

**Tuesday 20 February 2018**

**Present:**

Maggie Gordon (MG)	Unpaid Carer (chair)
Maureen Donnelly (MD)	Unpaid Carer
Bernie Campbell (BC)	Former Unpaid Carer
Andy Moir (AM)	PKAVS Community Engagement
Gail Jones (GJ)	Unpaid Carer
Marlena Nowaczyk (MN)	PKAVS Carers Hub
Ayshah Rossetti (AR)	PKAVS Social Work Student (notes)
Lisa Marie Cohen (LMC)	PKAVS Social Work Student
Kathleen Murray (KM)	PKAVS Adult Carers Support Worker
Margaret Marmion (MM)	Unpaid Carer

**Apologies:**

Sandra Auld	Unpaid carer
Maureen Summers	Unpaid Carer
Mel Gibson	Former Unpaid Carer
Chris Ahern	Councillor, Perth City
Christian Campbell	Former Unpaid Carer
Claire Thomas	Former Unpaid Carer
Susan Bathgate	PKAVS Community Engagement
Raymond Jamieson	PKAVS Carers Hub Manager
Laura McKenzie	PKAVS Carers Hub Deputy Manager
Joan McEwen	Unpaid Carer
Vivian Mann	Unpaid Carer
Linda Lennie	Unpaid Carer
Lorraine Greig	Unpaid Carer

**1. Welcome and Apologies**

MG welcomed everyone and thanked for attending. Apologies were noted.

**2. Notes From Previous Meeting and Matters Arising**

Notes of the last meeting were reviewed and approved.  
Notes added to Carers Hub website for viewing <https://www.pkavscarershub.org.uk/Perth-and-Kinross-Carers-Voice>

Matters arising:

The group to explore engaging with other carers through GP practices

MN – explained the new telephone service offered by PKAVS to the group members. It is still new and building up a client base, letters have been sent to all carers with information about this support. The service will be open for calls 9-5 Monday to Friday and is for carers of people aged 65 and over.

### **3. Tackling Social Isolation Draft Strategy**

MN shared information about Tackling Social Isolation consultation taking place around Perth & Kinross. Isolation has been raised as a serious issue for carers at the previous meeting, MN will share via email details of the focus groups happening so carers can attend and share their opinion about what should be happening for carers for them to feel less isolated.

Action:

For the group to think about ways of engaging with other carers i.e. rurally based, isolated. GP practices?

### **4. Carers Week**

MN reminded everyone that Carers Week takes place between 11-17 June and it's opportunity for Carers Voice to raise awareness about the group as well as raise awareness about carers among the wider public. Members keen to engage with events that are happening, MN to share further info. Group members to think about ideas how to engage with public and other carers during the Carers Week.

Actions:

To plan engagement during the Carers Week

### **5. Carers Strategy Meeting**

Susan Bathgate has shared the report after the January CSG meeting (pasted below). BC and CC raised concerns around the day care at Carers Strategy Meeting and enquired what is the appropriate route to raise issues identified by Carers Voice

BC and CC brought up Joan's letter regarding the concerns around the government funding for implementation of the Carers Act

**Report from Carers Strategy Group (CSG) Meeting 16<sup>th</sup> January**

Attending from Carers Voice: Bernie Campbell and Christian Campbell. Supporting: Susan Bathgate.

***What is the Carers Strategy Group?***

It was becoming clearer in the meeting that the Carers Strategy group has an overarching role regarding Carers. There is a responsibility for them to connect with other Strategy groups to ensure Carers issues are covered. Groups mentioned were Mental Health & Wellbeing Strategy Group, Drug and Alcohol Strategy Group, Learning Disability (Keys to Life) Strategy Group. Ethnic Minorities were mentioned as a group which is not covered by a Strategy Group. We know there are Carer Representatives on some of these groups but not all. There is also an Older Peoples Strategy Group which was not mentioned.

The Carers Strategy Group has it's own Action Plan. A new strategy/action plan is to be developed fairly imminently in conjunction with the requirements of the Carers Act.

The group is Co-chaired by Lindsey Bailie and Paul Henderson (not present this time).

Attending this time, Raymond Jamieson, Carer Manager from PKAVS. PKC employees from Drug & Alcohol Team and Social Work Team. PKAVS Carers Act Policy Worker Christine Tse.

Third sector people from Support in Mind and Vision PK.

***The role of the PKAVS Community Engagement Team (CET) in supporting Carers representation***

With reference to the Carers Strategy Action plan Page 32 item 5.4.

**Engage with community and other relevant partnerships and other relevant community bodies and agencies to ensure services to carers are provided and supportive of carers in each locality including rural areas.**

There was a bit of discussion about how this was happening

Finding people who are willing to be some sort of carer rep beginning to know what is going on in their local area and able to connect that to the Locality teams and Carers Voice would be the ideal. Recognised that CET has role in helping this happen.

