

**Minutes from the Falkirk and Clackmannanshire Carers Forum on Zoom
Tuesday 8th June 2021**

Present: Ann Sinclair, Carol Findlay, Margaret Daniels, Hazel Wotherspoon, James Gallagher, Jessie Anne Malcolm, Lynda Wright, Morven Mack, Iain Kirkman, Elizabeth Ramsey, Stella McDonald, Vivienne Malcolm, Carol Chalmers, Arlene Manion, Lesley Aitkenhead, Mary Penny, Cara Gilbride

Apologies: Neil Sowerby, Diana Morgan, Irene McKee

In Attendance: Diane Brines, Agnes McMillan, Ami McKnight, Aileen Barclay, Susan Docherty, Laura McKenzie, Vicki Cochrane

1. Welcome

Laura welcomed everyone and thanked all for their attendance, read through the agenda for today's forum and reminded everyone that the Central Carers Association Annual General Meeting will be taking place directly after the forum and all welcome to stay on the zoom meeting to attend the AGM.

2. Review of minutes from previous forum: Agreed

3. Ami McKnight - Falkirk and Clackmannanshire Carers Centre

Ami is an Adult Carer Support Worker and helps co-ordinates the Respite project with Lynda Wright and Carol Chalmers from the Short Breaks Bureau within the Falkirk Health and Social Care Partnership.

Respite is a project which aims to give carers a short, vital break from their caring responsibilities through the generosity of donations from the hospitality & tourism sector. These breaks are donated free of charge, and the Carers Centre arranges the breaks on the carer's behalf to ensure there is no pressure on the carer to arrange and therefore the carer can enjoy a break.

Respite breaks were limited in the last year due to the pandemic and virtual breaks were offered and delivered to carers in which positive feedback had been received. As businesses have opened back up, some local and national breaks are being offered again. Some of the current breaks include glamping, distillery tours, and virtual courses.

The Carer's Centre have an Expression of Interest form that can be completed with a Support Worker and last-minute breaks can be matched to the carer's preferences. Carers are welcomed to call the centre and discuss what breaks are available through Respite. Ami advised that anyone with any hospitality contacts who may want to donate a Respite Break can contact her for information.

Ami provided the forum the opportunity to ask any questions about the Respite Project:

3.1 Hazel Wotherspoon asked if the project also provided care for the cared for person to allow carers to go on these breaks?

Ami advised no, however the Carers Centre work with the Short Breaks Bureau to try and help the carers access any help they may be entitled to provide care for the cared for person. Ami noted that the cared for person can also go on a Respite break with the carer.

3.2 Elizabeth Ramsay asked if there was any literature that could be given to any businesses that might be interested in taking part?

Ami advised that Shared Care Scotland have materials to share with businesses. Ami also mentioned that we approach businesses personally, especially where there has been interest in a particular break or activity from carers. Businesses benefit from receiving positive feedback from the carers that they can use to their own advantage in their own publications and advertising.

Ami closed by reminding people that they can contact her with anything regarding the Respite Project.

4. Diane Brines - Falkirk and Clackmannanshire Carers Centre

Diane is the Hospital Discharge Support Worker and is usually based in Clackmannan Community Healthcare Centre (CCHC) and that in her role she works closely with Wards 1 & 2 in Community Mental Health in where (when allowed to do so) she visits the wards to identify carers and receives referrals from the Staff as well. Diane advised the Carers Centre also has support workers based within Forth Valley Royal Hospital (FVRH) and Falkirk Community Hospital (FCH).

Diane invited questions from the forum attendees.

4.1 Morven Mack asked what response Diane receives from the hospital staff, what is the staff awareness of carers and do you think that staff training may be required to help staff identify carers?

There are two wards in CCHC. In Ward 1 Diane works closely with the Occupational Therapists (OT's) and other staff on the wards. There is a small information room which Diane can use for private chats with potential carers. Ward 2 is a Dementia ward, and the staff are aware of Diane's presence and work with carers. Training is always good and perhaps in bigger hospitals like FVRH training would be something that staff and patients loved ones could benefit from.

4.2 Elizabeth Ramsey asked if Diane received referrals from the Stirling Community Hospital (now known as the Stirling Health and Care Village) for patients/carers living in Clackmannanshire?

Diane explained that there have been some referrals although with being based in Clackmannanshire, there is less visibility and that perhaps a visit to the wards after COVID 19 to engage with staff which in turn will hopefully see more referrals coming from them to support patients/carers in Clackmannanshire.

5 Falkirk H & SCP Integrated Joint Board (IJB) Report by Morven Mack

Two IJB meetings have taken place since the last Forum. The March IJB provided an update on Covid performance including provision of PPE, test and trace, vaccination, day service provision, alternatives to respite for carers and support to care homes. The meeting also advised of new or changed services introduced due to learning from the current pandemic. For example, the development of the Urgent Care Centre at Forth Valley Royal Hospital to relieve stress on the emergency department and patients directed to the most appropriate service. There are daily staff huddles to assess the current situation and plan procedure.

