

Summary Report: **Carer's Centre Staff Meeting**

Wednesday 1 April 2015 | 11:30 am

Bath Carer's Centre

Attendees

- Mike MacCallam B&NES Council and BaNES CCG
- Barry Grimes, BaNES CCG

Meeting Summary

Mike MacCallam presented a summary of the purpose and principles of the *your care, your way* review. Mike conveyed how all partners and stakeholders will be working together to engage with as many people as possible throughout the duration of the review process. He also explained the definition of community services and the phases and timing of the review.

Mike highlighted some of the key themes which have emerged from engagement events so far including the importance of early intervention, person-centred care, preventative care, integration, equal and seamless access, building community capacity and significance of social isolation.

Group Q&A Session

Q1: How are you engaging with people?

BG explained the different methods for people to find out more information and get in touch. He explained how the CCG and the Council are working with partners to reach out to specific groups through workshops and events. MM explained that multiagency workshops will be held in May to focus on the nine functions of community services.

Q2: Navigators are a great idea. How can we support carers to fulfil that role? They've been performing a similar function for years and former carers would make good navigators given their real life experience of using the system.

This is true but carers are already busy and we don't want to overload them. We need to look at what kind of work force we need and shift the skill-set and mind-set to promoting greater independence rather than doing things for patients. BG detailed some of the possible options for navigators such as having locality based teams or navigators for specific conditions such as diabetes or dementia.

Q3: The Care Act creates a push for carers to be assessed. How will this work be funded?

We need to include this role when we begin to map out how the new services will look.

Q4: The new system needs to be simpler so that navigators will be able to work with it?

MM – We need to test new models on specific groups like carers, mental health patients and those with learning disabilities to make sure the new system is easier to use for all.

Q5: Are you looking at existing models from other parts of the country?

MM - We are looking at how we bring these into Phase Two, working with the facilitators. We will upload relevant case studies to the *your care, your way* website.

Q6: How will you support and engage with people who do not use technology?

BG talked about the potential of technology to support the joining up of data but stressed the need to keep it simple. The CCG and Council can cover the costs of sending letters out to carers on hard copy if required.

Q7: When professionals go in, the informal support often pulls back. Carers have a key role joining up formal and informal care.

MM explained that formal support is often short term but we need to have a sustainable, long term plan. Do informal carers feel like they're not needed any more or that they've been pushed away?

Next Steps

MM explained how to get involved in the review and detailed the further information available on the website. He asked for the Carers Centre to help with raising awareness, noting that we don't want to exclude anyone.

MM requested support for identifying carers to take part in the design workshops on 21st May. The CCG and the Council are happy to cover the costs for transport and replacement care.