

**Notes from the Clackmannanshire Carers Forum**  
**Thursday 24 September 2020 – Zoom**

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**Present:**

June Anderson, Margaret Daniels, Janette Green, Carolynne Hunter, Elizabeth Murdoch, Elizabeth Ramsay, Rachel Wallace-Lane, Ivan Williams - carers  
Stephanie McNairney – C&S H&SCP, Violet Keenan – SDS Forth Valley,  
Jessie Ann Malcolm – NHS Forth Valley, Liz Rowlett – CTSi  
Nicola Weedon, Alison Tanner, Tracy Gibson - Falkirk & Clackmannanshire Carers Centre

**Apologies**

Alice Matthews, Douglas Tully, Jackie Millar, Michelle Teed - carers  
Councillor Les Sharp, Dorothy Bell, Angela Smith – Clackmannanshire Council, William Bell – CAB,  
Wendy Forrest – C&S H&SCP, Eleanor Davis, Mandy Ross – Strathcarron Hospice Community Development, Stuart Millar – Food Train, Fay Godfrey – Alzheimer Scotland

Nicola welcomed everyone to the meeting and introduced the first speaker – Stephanie McNairney

Stephanie introduced her role as Service Development Manager and identified her key task as Locality Planning and Community Engagement within the Stirling and Clackmannanshire areas of Health and Social Care integration.

The planning functions are split into three areas – Clackmannanshire, Stirling Rural and Stirling Urban. She is responsible for looking at how services are developed and supported, in each area, looking at the socio-economic differences in each locality. Rather than the term “Locality” they tend to use the term “Communities” and the aim is to improve the Outcomes in each area. Local knowledge is paramount and the many networks in the areas need to pull together with their knowledge regarding areas such as Budgeting, Mental Health Issues and the Carers Act, and how the services provide support. A survey will be carried out to look at, in each community: what is good, what are the challenges and what would help improve services. The aim is to look at taking a Level Tiered Approach with local community-led groups, using consultation to feedback, to focus and address issues in each community.

The aim is to have Virtual Networks, with information going in and out, so that everyone can see what is being done in partnership and there will be opportunities for feedback. It is also planned to hold public events, with speakers to look at the challenges with lockdown.

Community Advice/Drop in Centres would be established, working with local partnerships (which may be different in each community) to provide helpful advice and support to people in the community. Community Link Workers will establish where the support is needed and how we target the support required.

Stephanie will send the link for this Survey. [NOTE: link was shared with forum attendees and on social media.]

Working together is vital and she aware that there are already creative supports out there, not wanting to start from scratch. Jessie Ann Malcolm mentioned the Alloa Speirs Centre and the work it has done in the past and stated that she is keen to work together. Liz Rowlett also talked about the Community Health Champions that she is pioneering within CTSI, as Volunteers.

Stephanie talked about there being Community Hubs, piloted in one or two areas and work required to be done on how these would be funded, along with the importance of getting the right people for the jobs. A lot of work to be done in these trying times, but work in progress, in a collaborative way.

Violet Keenan, SDS Forth Valley discussed the issue of self-directed support, and how, if possible, sharing information , prior to individuals actually having support or being in contact with Social Work, so that they are aware of all the options available. As they have funding from “Supporting People in The Right Direction” to help them deliver the information to all.

Jessie Ann Malcolm also commented that Falkirk Partnership already have employed 2 Community Link Workers, so would be interesting to find out how they were doing and what their work involved. Stephanie noted that she was already in communication with them.

June Anderson, Chair of Clackmannanshire Tenants and Residents Association, made the point that it would be good if housing were involved in this partnership as well.

Stephanie ended by informing us who was involved from the Health and Social Care Partnership, namely – Wendy Forrest, Head of Strategic Planning and Health Improvement, Caroline Wyllie, Head of Community Health and Social Care, along with 2 Locality Managers – Judy Steen and Bob Barr.

### **NHS / 3<sup>rd</sup> Sector updates**

After a short comfort break, Nicola Weedon explained that Wullie Bell, Outreach Development Worker, CAB, was unable to join us but wished to inform everyone that CAB in Alloa were still taking telephone and email enquiries but had very limited face to face support. They are definitely still “open for business”.

Jessie Ann Malcolm, Public Health Co-ordinator, NHS Forth Valley, let us know that she is only recently back at work, following surgery. One of her areas of work is looking at the NHS video consultation tool “Near Me”. A recent survey found that 87% of people across all socio-economic backgrounds supported the use of “Near Me” with particular support from individuals who are socially isolated and lonely. Community Link workers are available to assist individuals with this technology and 94% of clinicians supported the use of video consultations. June Anderson

suggested that “Near Me” be an option for when you call your Health Centre, along with the other options for prescriptions, etc. Further discussion was held across attendees regarding the importance of technology use in this current time.

Violet Keenan, Service Manager, SDS Forth Valley outlined the organisation’s activities during lockdown – delivering PPE to Personal Assistants and dealing with the many employment issues that arose.. They have received funding from “Support in Right Direction” and are keen to talk with individuals who are at the start of their journey of needing and looking for support, so that they can be fully informed about the options, prior to seeking support from Social Work. They are working by telephone/email and Zoom during this time and very keen for everyone to spread the word of their role.

