

Carers Connect Network.

Venue: Conference Call **Date:** Wednesday 17th May 2021. **Time:** 10 – 12noon

Name	Role
Paul Sanguinazzi (Chair)	Head of Involvement, Experience and Volunteering
Jane Danforth	Involvement & Experience Officer.
Julia Aicha	Equality and Diversity Lead - MHSOP
Cleo Jarunek	Peer Support Worker
Sharon Howe	Head of Nursing Quality and Patient Experience - Highbury
Wendy Neville	Snr Administrator – Community Podiatry South/Mid Notts
Suzan Lilley	Clinical Matron Mental Health – HMP Lincoln
Sharon Grocock	Peer Support Lead – Working Age Dementia
Lorna Breckell	Family and Volunteer Support Manager
Tracy Turland	Carer Support Worker - AMHC
Carol Shipman	Ward Co-ordinator – Retford & Villages IT
Alice Birch	Involvement, Experience and Volunteer Lead – Community Services.
Carol Shipman	Ward CO-ordinator – Retford
Laura Glackin	Family Interventions Co-ordinator – AMH Family Intervention Team
Melanie Messham	Integrated Primary Care Network Lead
Sandra Vanner	Carers Council Allied Mental Health & Carer
Anne Shirley	Healthcare Assistant – John Eastwood Hospice
Tina Hancock	Service Manager
Julie Wooder	Head of Adult Services – CHP NNEC
Jonathon Guy	Clinical Team Leader - Millbrook
Lisa Prevett	Therapeutic Activities Co-ordinator – Millbrook.
Linda Hall	End of life Health Care Co-ordinator -
Sara Dibben	SLTCons/SpecAd/OpMgr
Andera Emmens	Family Interventions Co-ordinator
Joseph Chandy	Carer & NEMS Community Benefit Services LTD
Debbie Bacon	Healthcare Assistant – Highbury Hospital
Maxine Parr	IEV Team Admin (minutes)

MINUTES OF LAST MEETING

Correction from Sandra Vanner.

From March 2021 meeting

Please can we make sure that there is support and it is being followed up, for carers accessing the vaccine.

Correction.

I am concerned that the Service User/Patient who does not have care Co-ordinator were not getting followed up not the carers.

TRIANGLE OF CARE – Phase 3

Update

Donna Bradford (DB), the current contact for the National Triangle of Care, has confirmed that if we want to be re-accredited then the complete version of the Triangle of Care needs to be done.

PS has challenged this and taken back the results of the review that was done 2 years ago, which showed an overwhelming support for the simplified version.

DB will raise this at their next meeting and will feedback the response.

If they decide that the complete version needs to be done, we will have to decide as a Trust if we want to -

- Continue to use the Logo & Stars that we have gained, on our paperwork, therefore committing to the full version of the Triangle of Care or
- do we continue to do the simple version and discard the logo & stars?

PS to discuss with SE, to clarify if it is the full version or the simplified version of the Triangle of Care that needs to be done to fulfil the Secure Directions, that are required for Forensic Services.

PS

Triangle of Care 2020 Review

Executive Summary

Overall, the self-assessments have evidenced continued progress in our work to support, involve and communicate with carers. However, from complaints and other feedback we are aware that we still have work to do to ensure that all carers feel included, supported and are able to receive useful information and have effective communication with the Trust.

Mental Health Services

Overall, most Adult Mental Health Services have, through their self-assessments, shown that they try to identify and communicate with carers. The self-assessments were of a good standard, with many providing good evidence of how they are meeting the standards.

Progress is needed in seeking feedback from carers on their experiences. Also, with using the self-assessments to identify where improvement is needed.

Community Health Services

This was the first Community Health Services have completed the Triangle of Care self-assessments. Overall, most teams in Community Health Services have shown that they try to identify and communicate with carers.

Progress is needed in seeking feedback from carers on their experiences and an increased awareness of carers amongst staff.

Forensic Services

Overall, most directorates in Forensic Services have, through their self-assessments, shown that they can give assurance that, generally, they involve, support, and communicate well with carers and have made good progress in meeting the six Triangle of Care standards.

Progress is needed in making sure that staff undertake the Carer Awareness Training and also in seeking feedback from carers about their experiences.

PS will send out the full report to all Carer Leads who can then pass onto the teams within the services.

Those who like the individual self-assessment review feedback for their team please can you let us know and we will forward this to you.