A presentation called 'Principles into Practice' was shown and it detailed a national initiative that is being trialled in Falkirk and Dundee to support young people as they transition into adulthood.

The June IJB provided a further update on Covid initiatives. An update on the Remobilisation Plan during the Covid pandemic was provided including continuation of the vaccine programme and test and protect measures in addition to progressing care home visiting and the reopening of day services. The imaginative response from third sector and independent organisations during the closure of day services was commended and arising from this a model of person-centred, community led services is being developed to encourage social inclusion and community integration. The Performance Monitoring Report covering the period March 2020-March 2021 was noted.

The remodelling of care home services to increase provision by external providers and reduce inhouse activity to focus on reablement was noted. The proposal from Head of Procurement to engage with external providers, internal healthcare teams and service users in the contracting process for Home Support and supported living was noted.

A Forth Valley Remobilisation Plan is being developed with Clackmannanshire and Stirling Health and Social Care Partnerships and NHS Forth Valley to cover acute services, women and children's services, mental health/learning disability and digital health. A Special IJB meeting to consider proposals for Forth Valley wide services, including the transfer of primary care and mental health services to IJB, will be held in July as will a joint IJB/Strategic Planning Group meeting to review integration development.

The phased re-opening of adult day services using Dundas Day Centre was reported and concerns expressed by parent carers in relation to day service provision, respite, assessments, charging policy and travel difficulties was noted. A meeting with senior staff from social care is being organised to address their concerns. The successful relocation of residents following the closure of Torwood Care Home in March was reported. A review of Adult Social Work Services is in progress with the appointment of 2 Heads of Integration, 4 Locality Managers and a Home First Manager reported. The Urgent Care Centre at FVRH will be expanded following the planned move of muscular skeletal physiotherapy to Falkirk Community Hospital. The interim Integrated Workforce Plan 2021-22 with an emphasis on partnership working and collaboration with stakeholders was detailed.

On the financial front the Board noted that the overspend of £1.860m reported on 31 March 2021 will be addressed through the agreed risk sharing agreement between NHS FV and Falkirk Council. The unaudited accounts will be considered by the Audit Committee on 18 June. The Board approved the Partnership Funding Investment Strategy 2021-24 and agreed to delegate funding decisions to the Senior Leadership Team, with ongoing monitoring and evaluation. The transfer of £1.42m from the IJB to Heads of Integration was also approved.

A report was provided on the proposed upgrade of Falkirk Community Hospital, including a new build intermediate care facility. A Master Planning exercise will take place with a full review of the services that could be delivered from the Falkirk Community Hospital site.

The Falkirk Carers Strategy Progress Report, presented by Laura McKenzie, reported on the flexibility applied to support carers during the pandemic to date and ongoing work including assessment of the flexible use of respite budgets and learning from the successful multi-agency approach adopted during Covid.

Progress with the Primary Care Improvement Plan, including additional multidisciplinary support for GP practices was noted. It was observed that improved communication to patients and the public of changes taking place is required. The Communications Strategy incorporating participation, engagement and volunteer expenses for unpaid carer and service user reps was approved.

The expenses policy, strongly influenced by the Coalition of Carers, includes loss of earnings and payment for replacement care where required.

Michelle McClung was confirmed as current Chair of Falkirk IJB with Fiona Collie Vice Chair. Maureen Hill, interim CEO of CVS becomes of the 3rd Sector representatives.

6. Clackmannanshire H & SC Partnership Integrated Joint Board Report by Elizabeth Ramsay

March 2021

Since the last Carers Forum there have been two IJB meetings, one of which was specifically about the budget. There have also been meetings of the Strategic planning group, the Carers planning group and the Adult Social Care steering group which could have an impact on carers and have, therefore, involved carers.

Chief Officer Report

The Chief Officer gave a comprehensive report covering a wide variety of issues including a summary of the Covid-19 Scotland's strategic framework, an update on cases of Covid, the situation in Care Homes and Care at Home services and vaccines. The CO also provided a comprehensive summary of the Feeley Report and what the priorities for the HSCP would be in light of this. A review of adult social work services is currently taking place and carers are represented on this group. An update was also given on the review of the Integration scheme. The Herbert protocol was described and NHS Forth Valley and Police Scotland have joined forces to help trace vulnerable missing persons by using this protocol.

