Date: 6th September 2018

Time: 10.00am

Venue: Palmer Gardens, Islington, Trowbridge

Wiltshire Carer Involvement Group

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| Item | Notes | Actions |
| 1. Introductions and Welcome
 | Steve introduced Vincent to the group. Other attendees introduced themselves. Nicky Patrick, FAB Team Manager, would arrive later than planned so agenda items would be taken out of order. |  |
| 1. Attendees
 | Steve Rose (Chair), Maria Keel (WC) , Gillian Brunskill, , Anne Ward-Ongley, Catherine Dawson, Tricia Long, Craig Cutlar-Watson, John Perkins, David Walker, Brian Tonner, Anne Ward-Ongley, Trudy Srawley (WPCC), Catherine Dawson, John Perkins, Tony Bridges, Sheila Pitts, Margaret Greenman, Vincent Taylor. |  |
| 1. Apologies
 | Craig Cutlar-Watson, Eileen Smith, Elaine Hunter, Jenny Oliver, June Stevenson, Kerry Harvey, Stuart Hall, Tanya Bainbridge |  |
| 1. Minutes of Last Meeting
 | Steve had made attempts to contact Kerry Harvey (military representation on WCIG) without success. However, CSW have now appointed Tracy Park as Military Support Worker. Ensure future minutes do not include reference to Tony and Tricia representing Healthwatch and Avon and Wiltshire Mental Health Partnership respectively.Terms of Reference read ‘WCAG’ chair and should read ‘WCIG.Maria explained that Helen Jones, Joint Director of Commissioning for Adults and Children’s services will chair WCAG going forward. It was agreed that she be invited to a future WCIG meeting.Steve had checked the position on mental health and parent carer groups. CSW work with MIND. The difficulty has been reduced attendances. Tricia advised that a mental health carers group had started in Warminster between 4pm and 6pm. Steve asked Trudy to provide details. Steve advised the new What’s On Guide would be mailed out soon.Trudy was due to contact Matt to look at attendance from Children’s Services. Maria was now covering this due to changes in commissioning. There had been a reorganisation within Children’s Services. It was understood Sarah Banks will be working on young carer work alongside Judy Edwards. Maria recommended asking the question about parent carer support at WCAG.Steve had raised concerns around the cessation of the Prescription Breaks Scheme with CSW senior management team. The change from 1st April 2018 had been communicated widely to GP surgeries and elsewhere. Tricia asked if Steve could forward something ‘parent-friendly’ to the WPCC. It was pointed out that they were still mentioned within ‘Your Care, Your Support’ material, and Maria would ensure this will be removed. Steve reported successes in carers accessing new funding.Maria had investigated the plans for new-build housing allocation for disabled persons. She was pleased to see there is provision within the Housing Strategy around accessibility and adaptability. However, ultimately Wiltshire Council cannot enforce builders to make this provision. The minutes of the last meeting were agreed. | **Steve to invite Helen Jones to future meeting.****Trudy to advise details of Warminster mental health group to Steve.****Question to be put to WCAG about who will lead parent carer support.****Steve to provide Trudy with ‘parent-friendly’ update re Prescription Breaks.****Maria to remove references to Prescription Breaks in ‘Your Care, Your Support’** |
| 1. Elect the Representatives to attend future WCAG Meetings
 | Representatives were agreed to be Anne, John and Tricia. |  |
|  | Steve, not sure where this was pertinent within the minutes:Carer in crisis – Tony asked whether there was a cut-off date for input. Maria was presently compiling a presentation. It was quite clear there were two very different types of crisis, slow burn and immediate. Financial crises regularly arise, which will worsen around Universal Credits. Maria had asked Wiltshire CAB for a proposal for a business case for additional funding to support carers during the period of transition with welfare benefits. This presently rests with the procurement team. It is hoped to be in place for the autumn. |  |
| 1. Welcome to Vincent Taylor
 | Steve welcomed Vincent who had agreed to join WCIG. He is not an internet user, and CSW, as part of the new contract have to promote digital services. Vincent had encountered a recent problem with a Carer Surgery where he had been asked to refer to our website. He would much prefer to discuss things with someone rather than using digital services. Steve had communicated to the management team that not everyone can, or indeed wants to work online, and that we are missing out on supporting a large number of carers. He invited the group to discuss this. Online services were becoming more and more prevalent, and at the moment via GP Surgeries, where electronic prescription ordering had begun. It was noted however, that it was not mandatory for patients.Vincent felt that carers that could not access this information, or submitting forms online, were missing out. There is no provision of someone proficient with a computer that can help things with what they need. A discussion took place on demographics and Steve asked that the group be mindful in future meetings how matters can be handled that have an online presence for persons that cannot or do not want to use the internet. Gillian joined the meeting at this point.Vincent advised that he had been assisted by an advocacy service – CSW had signposted him to Rethink. He had had to exist for four years without assistance in accessing financial support. Most forms and contact were online.Steve reported that he had recently gained funding from the Melksham area to assist with digital exclusion, but that he was mindful of the people Vince was representing. Maria would approach the digital expansion team at Wiltshire Council to see if they could assist in any way.Steve suggested this subject be raised at WCAG. | **Maria to contact the digital expansion team at Wiltshire Council.****Raise the subject of carers not being able to/not wanting to engage digitally at WCAG.** |
| 1. WCIG Terms of Reference and ‘Job Description’
 | Steve informed the group that these documents had been formulated in 2014 in order to promote carer membership within WCIG. He firstly reviewed the ‘Influencing Change’ document, and the following changes were agreed.* Remove ‘local’ from qualities and change to the ‘needs of carers in Wiltshire’
* Remove ‘as required’ from what does it involve?
* Include a definition of a Carer
* Remove ‘reach conclusions’ and add in ‘influence change’
* Change ‘required’ to ‘the expectation is’