Triangle of Care 2021 – Self Assessment Review – Plan

- Self-Assessments to be completed in Sept/Oct 2021.
- Reviews of the plans to do done in Nov 2021.

Standard 1 – Carers and the essential role they play should be identified at first contact with services or as soon as possible thereafter.

A group has been set up to look at the Carer information that is recorded on the systems that we use within the Trust.

It was agreed, in this group, that it would be useful for the whole trust to have an agreed set of information that is recorded across all systems.

The purpose of these would be to record: -

- When a person enters services, that they were asked if they had a carer or someone who supports them
- Have we communicated with the carer regarding the resources and support that is available to them?
- Has the carer been involved in the care plan of the service user/patient?

We will then be able to audit this information to help us see if providing the required support to carers.

CARERS INFORMATION ON ELECTRONIC RECORDS – PROPOSED EXPECTATIONS/CHECKLIST FOR ALL SERVICES

This is the information that should be contained in the patient record for all services. There should be a compulsory carers section that contains the following checklist/information:

- 1. Has the Carer/family/friend contact information been recorded?**
- 2. Has consent been given and for what?**

JA - Add a box for the question 'Is there capacity to consent?'

PS

All/MP

<p>Services may have or need to have other information such as:</p> <ul style="list-style-type: none"> • Forms • Documents • Whether there is a Lasting Power of Attorney • Carers pathway <p>PS to amend the paper and then pass it onto the systems team and set up a regular audit.</p> <p>PS/MP to create a log/action plan about concerns raised by carers.</p>	<p>PS</p> <p>PS/MP</p>
<p style="text-align: center;">COMPLAINTS/FEEDBACK</p> <p>PS shared report from AGW with headlines of the Carer Experience Feedback, this will be shared regularly at this meeting.</p> <p><u>Ian Pegg</u> – sent his apologies that he was unable to stay but left a brief comment in the chat.</p> <p>There were 3 complaints made in April with the issue of inadequate information/communication with carers.</p> <p>There were 2 complaints for AMH and one for Rampton about visiting arrangements.</p>	
<p style="text-align: center;">INVOLVEMENT, EXPERIENCE AND VOLUNTERING STRATEGY</p> <p>How do we best get carer feedback?</p> <p>We need to address the Equality, Diversity and Inclusion of Carers – making sure that all demographic voices are heard.</p> <p>The carers who struggle the most are those that are likely to not fill in the forms, preferring verbal communication – (Care Opinion will take feedback over the telephone as well as online)</p> <p>Set aside time within this meeting or set up one specifically to address the need for improvement in collecting feedback from carers.</p> <p>Triangle of Care - Do we continue with simplified version and possibly leave national scheme?</p> <p>This meeting supported doing the simplified version but are anxious about leaving the national scheme and what this would mean.</p> <p>This group supported waiting for the national stance and then take any concerns to the Trust board.</p>	
<p style="text-align: center;">ANNUAL EVENT – CELEBRATION</p> <p style="text-align: center;">JUNE 7th, 2021 11AM-1PM</p> <p>Poster is now on website.</p> <p>If you would like to add your voice to carers week you can do this via the carer’s week website: - https://www.carersweek.org/?cmp=voices.</p>	

We currently have two new pledges from service within the Trust and the Trust Pledge is on the website <https://bit.ly/3dL4LZE>

If you would like you pledge to be updated, please let JD know before the 21st May.

The Agenda for the event:

Welcome

- John Brewin & Paul Devlin will present a short welcome.
- Paul Sanguinazzi & Jane Danforth will give a short update.

Showcases

- Judith Greenaway intended to provide some testimonials **(TT to chase this and update)**
- Sharon Grocock will showcase the work that has been done with the DREAM & LIVE team.
- **Community Health and Forensic division to contact PS/JD/MP if they have any showcases they would like to present.**
- Music – Choir & Jonathan Wright
- **Mindfulness session – MP to liaise with AE to resource this.**
- Workshop:
 - Carers Hub & Local Authorities
 - Employers for Carers
 - Social Prescribing Team
 - Involving, supporting & communicating with carers – PS & JD.
 - Young Carers – SG to liaise with Lauren Medlam**

TT

CH/FS

MP

SG

INFORMATION AND SUPPORT/CARERS NEWSLETTER

Newsletter will be going out for Cares Week – anyone who has anything to add please send to JD.

JD to ask Carers Lead for input.

