Date: 6th December 2018

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 |  |  |
| 1. Attendees | Alan Docherty (Chair), Judy Walker (CEO), Maria Keel (WC) , Trudy Srawley (WPCC), Gillian Brunskill, , Anne Ward-Ongley, Tricia Long, John Perkins, Brian Tonner, Catherine Dawson, Vincent Taylor, Julie Jefferson (minutes) |  |
| 1. Apologies | Steve Rose, Margaret Greenman, Tony Bridges, David Walker, Sheila Pitts |  |
| 1. Minutes of Last Meeting | Steve had not invited Helen Jones to future meeting.  Tricia has passed on details about Warminster Mental Health Group.  Parent Carer support  Prescription Breaks  Maria has requested that references to Prescription Breaks in ‘Your Care, Your Support’ be removed  Maria has requested presentation details  Voicemail recording at CSW has been updated  Anne has shared details of dementia awareness training with Steve.  Digital Engagement. Tricia reported difficulties accessing POD service and being told that she can only do so online.  John wanted to keep in mind all carers not able to access the internet.  Maria said she had had a statement from Wiltshire CCG which said categorically that Wiltshire patients would not have to request prescriptions online.  Vince said he had requested ‘hands-on’ help with on-line applications for carers with no or little computer experience.  John reported a very positive experience with Community Connectors in Chippenham and suggested that they may have a role in signposting or referring carers who need digital access.  Maria still waiting for a response from Nicky Patrick (FAB Team Manager, WC)  Carer Support Wiltshire answerphone message has now been changed.  Anne suggested correction for one paragraph of previous meeting minutes.  Anne to add in paragraph | **Maria to clarify**  **Alan to invite Helen Gough to next WCIG meeting**  **Alan to clarify status of POD services**  **Maria suggested she investigate which agencies might be able to help carers who need support with claiming benefits online**  **Maria to contact NP** |
| 1. Elect the Representatives to attend future WCAG Meetings | Representatives were agreed to be Anne, John, Vince and Tricia. Maria let the meeting know she was doing a presentation on Carer Crisis (including financial issues) and difficulties with care homes when the cared for person’s condition is deteriorating. | **Alan to send papers to Vince by post** |
| 1. WCIG Terms of Reference and ‘Job Description’ | There was a discussion about the WCIG Influencing Change document. Maria suggested that this role may link with a “carer ambassador” role. It would be an unpaid role but would helpfully link WCIG members with health and wellbeing groups as well as local area boards. Local Area Boards have said it would be helpful for them to know who attends WCIG. Maria said she could provide contact details of Community Engagement Managers.  Maria said she would circulate more details.  It was agreed to look at the “Influencing Change” document at the next meeting.  Maria also put forward a suggestion that WCAG merge with WCIG. In general members said that they thought the current arrangement worked very well, that WCAG could be overly formal and not give carers enough opportunity to raise issues. | **Maria suggested the content be discussed at next meeting**  **Agenda for next meeting – local area boards and health and wellbeing groups** |
| 1. Judy Walker new CEO (Carer Support Wiltshire) | Judy introduced herself as new to Carer Support Wiltshire. She said that she had worked in the Charity sector for more than forty years. She has worked more recently for the Stoke Association and Age UK Hampshire. She has also been a carer herself.  She thanked Maria for her help in providing contacts that would be helpful to her in her role. Judy has been meeting with key partner agencies in Wiltshire Council, Age UK and Alzheimer’s Society.  She is looking for diversifying income streams for Care Support Wiltshire. Also building on work that has extended outside of Wiltshire, such as Working for Carers and Investors in Carers.  Also she identified a need for increased media coverage in the south of the county.  Judy highlighted the importance of digital solutions to future challenges but also recognised carers without digital access must also be supported.  Gillian recommended approaching Town Cryer (Chippenham) for targeted news.  Anne said she had been asked by other carers, in the light of the ending of the Prescription Breaks scheme, whether the provision of carers support for young cares had reduced funding for adults.  Maria said there was no intention to save money on the funding for support for carers in Wiltshire and that funding had not decreased.  Alan said that due to the success of Carers Support Wiltshire charitable fundraising, outside of Wiltshire Council funding, Carer Support Wiltshire was now able to provide a far wider range of break options for cares which were more personalised and sustainable. He also suggested that Helen Gough attend the next WCIG to describe the work she was doing and to talk about breaks for carers.  Maria said that no funding had been taken from adult carers to fund support for young carers, and that assessments for young carers were done in house at Wiltshire Council. |  |
| 1. Any Other Business | It was raised that when contacting Adult Social Care that sometimes carers don’t know what questions to ask in getting help and support. Recently Carer Support Wiltshire staff have started giving carer awareness talks to council staff.  Alan notified the group that Steve Rose who has very effectively chaired the group for the last two years was leaving Carer Support Wiltshire on 7th December 2018. He was very sad to see Steve go and if any members would like messages passed on the Steve, he asked that members contact Alan directly.  Care Support Wiltshire remains committed to administering organising and where requested chairing future WCIG meetings as well as other carer involvement opportunities.  Generally it was felt that CSW should continue to chair the meeting as it was useful to have a more detached perspective chairing the meeting. Members were generally positive about the new venue in the Semington conference room.  There was discussion about publishing the minutes of this meeting. It was agreed that a summary of what was discussed should be publicised in the Carer Support Newsletter.  Catherine asked about accessing online training.  Anne said that Alzheimer’s Support had started charging for some of their activities and asked for Maria’s thoughts. Maria said that it was a decision for Alzheimer’s Support but if Anne wanted to know more she could speak to the commissioner for dementia services in Wiltshire. | **Alan to check with members whether this was a suitable venue.**  **Maria said she already had a condensed summary of the minutes that she could provide.**  **Alan to provide password.** |
| 1. Date & time of next meeting |  |  |