

City Connections Carers' Forum Agenda

Date and time: 2nd September 2022, 11:00 – 12:30

Location: Online (Zoom). Link to be sent out prior to the Forum.

Many thanks to Shirley and the City Carers Community for supporting the Carers Forum each quarter.

Attendances:

An outline of the service City Connections provides:

City Connections is here for all City residents and workers to help you find and access the support and information you need. Our Wellbeing Coordinator will have an initial conversation with you to identify any help you need, and signpost or refer you onto services or information that might be helpful. This could be for benefits advice, or for help with being a Carer. It could also be to access learning or social opportunities.

We have a schedule of regular online activities organised by our Community Engagement Officer. Online activities include music listening sessions, virtual tours and meditation. We also have a Carers Call twice a month, giving carers the opportunity to socialise. We host information sessions from other organisations – with recent presentations from Compassion in Dying and POhWER. We've recently started in-person activities again – with monthly coffee mornings, walking tours, and concert screenings. Our website lists available interventions, as well as activities happening in the City and online. Our news and information page gives public health updates, news on City services, and other information you may find helpful.

Please note, our Telephone Befriending and Digital Support services are no longer funded, but we are currently accepting referrals for these until further notice.

Time	Agenda Item	Lead	Meeting Notes/Actions
11:00 – 11:05	Welcome and Introductions	RF	Short introductions for all attendees.
11:05 – 11:15	Purpose of the Forum. Housekeeping.	RF	<p>For City carers to raise issues and concerns affecting them – CC’s role is to share the notes from the forum with the City of London Corporation.</p> <p>Thanks to Shirley and City Carers Community for supporting the quarterly forum with providing valuable feedback.</p> <p>Time Credits: online system. Reminder all attendees will receive Time Credits for their time and contributions at the Carers Forum. If you haven’t registered already, please do.</p>
	Updates		
11:15-11:30	Updates from City Connections and from Carers	RF	<p>New monthly Emotional Wellbeing Group starting this month. Carers encouraged to sign up.</p> <p>New volunteers.</p> <p>Feedback from attendees:</p>
11:30 – 11.45	Previous Actions	RF	<p>Update on previous actions, those completed and those outstanding.</p> <p>Carers Corner at Golden Lane Community Centre.</p> <p>People Moving training for Carers.</p> <p>City Advice information packs for Carers.</p> <p>Feedback from attendees:</p>

Agenda Items			
11:45-12.00	Updates from Zoe Dhami (Carers Strategy Lead)	ZD	
12.00-12.15	Carers Rights Day	RF	
12.15-12.30	AOB	RF	Feedback from Attendees:

Actions from previous forums			
September 2020			
No	Action	Update	Status
1	Carers' Rights Day an opportunity to look at the care assessment and direct payment processes. Kevin perhaps to arrange this as part of the carers' calls.	Update January 2021. 'Know Your Rights' training was held for Carer's Rights Day and care assessments, and carers' rights within this, were briefly covered. Information from this training was shared by email for those that did not attend.	
2	At a previous forum a professional from WeCare held a session with carers. A Carer's Charter was drawn up, with actions for future forums. Kevin to contact WeCare for more information	WeCare did not have records of the Carer's Charter.	
3	POWHR were contacted last year with a request to provide information to the group on Deprivation of Liberty Safeguards, Mental Capacity, and Advocacy. Request followed up January 2021	POWHR will be attending a Carers Call in February.	
January 2021			
No	Action	Update	Status

4	It is the intention to invite Adult Social Care to one of the City Connections Carers' Calls to cover Carers Assessment processes, but this request has been postponed in recognition of the lack of capacity ASC might have due to Covid 19 support.	Due to attend April 26 th . Carer feedback on Carers Assessment has been shared ahead of the presentation. 28.04 Completed. RF has sent follow up slides and information to all carer clients.	
5	Kevin and Ruby to send out email on AUKEL and Barbican digital support services and follow up on using Infection Control vouchers with welfare calls to carers.		
6	For next forum Kevin and Ruby to look at whether someone can attend from a City department.	Zoe Dhami, Carer's Strategy Lead, invited to attend City Connections Forums and Carers Calls.	
7	Kevin and Ruby to send out information on NHS volunteer and First Love Foundation		
March 2021			
No	Action	Update	Status
8	Ensure CC service information provided to Hackney Mental Health Crisis Line.	KJ attended meeting with ELFT 30.04 and presented on CC services.	
9	Share Hackney website Find Support Services resource.		
10	To get details of this counsellor to add to CC's list of support services if this is appropriate.	Not appropriate to list this.	
11	CC to download forum chat to support forum minutes.	Not possible after the call.	
12	CC to provide email information for clarification on what CC is able to provide	To go out to all carers with forum agenda for 29.06.21	
13	Enquire about short breaks policy available for parent carers.	Agi and Sadie from the Children and Families Team presented on Short Breaks policy during Carers Week in June. Notes and presentation slides sent to all carers.	
September 2021			