UPDATES & AROUND THE ROOM

Debbie Bacon – can we get carers information in different languages?

We do have a translation team that would be able to translate the leaflets into a different language.

The concern then would be how we would be able to continue that support or understand any feedback given back to us in the said languages.

This is an Issue that we need to highlight & address.

Sarah Dibben highlighted the AIS standard, which is about access to information. This applies to service users and patients to have the information in a format that people can understand.

Jane Danforth – Just a reminder to all, can you try and do the Carer Awareness E-learning.

[See Connect \(staff only\)](#)

Linda Hall – At the palliative link meeting they were talking about the ‘champions programme’ that is being launched on connect – do our links need to be involved?

PS is currently working with Alex to involve our links.

<p>Lisa Previtt – Feedback on Kinsley’s is good.</p> <p>Sandra Vanner– I have used Care Opinion twice recently and have found it useful, I got replies within a short time, even if they weren’t followed up in the end. I would recommend using this platform for feedback. PS/JD encouraged SV to re-post those that haven’t been followed up.</p> <p>SV joined the AMH carer group, which resulted in resolving an issue that she had. The consultant phoned, and the conversation was had with Service User, Carer & Consultant, sorting something crucial out. SV felt that this was a good example of how Triangle of Care works.</p> <p>Sharon Grocock – It is Dementia week and the choir has been launched on connect, the Trust Intranet. Consultation for the Highbury dementia garden. (This a sensory dementia garden designed specifically for patients living with dementia.)</p> <p>Susan Lilley – Very informative meeting. Working on dementia week.</p> <p>Tracy Turland – The next AMH virtual carers support group: 27th May 3-4:30pm</p> <p>Paul Sanguinazzi – Please can you let as many staff as possible about the Carers Event on the 7th June.</p>	
ACTIONS	
<p>Meeting Actions</p> <ul style="list-style-type: none"> ➤ PS to send Self-assessment reviews to go to Carer Leads, with the feedback from the review, carer leads to send to teams. PS/MP ➤ PS to discuss with Sue Elcock, clarifying if it is the full version or the simplified version of the Triangle of Care needs to be done to fulfil the Secure Directions required by Forensic Services. PS ➤ PS/MP to create a Carer Concerns Action Plan document <i>To record the concerns raised in this meeting and how/where to address them</i> Concerns to be added from todays meeting. <ul style="list-style-type: none"> a. Carers are saying they are not being routinely involved in care plans and reviews. b. What support is available to service users who have lost their carers’. c. What support is available to carers who have lost their loved ones. d. Those carers that struggle the most will not fill in feedback forms, how can we support them to give feedback? PS/MP ➤ Carer Event – 7th June <ul style="list-style-type: none"> • MP to liaise with AE to source a Mindfulness session • TT to liaise with JG regarding showcasing stories • SG to liaise with LM to see if someone can provide a Young Carers Workshop • Community Health & Forensic Services to contact PS/JD/MP if they have anything they would like to showcase on the day. MP TT SG CM/FS 	

<ul style="list-style-type: none"> ➤ To send out information to all carer leads that can be added to their team meeting agenda, to raise staff awareness. PS to send out for Carers Week and then staff members to send out to relevant meetings within services. Links to website, guides etc... add to team meeting agendas for Carers Week. ➤ MP to chase Involvement, Experience & Volunteering data team regarding Linda Hall request for carer feedback forms. ➤ John Brewin our CEO is the member of staff that is linked to ICS. We will invite him to a future meeting to discuss this with us. 	<p>PS/CL</p> <p>MP</p> <p>PS</p>
<p>NEXT CARERS CONNECT NETWORK MEETING. Via MS Teams – 10am – 12 noon.</p> <p>Monday 19th July 20th September 15th November</p>	
<p>USEFUL LINKS</p> <p>Carers Confident scheme - https://www.employersforcarers.org/</p> <p>Quick Carers Guide https://bit.ly/3vx1i9v</p> <p>IEV Website with Carer Information and Newsletters: - https://involve.nottshc.nhs.uk/blog/carers/</p> <p>Feedback Platform Links https://involve.nottshc.nhs.uk/blog/feedback-experience/</p> <p>Disability Support https://www.ddnottingham.com/</p> <p>Hidden disability - https://hiddendisabilitiesstore.com/</p> <p>Link to the Carers Roadshows https://bit.ly/2K6AsBZ</p>	