Liz Rowlett, Health and Social Care Engagement Officer, CTSi, discussed the many activities that CTSi are involved in: Techshare, PPE and signposting, to name but a few. The Community Breakfast is happening on Zoom and the next one is Wednesday 7 November, everyone welcome to join. Liz is involved in the Strategic Planning Group for the H&SC Partnership and has been involved in looking at Dementia and Care Homes, along with Focus Groups looking at the Care at Home Review. CTSi are recruiting for Community Health Champion volunteers at the moment, who will be given accredited training in Health promotion/First Aid/Food and Nutrition, etc and their Induction starts in a few weeks’ time. Violet Keenan asked if these volunteers could be given information on the pathways to SDS and would be happy to get together with Liz, to discuss further, which Liz agreed. Discussion within group about how the volunteer Champions would work within Clackmannanshire area.

### **IJB Carers’ Representative update**

Elizabeth Ramsay, Carer Representative on IJB shared her notes for the last meeting:

1. It was agreed to continue to delegate urgent decision making powers to the Chief Officer.
2. AnnMargaret Black, the Chief Officer, gave a verbal update. She started by thanking everyone who has delivered a wide range of supports over recent months and she specifically mentioned unpaid carers. She mentioned some of the HSCP priorities including the Readiness for Winter plan. A national winter plan for social care is in preparation. Other areas being looked at include flu jags, (which will be done by FVHB), urgent care, test and protect and changes to the Strategic planning group. Nationally an independent review of Social Work is about to take place. Scottish Parliament TV televises it all. The NHS remains on emergency footing until the end of March. The report on transfers from hospitals to care homes will come out soon but it has not been a significant issue here. There were no transfers from hospital to the Clacks care home that had an outbreak. At the end of her update she again specifically thanked unpaid carers.
3. Finance report shows a projected overspend of £1.914m. A further 4 old Age psychiatrists are being recruited to improve value for money by reducing reliance on locums etc. Financial pressures in relation to Mental health inpatients Geriatric and rehab and A&E are expected to increase. Pressures elsewhere include the Bellfield Centre and Strathendrick

residential home. Family health services prescribing is also an area of concern. For every £25 spent, £1 is wasted which amounts to over £1m for Clacks and Stirling. Additional funding has been received for the Covid19 mobilisation plan. I did ask how much of this was spent on Carers support but have not yet had any details.

Clackmannanshire adult social care budget had a small underspend. The biggest overspend in Clacks was on care at Home.

4. The Strategic Improvement plan was presented and approved. A lot of work has already been done on this and an Appendix showing timescales and progress was available. The Carers Strategy group was reestablished and the carers strategy and Short Breaks policy will be reviewed.
5. The Transforming Care programme takes the Strategic Plan priorities and details the projects being used to meet them and also shows the progress being made.
6. Strategic planning group is under review. It is hoped to widen it up to the wider public. There is a survey available which everyone is encouraged to complete.
7. Locality planning. We have a new locality manager for Clackmannanshire Caroline Robertson. She is keen to build on existing community strengths and make sure everyone's voice can be heard. Some of the items in the pipeline include setting up Community Hubs, Community link workers, virtual networks and also quarterly engagement events and newsletters.
8. Participation and engagement strategy sets out how the HSCP hope to engage with people so that the right services can be provided in the right place at the right time.
9. The performance report for April-June was presented. Some points from this included a drop in delayed discharge. District nurses provided a high level of support in communities. There was discussion on the primary care transformation. GP practices have been open right through but more consultations are done by phone and video link which has put pressure on the phone lines.

In this time period 51 new Unpaid carers were identified in Clacks. The most recent figures being used for an overview are from the 2011 census which estimates 4693 unpaid carers in Clacks. 829 are registered with the Centre.

Mental health figures were queried as Clackmannanshire seems to have a very small number of appointments compared to Stirling. A new Director of mental Health has been appointed and this will be looked at.

10. The Annual performance report for 2019-20 was available. Over this period changes which took place included
  - Additional professional roles in GP practices – advanced nurse practitioners, physios, mental health nurses etc.
  - Stirling Health and Care village opened
  - Neighbourhood care team introduced in Rural Stirling
  - 68% of carers felt able to continue in their caring role.
  - 52% of people were seen by community mental health team within 5 weeks
  - Alcohol and drug treatment was accessed within 3 weeks by 96.2% of clients in Clacks.

- Although the number of adult protection referrals increased (mostly in Clacks due to changes in the recording process) the proportion leading to an investigation fell from 19% to 14%.

It is worth having a look and it is easy to read!

### **Carers Centre Update**

Nicola updated everyone with regard to what has been happening within the Carers Centre. Staff continue to work from home and support carers by email/telephone/video link. Our annual Carer Survey results have been published and we will be setting up Focus Groups to look at how best we continue to support carers remotely and remain responsive to carers' needs. Our Care with Confidence carer information sessions continue via Zoom.

Nicola thanked everyone for coming along.

Next Carers Forum Meeting – end of November NOTE: 26 November 2020 as Carers Rights Day online event jointly with Falkirk carers (Next IJB 25 November 2020)