

Learning Disability County Carers' Forum

Date: 26 June 2007

Venue: Isca Centre, Exeter

Present: Anne Brand (Chair), Ann Bell, Maurice Clark, Dinny Cope, Jacqueline and Peter Edwards, Miriam Guard, Mr and Mrs R Harris, Alan Kerswell, Sue Mears, Mr and Mrs B Minshall, Sheila Pearcey, Mr and Mrs P Cornish, Bronwyn Nott, Lynne Proc, Brenda Ridout, Pauline Teatheron, Carolyn Elliott, June Wilkins, Jackie Milan, Brigid McEleney-Smith, Tracey Adams, Hilary Allen (note taker)

Guests: Duncan Hepburn, Glenn Walpole, Helen Mead, Clare Cox, Samantha Crane, Linda Stapleton

Apologies: Joan Howard-Smith, Bill Smith, Rosemary Huxtable, Tina Norman, Christine Price, Chris and Dave Roberts, Barbara Wilson, Mr and Mrs Harris, Lynsey Self, other carers from North Devon

<p>1. Minutes of last meeting</p>	<ul style="list-style-type: none"> • An amendment had been received from Maurice Clark for page 1 'Update on LD Structure and Service Developments' – this was accepted. • As a newcomer to Devon, Sheila Pearcey commented on how difficult she is finding it to obtain information and speak to the right people.
<p>2. Evaluation of Mid Devon Short Breaks Scheme</p>	<p>Duncan Hepburn reported on the work started in Mid Devon in 2006 around Short Breaks.</p> <ul style="list-style-type: none"> • This had been necessary because Greenways had become unsuitable and costly, particularly after CSCI had caused the loss of one bed. Mid Devon had then been left with 3 very costly beds for respite. • Staff had worked for a year with service users and carers before Greenways closed to find alternative ways of providing a service. • A different approach had been taken in order to provide a variety of short breaks, not just overnight stays. <p>Glenn Walpole reported on the positive and negative impact of the changes.</p> <ul style="list-style-type: none"> • People had been able to choose what they would like to do • Staff are able to work flexibly across both Fulfilling Lives and Short Breaks • Clients, including those with complex needs, have experienced a range of activities such as: <ul style="list-style-type: none"> ➢ YHA weekends ➢ Calvert Trust weekends ➢ Football/rugby matches ➢ Overnight stays provided by SWAPS ➢ Respite at the new Treetops in Exeter

	<p>➤ Regular clubs</p> <p>There had been some teething troubles:</p> <ul style="list-style-type: none"> • SWAPS – difficulties as they were used to long-term placements. Work is being done on this. • Booking system for breaks – this had to be rushed into in April 2006, but is now improving. • Each client is assessed taking into account their circle of support. • Staff had been concerned with the change in their working arrangements. • Total communication techniques had been used to find out client’s choices. • A questionnaire had been sent out to carers after 9 months of the new system. • There had been problems understanding the allocation system. • Families have to fit around the new system, which some have found difficult. <p>Helen Mead spoke about the impact of these changes on her daughter and herself.</p> <ul style="list-style-type: none"> • Her daughter used to go to Greenways for 3 nights each week. This had been largely for the benefit of Helen. • Now her daughter has a choice and wants to go on the short breaks. This is of great benefit to her. • There had been problems with the allocation system and hours allocated, but these were being gradually sorted out.
<p>Questions were asked:</p>	<p>What percentage of people actually in need are helped? Do people with an eligible need always get a service? <i>Carolyn answered that where a need is assessed it should be provided. Staff need to come up with ways of using money more efficiently. A lot more people now have a short break than when only Greenways was available. Money to Fulfilling Lives and Short Breaks will not be reduced. Carolyn, Duncan and others are looking at where Fulfilling Lives is working well and where it is not.</i></p> <p><i>Community Hubs - Duncan said that improvements need to be made everywhere. There have been a lot of problems such as inappropriate buildings and the reduction in LSC funding and there have had to be a lot of interim arrangements. However, on the whole staff have a good relationship with carers. At the moment an external report has been commissioned to inform a strategic plan for the whole county.</i></p>

3. Progress on Action Plan

Updates to be sent out with minutes.

Carolyn reported on some aspects:

- a) Evaluation system for services – this had been started in North Devon and there is money for the second stage of this. It also needs to be done in the rest of the County.
- b) Work needs to be done on finding a way to provide continuous evaluation of all services.
- c) BILD – 3 year contract, now in its second year. This is a Quality tool to evaluate services and how people feel about them. The method is very person centred which is good, but time consuming as it concentrates on involving the service user. *Dinny was concerned that there is a need to capture the needs of carers as well.*
- d) Person Centred Planning – there are Learning Disability Development Fund resources for this. Currently Carolyn is talking with a possible independent co-ordinator for this work.
- e) Respite/Short Breaks – there is a provider who would organise the Take a Break scheme.
- f) Training Programme – staff and managers need to know more about involving carers in delivering training for staff and managers. There could be an ‘Expert Carer’ list to draw in expertise, but a way of paying these carers for doing the training needs to be found.
- g) David Johnstone has spent time with a North Devon carer and Carolyn is also going to do this.
- h) Carers’ advocacy service – there is general support for this, but work needs to be done on how to fund and organise it.
- i) Patient and Public Involvement Forum – Carolyn had delivered a presentation at the last meeting which had been much appreciated.
- j) More information on the number of services users, how much money etc. Ian Lancaster would be invited to the next meeting to provide information.
- k) Transition – work is being done with Children’s Services to make projections regarding future needs. Work is also being done with the PCT about provision for the health needs of people with complex needs.

