


Dementia Carers Zoom Forum

3rd December 2020



1 Present	
Carers	8
Carers in Herts	Sally Stratford – Involvement and Development Worker Dementia and Older People
Guest speaker	Joy Walters – Advanced Practitioner, Carers Lead, Hertfordshire County Council
2 Welcome	
	Carers were welcomed to the session and introductions completed. Carers were informed that this session was very informal, so they could ask questions and make comments throughout.
	Joy Walters – Advanced Practitioner, Carers Lead, Hertfordshire County Council
	Joy explained that her role was to work at a more strategic level to raise awareness of carers and the services available for carers. She then shared this presentation to explain more about the role and what services/support Hertfordshire County Council offer to carers.
	

Welcome and who I am

- ▶ So happy to meet you all today and I hope that you will find this session helpful.
- ▶ I have prepared some slides but really would like to hear from you and answer any questions you might have.
- ▶ I took over the role of Advanced Practitioner Carer's Lead in August for all HCC Adult Care teams. I had worked before for 3 years as a carer practitioner completing carer's assessments and visiting carer groups in the community. I feel it is a privilege to have this role and am passionate about carers getting the support they need.
- ▶ I would like to begin by speaking about the Care Act (2014).

Care Act (2014)

- ▶ Sought to bring together laws that had developed and been added to over more than 70 years into a single modern law that makes it clear which makes it clear what kind of care people should expect.
- ▶ Central to the Act the concept of Well Being.
- ▶ Councils have a duty to consider the physical, mental and emotional well being of the person needing care and of the person who is caring for them.
- ▶ **For the first time carers are recognised in the law in the same way as those they care for.**
- ▶ The Care Act gives local authorities a responsibility to assess a carer's needs for support where the carer **appears** to have such needs.
- ▶ The cared for person **does not** need to be eligible for services for the carer to be able to have a carer's assessment.

Local Authorities given new functions

Make sure people who live in their area :

- ▶ receive services that prevent their care needs becoming more serious, or delay the impact of those needs
- ▶ Can get information and advice they need to make decisions
- ▶ Have a range of high quality appropriate services to choose from

Hertfordshire County Councils funds and supports services in the community

- ▶ Carers in Herts (funding =£1,000,000 + a year)
- ▶ Hertswise
- ▶ Admiral Nurses (partnership funding with Herts Partnership Foundation Trust)
- ▶ Herts Help (key source of information about services, also referral route for community navigators who can visit at home for more personalised support)
- ▶ Citizens Advice- providing info & advice
- ▶ Turning Points (18 hour flexible carer service)
- ▶ Crossroads breakaway volunteer breaks
- ▶ Hertfordshire Independent Living Service- providing meals on wheels, active ageing service &

Carer's Assessment

- ▶ A conversation and not an assessment
- ▶ It is not assessing your ability as a carer
- ▶ Anyone can refer: the carer themselves, their family, their GP, other professionals or voluntary agencies
- ▶ Carer's assessment leaflet which should be sent out beforehand helps you to prepare.
- ▶ Thought that best way would be to show an example of a carer I have worked with.
- ▶ Also you can set up a carer in case of emergency plan at the same time.
- ▶ This is a plan of what you want to happen in an emergency if you were not available. We can discuss this further at the end of the presentation.

What are the questions ?

Introducing new simpler format in next few weeks :

- ▶ Prevent
- ▶ Enable
- ▶ Support

Questions asked:

- ▶ Reason for contact?
- ▶ How was life before?
- ▶ How is life now?
- ▶ Look at what you wish to achieve and how you will do this. Social care worker needs to listen attentively.....

What outcomes do you want to achieve ?

- ▶ To remain mentally and physically fit and healthy
- ▶ To be able to engage in work, training, education or volunteering
- ▶ To make use of necessary facilities or services in the local community
- ▶ To look after a child
- ▶ To provide care to another adult
- ▶ To look after your nutrition
- ▶ To maintain a habitable home
- ▶ To develop and maintain family or other personal relationships
- ▶ To engage in recreational activities

