

## Meeting Note – Carers’ Panel

<b>Title</b>	Carers’ Panel
<b>Venue</b>	Zoom
<b>Date</b>	17/11/2021
<b>Attendees</b>	Anne Bisset, Jacki Aston, Heather Doig, Lorraine Sandie, Kirsteen Powell (CoEL)
<b>Apologies</b>	Agnes Stevenson, Helen Wedgwood, Patricia Gordon

### Agenda

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- Introductions
- Review October meeting note and update on actions
- Issues raised by Panel Members
  - Carers Assessments (Adult Carer Support Plans) – Lorraine
  - Inviting MSP Paul McLennan to speak to Carers’ Panel – Anne
- Carers’ Panel video (draft)
  - <https://youtu.be/hxn9loXSk3M>
  - Any comments or changes required?
- Carer engagement opportunities
- Any other business

### Summary of discussions

Panel members approved meeting note for October – no changes made.

#### Issues to raise with MSP

Panel members agreed to invite MSP Paul McLennan to a future meeting and discussed some of the issues they wished him to address. Panel members wanted to know what actions he had taken since the Carers Hustings in April to support carers especially in relation to:

- Breaks from caring (respite) and establishing how much money was needed to fund this
- Carers being involved in commissioning services that directly affect them

Heather and Jacki also wanted to ask him about:

- Closure of services including care homes
- Difficulties accessing patient transport

Kirsteen will try to get a date in MSP’s diary in next three months avoiding Mondays, school holidays, meal times, and school pick up times.

#### Carers’ Assessments

Lorraine asked Panel members for their experience of carers’ assessments. Kirsteen explained that in Scotland a carer’s assessment was called an Adult Carer Support Plan (ACSP) and that CoEL could help carers to create one; however, the local authority set eligibility criteria for support and made any funding decisions. Jacki shared her experiences of assessments in different regions of the UK. She had found the opportunity to put in place an emergency plan useful when she lived in England. But she had been told she did not qualify for social work support in East Lothian. Lorraine wanted to know more about the eligibility criteria. It was agreed that ACSPs were one of the issues to raise with Trish Carlyle and Ashley Hardy when they came back to speak to the Panel.

### **Vaccines**

Kirsteen stated that the self-registration system for carers to book a flu and Covid-19 booster vaccine was now open. Lorraine had managed to secure an appointment for herself after a long wait on the helpline. Heather spoke of the chaos in the system. She repeatedly tried to book an appointment for her elderly sister-in-law via the helpline without success. Then one day a nurse turned up at her sister-in-law's door with no prior communication to give her the vaccines.

### **Carers' Panel Video**

Panel members were satisfied with the video and agreed for it to be shared publicly on the COEL website following the AGM.

### **CoEL Office Walk Through**

Kirsteen explained CoEL was looking for volunteers to take part in an office walk through to give feedback from a carer's perspective on how the space could be made safe, comfortable and welcoming. Anne and Heather volunteered to help.

### **Power of Attorney**

Heather asked how long it took to process a Power of Attorney. Kirsteen agreed to share Office of Public Guardian website where they gave the latest updates on processing times.

<https://www.publicguardian-scotland.gov.uk/general/news> There was a discussion of how to access legal advice on guardianship, wills, trusts and other issues related to individual Panel members' caring roles. Kirsteen advised people on low incomes/with limited savings may be able to access legal aid to help with costs but not all solicitors offered this service.