No	Action	Update	Status
14	CC will aim to connect people caring for those with MHD.	CC will try to connect carers in similar situations and try to facilitate support groups led by members themselves – e.g. try to establish the group initially. Update October 2021: ELFT have agreed to take lead on this. Update January 2022: City Connections followed up with Sam McGavin at ELFT.	
15	East London Foundation Trust will be attending a Carers Call in October and will cover their peer support groups.	Attended and follow up information to be uploaded to CC website and shared via email.	
16	CC to schedule Emergency Planning session.	ASC contacted regarding involvement. Copies of plans will be kept by ASC. Scheduled for 12/21 and 01/22.	
17	CC have sent out coms about the Empower You Too project, which Ruby is a coordinator for.	Carers can contact Ruby if they have any questions regarding energy and saving fuel costs.	
September 2021 – Items forwarded for the attention of others			
No	Item	Forward to	
18	CC to ask for a contact list for social services.	Contacted Ian Tweedie	
19	CC will look into getting more information on transitions for parent carers.	Early Help Team contacted.	
20	CC will ask ZD if we should be sharing forum minutes with others from Adult and Child social services.	Zoe Dhami. In Zoe's absence we have forwarded minutes to Ellie Ward, Head of Strategy and Performance, and Ian Jarman, Director Health & Social Care Commissioning.	
21	Is there a free version for City residents of "No Panic organisation" which specialises in certain mental health conditions our cared for may have.	Zoe Dhami on leave.	
22	Can a request be made to all city departments and staff to treat carers with kindness and empathy	Request passed onto Ellie Ward and Ian Jarman with the shared minutes.	
23	Carers assessments for those that care from a distance, who is responsible to undertake the assessment? e.g the carer lives in the city and cared for not in the city Under what circumstances are carers refused carers assessments when requested?	Response from Ian Tweedie. - Carers assessments for those that care from a distance, who is responsible to undertake the assessment? e.g the carer lives in the city and cared for not in the city It's the local authority where the cared for lives who has the duty to complete the assessment. We do complete them on carers who live outside of the City. However, carers are usually able to access services in the area where they live e.g. a carer who lives in the City but cars for someone living in Haringey can still access City Connections	

24	<p>- Is there a sitting service for cared for? - is there anyway to fast track respite care? - Is there a priority list for city carers and local care homes? - Are there any dementia nurses who can visit weekly? Or a few times a week?</p>	<p>- Is there a sitting service for cared for?</p> <p>We don't directly commission a sitting service and I am not aware of one operating in the City. As such a service is for the cared for it could be part of their support plan, e.g. using a personal budget direct payment to purchase from an agency.</p> <p>I have heard (unofficially) that there may be a residents group volunteering to spend time with other residents in the Barbican. I have no further details on this but sounds like the kind of community strengths-based approach endorsed by the Care Act.</p> <p>- is there any way to fast track respite care?</p> <p>I think what is meant by respite care needs clarifying. Respite care was changed to Replacement Care under the Care Act and made a chargeable service. It is usually provided through support at home to give the carer a break. That can be usually be arranged quickly, although currently pandemic pressures and shortages of care workers as widely reported in the press could impact on this.</p> <p>If you are talking about Residential Replacement Care (which is for those whose needs require this level of support and who consent to it) then in an emergency we would do all we can to support as quickly as possible. However, please note that at the moment due to the pandemic most care homes are still not accepting short breaks.</p> <p>However, I would urge forward planning where possible including an emergency plan.</p> <p>- Is there a priority list for city carers when trying to find local care homes?</p> <p>We operate any kind of list for care. If this is going through the local authority route then we work with our commissioning partners to find the most appropriate placement which meets the persons needs, timescales, and locality subject to availability.</p> <p>For anyone privately funding the care home then information and advice is available from ASC, City Advice, and information is available on the internet, e.g. CQC (Care Quality Commission) website.</p>	
25	<p>KJ to enquire if people moving training can be revisited and date of original training.</p>	<p>City Connections have not provided this to carers in the past. Provision was made for a specific carer. However, we may be able to arrange this if there is sufficient demand. Update 10/21 - Ian Jarman may include this as part of the COL homecare tender – provision of training for unpaid carers.</p>	
26	<p>The Carers Charter can that have the same wording for both Carers and City Connections</p>	<p>No Charter put in place by CC. Instead, forum minutes and ongoing actions monitor progress.</p>	

