

Learning Disabilities County Carers' Forum

23 May 2008

Present	Sue Mears (Chair), Brenda Ridout, Rosemary Huxtable, Barbara Wilson, Alan Kerswell, Maurice Clarke, Ann Bell, Jackie Milan, Kevin Dixon, Barbara and Barry Minshall, Tracy Adams, Jenny Williams, Bronwyn Nott, Barbara Paul, Linda Stapleton, Carolyn Elliott, Sarah Dixon	
Apologies	Anne Brand, Dinny Cope, Bill Smith, Pauline Teatheron, Toni Holmes, Jacqueline and Peter Edwards, Christine Price, Jeanette Kemlo, Eileen Gaiger, Elaine James, Miriam Guard, Julia Blood, Tina Norman, Sheila Pearcey	
Visitors	Max Sillars, Denise Brabin, John Wilkin	
1. Minutes	<p>Sue welcomed all to the meeting.</p> <p>Dinny had sent some suggested amendments to the minutes. These were discussed and the minutes amended accordingly.</p> <p>Actions from the minutes</p> <ul style="list-style-type: none"> • Hate crime – Barbara Wilson said that the title 'PIP Pack' had been changed to 'Keeping Safe Pack'. Orange stickers had been rolled out to shops across Torbay and South Hams, and will go out to the rest of the County within the next 3 months. Work is being done with big stores to train staff and to use the information desk as the place for people to go. Service users will carry an orange card so that staff will know they need help. A booklet for service users will be distributed in the Autumn. Carers' organisations will be contacted so that service users who live at home can be included. Carolyn reported that the Partnership Board is concerned that people not receiving a service will not be reached. The aim is to set up small groups of interested people in towns. The Police also have local advisory groups which should link in. • 2. Leaflet – Linda Stapleton reported that the Task Group considered this and recommends that one is produced for North and Mid Devon as part of the pilot. • 3. Short Breaks – Carolyn reported that Richard Anderson has now left and she will invite his replacement (when known) to the next meeting. She has received clarification that the Carers' Grant can be used for whatever is decided, provided it is within the guidelines. • 5. Carers' Grant – Carers' Support Workers are gathering information about voluntary clubs in their areas, but have come across some problems over data protection. Carolyn pointed out that DCC has a data protection officer who could be consulted. • 6. RAS – Hilary apologised for not sending out the presentation and will do so with these minutes. Carolyn will confirm figures and bandings when the information is available. 	<p>Hilary to amend published minutes on website.</p> <p>Barbara to send paper recently produced to Carolyn.</p> <p>Jenny Williams</p> <p>For Task Group to take forward.</p> <p>Hilary Carolyn</p>

2. Report from Task Group	<p>Linda reported that most of the discussion had been about Carers' Grant</p> <ul style="list-style-type: none"> • Ideas for spending • How to involve carers and get their views. 	Notes to be sent out with minutes. ALL to read.
3. Update on Action Plan	<p>As this is a cumbersome plan, Carolyn suggested that the updated plan should be sent out with the minutes. She would like</p> <ul style="list-style-type: none"> • All carers to read it • Carers' Support Workers to facilitate discussion in their groups • Carers to decide on the priorities from their point of view • Give one hour to this at next CCF meeting <p>Barbara Wilson suggested that an extra column entitled 'Impact/Outcomes' be added.</p> <p>Linda Stapleton agreed that this is a good way forward and the Task Group had already made some comments. Carolyn suggested she meets with Linda to look at these prior to the plan being updated and sent out.</p>	<p>Actions agreed</p> <p>Agenda for next CCF</p> <p>Agreed</p> <p>Carolyn and Linda to meet</p>
4. Carers' Development Worker vacancy	<p>Carolyn reported that June Wilkins has now left to take up another post in Torbay which will be much more convenient for her. Carers expressed appreciation for her work and wrote these to be included in a card from the Forum.</p> <p>Carolyn told the meeting that she now has to re-think the role for the future. June had produced a paper outlining the scope of her work and this can be circulated with the minutes. She would like Carers' Support Workers to discuss this at their local meetings and Carolyn would like to visit these groups to find out their views. She feels that the new post-holder should be a carer and employed by a voluntary or carer organisation rather than DCC. She will also discuss this with the new DCC lead for carers.</p> <p>Linda suggested the Task Group look at the model of the pilot and then look at the scope of June's work.</p> <p>Timescale – Carolyn would like this to be ready for discussion at the next CCF. In the meantime she confirmed that KIN will continue as it is for the moment with Stella Hewett acting as editor.</p>	<p>Hilary to organise</p> <p>Carers Support Workers to discuss in local groups Carolyn to visit groups</p> <p>Task Group</p>
5. Social Enterprise	<p>Carolyn gave out a paper giving information about Social Enterprise and summarised the content. Since its inception the Health and Social Care Partnership has provided more cohesion in services for people with LD. However the partner organisations have changed considerably during that time – there is now one PCT rather than six, and the new Devon PCT is taking much greater responsibility for strategic commissioning. Local authorities have also been told by government to outsource services which they have been directly providing. This takes away any</p>	