### **Next steps/ Key decisions**

- Carers' Panel video to be shared on CoEL website following AGM to help raise awareness of its work

### **Actions**

<b>Who</b>	<b>What</b>	<b>By when</b>
Kirsteen	Draft article for East Lothian Courier based on 1:1 Zoom interviews.	05/11/2021 Outstanding
Kirsteen	Research what support is available to carers going through the appeals process. Discuss with colleagues how COEL can better assist carers in this area. Report back to Panel on findings.	12/11/2021 Outstanding
Kirsteen	Arrange date with Jess to speak to Panel RE: CoEL business plan.	12/11/2021 Outstanding
Kirsteen	Invite MSP Paul MacLennan to speak to Panel	30/11/2021
Kirsteen	Invite Carers' Lead/Strategy Officer back to speak to the Panel in early 2022.	31/01/2021

## **Carer engagement opportunities – November 2021**

### **Immediate (next 4 – 6 weeks)**

#### **#1 Call for volunteers to help review CoEL office space (Tue 23<sup>rd</sup> & Thu 25<sup>th</sup> Nov)**

CoEL is looking for volunteers to help the organisation review its office space at East Lothian Community Hospital (ELCH) from the perspective of a carer. We want to do a “walk through” with a small group of carers to gather your views on how we could make the space as carer-friendly as possible given the constraints of the hospital environment. (Please note the office is still partially closed due to the pandemic – we do not have a date for reopening fully yet)

There are two dates for a walk through with a staff member:

- Tuesday 23<sup>rd</sup> Nov at 10am
- Thursday 25<sup>th</sup> Nov at 10 am

Please contact Kirsteen at [kirsteen@coel.org.uk](mailto:kirsteen@coel.org.uk) or on 07483 052 176 if you would like to take part in a walk through.

#### **#2 CoEL Online AGM (Mon 29<sup>th</sup> Nov, 10:30 to 11:30 am)**

You should all have received an invite to CoEL’s AGM on Monday 29<sup>th</sup> Nov with the Zoom link. If you have not, and wish to attend, please call 0131 665 0135 or email [centre@coel.org.uk](mailto:centre@coel.org.uk) to request the details.

Kirsteen has put together a short video (big shout out to Agnes, Anne and Jacki for taking part in the recording) to share during the AGM to raise awareness of the Carers’ Panel amongst a wider group of carers. You can view the first edit at the link: <https://youtu.be/hxn9loXSk3M>

Are Panel members happy with this representation of the Carers’ Panel? Is there anything that needs to be added or removed?

### **Medium term (next 3 months)**

#### **#1 Guest Speakers**

Panel previously discussed inviting the following guest speakers to future meetings:

- Councillor Shamin Akhtar, Cabinet Spokesperson for Health & Social Care
- MSP Paul McLennan
- CEO of CoEL Jess Wade (to explain new business plan including how priorities were decided upon following strategy development sessions)
- Carers’ Strategy Officer Ashley Hardy and Carers Lead Trish Carlyle from East Lothian Health & Social Care Partnership (follow up visit to update on progress of Carers Act Funding projects and to continue building understanding between both sides)

I will try to get dates with the above list in the coming months. Are there any particular issues / questions Panel members wish the Councillor and MSP to address?

Please note to accommodate guest speakers I will have to fix Panel meeting dates in advance rather than use the Doodle poll scheduling method. Are there any days/times Panel members wish me to avoid? (I will do my best to avoid meal times, school pick up times, school holidays etc.)

### **Longer term (next 6 months)**

#### **#1 National Care Service**

The Scottish Government's consultation on the National Care Service has now closed; however, this exercise was only the starting point in the conversation/ development of the legislation. Coalition of Carers in Scotland (CoCiS) advise that there will be further engagement opportunities to shape the development of the National Care Service over the coming year, which I will flag to the Panel. You can read a summary of the response CoCiS made to the Scottish Government's consultation here: <https://carersnet.org/wp-content/uploads/2021/11/NCS-Summary-for-carers.pdf>

## **#2 Haddington Farmers Market**

I will continue to see if we can get a slot for an information stall. As I explained previously, availability depends on a regular stallholder cancelling their booking.

## **Hot Topics in October**

COEL is still actively pursuing the following topics with ELHSCP and elected officials but there are no updates to share at present:

- Difficulty seeing GPs especially Riverside Medical Practice
- Difficulty accessing Child and Adolescent Mental Health Services
- Re-opening of resource centres for adults with complex needs
- Shortage of packages of care/ temporary changes to existing package of care in light of this shortage