

WESTERN HEALTH & SOCIAL CARE TRUST

**Notes of the Carers Steering Group meeting held
on 18th July 2018 commencing at 11.00 am in
Conference Room, Main Building, Tyrone and Fermanagh Hospital**

Present:	<p>Ms Catherine Carlin, Head of Service Physical Disability (Chair) Mrs Kay Devine, Commissioning Support Manager, HSCB Mrs Cathy Magowan, Carer Support Co-ordinator Mrs Glenda Frazer, Carer Representative Mrs Bonita McQuaid, HR Manager, Directorate Support Team Mrs Mary Moore, Carer Representative Mr Alex Reilly, Carer Representative Mrs Kathryn Doherty, Carer Representative Mrs Geraldine McLaughlin, Carers Development Worker (NS) Mr Michael Downes, Carer Representative Mrs Rosaleen Harkin, Asst Director Learning Disability</p>
Apologies:	<p>Ms Deirdre Walker, Asst Director Social Care Mrs Ann McDuff, Asst Director Women's and Children's Mrs Christine Ritchie, Carer Representative Mrs Mary Millar, Carer Representative Mrs Susan McDermott, Head of Service (Supported Living & Social Work) Adult Mental Health Service Mrs Sandra Love, Head of Service, Childrens Disability Services (A) Ms Tara Boyle, Carer Representative Mrs Paula Devine, Locality Services manager, Waterside and Limavady</p>
In Attendance:	<p>Mrs Gillian Plant, Pharmacy Co-ordinator</p>
	Action
1. WELCOME / APOLOGIES	
Ms Carlin welcomed everyone to the meeting, introductions were made and apologies noted.	
2. GILLIAN PLANT, PHARMACY CO-ORDINATOR, COMMUNITY PHARMACY TO SUPPORT CARERS	
The Western Trust has now secured funding for the Community Pharmacy Service to support carers. HSCB will be seeking to commission this service from community pharmacies across the Western LCG area. The service would	

	<p>involve community pharmacists identifying carers who are not currently in touch with services and offer referral to the Trust service provided by the Carers Support Team. A successful pilot service has been undertaken by South Eastern Health and Social Care Trust and a copy of the evaluation will be circulated for information. It is anticipated that training will be rolled out in September in three venues Omagh, Enniskillen and Derry and in order to promote this service successfully it was advised that carers participation in this training would be greatly appreciated. The service will then run from October to the end of the financial year.</p>	
3.	<p>MINUTES OF LAST MEETING</p> <p>Minutes were signed off as an accurate reflection of the meeting.</p>	
4.	<p>MATTERS ARISING</p> <p>Older Persons Carers Forum – no further updates.</p> <p>Rural Carers Group – The next meeting will take place on 5th September 2018. Feedback at next forum.</p> <p>Satisfaction Survey – A Survey Monkey to obtain carers views around the work of the Carers Support Team is being developed. In addition it was advised that a dedicated piece of work around the updating of the Carers Database to prioritise current carers would take place.</p> <p>Supporting Working Carers – The Carers Support Team have been working with private employers and have provided training to managers.</p> <p>Carers Strategy – The regional group are setting a number of priorities to work on this year.</p> <p>Carers Cash Grants – POC representatives / team managers were requested to quality assure spreadsheets for accuracy.</p> <p>Carers Conversation Wheel – There has been very positive feedback on progress developing and testing the Carers Conversation Wheel which is an alternative approach to NISAT engaging with carers with the aim of increasing uptake of assessments. The evaluation from the South Eastern Trust has been very positive and this trust will be working with the Southern Trust to pilot.</p>	
5.	<p>CARER'S EMERGENCY CARD</p> <p>This card was produced by Carers NI and it is essentially a card which carers can carry that shows their name and emergency phone numbers for nominated contacts. If a carer has an accident / emergency or is taken seriously ill then the card can be used to alert their contacts that the cared for person needs</p>	

	<p>help and that steps are taken to ensure the safety of the cared for person. It was agreed that the Western Trust will order and circulate these cards through teams, etc, targeting specific areas. It was also agreed to complete a communication piece and also to link in with the new pharmacy service and promote on the Carers Newsletter.</p>	
6.	<p>SDS – CARERS FEEDBACK</p> <p>Discussion took place on SDS from a carer’s perspective. There were mixed comments, communication and continuity being two of the main issues. Carers felt that at the beginning of the process in particular they need more factual information. As the process progresses they reported that having a good changeover in staff is essential. Some successful stories were shared however it was acknowledged that ‘there is still a journey to travel’.</p>	
7.	<p>CARERS EVENTS 2018 – EVALUATIONS</p> <ul style="list-style-type: none"> • Omagh event, 56 attended and evaluations were positive. • Enniskillen event, 103 attended very positive feedback. • Derry event, 94 attended positive feedback in particular the venue. <p>The work carried out by the Carers Support Team in facilitating these events was acknowledged.</p>	
8.	<p>A.O.B.</p> <p>No Stormont in place – challenge MLAs.</p> <p>Universal Credit – It was proposed to invite a representative from Make the Call to update this forum, Mrs Magowan to follow up. It was also suggested that consideration be given to inviting a representative from Jobs and Benefits to attend / update this forum every other meeting.</p> <p>Mrs Devine from HSCB representing Mr Paul Cavanagh advised that she was unable to attend all meetings but would welcome regular meetings with the Carers Support Team for update.</p>	
9.	<p>DATE, TIME AND VENUE OF NEXT MEETING</p> <p>10th October 2018 at 11.00 am Conference Room, Main Building, Tyrone and Fermanagh Hospital.</p>	