Date: 7th March 2019

Time: 10.00am

Venue: Independent Living Centre, St. Georges Road, Semington

Wiltshire Carer Involvement Group

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| Item | Notes | Actions |
| 1. Introductions and Welcome
 | Alan introduced Lindsey Millen (Volunteer Recruitment and Carer Involvement) to the group. Lindsey will be temporarily working with WCIG. |  |
| 1. Attendees
 | Alan Docherty (Chair), Maria Keel (WC) , Lindsey Millen, Tony Bridges, Anne Ward-Ongley, Catherine Dawson, Tricia Long, John Perkins, Margaret Greenman, Craig Cutlar-Watson, Sheila Pitts, Gillian Brunskill. |  |
| 1. Apologies
 | Trudy Srawley, Tanya Bainbridge, June Stevenson, Eileen Smith, Kerry Harvey, Brian Tonner |  |
| 1. Minutes of Last Meeting
 | Prescription Ordering Direct (POD) – Maria asked Tricia to email her details of any difficulties she had encountered with her pharmacist. She needed specific examples to discuss with the CCG.Gillian joined the meeting at this point.Maria felt that the new prescription ordering system required clarification with some. Alan would send the link regarding POD to group members.Digital Exclusion – Alan had met with Vincent Taylor. Item on today’s agenda. Anne requested that the following details be added – Salisbury District Hospital welcome unpaid carers to in-house dementia training days. Anne had spoken to the Education department at the hospital. Alan/Lindsey please clarify.Catherine was pleased to report that she now has the password for online training. | **Tricia to email Maria regarding POD/Alan to email link to group members** |
| 1. GP Accreditation Scheme
 | Helen Gough (Health and Communities Engagement Worker) explained that she had been overseeing this scheme for the past eight years. The scheme was developed in Wiltshire by local Carers, support agencies, members of voluntary sector organisations, representatives from GP practices, NHS Wiltshire and Wiltshire Council in 2011. She explained the background to the scheme which recognised GP practices being in a good position to identify Carers. Referral rates to Carer Support Wiltshire have risen since the scheme’s inception. Helen’s role includes visits to Wiltshire GP practices to talk to staff when required, along with an annual Carer Awareness talk. The talks can include representatives of different staff roles, enabling a whole-practice approach. Annual Carer Lead meetings are held each Autumn. The gold award level is particularly focused on the Carer Clinic model, where Carers are invited to a 20-minute appointment with a Community Connector from Carer Support Wiltshire, and a nurse-led healthcheck. The success of outcomes reached has helped provide evidence of benefits to of Carers and GP practices, which has led to other surgeries joining the scheme.Helen outlined the benefits of being registered as a Carer with their surgery. These could include trying to accommodate your caring role when booking appointments, assist with arranging someone to sit with the cared for, providing an alternative waiting area if the main area is not appropriate, access to Carer Clinics, and an annual flu vaccination. Helen asked to be informed if surgeries were not working in this way.Some practices are also hosting events for Carers, such as coffee mornings or roadshows.Helen invited questions from the group.Alan asked about how the Prescription Breaks scheme ending had worked out since April 2018. Helen informed the group that a lot of work had been done to encourage GP Carer Leads to identify those needing a break. The new scheme has been embraced as it helps find the most appropriate way of helping Carers.Catherine enquired about Southbroom Surgery not participating in the scheme. Helen felt that some practise find it harder to meet the criteria. Previously it had meant holding a special event or demonstrating good awareness of the parent-carer population. Accommodation for events can be a problem with some surgeries. Catherine advised Helen that there was hardly any Carer Support Wiltshire information in the surgery, they were still displaying Spurgeons posters, no information upon arrival about caring. Maria wanted to inform that there