Prevent

- ▶ I was first referred for a carer's assessment by my wife's nurse within the Early Memory and Assessment Service. My wife experiences episodes of memory loss and has been diagnosed with dementia. I was finding it difficult to provide around the clock supervision as she would leave the oven hob on or occasionally become lost when going out of the house amongst other things. A social worker visited us, we spoke about the things and people which are important to me, interests and ambitions and my role as a carer. My wife didn't want services for herself but I recognised that I needed a little help. ***My social worker helped me to develop a plan.***
- ▶ Locking cooker valve
- ▶ Carers in case of emergency form
- ▶ Referral to Herts Help to support with benefit and LPA forms
- ▶ Signposted to Hertswise

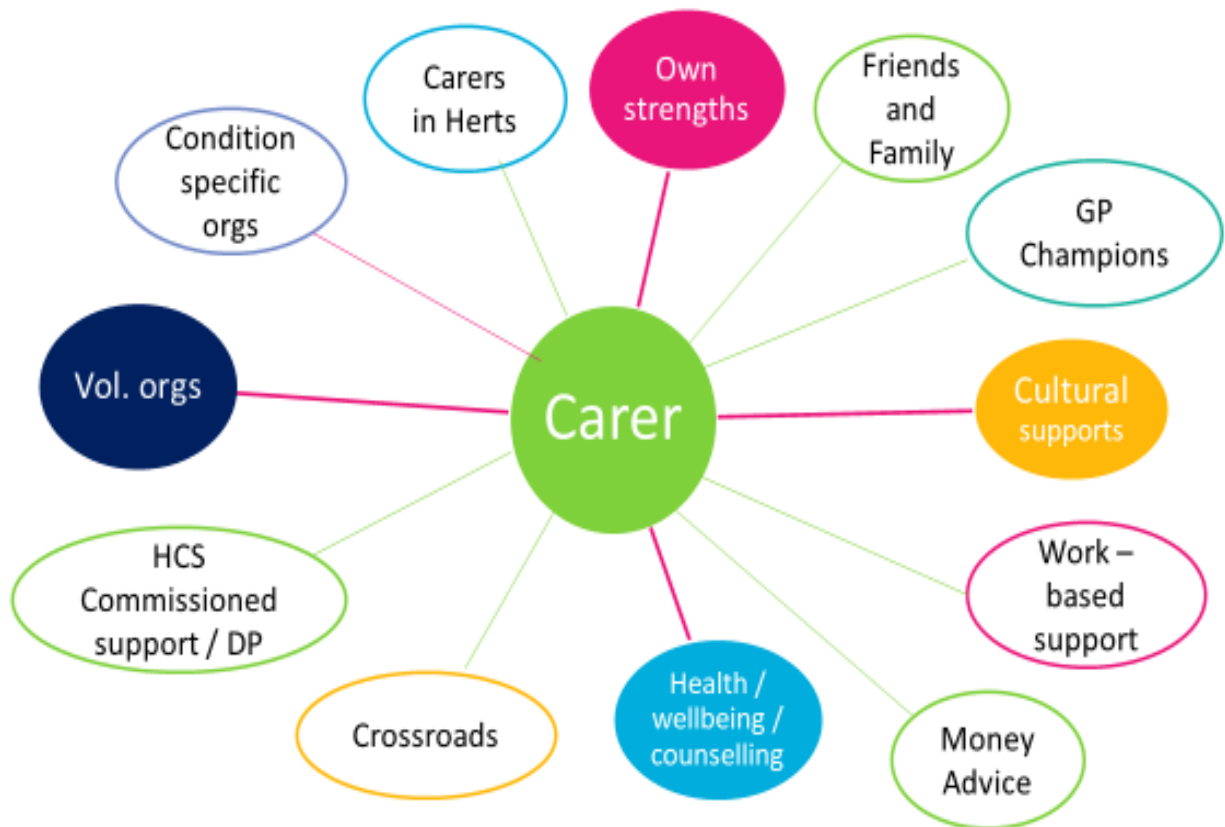
Enable

- ▶ When my social worker phoned, I told her our benefit entitlements had been agreed and I was now formally recognised as having Lasting Power of Attorney, both gave me a better sense of security. I was planning on joining the Hertswise group but had not quite had the time to do so as I was struggling. It was becoming harder to hold a meaningful conversation with my wife and it felt as though I was losing her. She was not allowing me to sleep in our bedroom, so I had to sleep on the sofa instead.
- ▶ **Enablement Plan**
- ▶ Referral to Admiral Nursing
- ▶ One-off Direct Payment to buy a bed
- ▶ Family friend came to stay to allow carer to go away for a break
- ▶ Carer's in Herts carer mentor scheme

