

# Dementia Carers Zoom Forum

9<sup>th</sup> June 2020



1	<b>Present</b>
	<p><b>Carers</b> 6</p> <p><b>Carers in Herts</b> <b>Sally Stratford</b> – Involvement and Development Worker Dementia <b>Vicky Kelly</b> – Hertswise Carers Development Officer</p>
2	<b>Welcome</b>
	<p>All carers were welcomed and informed that it was very relaxed session and that this session would be looking at services that have been supportive during COVID, what services would have been helpful during COVID, what you (the carers) need to help you with your caring role after 12 weeks of isolation and what would be helpful over the next few months/year.</p>
3	<b>What services have been helpful during COVID isolation?</b>
	<p>Carers shared that the following services had been helpful during this time were:</p> <ul style="list-style-type: none"> <li>• Carers in Hertfordshire which included KIT calls, online groups such as hubs/forums, admiral nurses</li> <li>• Rare Dementia support group</li> <li>• Care home – daily calls</li> <li>• Home visits by home instead</li> </ul>
4	<b>What services would have been helpful during this time?</b>
	<p>Carers stated that:</p> <ul style="list-style-type: none"> <li>• No other services have been in touch</li> <li>• We did not know where to get help or what to ask for</li> </ul>
5	<b>What do you need now to help you with your caring role after 12 weeks in isolation?</b>
	<p>Carers said that the following would be helpful:</p> <ul style="list-style-type: none"> <li>• Respite breaks including overnight and day opportunities as they are currently not getting any break at all</li> <li>• Help with personal care needs</li> <li>• Carers breaks within the home</li> <li>• Assessments for the person I care for and myself to see what is available to help me as my situation has changed</li> <li>• Better co-ordination throughout the organisations – I do not understand who does what and where to go to get the help I need.</li> <li>• Someone to organise and co-ordinate the care</li> </ul>

6	<p><b>What would you need to help you in your caring role and what would be important to you during the months ahead as we come out of the COVID lockdown/isolation?</b></p>
	<p>Carers made the following comments:</p> <ul style="list-style-type: none"> <li>• Support around being able to access care homes again to visit loved ones. Carers would like to see a plan around this</li> <li>• Services to be operational again to give us a break</li> <li>• Carers would be happy to access services again and take the risk, although they are nervous when they have a health condition themselves that puts them at risk. How would this be managed in this situation, especially when the person with Dementia wants to go out</li> <li>• Services on the borders, especially around Royston are very confusing. Clearer communication around where and how to access these services is needed</li> <li>• Information on services – contingency planning (emergency planning) for if/when something happens to me is needed and information on services that keep the person with dementia safe such as assistive technology and missing person form</li> </ul>
7	<p><b>Closing comments and information</b></p>
	<p>Carers were thanked for attending. Information on contingency planning, telecare and missing persons is below:</p> <p><b>Contingency plans:</b>  <a href="https://www.hertfordshire.gov.uk/services/adult-social-services/carers/planning-for-the-future.aspx#DynamicJumpMenuManager_1_Anchor_1">https://www.hertfordshire.gov.uk/services/adult-social-services/carers/planning-for-the-future.aspx#DynamicJumpMenuManager_1_Anchor_1</a></p> <p><b>Assistive technology:</b>  <a href="https://www.care-line.co.uk/services/herts-bernie.aspx">https://www.care-line.co.uk/services/herts-bernie.aspx</a></p> <p><b>Person at risk of going missing:</b> <a href="https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/factsheets/missing-persons-form.pdf">https://www.hertfordshire.gov.uk/media-library/documents/adult-social-services/factsheets/missing-persons-form.pdf</a></p> <p><b>Adult Care Services (how to access help for carers):</b>  <a href="https://www.hertfordshire.gov.uk/services/adult-social-services/carers/carers.aspx#help">https://www.hertfordshire.gov.uk/services/adult-social-services/carers/carers.aspx#help</a></p> <p>The next session will be with <b><u>an Admiral Nurse (specialist dementia nurse) on Wednesday 15<sup>th</sup> July 11am -12/12.30pm.</u></b> Please let me know if you would like to attend and I will send you out the zoom link just before the session.</p> <p>Sally Stratford 01992 58 69 69 or <a href="mailto:sally.stratford@carersinherts.org.uk">sally.stratford@carersinherts.org.uk</a></p>



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