**East Locality Meeting Minutes – Online on Zoom**

**Wednesday 27th October 2021**

**Introductions and apologies:**

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| **Attendees:** | |
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| David Richardson | Caister Chatterbox Carers Group |
| Joy Salter | Carer |
| Louis-Jose | Carer |
| Ricky Buckland | Family Carer Practitioner, Carers Matter Norfolk |
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| Nicky MacNamee | Service Lead, East Coast Community Health Care |
| Kristen Hall | Communications and Engagement Lead- Programmes, Norfolk Clinical Commissioning Group |
| Sue Francis | Family Carer Lead, Louise Hamilton Centre |
| Sophie Little | Membership and Grants Officer, Carers Voice |
| Catherine Kennedy | Carers Voice Co Production and facilitator |
| Apologies | Peter Moss, Helen Moss, John Watt, Margaret Andrews, Sharon Brooks |

**Minutes, decisions and action outcomes:**

Requests for the free wellbeing packs for Carers has now closed. Sue Francis did have some Carers wellbeing packs available at the Louise Hamilton Centre, if Carers did not receive one, so worth checking with her.

Alex Stapleton is now the Volunteer Coordinator at Carers Matter Norfolk and is working on the digital inclusions project. Carers can contact Carers Voice if they know of any Carers that would benefit from a tablet loan.

**Action**: Share details of how to contact the volunteering/digital inclusions team. The email address to contact is [cmnvolunteering@voluntarynorfolk.org.uk](mailto:cmnvolunteering@voluntarynorfolk.org.uk)

Uptake on previous training with Carers Matter Norfolk was low so other options are currently being looked at.

Carers Voice now have 5 Carers Ambassadors in place who are working in their areas to raise awareness of the Carers Matter Norfolk service and Carers Voice.

The Grants Panel met on 26th October to discuss applications received by Carers Groups.

**Action**: Sophie to share date of future deadline

Carers Voice held a hybrid meeting with both virtual and physical attendees on 29th September at the Louise Hamilton Centre at the James Paget Hospital.

**Kristen Hall, Communications and Engagement Lead- Programmes, Norfolk Clinical Commissioning Group**

Kirsten has recently joined the CCG as part of the engagement and communications team. They are working to establish more regular contact with Carers. Kirsten is keen to hear Carer’s feedback and share information that Carers would like to know.

Kirsten wanted to know whether Carers had had their flu vaccine and booster vaccine, if eligible and if there had been any barriers.

One Carer had a flu vaccine and had a good experience with arranging it. Another Carer had no problems with booking their flu vaccination and is waiting to have their covid booster on site, where they live. They have close communications with their surgery and are part of their patient participation group (PPG). Ricky shared that the vaccine centre in Market Gates is open again. One Carer is on a waiting list for the flu vaccine at their GP surgery. Kristen explained that local pharmacies are able to give the flu vaccine and they are trying to promote this. You can use the NHS website to search your postcode to find a pharmacy near you that offers the flu vaccine.

**Action:** share link to NHS website in minutes: <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy-nhs-flu-vaccine-service>

Catherine asked Kristen about the information shared at Carers UK webinar where it was said Carers will be contacted about the booster vaccine and encouraged to register as a Carer with their GP.

**Action:** Catherine to share this information with Kristen so she can check that this will be happening in Norfolk and Waveney.

The Louise Hamilton Centre is currently being used as public vaccination centre for the covid booster and a flu vaccination centre for their staff.

**What Matters to me**

No issues raised.

**You Said We Did:**

We have brought this item back to ensure Carers Voice feedback to Carers on the issues Carers have raised with us:

* *Emergency Plans*. Feedback received from Carers that they would like an easier way to update the Norfolk County Council emergency plan form. Currently, you have to resubmit a new form. This has been raised with Norfolk County Council and they are working with their IT team to look for a solution.
* *Hospital transport*. Carers haven’t been allowed to travel with the person they care for in hospital transport (ERS), particularly to the Norwich and Norwich University Hospital (NNUH). Carers Voice has raised this with the Patient Experience Team at the NNUH and they are looking to work with ERS to raise awareness. This is still ongoing.

People often do not realise that someone has dementia and needs support. Carers felt it was tragic that the Carer was not able to travel with the person they are caring for. Training needs to be given to staff so they recognise Carers and their responsibilities.

