are actions you do automatically eg helping someone up when they've fallen / feeding them when someone doesn't ask for help or food, but you give it. If someone loses capacity and you manage their money / move them to a care home – they are deprived of their liberty and you need a Lasting Power of Attorney to make decision as well as statutory power. Tony advised the importance of doing Power of Attorney or you need a deputyship.

Richard Boateng – works in Adult Social Care. He highlighted that carers report any safeguarding issues and ascertain the wishes and view of the cared for. Carers often report that they are not listened to in Adult Social Care around safeguarding and personal issues around the person they care for but the carer is at the centre of outcomes and issues. There are fears around what happens when eg the cared for uses violence – actions taken can be severe and for some carers, they have no confidence in public services. Richard wanted to reassure carers and encourage them to have a Carers Assessment, which gives relevant support and training to help with caring role.

Questions and Answers

- Carer – a lot is spend on cybercrime, can't we ensure safety around technology? This discriminates against those without digital technology. How do those people get information when police are less visible and police stations have closed?
 - Recognition that ways of communicating has changed. There are safety mechanisms around google / email but people are often asked for passwords or to download
- A carer received a fraudulent Bank letter giving a bogus number to call.
 - Banks will trigger unusual behaviour

- Carer – Going to care home – if you agree to go but have lost capacity, the ASC team will make assessment and decision.
-Capacity may fluctuate. If someone has a stroke and then lacks capacity, ASC will decide through Deprivation of Liberty Safeguarding (DoLS). Supported Living is differently regulated and issues may be referred to the Court of Liberty.
- Carer – safeguarding issue from school for son which was not reported to the mum.
-Richard would check on this directly with carer
- Family member – if there's conflict between family member and Social Services
– Independent decisions are made through arbitration and the courts.

Anna Wright, HealthWatch Camden – Relocation of some mental health services

– ensure that the voice of service users are heard to improve services and give a public response on findings. Camden & Islington Foundation Trust are consulting on plans for S. Pancras hospital and community services. News on the hubs will be done separately.

Proposal – old run down S Pancras will be demolished with a new inpatient facility in Highgate (behind the Whittington). Old S. Pancras site will have no patient facilities just a research facility. They will sell or lease the rest of the land and use money to build the new services. There is currently no outside space for inpatients but they want to preserve the informal nature and friendliness of old St Pancras.

Carers raised the issue of beds suggesting its better to increase the number of beds now. James said quality service is dictated by the strength of the community service. Beds are for acute and assessment needs and if they are not occupied it weakens the community resource. Important that NHS land is preserved where possible.

Anna urged carers to fill out the consultation. **ACTION** Add links to consultation on CCS and C404 websites -

https://healthwatchcamden.co.uk/sites/default/files/st_pancras_redevelopment_report_-_final_to_ci.pdf

Any other business

- Kate drew people's attention to flyers for the MSK event on 17 October and the Peer Review with Camden Council on 11 October.
- Final meeting of year is the Mayor's Parlour – details to be confirmed.
- The speakers were thanked for their time and stayed to chat with carers over lunch.