Questions were asked:

How had the job evaluations turned out for Fulfilling Lives staff?
Carolyn said the outcome had not been good for many staff as grades had been reduced. There are a lot of appeals in progress. The management group had objected to the way it was done for LD staff and Carolyn has requested an update on progress.

Is the Fulfilling Lives service only for people living at home? What about those in residential care?
Carolyn replied that the assessment is done on need not on where people live. The Care Manager decides how the need is best met. Residential care is for 24 hours and some providers are better than others at providing for clients. Contracts need to be monitored in a better way to pick up on this.

<p>4. Carers' Grant</p>	<p>Carolyn reported that there is £148,807 uncommitted. Some of this could be used to buy into the Take a Break scheme which would be co-ordinated by Westbank to provide suitable sitters.</p> <p>Brigid said that the Carers' Support Workers had sent out a questionnaire, but as there were no workers in Mid and North Devon the result is not representative.</p> <p>Dinny pointed out that priorities for using the money had been set up 2 years ago.</p>
<p>Action</p>	<p><i>Carers need to decide whether they want this scheme. Some other options were put forward:</i></p> <ul style="list-style-type: none"> • <i>Put the money into Fulfilling Lives/Short Breaks service</i> • <i>Divide money between individuals</i> • <i>Look at flexible ways of using the money, for which there are precedents</i>
<p>5. Mental Capacity Act (presentation attached)</p>	<p>Clare Cox reported that she is delivering training to a variety of staff and agencies, including the Police and Probation service. This training is learning disability specific.</p> <p>Training will cover issues such as:</p> <ul style="list-style-type: none"> • Individual Advocacy Services • Code of Practice • Criminal Offences (ill treatment and wilful neglect now carry a maximum 5 year prison sentence. • Lasting Power of Attorney which is similar to the Enduring Power of Attorney but includes health and welfare when someone loses capacity. • Advance decisions • Court of Protection • Office of Public Guardian • Appointment of family members as deputies • Guidance on research <p>Clare explained that the Act has 5 principles which are based on Common Law and applies to people from the age of 16, except for Lasting Power of Attorney and Advance Decisions:</p> <ul style="list-style-type: none"> ➤ Must assume capacity unless proved otherwise ➤ Need to use most appropriate communication method for the individual ➤ Best interest ➤ Least restrictive option ➤ If someone has capacity they can make a decision even if others disagree <p>Samantha Crane explained her role as an IMCA (Independent Mental Capacity Act Advocate) manager for Devon and Torbay. There are 4 other IMCAs in the team, employed by Living Options and Age Concern. They offer Advocacy for people without Mental Capacity who don't have friends or relatives, and Adult Protection cases. Referrals are made by health professionals or Social Services professionals, but only deal</p>

	<p>with certain decisions such as change of accommodation, changes in long-term residential care and serious health decisions.</p> <p>Samantha showed various booklets about the MCA, including an easy read guide.</p>
Action	<i>Invite Clare Cox to speak at the meeting in November to give an update on the parts of the Act which do not come into force until October 2007.</i>
6. Feedback on Structure/Facilitation meeting	<p>Linda Stapleton reported on the outcomes from this meeting and the recommendations for the County Carers' Forum to agree.</p> <ul style="list-style-type: none"> • Priority for Carers' Grant – employing Carers' Support Workers • Accept proposed framework • Accept CCF draft role and membership • Agree next steps • Consider how the CCF £4,000 should be used. <p>There was not enough time to discuss the recommendations fully but no objections were raised to the above list being accepted in principle.</p> <p>Carolyn Elliott said that the £60,000 committed to salaries of the Carers' Support Workers would be available for as long as needed and that there is no agenda for stopping any Carers' meetings.</p>
Action	<i>Linda Stapleton and June Wilkins to arrange another meeting of the Steering Group.</i>
7. AOB	<ul style="list-style-type: none"> • Dinny expressed concern that the LDPB Housing subgroup is not working. The North Devon JIP group is working but there seems to be no way of linking in with a Devonwide group. Dinny had some questions which could be answered by Janet Regan.
Action	<i>Invite Janet Regan to next meeting</i>
	<ul style="list-style-type: none"> • Choice Forum – this invites responses from carers. Questionnaire about Partnership Boards to be sent out with minutes. • Social Enterprise – Sue Mears said that she and Anne had been to visit Sandwell and been very impressed. There would be a meeting on 4 July in Exeter to find out more about this.
	<ul style="list-style-type: none"> • Healthcare Commission Audit – has this been done in Devon? <i>Carolyn explained that the actions set nationally would be incorporated into the Devon Action Plan.</i> • June Wilkins recommended the Btmeetme audio conferencing system as a good way of holding 'virtual' meetings.
8. Dates of future meetings	<p>18 September 2007 – Riverside Christian Centre, Exeter</p> <p>Agenda to include</p> <ul style="list-style-type: none"> • Report from Janet Regan • Social Enterprise • Report from Steering Group meeting • Report from Facilitation/Structure group (Linda Stapleton)

20 November – Isca Centre, Whipton, Exeter

Agenda to include

- Update from Clare Cox on Mental Capacity Act

The notes from this meeting will go onto the internet on 30 July 2007 for anyone to view.

These notes may include the names of attendees and their comments. Please contact Hilary Allen on 01392 208639, or June Wilkins on 01392 208769, if you have any concerns about your name appearing in the notes or on the website.

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