***Carer Satisfaction Surveys ( Notes for Carers Voice members, not a discussion had at CSG)***

What I found quite interesting is that carer satisfaction is being captured through surveys on the PKAVS site and on the PKC site. See page 12 of action plan.

This would seem to be one place to start in terms of understanding Carer experience and how issues are bring resolved.

It may give a 'way in' for a Carer Representative.

I think it might start to fill the void a little in helping 'Carers Voice' understand how issues that arise are being dealt with. And if that is known, it becomes easier for 'Carers Voice' to talk to other carers and be able to channel queries to the right place.

Susan will have a conversation with Raymond about how he thinks the Carer Satisfaction Surveys work and how info from them might be accessed by Carers Voice Reps and to what purpose.

***Locality Carer Engagement worker( Notes for Carers Voice members, not a discussion had at CSG)***

This is a specific worker in a locality who will visit, when asked, people who other workers flag up as needing some carer assessment. They work as part of the Locality Integrated Team. I am not sure yet how to work out what carer engagement worker does and how we might get info from them to help inform a Rep, but understanding that would be helpful.

***Telephone Support Workers ( Notes for Carers Voice members, not a discussion had at CSG)***

The fulfilling of vacancies for tele support workers to help identify and mitigate carer breakdown was reported. This may be another means of gathering info on issues facing carers and how they are being resolved.

***Potential for identifying a remit for more locality positioned Carer Voice Reps ( Notes for Carers Voice members, not a discussion had at CSG)***

From these above 3 items it may be there may be potential for a more defined role for local Carer Voice reps who have some connection into locality integrated teams and to Carers voice. It might be easier to recruit people to support Carers Voice if there is a provision of information that allows a local person to understand what is actually being done with issues. This might help in confidently gathering issues from Carers locally who are not yet in the system or do not know the way to try and get them resolved.

***Day opportunities discussion.***

Various outcomes from this:

- Agreement that Carers Voice could bring topics of concern to the CSG and it could at least try and work out where issues should be taken to be resolved. A Hot topics Item would be put on the agenda.
- A discussion on how the raising of issues might direct things towards localities for discussion. The Day opportunities Carers Voice raised was considered to be specific to Perth City locality. It is important to understand that the Localities may be in various stages of having the maturity to deal with this but a willingness for CSG to act as holding station to make sure issues were not lost.
- It could be that if Mel is willing to come to Perth City Locality Steering that discussion can be opened up. Maureen had suggested he go in her stead while she is away. Meeting is Friday 19<sup>th</sup> 1pm. Susan to contact Mel.
- Bernie at meeting with Rob Packham at meeting on Friday 19<sup>th</sup>. He can be updated on progress with this developing conduits for issue resolution

***Financing the Carers Act***

We brought up the letter from Joan which was about adequate finance to implement Carers Act.

Bernie indicated we were seeing Rob Packham on Friday and it was agreed she would raise this with him as an issue. It appears to be up to the HSCP to negotiate with the local authority for

use of money for Carers Act implementation. Money from government has no ring fencing and there are concerns about this.

#### 6. Integrated Joint Board Updates

AM shared that works are progressing on participation manifesto. Manifesto has been drafted and shared for feedback and presented at IJB at the end of March. Manifesto clearly states currently carers aren't listened to very well and don't have contribution. AM will share the manifesto and it's important for group members to give feedback.

BC and Sandra Auld met with Rob Packham to discuss Carers Act funding.

Linda Lennie has sent letter to all the Councillors about the Beechgrove Home being closed.

#### 7. PB Monies Review

STARTING BALANCE: £1280

**REMAINING: £82.81**

Actions:

Please keep receipts and claim any travel/accommodation expenses incurred for attending meetings, events etc. associated with Carers Voice. Please hand in claim forms to Marlena for filing.

#### 8. List of meeting/events/training attended

None received

#### 9. AOCB

Meeting ended at 1.00pm.

#### 2018 Dates for Carers' Voice Meetings

All meetings held on Tuesdays from 11am-1pm on the following dates:

27 March – events, groups, training for carers (**Carers Week 11 – 17 June 2018**)

8 May – pre IJB Briefing Session on 11 May

5 June – events, groups, training for carers (**Carers Week 11 – 17 June 2018**)

21 August – pre IJB Briefing Session on 24 August

18 September – events, groups, training for carers (Carers Rights Day 24 November 2018/Carers Conference)

23 October – pre IJB Briefing Session on 26 October

20 November – events, groups, training for carers (Carers Rights Day 24 November 2018/Carers Conference)