

## WESTERN HEALTH & SOCIAL CARE TRUST

**Notes of the Carers Steering Group meeting held  
on 22<sup>nd</sup> January 2016 commencing at 10.00 am in  
Conference Room, Oakhill / Conference Room, Spruce**

<b>Present:</b>	<p>Ms Deirdre Walker, Asst Director Social Care          Mrs Geraldine McLaughlin, Carers Development Worker (NS)          Mr John McCosker, Head of Service Residential Care, Social Work Lead Adult Mental Health          Mrs Christine Ritchie, Carers Representative          Mr Kevin McColgan, Primary Care Co-ordinator          Mrs Ann McDuff, Asst Director, Women's and Children's          Mrs Cathy Magowan, Carer Support Co-ordinator          Mrs Patricia McGurk, Respite Co-ordinator          Mrs Laura Ritchie Carers Development Worker (SS)          Ms Margaret Dolan, Community Services Manager, Learning Disability          Mr Martin Quinn, A/Assistant Director Physical Disability          Ms Tara Boyle, Carer Representative          Ms Dympna McNamee, Carer Representative</p>	
<b>Apologies:</b>	<p>Ms Sylvia Crawford, Locality Services Manager (A)          Mrs Mary O'Neill, Carer Representative          Mrs Mairead Coyle, Carer Representative          Mrs Rosaleen Harkin, Asst Director Learning Disability          Mrs Mary Moore, Carer Representative</p>	
<b>In Attendance:</b>	<p>Mrs Debbie Greaves, Social Services Trainer, Social Services Learning, Development and Governance Team</p>	
		<b>Action</b>
<b>1.</b>	<p><b>WELCOME/CHAIRMAN'S REMARKS</b></p> <p>Ms Walker welcomed everyone to the meeting and introductions were made.</p>	
<b>2.</b>	<p><b>MINUTES OF LAST MEETING</b></p> <p>Minutes were signed off as an accurate reflection of last meeting.</p>	
<b>3.</b>	<p><b>MATTERS ARISING</b></p>	

	Carers Information Booklet – This booklet which Mrs Ritchie has been developing for Learning Disability in the Southern Sector is now complete and is awaiting approval / feedback. Ms Dolan agreed to follow up on this.	M Dolan
4.	<p><b>PRESENTATION – DEBBIE GREAVES, SOCIAL SERVICES TRAINING AND DEVELOPMENT TEAM – INTERNET SAFETY</b></p> <p>Mrs Greaves discussed developing an E-Safety/Internet Safety Course that focuses on adults at risk, as often Internet safety training focuses on risks to children. This is at its inception stage at present and will be rolled out in the next financial year 2017/18. She requested support in the design of the programme which will involve service users and carers at the outset. The training will be in the form of 2 hour workshops co delivered by the service users / carers. Mrs Greaves agreed to draw up and forward a summary which can be shared with staff and will be included in the Carers Newsletter.</p>	D Greaves
5.	<p><b>PRESENTATION NOREEN KETTLES, ME UNLTD – BIG LOTTERY PROJECT</b></p> <p>Deferred to next meeting.</p>	
6.	<p><b>CARERS ASSESSMENT REGIONAL AUDIT UPDATE</b></p> <p>Mrs Magowan advised that HSCB have collated Carers Assessments surveys to date and outlined the breakdown of completed surveys received by Trusts as follows: BHSCT 26, NHSCT 4, SEHSCT 17, SHSCT 3 and WHSCT 6. There has been a poor response from the Western Trust and HSCB have decided to extend the closing date until the end of this month. Staff were asked to encourage carers who received questionnaires to complete and return within the timescales. The regional group have also asked each Trust to provide a breakdown in the number of questionnaires sent to carers who had a carers assessment completed during the quarter ending September 2015. This information is to be forwarded to Mrs Magowan 29<sup>th</sup> January 2016. The Service Improvement Lead at HSCB, Roisin Doyle, will circulate the completed collated figures when all responses have been received.</p>	
7.	<p><b>CARERS GROUP GRANTS ALLOCATION</b></p> <p>Mrs Magowan outlined the breakdown of the Carers Group Grants across the Western Trust to date. It was acknowledged that the number of applications was encouraging. This breakdown will be circulated to members for information. Mrs Magowan advised that these groups forward evaluations and receipts to verify that they have used their allocation on carers' health and wellbeing.</p>	L Preston

