**Meeting Note – Carers’ Panel**

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| **Title** | Carers’ Panel |
| **Venue** | Zoom |
| **Date** | 03/06/2021 |
| **Attendees** | Agnes Stevenson, Anne Bisset, Helen Wedgwood, Kirsteen Powell (CoEL) |
| **Apologies** | Jacki Aston, Yvonne Macaulay |

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| **Agenda** |
| **Agenda**   * Review of previous meeting note   + Update on actions * Carer support services contract awarded to CoEL   + Befriending service/ weekday evening information and advice service * Carer engagement opportunities/ hot topics * AoB |
| **Summary of discussions** |
| **Review of previous meeting note**  No comments or changes were made – note approved.  **Invite Strategy Officer to Carers’ Panel**  CEO Jess Wade has written to Ashley Hardy, Strategy Officer for Carers at the HSCP, to request information about Carers Act Funding budget and spend on behalf of Panel. Panel members agreed to invite Strategy Officer to a future meeting. Helen noted it was important to know the context as well as absolute amounts of Carers Act Funding – what proportion of the overall social care budget is currently spent on carers and the five year trends for these figures.  **Carer support services**  Kirsteen explained that CoEL had been awarded the contract to continue delivering adult carer support services by the HSCP for two years starting from July 2021 (basic contract for two years with option of further extension for two years). Kirsteen highlighted two new services to be delivered – a weekday evening information and advice service for carers and a befriending service. Panel members felt these were positive developments. Helen suggested Panel would like to play a role in overseeing the development of the befriending project. Agnes indicated she would be interested in becoming a befriender. It was agreed service developments would be a standard agenda item in future meetings.  **Breaks from caring (respite)**  Kirsteen explained HSCP is seeking Panel’s views on breaks from caring – what is working well/ what is not working well/ what other options would help carers locally. Panel members agreed that opportunities for carers to access respite had been greatly curtailed by the reduction or suspension of services during the pandemic e.g. day care services for older adults. Anne suggested that a sitter service would help but that it needed to be regular and reliable, with the same small team of staff providing support rather than a different person every week. Helen noted that offering carers a budget to buy in their own care was pointless in a market place where care agencies had no capacity and/or fees far exceeded the budget offered. Anne added that the paperwork involved in caring for someone could often feel overwhelming. The consensus view was that the burden of sourcing replacement care should not be placed on carers especially when there was no care available to be purchased/ budgets did not cover true costs. It was noted again that respite options had to suit the individual caring situation – there was no one size fits all answer. Panel members felt face-to-face discussions and/or focus groups were more effective in gathering carers’ views on respite than surveys although Anne reported she always tried to fill in surveys in the hope it did some good.  **Shifting Balance of Care Engagement Event(Thu 17th Jun)**  Anne and Agnes expressed interest in attending virtual engagement event on behalf of Panel.  **Carers’ Rights Day (Thu 25th Nov)**  Kirsteen noted that three of the candidates who took part in the Carers Hustings were now MSPs, Paul McLennan, Craig Hoy and Martin Whitfield. Panel members discussed inviting MSPs to event to discuss Carers’ Rights to remind them of the commitments they had made to supporting carers locally and nationally during the Carers Hustings. Anne intends to visit Paul McLennan as a constituent to ask about carers issues as follow up to Carers Hustings.  **Care Opinion**  Kirsteen shared that East Renfrewshire HSCP has recently subscribed to Care Opinion for all its in-house and commissioned services. Anne wanted to know if East Lothian HSCP had ever considered Care Opinion as a tool to promote feedback and transparency and if they had decided against it, the reasons behind their decision.  **AoB**  Panel members present agreed to continue monthly meetings through the summer even if some people could not attend due to holidays etc. |

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| **Next steps/ Key decisions** |
| * Service developments to be made standard agenda item * Event to be planned for Carers’ Rights day involving MSPs who attended Carers Hustings |

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| **Actions** | | |
| **Who** | **What** | **By when** |
| Kirsteen | Invite Strategy Officer to speak to Carers Panel RE topics:   * Funding for carers - spend, context and trends * ELHSCP reference group structure and carers’ rep opportunities | 30/06/2021 |
| Kirsteen | Ask Strategy Officer/ other HSCP rep as appropriate if Care Opinion had been considered by East Lothian as a tool to promote feedback and transparency | 30/06/2021 |
| Kirsteen | Follow up organisers of Haddington Farmers Market to see if information stall over the summer is possible | 30/06/2021 |

Appendix 1 – Carer Engagement Opportunities & Hot Topics

**Carer engagement opportunities – June 2021**

**Immediate (next 4 – 6 weeks)**

**#1 Breaks from caring (respite)**

ELHSCP are interested in developing new and different approaches to breaks from caring. They have approached COEL for examples of best practice and to ask what carers would want locally. What are panel members’ thoughts on:

* What is working well/ not working well in terms of the breaks from caring options that are currently available? How could the system be improved?
* What other options are needed locally?
* How should we seek carers’ views (beyond the panel) on this issue?