Support

- ▶ The Admiral Nurses taught me how to foster the good days and moments with my wife which made the bad days a little easier to deal with but her health had deteriorated so much. She was finding simple everyday skills difficult, so I was having to assist her with washing and dressing and going to the toilet. She had started to become very agitated and her GP had prescribed some medication which had helped her to be calmer. However, I was feeling overwhelmed by how much I had to do and never having any time to myself.
- ▶ **Support Plan**
- ▶ Carer break service from Crossroads
- ▶ Connected Lives assessment for cared-for in her own right
- ▶ Respite care arranged and care support workers to assist with personal care

Support Planning



4 Carers Questions/comments:
<p>The contingency/emergency plan form has changed and will be uploaded onto Hertfordshire County Council's website in the next couple of weeks so that people can complete it themselves without having a carers assessment. https://www.hertfordshire.gov.uk/services/adult-social-services/carers/planning-for-the-future.aspx#DynamicJumpMenuManager_1_Anchor_1</p> <p>How do I get a carers assessment? Please call 0300 123 4042 and ask for a Carer's Assessment. This number is for Adult Care Services' call centre for any support you require from them.</p> <p>This Number can be difficult to get through too. The phone rings and rings and there is no answer. If you do get through you do not get called back as promised. Joy Walters agreed to raise this matter with the call centre, she took some details from carers and will feedback. Feedback: In terms of calls, they were reporting longer wait times in November but nothing which has raised significant concerns. The average wait times for the last month or so have been around 35 seconds to get through. This can clearly vary throughout the day so may be that your contact has just so happen to call during a particularly busy period. One main factor for calls waiting longer is the Netcall (telephony system) running slower where majority of staff are working from home. Takes around 10 seconds to route calls through to an advisor. These are constantly monitored.</p> <p>I tried to complete a form to request a carers assessment on the council's website, it would not allow me to add in my home number only my mobile and I could not find a telephone number to call instead of completing the form. Joy Walters agreed to take this forward. Feedback received: The web team have amended the telephone field part of the form. Previously, it required the numbers to be put in without a space but now it will accept the numbers whatever spacing is present.</p> <p>It is so difficult to find out information that I need, where can I do this? You can call Herts Help, a network of community organisations in Hertfordshire, on 0300 123 4044. This is their website: https://www.hertshelp.net/hertshelp.aspx</p> <p>Continuing Healthcare – a discussion occurred at the beginning of the meeting around Continuing Healthcare, what this is and how you can apply for this. Carers asked for a bit more information regarding this, the information is below, and it taken form the website - https://www.england.nhs.uk/healthcare/ where you can find more information about the process.</p> <p><i>NHS Continuing Healthcare (NHS CHC) is a package of care for adults aged 18 or over which is arranged and funded solely by the NHS. To receive NHS CHC funding individuals, have to be assessed by Clinical Commissioning Groups (CCGs) according to a legally prescribed decision-making process to determine whether the individual has a 'primary health need'.</i></p>

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This process is set out in the [National Framework for NHS Continuing Healthcare and NHS funded Nursing Care \(Revised 2018\)](#). The National Framework is published by the Department of Health and Social Care and is underpinned by the [NHS Commissioning Board and Clinical Commissioning Groups \(Responsibilities and Standing Rules\) Regulations 2012](#) as amended by [The National Health Service Commissioning Board and Clinical Commissioning Groups \(Responsibilities and Standing Rules\) \(Amendment\) Regulations 2013](#)).

The Department of Health and Social Care has produced a helpful [public information leaflet](#).

NHS England recognises that information and support are vital to all individuals involved in the CHC process and so has funded an independent information and advice service through a social enterprise called Beacon. This service is supported by a consortium of leading voluntary sector organisations including Age UK, Parkinson's UK, and the Spinal Injuries Association.

Information and advice are accessible in the form of free and comprehensive written guidance, and individuals are also able to access up to 90 minutes of free advice with a trained NHS continuing healthcare adviser 0345 548 0300.

For further information and to access this service please see the [Beacon website](#).

5 Closing comments and information

Carers were thanked for attending and informed that the next forum will be in the new year. Dates are yet to be confirmed but will be sent out in the new year.

Please call the office on 01992 58 69 69 if you require any support or information.

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