<p><b>8.</b></p>	<p><b>CARERS SUPPORT FUNDING</b></p> <p>Mrs Magowan updated the group on the Carers Cash Grants spend to date. The Southern Sector grants are being well spent however there is a general under spend across teams in the Northern Sector. Discussion took place on the risks associated within the approval process in relation to the Carers Cash Grants and it was felt that some directive / education system needs to be put in place. Each Directorate were requested to forward an update of spend to date.</p>	
<p><b>9.</b></p>	<p><b>CARERS STRATEGY SELF AUDIT UPDATE</b></p> <p>The Western Trust's progress on the implementation of the Carers Strategy was outlined as follows. All POCs with the exception of Childrens Disability have had the Carers Identification Protocol approved at their respective SMT meetings. Children Disability will bring this protocol to their next SMT for approval. As part of the Service Review, Carers Satisfaction Surveys were required to be completed. Mrs Magowan requested that ADs and HOS forward the date these were completed.</p> <p>It was acknowledged that mechanisms need to be put in place to enable updates required by Carers Support in general to be collated in a timely fashion. It was suggested that Mrs Magowan attend quarterly management meetings.</p>	<p>ADs /HOS</p>
<p><b>10.</b></p>	<p><b>CARERS STEERING GROUP WORKSHOP</b></p> <p>Ms Walker advised that she had linked with the Beeches in relation holding a workshop to develop a work plan to meet the goals of this group for the incoming year. Roni McMillan from the Leadership Centre has agreed to facilitate this workshop. It is anticipated that this workshop will take place before end of March 2016. A number of topics to be included in the content and design of this workshop were agreed as Terms of Reference, Carers Strategy, Work Plan and Self Audit.</p>	
<p><b>11.</b></p>	<p><b>CARERS HANDBOOK UPDATE</b></p> <p>Mrs Magowan circulated copies of the current Carers handbook. She reported that she had received very positive feedback on this handbook which was produced by Carers NI in partnership with The Western Trust. This edition was printed in June 2013 and will now need updated. It was agreed that the Trust would work with Carers NI again and Mrs Magowan agreed to write up a specification in advance of this piece of work. 12,000 copies of this handbook were printed in 2013 and it is anticipated that a similar number will be required.</p>	

12.	<p><b>SCOPING EXERCISE ON CARERS SUPPORT / ASSESSMENT IN STAFF INDUCTION AND SUPERVISION</b></p> <p>It was acknowledged that there appears to be a number of new / agency staff who do not appear to know how to complete Carers Assessments or how to process cash grants, etc. It was suggested that a communication framework should be developed in teams and that Carers Assessment is brought to supervision and be included in the supervision checklist. It was agreed that this issue should also be included in the content of the Carers Workshop.</p>	
13.	<p><b>CARERS SUPPORT BUSINESS CARD (PHARMACIES AND GPS)</b></p> <p>This business card / scheme started by the South Eastern Trust provides contact details of the carers support team so that carers can access information on support services for carers. It was proposed that the Western Trust produce a similar scheme for distribution to pharmacies and GPs. Mrs Magowan agreed to take this forward.</p>	C Magowan
14.	<p><b>A.O.B.</b></p> <p>Website Development – Mrs McDuff advised that she had produced a News Sheet on short breaks which she would like to share on the website. Mrs Magowan advised that Carers Support have an information page on the Western Trust site. Discussion took place on the development of a carers website in conjunction with Communications. It was agreed that this should also be included in the content of the planned workshop.</p> <p>Welcome was extended to Mrs Geraldine McLaughlin, new Carers Development Worker in the Northern Sector. Thanks were extended to staff particularly in Learning Disability and Physical Disability in the Northern Sector and PCOPS in Shantallow Health Centre who have been very helpful during Geraldine’s induction.</p>	
15.	<p><b>DATE, TIME AND VENUE OF NEXT MEETING</b></p> <p>22<sup>nd</sup> April 2016 at 10.00 am Conference Room, Oakhill House / Conference Room, Spruce.</p>	

Signed: \_\_\_\_\_  
Deirdre Walker  
Asst Director Adult Safeguarding

Date: \_\_\_\_\_