**#2 Shifting the Balance of Care – Virtual Engagement Event, Thu 17th June, 10 am to 12:30 pm**

Virtual engagement event on shifting the balance of care “Where we are now and where next?” on Thursday 17th Jun, 10 am to 12:30 pm. To register please email [elhscp@eastlothian.gov.uk](mailto:elhscp@eastlothian.gov.uk). Event will be delivered via Microsoft Teams. The shifting the balance of care programme is focused on moving services closer to home (primarily through new East Lothian Community Hospital) and making them quicker and easier to access. This may be an opportunity to raise questions about access to services, including the difficulties carers have reported in communicating with staff in some wards in East Lothian Community Hospital (phones not always answered/ staff not visible or available to talk to when visiting the ward).

**#3 Coalition of Carers in Scotland (CoCiS) Online Meeting – Wed 23rd June, 10 am to 12 noon**

Placeholder for next CoCiS meeting (registrations will open on Mon 7th June). Meeting will be held on Zoom. It will include:

* Information on what the government's plans are for carers post-election
* A discussion on the recommendation from the Review of Adult Social Care that carers have a right to respit
* Information on the government's hospitality voucher scheme which will launch later this year

N.B. First Minister’s Priorities of Government Statement on 26th May 2021

* “In our first one hundred days, we will begin the consultation on legislation to establish a National Care Service. We intend to introduce the legislation during the first year of this parliament, and expect the service to be operational by the end of the parliament.”
* <https://www.gov.scot/publications/priorities-government-statement-26-2021/>

**Medium term (next 3 months)**

**#1 East Lothian Health & Social Care Partnership (ELHSCP) Structure**

I am still trying to pull together an up-to-date map of the working groups within the ELHSCP where there is, or should be, a carer representative (someone with lived experience of caring). The structure, in theory, is outlined in the following link: [Change Boards and Reference Group Structure](https://www.edubuzz.org/almac/change-boards-and-reference-groups/)

However, many of the reference groups are not operating at present and the whole structure is being reviewed. Once the new structure is announced, we could invite ELHSCP representative to explain it to Panel. This is in addition to having a session with David Binnie, the carer representative on the Integrated Joint Board (IJB).

**Longer term (next 6 months or timeline still to be confirmed)**

**Carers’ Rights Day (Thu 25th Nov 2021)**

Building on the Carers Hustings, I wanted to flag Carers’ Rights Day as a possible opportunity to invite political representatives for East Lothian to answer questions from carers. Paul McLennan (SNP) is the East Lothian Constituency MSP but Craig Hoy (Conservative) and Martin Whitfield where both elected as MSPs for the South Scotland region.

**Ongoing engagement opportunities**

**Care Opinion**

I believe East Renfewshire Health & Social Care Partnership has recently subscribed to the Care Opinion website. <https://www.careopinion.org.uk/>. This is an online platform that enables members of the public to give feedback, positive and negative, to health and social care services with a focus on promoting transparency and quality improvement). If it was of interest to Panel members, I could see if someone from Care Opinion could come to talk to the Panel.

**Hot Topics in May 2021**

Topics raised and discussed during COEL staff team meeting 26/05/2021

**#1 CAMHS**

Parent carers are reporting that there is (or shortly will be) no ADHD team covering East Lothian in CAMHS. Families feel their children are being neglected by the service. They have taken their complaints to the local MP (this was during the run up to the Holyrood election so Scottish Parliament was not sitting). Integrated Joint Board (IJB) does not have responsibility for CAMHS. This means there is no clear pathway for COEL to take forward concerns about the service.

Action: Claire T. will ask contacts at Children First who is relevant contact for CAMHS to address these concerns.

Update on previous hot topics:

ACSP (Apr 21) – Jess is gathering views from carer support workers about what is/ is not working with ACSP process and how it can be improved before meeting with HSCP (Jun 21).

Communicating with ELCH ward staff (Apr 21) – Jenny has written to chief nursing officer to establish current hospital visiting policies and will visit ward 3 when next in hospital to speak to charge nurse directly if possible (May 21).

Carers Card (Apr 21) – Meeting facilitated by CoCiS set for 24/06/21 with staff from carers centres to explore feasibility of creating national Carer Card scheme (Jun 21).