are national quality markers around the scheme, and conversations with the NHS show very much that Wiltshire are leading in this area. These markers will be a strong driver for those surgeries who have slipped behind on this.Tricia reported that Trowbridge Health Centre (formerly Adcroft Surgery) seemed to have deteriorated in that there is nothing online about Carers. Helen was hoping this year’s submission as a new group practice/health centre would ensure there were improvements. Helen explained her efforts in receptionists immediately recognising the fact that a patient is a Carer on their front dashboard, and the work she is trying to do around ensuring an icon is clearly flagged next to a Carer’s patient record for easy recognition when booking appointments. She also explained some of the difficulties around how busy surgeries are, which sometimes proved difficult for staff to attend meetings with her. Further, in some surgeries, there were frequent staff changes. Sheila advised that she had had some difficulties contacting Hayley, Carer’s Lead at the Bradford on Avon surgery, even though it has a gold award. Helen would be meeting Hayley week commencing 11th March and would raise this. Maria asked group members to advise Carer Support Wiltshire if there are any further difficulties. John was pleased to observe positive changes at the Rowden surgery. He had received an invitation to a coffee morning, there had been a change in Practice Manager, and he had been called in for a health check. John asked about the funds raised for alternative breaks provision, to which Alan advised the funds, which had been raised from a range of areas such as other charitable bodies, local groups, Tesco Bags for Help, had provided a significant amount which will help provide tailored and sustainable breaks for Carers. Items provided so far have been a sitting service to enable Carer to continue with his valuable golf sessions, swimming lessons, and chiropractic sessions. Carers Leads are pleased to be able something tangible when confronted by someone that is struggling in their caring role.Gillian asked how Carers know about the Carer Clinics, to which Helen explained that not all receive a regular invitation. The GP practice aim to target more recently identified Carers – often those not identified by Carer Support Wiltshire. Helen does need to be informed of those practices that are not offering this.Gillian asked whether Hathaway Surgery’s level of accreditation could be checked because of not maintaining the Carer Support Wiltshire noticeboard. Helen advised that they are an example of a surgery undergoing staff changes, and she has recently met new Carer Leads. It will be a work in progress. Gillian also suggested that Carer Support Business cards be left for collection by notice boards.Anne felt concerned about the surgeries that could not host events not being able to achieve gold standard. Helen reassured that there was a working group which had looked at platinum and gold level wording and criteria. Tony suggested that the Community Connectors perhaps check surgery notice boards are up to date when visiting for Carer Clinics. He also requested a report on the results of the GP Accreditation Scheme for the group.Alan highlighted how important it was for Carers to participate and use their influence within groups such as Patient Carer Groups. Maria advised that within the Wiltshire Carer’s Strategy, health of Carers is really important. Carers were involved with compiling the Strategy. The frustration with the scheme can be that there is minimal feedback from Carers that influence what awards surgeries receive. Any ideas on Carer feedback about the scheme would be welcomed by Maria and Helen, although Platinum awards do have to have evidence.Anne suggested such a scheme may well be valuable within hospitals. Alan will speak to Jackie Maton about this. | **Alan to look at providing business cards to surgeries.****Alan to look at Community Connectors checking surgery notice boards/ Helen will circulate the results of the Accreditation Scheme****Alan to speak to Jackie Maton re potential Accreditation Scheme for hospitals** |
| 1. Maria Keel:

Future formats of meeting – Wiltshire Carer Action Group (WCAG) | Maria had previously emailed asking for feedback. WCAG structure had gradually changed since she had come into post at Wiltshire Council. The newly appointed Director of Commissioning had asked why there were two groups (WCAG and WCIG).  Maria was looking at their achievements, and whether it is best to continue in their present format. Maria will distribute any feedback received on this before any decisions are made. Whatever the future of WCAG may be, there would not be an option adopted to dilute Carer’s voices at strategic levels. Topic for June meeting – ‘Willing and able expert Partner Care….’  |  |
| Carer CrisisAdvocacyCarer’s HandbookAlan Docherty:Digital ExclusionTerms of ReferenceExpensesIncreasing Size of Membership | Maria advised that likely changes would be made within Adult Services in how out of hours calls are handled. A proposal has been prepared to help issues around Carer Crisis. Maria had also previously distributed slides presented at the previous WCAG on this topic. Carer Support Wiltshire are due to provide a quotation for providing services towards helping to provide a long-term solution around this.Maria was progressing this with Rethink. The guidance around advocacy services would then be sent out separately. It had been agreed any Carers not receiving advocacy via Rethink, WC would spot purchase. Carers may be referred via a Social Worker because they need an advocate to participate in assessment, care planning or if a safeguarding investigation commences relating to the cared for (this does not apply of the Carer is the perpetrator). Maria asked if anyone knew of someone with a need for advocacy to let her know. Work will be done with Carer Support Wiltshire staff to ensure they are aware of advocacy provision and benefits.At present, still in draft format due to staff changes at Wiltshire Council. Maria wanted to reassure that regarding POD, the CCG had stressed that there is definitely no need to only order prescriptions online.Alan had met with Vincent Taylor about issues arising when needing to be online to access benefits. Alan and Maria would meet with Wiltshire CAB to be clear on the current situation, as it is known to be a significant issue for a large number of carers in the county. Maria had also spoken to Carlton Brand at Wiltshire Council, and he had expressed that digital engagement was being offered only as an over and above what is being provided at present. For instance, the Carer’s Handbooks would continue being produced in hard print as well as digitally. Maria asked to be notified when WCIG members encountered anyone struggling with digital engagement. She understood that although Wiltshire Council are offering training for those who wish to take it up, that going digital would not work for everyone. Craig suggested that as the Council presently provide easy-read documents for anyone struggling with literacy that perhaps the same method be co-opted over to teaching computer skills. Maria advised there is assistance on the WC website.Sheila advised that her son cannot use a computer, but with housing options, bids have to be made online. Maria suggested she discuss this with Sheila outside of the meeting.Tony suggested members that may not have already seen the drama ‘I, Daniel Blake’ may wish to view it to appreciate just how profound digital exclusion can be. Maria felt that where people have a health or social care need, the Council have a responsibility to meet their need.Alan asked whether in terms of three month’s time and the Carer’s Strategy, could WCIG influence things more directly. Maria did not anticipate many changes, but advised she will shortly begin work on auditing Carer’s Assessments. The other priority is mental health Carers, and Oxford Health are now involved in WCAG. Alan was conscious at the last meeting that the Terms of Reference had not been finalised. However, Tony explained that they had been covered in the last meeting that Steve Rose had chaired. Alan apologised for this oversight and would circulate them.Alan advised that he hoped those just claiming for time were doing so. He also advised that time and expenses claims would require a specific form. These are required by HMRC, and auditors working for Carer Support Wiltshire had asked they be used. He requested members speak to Lindsey after the meeting. Item to be carried forward to the next meeting. |  |
| Tony Bridges –Continuing HealthcareUniversal Personalised Care – Implementing the Model | Tony circulated newspaper cuttings from the Salisbury Journal regarding Continuing Healthcare (CHC) and the approach taken to funding by Wiltshire Clinical Commissioning Group (CCG). Maria was unsure whether Adult Care look at CHC funding. She would check this and advise Tony. She had had experience where a Carer queried about this, she was advised that any queries should be sent direct to the CCG. Tony had watched a recent drama – ‘Care’ which was available on BBC iPlayer, which demonstrated this issue. Maria was aware that senior staff within Wiltshire Council were keen to look at any difficulties encountered when being assessed as eligible for CHC in Wiltshire. She asked that’s any individual issues be brought to her attention, or to Tim Burns via the CCG.Tony raised this item. This was a Model produced by the NHS in January. Talks had been held about personal health budget spend to provide services required. It seemed that Carers organisations had not been consulted. He asked that this be put on the agenda for the next meeting. The document also did not differentiate between paid and unpaid Carers. The underlying assumption is that everyone eligible is capable of managing this themselves, and have the mental capacity. It takes no account that some Carers have powers to manage for the cared for. It also focuses on being done digitally, not taking into account digital exclusion, or mental capacity. Maria would invite Tim Burns along.  | **Maria to advise Tony re Adult Care assessments and CHC.****Alan/Lindsey to add item to next agenda.****Maria to invite Tim Burns to WCIG for this item.** |
| 1. Any Other Business
 | Gillian reported that structure seems to be lacking at the Audley Road, Chippenham monthly meeting. The last two months’ scheduled talks had been cancelled. She felt the new Community Connector didn’t have the same control over the group. Alan would put Gillian in touch with the relevant person to discuss this with.Maria asked that if there are any further issues that WCIG members approach their relevant Community Connector directly.Gillian also advised that she had learnt via the Federation of Holistic Therapists that the NHS are going to recruit 1,000 social prescribing link workers. Maria suggested Gillian email Tim Burns from the CCG. Maria would provide Gillian with contact details.Anne asked about WCIG members sitting on the local Health and Wellbeing Boards. This related to the Carer Ambassador role. Alan had gained a description of the role from Devon Council, and would circulate to the group. Sheila enquired about who would be carrying out the role of linking Carers to training since Steve left. Alan advised this was now Kerry Watts. An item regarding this would be in the next newsletter.  | **Alan to advise Gillian who to speak to regarding Chippenham support group.****Alan to circulate Carer Ambassador role description.** |
| 1. Date & time of next meeting
 | 6th June 2019 10.00 am – 1.00 pm at Carer Support Wiltshire offices, Semington. |  |