

Adult Carers Voice Meeting

Held on 19 February 2024

At the Falkirk Carers Centre

Chaired by Sharlene Ramage, Carers Centre Participation and Engagement Worker
Notes by Katie Baker, FVRH Carer Support Worker.

Attendees:

All carers were asked to share with the group a little about their caring role, carers were ensured that this was an option and made aware that participation was optional.

- A carer of husband diagnosed with dementia.
- A carer whose son is alcohol dependent and elderly mother lives in a care home.
- A carer whose wife has a life limiting lung condition.
- A carer who carers for her adult son who has paralysis due to lumbar puncture, also caring for family member with dementia.
- A carer of husband (under 60-year-old) with memory loss (carer has been informed dementia diagnosis will not be given due to cared for person's age).
- A carer whose brother has a diagnosis of dementia (carers sister is the primary carer).
- A carer who cares for their long-term partner who has dementia.
- A carer of a young adult in the process of transitioning to adult services.
- Professional who has recently realised that she is a hidden carer for her brothers and father.
- Professional who did not disclose caring role.
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Issues Raised by Individuals.

- Lack of respite/services for young adults near to Falkirk.
- Number of hours of support allocated to young adults compared to provision they received whilst attending school, lack of support for preparing young adults for independence.
- Some carers felt that support workers taking cared for people out should not wear uniforms or visible lanyards, so they are not distinguishable.
- A few carers experience was that activities provided in respite facilities and care homes were not age and stage appropriate.
- A few carers felt that there were too many paid carers (ie not a small team) attending to support cared for people, no continuity of paid carers.
- A few carers felt that many of the paid carers have English as an additional language which carers feel creates issues/barriers "my mother cannot hear well and the carers accent is very strong", "the carer couldn't speak English and had to ask their college to interpret for them" even though the physical care element provided is sometimes very good.
- Some carers felt that some paid carers have had "inadequate training and are expected to travel from Shield hill to Larbert and then back again, they won't stay in the job for long as they are not treated fairly".
- Slowness of response from social work after referral. Help only being available when the situation worsens.
- Carers had heard of people being asked to host a dementia café in their home to provide a different experience to day care respite (not current carers providing this support). This was seen as positive as the cared for person would be going into a more natural setting.

- Some carers felt strongly that there was no need to have a distinction between children and adult services, they feel a more “linear approach to care would benefit the cared for person”.
- Some organisations / activities carers are being signposted to are not what would suit cared for person, lack of support for male only groups.
- Flexibility of SDS option 2, carer had a friend that she wanted to allocate this to (ie friend to care for child/provide respite) the carer was saddened that the social work team could not facilitate this.
- Some carers felt that although groups were available the person that they care for would not attend.

Recent Integrated Joint Board

The Joint Integrated Board of the Falkirk Health and Social Care Partnership has responsibility for the planning, resourcing, and the operational oversight of a wide range of health and social care services in Falkirk. The Board includes Councillors, board members of NHS Forth Valley, senior council and health service staff as well as service user, carer and third sector representatives.

The carer representative's Carol Ann's notes include:

1. Paper about Care and Support at Home Strategy –a whole system reset in under way which may result in short term challenges for discharge from hospital.
2. Prison health care service will come under HSCP from end of the year.
3. Winter planning is also well underway.
4. Finances
 - a. There is a current overspend but it is hoped there will be a break even by the end of the financial year.
 - b. News of the Scottish Government is due imminently.
 - c. There is no expectation that the recruitment challenges of the past 2 years are going to change for the better
 - d. The living wage uplift has been implemented.
 - e. The enormity of the savings challenges for 2024/25 were highlighted.
 - f. Discussion around the transitioning of children into adult social care tend to transition with high-cost care packages. Work has begun to implement a new model whereby the transition process would begin at an earlier stage so this can all be considered. It was noted that the costs are volatile and dependent upon the care package the young people have.
 - g. Will be an update on end-of-life services at the next IJB meeting.
5. Care and Support at Home – a new model for the internal Home Care service. This will lock at dedicated reablement teams, urgent / crisis home care response with an ability to provide support at short notice and maintenance care provision.
6. Equality Outcomes 2024-28 proposed draft Equality Outcomes for:
 - a. Older people who experience barriers to using internet-based services have alternative ways to access services.
 - b. People from black and minority ethnic backgrounds with cultural and language difficulties have improved experiencing health and social care services.

7. Performance Monitoring Report high lights:
 - a. Emergency 4 hour compliance and delayed discharges continue to be a challenge
 - b. Access to psychology therapy service commencing treatment within the 18-week referral time as of Sept 2023 was 67.1% (compared to 62% for the same time in 2022).
 - c. Number of Adult Carer Support Plans completed by the Carers Centre is 311 (compared to 285 the previous year).
 - d. Regarding delayed discharge, a new frailty assessment was taking place on admission to ensure the right things are happening at any early stage to avoid delays.

8. Thornton Gardens – has returned to providing respite just for young adults with learning disabilities. (During COVID it was changed to include respite for older people as well.)

Carer Questionnaire/Evaluation

All carers present completed a questionnaire about how they want the Carers Voice meetings to include and an evaluation of the day's events.

There was a break for food and cups and then attendees completed an evaluation form.

Katie Baker
19 Feb 2024