* *Respite/Replacement Care*. Question raised about respite to James Bullion at Healthwatch AGM who explained the shortage. A few more beds have become available in recent months.
* North Carers Meeting. Carers Voice have been supporting one of the Ambassadors to arrange a meeting with professionals working with Carers in North Norfolk to see how they can come together to support Carers.
* Carers have said that they want more contact with CCG. Carers Voice have linked in with Kristen Hall, Communications and Engagement Lead – Programmes to attend a number of locality meetings
* Carers Voice have been working with Carers Matter Norfolk to see how Carers can be involved in the recruitment of new staff.

Carers expressed their frustrations that they are not involved in the interview process. Carers should be invited to be involved from the start. Catherine explained that this change is due to legal reasons. Carers Voice are working with Carers and Carers Matter Norfolk to see how Carers can be involved going forwards.

* *Welcome Pack:* Carers Matter Norfolk have used the feedback received from Carers to produce a welcome pack that will be given to Carers who are referred to the service.
* *Discharge to Assess*. Carers have been liaising with the discharge to assess teams. Carers have been working with the Discharge Improvement Clinical Lead at the Norfolk and Norwich University Hospital to develop a next of kin/Carers/significant other card for discharge.

Questions asked about who provides equipment needed on discharge. Equipment that is not needed anymore is not picked up very quickly. This can cause distress for Carers who have lost somebody, as well as taking up space in their homes. Also, Carers do not like the idea of the equipment being unused in their house when somebody else could benefit from it.

Some equipment cannot be reused and it was felt there should be a way for the equipment to be sanitised so it can be used again. Joy was part of a group looking at equipment but was not invited back to give feedback. Carers shared their experiences of the equipment now being delivered with a card that contains a contact number to call if the equipment is no longer required. Sometimes, there is also a sticky label on equipment with this information.

**Action**: Carers Voice to find out who provides equipment on discharge and feedback to Joy.

It was felt important that the equipment or aids people might need to return home be mentioned on the Carers/next of kin/ significant other card for discharge from hospital. This was added by Carers who were consulted. The card was shared on screen and the line about equipment highlighted.

**Carer Involvement Opportunities:**

Carers Matter Norfolk have produced a welcome pack to be sent out to people who have been referred to the service while they wait to be contacted by the Advice Line.

**Action:** Catherine to email pack to Carers who are at the meeting for their feedback.

**East of England Ambulance Service**

The East of England Ambulance Service are keen to hear feedback from anyone who has used the service recently for themselves or the person they care for, as part of their ongoing patient and public involvement agendas and their newly co-produced patient and public involvement strategy. They would really value the opportunity to hear your experiences and views. You can feedback by:

* Completing their survey- <https://www.eastamb.nhs.uk/contact-us/patient-surveys.htm>
* Sending comments to their PALS team <https://www.eastamb.nhs.uk/contact-us/pals.htm>
* **By phone:** 0800 028 3382 (freephone) or 01234 243320.
* **By email:** [feedback@eastamb.nhs.uk](mailto:feedback@eastamb.nhs.uk)
* **By post**East of England Ambulance Service NHS Trust (EEAST)  
  Patient Experience Team  
  Hammond Road  
  Bedford  
  MK41 0RG

They are also keen to hear experiences through a 1:1 feedback interview either face to face or virtually. They are keen to hear about all experiences, good or bad. The interview will be led by you with no set questions. It will allow them to hear your experience in a way that works best for you and to go into greater depth than the patient surveys. With the participants permission they record these interviews, to enable them to share them with their trust Board and staff to directly learn from your experience and improve patient care.

Please contact [involvement@eastamb.nhs.uk](mailto:involvement@eastamb.nhs.uk) if you would like to take part in an interview.

Positive past experiences shared at the meeting about the ambulance service including a Carer’s father being supported by the ambulance survey to attend their mother’s funeral. A Carer shared their experience of using the ambulance service over the past year. The staff were wonderful, and they experienced a first-class service. They were very kind; their arrival was timely and they felt very well looked after. Feeling that more needs to be done to thank the wider ambulance service.

The East of England Ambulance Service have been using videos of Carers talking about their experiences in staff training.

Carers would be interested in the ambulance service attending a future meeting, face to face if possible.

**Short term bed offer team, Norfolk County Council**

Short term beds are when someone is in hospital and can’t, when ready, be discharged back to where they were prior to admission. So, for a 6-week period they go to a care home in a *short term bed*. It is while a long-term care package is put in place. Norfolk County Council are looking for feedback and to ask Carers 3 simple questions about their experience. A Carer shared that they think this is a good idea to give people a cross over period and time to adjust.