It was agreed whilst discussing the Terms of Reference, that the group requires 14 regular attendees. It would be helpful if attendees could advise if they are going to attend. A balance across interests in mental health, physical disabilities etc was helpful. It was agreed to remove the maximum two years’ membership, with an extension of two years. The group also agreed that due to size of the meeting venue, future meeting would take the format of being hosted around a circle of chairs, due to lack of table space. Apostrophe to be inserted into carers – carer’s views. It was agreed to remove 4.6. | **Steve to make suggested changes to Terms of Reference and ‘Job Description’** |
| 1. CSW Website – in particular Resource Library
 | Steve updated the group about the launch of the new website. CSW had been working with a company called Giant Peach. He felt the new website was much easier to access, with a large resource library of up to date information to access and download. WCIG minutes will become public documents. The website will go live next week.There is a new logo, and the site now accommodates young carers. Steve asked WCIG members to advise him if anything didn’t seem to work correctly. |  |
| 1. Nicky Patrick, FAB Team Manager, Wiltshire Council
 | Maria agreed to take notes for Nicky’s presentation and would distribute separately to the minutes. | **Maria to provide minutes to WCIG around presentation.** |
| 1. Any Other Business
 | David advised that the Alzheimer’s Support Dementia Roadshow Bus would be in Market Place, Melksham 28th September 10am until 4pm. It would be in Bradford on Avon on the 27th September. As a member of the Melksham Dementia Awareness community action group, they would also have a stand there. He was inviting CSW, and a number of other local organisations. He would email the copy poster to meeting attendees and asked if it could be printed out and publicised.John asked if the Community Connectors had all been appointed yet. Jacqui Radford was due to make contact with him and Steve asked if he didn’t hear back, to let him know. Steve would speak to Alan Docherty and ask about contact. Difficulties around attendance at the support groups between 2pm and 4pm were arising because this falls within school pick-up times.Sheila Pitts reported that she found the voice on the CSW answerphone very unwelcoming. Steve undertook to feed this back to CSW.Anne wished to share that Salisbury Hospital had agreed to let unpaid carers participate in training provided by the hospital. She had recently complained that this wasn’t accessible to carers, and they had since made contact offering places at a dementia awareness training day. Anne to share contact details with Steve. | **Steve to advise change required on voicemail recording at CSW.****Anne to share details of dementia awareness training with Steve.** |
| 1. Date & time of next meeting
 | 6th December 2018 at 10.00 am at Palmer Gardens, Islington, Trowbridge, BA14 8QJ. Apologies received from Tony |  |