27	With regards to reasonable adjustments for the cared for at home, is it reasonable to wait nearly two years and counting for this to occur.	Relates to a specific client. Ongoing involvement from City Connections and ASC.	
October 2021			
No	Action	Update	Status
28	Kevin to share Ian's email with information on how carers can be involved.	Update 01/22 – Homecare Tender process postponed due to need to ensure continuity of service during the rise in COVID infections.	
29	Kevin to provide information to carers on the National ID Card, which can be purchased individually.	Update 01/22 – Ian Jarman has shared national ID carers cards which we can go over in January's forum. Zoe Dhama is the lead on COL Carer's Strategy, including the need for any local carer's identification.	
30	City Advice provide support with form filling. Clarify the extent of this offer. Is there other help available?	<p>01/22 – CA asked to clarify extent of help they can offer/other orgs that may be available to help:</p> <p>"We will assess the needs of the person in question and try and accommodate that, so we can do the work remotely, in person at Toynbee Hall, at another more convenient venue and for those living in the Square Mile, who cannot get to us any other way, home visits.</p> <p>The extra support can be made available via advocacy services but I don't know of any other particular support. Our team will work at the pace of the client and try and be sensitive to need.</p> <p>The forms that often require most help are Attendance Allowance, Personal Independence Payment- PIP, and DLA esp for a child.</p> <p>These are not so factually based as the others such as Council Tax Reduction or Carers Allowance, and need to be completed in a particular way. However, we can help with all.</p> <p>We are also able to offer a similar benefit form filling service for Tower Hamlets residents, but we cant do home visits. This is subject to availability as we have to prioritize City clients."</p>	
31	Collate carers experiences to feed back to Transport Committee.	01/22 – Revisit during January 2022 Forum to get an update on carers' experiences.	
32	Share guidance and offer of support in booking a vaccine appt to all carer clients.	01/22 – Ongoing. Vaccine information shared as and when. Carers priority letter from DHSC shared with all clients in December 2021. Individual support offered to clients when required.	
33	CC to look into possibility of attending Barbican theatre as part of Communities in Residence program.	02/22 – Communities in Residence programme is decided ahead of time by their organisers and needs to be a fixed time/date for City Connections based on the schedule of other activities in the City. The schedule is packed with lots	

		of different activities, including exhibitions, private screenings, and more. CC will feed back the request to the Communities in Residence organiser.	
34	<p>Saved from the group chat:</p> <p>Can there be regular checks in? Will we have carer case workers? What are the city mental health pathways? Parent carer needs assessments are they be carried out? What is the process to request mental health advocate? When will we have the city connections surveys?</p>	<p>Carried over into January 2022 Forum.</p> <p>Survey has been sent to Carers via MS Forms link.</p>	
March 2022			
35	CC to look into the benefits of registering as a Carer at the Neaman Practice.	<p>03/22 – RF spoke with Care Navigator MM and admin team at Neaman Practice.</p> <p>If the GP is aware that you are a Carer or an informal Carer, they are more likely to encourage person/s to access support as they are more likely to have burnout which would then affect the person/s quality of life and the care and support they provide to the person they support.</p> <p>As part of the Care Act 2014, the Practice wants to prevent this and direct the person right to support. This could be via ASC team for Carer’s Assessment for example, or via Family Action Social Prescriber based at Neaman Practice, Sahir Ahmed, who tries to connect to Carers. Carers can register by coming into the practice and telling reception that they are a Carer and would like support. There is no card given, but this is something Neaman Practice can look into.</p>	
36	CC to follow up with Neaman Practice and look into laminated posters on Carers and Young Carers for Neaman Practice Carers Corner.		
37	CC to connect OPRG with Carers Group.	05/22 - RF	

		CC has set up a joint meeting with Healthwatch City of London and City OPRG with Ian Jarman.	
38	CC to look into Not a Care in the World and POHWER attending future events and follow up with POHWER on question of requesting a mental health advocate.	05/22 - RF arranged two-hour training session from Not a Care in the World for Carers Week 2022. RF contacted Kelly from POHWER re MH advocate information and joining events.	
39	CC to discuss informative flow diagrams and the possibility of producing these or sourcing from other Carers organisations.	05/22 - RF has met with City Advice to advise on creating informative pack for Carers re assessments and support. City Advice are currently redoing the packs and have said they are open to producing more smaller informative packs about different topics. RF has suggested City Advice bring the draft packs to a Carers Call for feedback.	
40	CC to organise People Moving training for Carers.	Update: 06/22 - this is on CC's to-do list now that we have a full team of staff again. We will try to organise this over the next couple of months for carers.	
41	Carers Corner in the Golden Lane community centre.	Update: 05/22 - RF spoke with GLCC about setting up a Carers Corner. They are happy for this to go ahead. CC are purchasing a standalone leaflet holder and will set this up over the next month or so.	