Strategic Needs Assessment

Key points from this included

- Both Clackmannanshire and Stirling have an ageing population.
- It is projected that Clackmannanshire and Stirling will have a growing number of individuals living with long term conditions, multiple conditions, and complex needs.
- *Supporting unpaid carers is a priority*
- Reducing unplanned, emergency, hospital care will benefit the service as well as the individual.
- Reducing behaviours such as smoking, alcohol consumption, drug use and poor diet could have a positive effect on an individual's health.

Clackmannanshire Locality Profile – Key Messages

- Population size is approximately 51,400
- 28% of population in most deprived level of Scottish Index of multiple deprivation rank 1
- 55% of households are council tax band A or B
- 22% of population being prescribed medication for anxiety, depression, or psychosis (Scotland 20%)
- Mental health unscheduled bed days 25,298 / 100,000 - Scotland is 22,191
- Cancer registrations 676 / 100,000 - Scotland is 639
- Early mortality rate (15-44 years) 131 / 100,000 - Scotland is 110
- 136% increase in drug related hospital admissions since 2011/12-2013/14 average

It was recognised that improved outcomes will be achieved where models of care are co-produced with communities, services, and people with lived experience. It was also noted that basic average costs derived from ISD SOURCE database has limitations and is not inclusive of for example unpaid care or third sector support.

Remobilisation Plan

This paper looked at some of key actions required to reintroduce some paused services safely and incrementally, while maintaining COVID-19 capacity and resilience. It again specifically mentioned

the need to support unpaid carers who have felt the effects of Government restrictions. It recognised the importance of working with the third sector, including carers' centres, third sector interfaces and drug and alcohol support services as well as independent sector services to build resilience. It also stressed the importance of learning from communities and building on their experiences of all aspects of the response to the pandemic.

Specific items mentioned in the plan include

- the development of Community hubs with representatives from social work, carers centres etc.
- a multidisciplinary team to provide support to all care homes.
- Developing a Technology Enabled Care (TEC) first approach across the HSCP to promote independence.

Across the whole plan there is an underlying theme of greater co-operation among all parties involved including the third sector and carers are recognised as being an important part of the team.

Strategic Plan Update

Areas specifically geared towards carers include the reestablishment of the Carers Strategy Group – *which includes carers*– and a review of the short Breaks policy which has resulted in agreement to appoint a Short Breaks co-ordinator. There are other areas which will impact on carers and the approach is a positive one. This update is a lengthy document and will be available to view on the H & SCP website.

Performance Report

This has a section on unpaid carers showing figures for carers supported in a variety of ways by both Carers centres. An operational focus across HSCP teams to support all staff to identify and offer assessment to carers is underway.

May 2021

This meeting was solely to approve the budget for 2021-22. The amount of additional money allocated for the implementation of the Carers Act was detailed. A Short Breaks co-ordinator post is to be created.

There were also Business cases presented for Self-Directed Support (SDS), Carer Short Break service, Reablement, TEC, among others.

All papers can be found on the HSCP website - <https://clacksandstirlinghscp.org/about-us/meeting-schedule/>

Strategic Planning Group

This has been revamped and is now open to a wider range of people. The feeling within the group is very much one of co-operation and listening to what the end user needs and wants rather than a "mum knows best approach". Unpaid carers are acknowledged as an important part of the support system. The third sector is recognised as an important part of the process

Carers Strategy Group

This was re-established last August, and carers have been involved from an early stage. The new carers strategy is due to be presented to the IJB next week and this will be reviewed annually by the Strategic planning group.

The Short Breaks policy has been reviewed and a Short Break Co-ordinator will be appointed to be a single point of contact for Carers and embed the short breaks approach across the HSCP.

7. Professionals Update

7.1 Jessie-Anne Malcolm advised the forum that Lorraine Paterson (Head of Integration) is retiring.

7.2 Lesley Aitkenhead – Carer Representative Training

The Carer Representative training was developed in partnership with Carers Scotland, Carers Centre, and the Falkirk H&SC Partnership. The training was offered to carers who wish to have more involvement and representation in strategic planning groups, focus groups and consultations within the H & SCP.

Lesley spoke about her experience of the training that she participated in March this year. Lesley explained that she had not recognised herself as a carer but due to her experience, felt she could take on an advocate role for carers. Lesley felt the training was a very helpful and it was run over three days online course. The content of the course included a session with the local community councillor Fiona Collie and the course gave Lesley more understanding of relationships with health teams and working in partnership with them. Also, that decision not being made on short term financial bases. Lesley encouraged other carers to get involved, carers are not just carers, they have other skills and experiences that they could use to help shape the caring landscape.

8. AOB

Date of the next Falkirk Carers Forum: Friday 17 September 2021 at Arnotdale House, Dollar Park, Falkirk. This forum is an invite to *carers only* as we discuss and consult a restructure of the Carers Forum with the introduction of new carer representatives and how they will form part of the forum and being more carer led.

Date of the next Clackmannanshire Carers Forum – date to be confirmed.