	<p>conflict of interest.</p> <p>In planning for the next decade several options have been considered:</p> <ol style="list-style-type: none"> 1. Become part of a more generic adult service. This would not give LD priority as most of the service users would be elderly, therefore reduced specialist input into LD services. 2. Join DPT as part of the Foundation Trust – a wide range of people are uncomfortable with the idea of being entirely within a health organisation. 3. Care Trust – for LD on its own. 4. Social Enterprise – government has asked local authorities to consider this as a possible way forward. Carolyn read out the explanation of a social enterprise as given in the paper and pointed out that most recycling organisations are an example of a social enterprise. 	
6. Supported Living	<p>Max Sillars gave a presentation on supported living.</p> <p>Denise Brabin (Procurement and Contracts Manager) and John Wilkin (Procurement and Contracts Officer leading for LD) told the meeting how contracts are monitored and how the system is being improved.</p> <ul style="list-style-type: none"> • All contracts have to be monitored – this was previously done by field workers. Now with brokerage, the Procurement and Contracts Department is being restructured to take this on, making sure it happens. • Monitoring will be reported to the Assistant Director responsible (Carolyn for LD) and Senior Management Group. Information given will be about: <ul style="list-style-type: none"> ➢ Finance – value for money ➢ Quality – overall ➢ Outcomes – for the individual • The intention is to produce a complete quality framework for both registered and unregistered providers. • In the past monitoring has been inconsistent across the county, so this will be addressed. • Large providers, such as Lifeways, will be met with quarterly to look in detail at their contracts and complaints. Operational staff will be included in these meetings and their will be a dialogue about progress that is being made. • The information will be collated into a single report which will go to Carolyn Elliott, David Johnstone and then to the Director of the company. • Any organisation which has contracts over £250k will be monitored in this way. • Every organisation will have a self assessment form to for quality checks and a random selection will have in depth monitoring. • How can service users and carers contribute to monitoring? David Johnstone will be holding a Care Conference on 16 July for the entire care sector in order to outline expectations. Denise is also setting up local forums for service users and carers which members of her department will attend. She is recruiting staff in order to do this. 	Presentation to be circulated with minutes

	<p>Customer Services, who deal with complaints and Safeguarding Adults will also be involved.</p> <ul style="list-style-type: none"> • Denise emphasised that it is important that she knows what is important to carers. <p>John Wilkins gave further details on contracts.</p> <ul style="list-style-type: none"> • All contracts require providers to provide quality services and have robust recruitment and management arrangements. This is the same for both registered and unregistered providers. • Next year, new legislation ‘Safeguarding Vulnerable Groups’ will require all staff to have CRB checks. • If an issue re Safeguarding Adults occurs, a meeting with the Safeguarding Adults Team, contract manager and the provider will take place. Interest will be taken in how the provider responds as this can highlight management weaknesses. • Sanctions might be imposed. These could be <ul style="list-style-type: none"> ➤ No more placements ➤ A requirement to change ➤ Termination of contract <p>Carers asked questions and made comments.</p> <ul style="list-style-type: none"> • Alan Kerswell expressed concern at the lack of inspection of supported living placements. Denise replied that Supporting People has a robust system. Annual self-assessment is required and visits are made. • Denise said that she is in discussion with LD to look at standards of placements. Currently she is looking at the REACH standards – some carers were concerned that these are weak. Denise said there is a need to start somewhere and invited carers to say what they think the standards should be. • Carolyn Elliott said that the Michael Batt Foundation Review had highlighted the same issues and that the Action plan deals with this and also mentions the REACH standards, aiming to make these mandatory for all contracts. • Carolyn suggested that the Task Group look at the REACH standards, decide what is important and report back to Denise and John. • There is also a need for service users and carers to report concerns. Issues already raised in South Devon include obesity amongst clients in supported living and the inexperience of carers to deal with this. • Service user and carer concerns should go to Community Teams in first instance, or PALS which allows reporters to remain anonymous. • Linda Stapleton reminded people that the involvement framework would allow voices to be heard and reporting upwards to be done. <p>John Wilkin emphasised that contracts impose a lot of requirements including Business Continuity Plans for such things as unforeseen disasters. Contracts also say that staff should be</p>	<p>Task Group to consider and report back to Denise and John with list of standards.</p>
--	---	--

	appropriately experienced and trained.	
7. Carers' Grant	Carolyn handed out a spreadsheet which logs details of how the money has been spent and how much. This will be a monthly monitoring sheet which can be presented to the Task Group. Spending has already started – Duncan is recruiting staff. Suggestions for spending the £130k not already allocated are needed – North and Mid Devon are bringing ideas. Carolyn clarified that the money allocated for emergency respite is in addition to the usual allocation.	
8. Any other business	Autistic Spectrum Disorder – Barbara Wilson told the meeting that a strategy is being worked on, led by George O'Neill, and the experiences of people in Devon are of particular interest. Input from carers is welcome – they are invited to open meetings. Anyone interested should contact Barbara Wilson for further details. Carolyn said she would pass on names of people with a particular interest in autism from her expert carers list. Involvement of generic carers - Linda Stapleton said that County Carers' Forum needs to know the timescales and processes going on regarding the new arrangements for supporting the involvement of generic carers.	<ol style="list-style-type: none"> 1. If interested email Barbara.wilson42@btinternet.com. 2. Carolyn to pass names from expert carers list to Barbara.
Date of next meeting		
Wednesday 23 July 2008		
10 – 1 at the Isca Centre		

The notes from this meeting will go onto the internet on 27 June 2008 for anyone to view. These notes may include the names of attendees and their comments. Please contact Hilary Allen on 01392 208639 if you have any concerns about your name appearing in the notes or on the website. www.carersindevon.org.uk www.learningdisabilitydevon.org.uk