



The Carers provider's forum report Date 9th March 2015

Attendees: Jesal Dhokia Slough CVS (Facilitator), Laurie Clegg, Ategi. Chris Cowap, Age Concern SABE, Jadine Glitzenhim, Carers Partnership Board and Older Peoples Forum, Chantelle Kingsbury Royal Voluntary Service, Kuldip Kuner, RBFRS, Taz Mohammed Care Bank RVS, Arun Mushiana Healthwatch, Rachel Reid Skills for Care, Jade Rockett Ategi, Marcia Wright Older Peoples Forum, Mike Connolly Slough CCG, Zaeema Hussain Aik Saath Young Carers, Karina Jozgart Transformed Living, Alice Kamau, Student Social Worker, Rob Deeks Aik Saath, Dayo Williams Pernet Partnership, Sue Njuguna Destiny Support, Jennifer Dyer Destiny Support and Slough CVS and Beth Reed Slough Borough Council.

The aim of the forum was to inform voluntary and community groups, ensure that providers from the private, public and the voluntary sector organisations work together effectively to develop and deliver high quality and responsive social care services. It will also support joint working and partnerships and an understanding of the changing nature of demand to deliver services to meet individual needs. The forum will endeavor to contribute to the planning and development of services.

This was the first Carers provider's forum was facilitated by Jesal Dhokia, Strategic Operations Manager Slough CVS, led the group. The agenda, terms of Reference and structure charts were distributed widely, before the event. There was a brief introduction into the launch of the Carers Providers Forum, with a suggestion of a quarterly meeting. The forum was attended by 19 delegates from various providers including members from the including the Carers forum, Age Concern, Royal Voluntary Service, Care Bank, Healthwatch, Skills for care, Slough CCG, Parent Partnership, Aik Saath, Destiny Support and Transformed living.

Slough Borough Council Commissioning Q&A Care Act

The Care Act discussion was led by Craig Brewin, Head of Service, Care Commissioning Group, Slough Borough Council. The Act comes into force on 1st April 2015.

The group identified a range of questions, concerns and suggestions:

- 'Does the Care Act nullify all previous Care Acts?'

The answer to this question was yes and this will benefit some while disadvantaging others.

- 'If an individual needs to hire someone to manage their budget, will this come out of their budget?'

The answer was yes, so the individuals who need to hire someone to manage their budget may lose out more unless this is added into their budget –

There was a suggestion for further information to be sent out regarding this.

Slough Borough Council commissioning speak stated that the RAS (resource allocation system) as not changed for the Care Act so support will be the same as before. This is due to unclear demand regarding the numbers of carers and therefore this may change when this figure is known. As well as eligibility.

It was also stated that Young Carers are covered in The Children and Families Act, unless they are identified as a child but will be an adult carer at 18+.

Introductions

All delegates introduced themselves, their role and a brief outline of the organisations that they work for.

Terms of Reference

Terms of reference was deferred to the next meeting. The reason for this was due to the majority of delegates having not looked through the Terms of reference prior to the Carers providers' forum. As a result there was limited suggestions/opinions and therefore it was felt appropriate to defer until the next meeting. Delegates who had read through the terms of reference in advanced were advised they could sent their comments to Jesal to be picked up at the next forum.

Prevention – what does this mean?

In two groups the providers had a discussion about prevention and what this means. Each group provided feedback to the whole group. Some of the emerging thoughts included:

- Support groups are really valued by carers and play a big role in prevention.
- Rather than giving carers individual budgets, make universal preventative services (e.g. Gym) free for carers.
- All organisations/groups to encourage carers to have an assessment.

- Some carers may be worried that their situation will be changed by social services, (for e.g. Young Carers may fear that they will be taken from family)
- Carers don't keep information – they won't look at it until they need it. Need to encourage people to be aware of what there is to help them.
- How do we reach carers who haven't identified themselves?
- Different organisations have a database but can't share information with each other – how many carers are we working with?
- Need more support groups for more choice.
- Respite – carers need to be able to get out for support groups.
- How do the community and voluntary sector improve networks grass root support?
- Often people are intimidated by the concept of social services?
- No consistency between commissioned services.
- Skills for care – have easy to understand documents on Care Act they can send to Slough Council for Voluntary Services to distribute to groups.
- Not enough information available about services that are available and out there.
- Groups need to be the eyes and ears and report to social care any concerns, as some befriending organisations already do.

Supported Self Assessments

This was deferred until the next meeting due to lack of time available.

Carers Week

Carers week is from 8th June to 14th June 2014 and Slough Borough Council are looking to provide a range of activities that local community and voluntary groups can be part of. A forum may be set up for discussion and planning in order to prevent clashing of events. Organisations who would like to be involved were requested to email Jesal or Slough Borough Council commissioning to express their interest and ideas.

Mapping service for Slough residents

Organisations to be added into the Slough Services Guide.

Carers training

Destiny Support CIC provided training on Young Carers in order to improve understanding and raise awareness so that more young carers can be identified and offered support. This presentation also covered the changes in Legislation and why these changes needed to be made.

The response from the group was that the material of this training, in particular the videos, was very hard hitting and reignited with many of the providers who

themselves are adult carers or work with carers. The majority of delegates stated that in their current role they could identify young carers.

In groups, the providers had the opportunity to look through a young carers assessment and provide feedback. While some felt the assessment was too long and was rigid with a yes or no response, others felt that it was comprehensive, relevant and they would feel confident to complete one.

Representation for the carers partnership board

As there were various relevant organisations not represented at the Carers Providers forum, it was agreed that organisations who would be interested should Email Jesal or Slough Borough Council commissioning in order to express interest. There is place for two organisations to represent but if there is a high demand this could be done on a rotary basis so that various organisations can be represented on the board.

AOB – end

Carer's provider's forum closed at 12.15pm.

Followed by the Slough CVS Networking Lunch commencing at 12.15pm

Next Carers Providers meeting to be proposed for June 17th post Carers Week.