

## **Adult Carers Voice Meeting**

**Held on 23rd May 2024**

**at The Carers Centre Falkirk**

Chaired by Sharlene Ramage, Carers Centre Participation Development Worker.

Notes by Kelly McGuire, Adult Carer Support Worker (Falkirk)

### **Attendees**

There were ten carers with a variety of caring situations.

Bruce Leckenby Adult Carer Support – Hospital Discharge.

Yvonne Muirhead - Adult Carer Support Worker.

Hannah Gray- Team Lead at Strathcarron.

Jayne Lamond-Bereavement Community Connector – Strathcarron.

Magali Redding-Scottish Families Affected by Drugs and Alcohol (also an unpaid carer)

April Anne Ferguson- Central Wellbeing (also an unpaid carer)

### **Sharing of Information**

Sharlene shared with everyone that Self-directed support (SDS Forth Valley) have very recently been liaising with the carers centre and are in the process of putting together sessions to give carer's more information on how this service can be best utilised. SDS usage has been an ongoing topic at voice meet up's and this is a welcomed development.

A carer who cares for her parents and is currently using SDS advised that she has recently had a survey asking for feedback on how this service is working. The carer stated, "this is a really good thing that they are asking service users for feedback".

Sharlene gave details of the carers voice lunch, which is part of celebrating Carers Week. Carers week begins on Monday the 10<sup>th</sup> June until Friday the 16<sup>th</sup> June. The carers voice lunch takes place on Thursday the 13<sup>th</sup> June at 12 noon at the Grange Manor in Grangemouth, for a small fee of £5 per carer, there will be a two-course meal, tea, coffee, quiz, a goody bag, and some laughter too!

### **Bruce Leckenby, adult carer support – Hospital Discharge**

Bruce spoke of his role and his colleague Katie Baker's role, explaining that they work collaboratively across Falkirk Community Hospital, and Forth Valley Royal. Bruce and Katie ensure carers feel supported during hospital admission/ discharge or if they or the person they care for has recently been discharged from hospital. Bruce explained that he attends discharge planning meetings with carers making them aware of their rights, providing

emotional support, giving information, and light advocacy. Bruce also supports carers when they are at home, completing adult carer support plans to ensure carers receive the information and support they require. Bruce and Katie regularly liaise with social work, signpost to benefits advice and other supportive agencies. Bruce shared that after eleven and a half years in this role he has now been appointed Impact and Reach Team lead post within the Carers Centre and that Kelly McGuire will move into the role of Hospital Discharge soon.

### **Strathcarron Hospice**

Jayne – Bereavement Connector Compassionate Community Team at Strathcarron gave information about some of the services that are available through Strathcarron including the snow drop cafe, bereavement connection service, compassionate neighbours. At this point Jayne explained that they are looking to find out from carers what services they feel would be beneficial to both them and the people they care for.

Hannah - Team lead for Strathcarron explained that often carers seem put off by the name and that it is assumed that people go into the hospice to die. Hannah did explain that there is a hospice at home service which provides person centred care to people that have chosen to remain at home in the last few weeks of life. She also advised that 85 % of people being supported by Strathcarron never go into the hospice. Hannah explained that there are so many services available, including, compassionate neighbours which are local volunteers that can offer a befriending service to help people feel more connected to their community. The live your life team can offer telephone support to have conversations about sometimes challenging situations while offering practical clinical and emotional supports. Hannah also spoke about Creative Homecare being a service that provides clinically led private homecare tailored to the individual and that the benefits of this are that it's a social enterprise with any profits going back into the running of the hospice.

### **Other**

April Anne Ferguson, Central Wellbeing – advised on groups that are available to allow carers some time away from their caring role it was stated that “Wednesday’s Mindful makers craft group is a group that people can come to and be together, having a chat not necessarily about caring or their caring role which is good”.

A carer – caring for her parents advised that Halcion Vision (Doug & Katie) are a great service for people with limited mobility as they come to the house and are reasonably priced.

Sharlene mentioned that the Joint Dementia Initiative had discussed a men only club, younger people with additional support needs attend this venue at the same time as

the dementia club and men from both groups have been interacting and playing pool together.

Sharlene also shared with the group information regarding new dementia services (Town Breaks) that are coming to Falkirk, referrals to this service are now open.

There was a discussion surrounding Power of attorney and the importance of having this in place. Bruce discussed Power of attorney and its importance during points of the hospital process. Carers discussed the different types of power of attorney for example financial and medical. One carer advised that power of attorney needs to be shared with every service that you are working with. It was also stated by a carer that general practitioners will charge you for a letter.

### **Points Made by Carers**

- **Carer Services Comparison to Ireland.**

A Carer explained that her parents are receiving a better level of care in Scotland compared to their care in Ireland. The carer stated that both of her parents had a positive experience from initially being registered with the G.P, receiving vaccines quickly, district nurse engagement, Reach team involvement and a holistic package of care. It was stated that “the Parkinson’s team have been brilliant and that the compassion everyone has shown has been magnificent”.

- **NHS Service.**

One carer stated that in her opinion the waiting times for routine procedure’s are “horrendous”, however did state that when situations reach crisis point, the NHS were quick to respond and provided “excellent care”.

- **Information sharing - Rules surrounding this.**

Magali SFAD asked about the rules surrounding Family members being informed of the detox treatment and specific medication side effect implications when being discharged from hospital. It was suggested by Bruce that family members should ask these questions and seek consent from the cared for person before they become unwell to ensure carers can have this information shared at a later date if required. Bruce did mention that the patient has the right to say that they don’t want their treatment discussed, and, in this instance, patients/cared for person have more rights than carers (when the patient is deemed to have capacity).

### **Knowing your rights**

- One carer stated that “once you know your rights it’s a different story” She advised that she is referring to the My Family my rights programme with SFAD which she has used before.

- **Strathcarron Hospice**

Various carers spoke of their positive experiences when using the services provided by Strathcarron Hospice. A carer stated that Strathcarron provided a service which allowed her mother-in-law to go out and engage in the things she enjoyed this “Gave her the confidence to live”. She also stated she found the Chaplin service a great comfort. Another carer stated that the Hospice at Home Service was beneficial for her sister.

One member of staff from the Carers Centre stated that “Hospice Staff gave her the tools to feel more confident about taking her friend out”.

### **Some of the Carers’ Situations**

- One carer that cares for her husband spoke of the fact that she suddenly realised that all the social things herself and her husband used to do had just stopped.
- A carer who currently cares for her husband stated that volunteering at a local foodbank helps her own mental wellbeing.
- One carer spoke of the Step Forth walking group that she attends and explained that she loves the fact that it’s in the evening and that the level of flexibility within the group is great. Advising that “there’s no pressure if something happens ten minutes before you leave the house (which it often can) then you don’t turn up and that’s ok”.
- A carer spoke of her difficulty explaining to her partner which medication is for which ailment, the carer stated that she receives blister packs already made up from the pharmacy with no leaflets advising on which medications are included within these.
- Many carers suggested for the voice in July they would like someone to attend that can give more financial information and advice on benefits.
- Sharlene took a note to investigate a Money Advice Talk with Barry at citizens advice.