**Sandringham Christmas Market Trip:**

Caring Together are arranging a trip to the Sandringham Christmas Market for Bereaved Carers. This is taking place on Friday 19th November. They are looking at a bus from Norwich to Sandringham with a stop on the way. Carers said that it is a shame that they are being left out in the East.

**Carers Voice Hybrid meeting, 29th September**

This was our first meeting where we had a combination of virtual and physical attendees. David said that was disappointed with the meeting as he was not able to hear the virtual attendees and there was no real continuity. If we hold future hybrid meetings, we will ensure we have a bigger screen, speakers and microphone so that all attendees can hear and see each other.

**Caister Chatterbox Carers Group**

The group are having their first meeting on Tuesday 2nd November from 10am-12pm. The meeting venue has been updated and now offers a really inviting environment. The group are planning to meet monthly going forwards.

Carers really appreciate face to face meetings.

**All Age Carers Strategy:**

Carers Voice want to reach as many Carers as possible throughout Norfolk and Waveney to find out what Carers want from services for the next 3 years.

We have co-produced the survey with Carers and have tried to keep it to as few questions as possible. This is to ensure the number of questions is balanced with the amount of information that would be helpful. David discussed that not everyone is online and said that the survey needs to be concise. There will be paper copies available. The survey will be launched on the week beginning 1st November. Louis is willing to complete the survey online.

**Action:** Carers Voice to send 15 paper copies of the survey to Joy and 12 to David.

Carers Voice will also be holding focus groups and workshops. Carers have already said that they think a focus group on mental health and GP’s would be useful.

Joy asked whether there will be an easy read version of the survey available. Carers Voice is working with carers to ensure the survey is as accessible as possible.

David said that he would be happy to be involved in the strategy and offer feedback.

**Action**: Catherine to contact David after meeting

**Norfolk County Council Training Offer**

Norfolk County Council are keen to hear from Carers about what training they want. They are looking to see if the training they offer can be specifically adapted to Carers such as moving and handling, dementia awareness and medication.

Carers were interested in these topics, in particular, moving and handling. It was agreed that different times suit different Carers due to their caring responsibilities. It was suggested that if the Council were going to put on a physical training session in Great Yarmouth, they should use the Kings Centre as it is accessible and has lots of parking available.

Catherine explained that there has been lots of interest from carers in Dementia awareness training and also, Parent Carers have suggested mental health training, so they know how best to support their children.

**James Stewart, Norfolk County Council**

James really values the feedback from and listens to Carers and has provided the following feed back:

*Carers Emergency Planning:*  The form which Carers helped co produce is now live. There are some issues raised regarding functionality and the form not allowing Carers to log back in and update information. Their IT team are confident that they can build something into their system to enable Carers to report changes to their plans. It is unlikely to take place until later this year; however, it is positive news.

For the time being Carers will need to follow the same process of completing the form from scratch, to report changes; but hopefully Norfolk County Council can achieve a resolution to this. James wanted to ensure you are kept updated to show that they are listening and take such matters seriously and are working to find a solution.

Also, if you have any other comments/ amendments you feel are needed for the form, please email [info@carersvoice.org](mailto:info@carersvoice.org) and we will ensure these are passed to James.

*Safeguarding:* Following on from meetings with Carers, supported by Cares Voice, they are looking at launching a campaign in early 2022. This is to reach out to Carers and those supporting them from a range of agencies/ organisations, to educate on the different types of abuse, support available and how to access it.  It has been arranged for carers who have previously supported in this area, to have their input and views on the content of this.

*Replacement care*: This continues to be an area which Norfolk County Council recognise can be frustrating for Carers in terms of not being able to advance book replacement care. They are in the process of recruiting a commissioning manager to tackle this area and when they are in a position to take this forward, would welcome the chance to have a focus group of Carers, to help with shaping this support offer.

*Website update*: They are currently working on reviewing current web content, with a view to making it more accessible and informative for Carers. When this starts to take shape, it would be great to share with Carers to find out they key information they feel would benefit them the most in respect of information and advice.

**Future agenda:**

East of England Ambulance Service to attend a future meeting.

**Future dates:**

Carers Rights Day - **Thursday** **25th November**.

Carers Voice will be hosting an online event on **24th November**. More details will be sent out to all our members nearer the time, when we know more.

Next Co-Production and User Involvement meeting- **Monday 15th November**.

**Date for the next East Locality meeting:** to be confirmed - provisionally February/ early March 2022.