

<p>1</p>	<p>Present</p> <p>Carers 6</p> <p>Carers in Herts Su Bartlett (SB) – Forum leader Charlotte James – Carer Support Advisor Sarah Williams – Involvement Team: Mental Health Rosemary Muldoon – Involvement Team: Mental Health Toby Purnell – Volunteer</p> <p>Claire Protherough (CP) – CinH Carer Development & Learning officer</p> <p>HCC Julia Fleming – Commissioning Officer, Public Health, HCC Spectrum CGL Sarah Hayes – Complex Needs Recovery Worker Siobhan Cain – Carers’ Lead; Non-opiate Worker</p>
<p>2</p>	<p>Welcome</p> <p>SB welcomed everyone. SB fed back the latest position on the Dual Diagnosis Protocol. Any comments on the minutes of the previous meeting were canvassed; none made.</p>
<p>3</p>	<p>Presentation – Spectrum CGL (SCGL) Carers’ Training</p> <p>S1 runs the SCGL Carers’ Group. Through the group, an 8-week programme is run for carers. It is run at different times and on different days of the week at different SCGL hubs. Service users are referred to the programme, and it incorporates training from other courses. Although it is a course for groups, 1-to-1 help is available.</p> <p>Sarah and Siobhan went through the slides of the presentation</p>
	 <p>The image shows a presentation slide with a blue background. On the left, the CGL logo is displayed with the tagline 'change, grow, live'. Below the logo, the text 'Carers Group' is written. At the bottom, it says 'Introduction – Welcome to CGL spectrum'. On the right side of the slide, there is a stylized illustration of a family consisting of a man, a woman, and two children.</p>

Aims and Objectives

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- To help you build a therapeutic relationship with Spectrum, other support services and each other.
- To help you prepare to undertake a recovery journey
- Learn how to set goals and get goals!
- Identify your strengths and build on them.
- Learn techniques to help manage your life more effectively.
- Identify your recovery capital.
- Understand the importance of a recovery plan and how to use one to progress in your recovery.



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Carers Programme



- Session 1 – Values and Principles
- Session 2 – Substance Awareness
- Session 3 – Communication
- Session 4 – Relationships
- Session 5 – putting into practice
- Session 6 – practice outcomes
- Session 7 - CSOPS 2 – Evaluate Learning, introduction to Carers In Herts



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Session 1 explores one's own values and beliefs, which can be skewed because the cared-for is often a loved-one.

Session 2 is about the various substances which can be mis-used

Session 3 looks at how different communications produce different outcomes

Session 4 is about healthy and unhealthy relationships

Session 5 helps the carer explore a specific situation in the caring role, with the aim of producing the desired or more appropriate outcome

Session 6 provides help to practice at home some of the things learnt on the course

Session 7 looks to re-evaluate the carers' situation having taken the course

There is a further session at the end, to provide the help available given by and through Carers in Herts.

A further and new session is being incorporated in this course, relating to those people with complex needs

Support Outcome Profile Guidance - CSOPS



Substance Misuse Carers Support Outcome Profile

This assessment looks at a number of distinct areas of your life and asks you to rate how you feel about them. This will help you to develop a clearer picture of how your relative or friend's drug and/or alcohol use impacts on YOU. During the assessment we will support you to think about how you can make changes that will help you improve your quality of life and together we will identify who can support you.

(It also helps us to evaluate our practice and ensure that we are offering the best service possible)

Please circle a number for each question which indicates how you feel at this moment (0 is very bad, 10 is very good). Please answer every question



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This form is filled in at the beginning, and then again at the end, with the aim of monitoring how the course has helped the carer.
The form also includes a referral to Carers in Herts, if the carer is not already signed up.

CSOPS 1 REFERRALS



- COMPLETE CSOP 1

- COMPLETE REFERRAL TO CARERS IN HERTS

- COMPLETE CONSENT FORM



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New Session 5 Overview



We are developing a new session for the carers programme which will focus on service users with multiple needs. Multiple needs can be recognised across a number of areas in a persons life and could include.

- Mental health issues
- Learning disabilities
- Physical health issues
- Substance misuse issues.

The session will include information around Dual Diagnosis protocols where CGL joint work with Mental Health services.

CGL are working alongside Adult Learning disabilities and adult care services to develop guidelines on how we support and refer service users with learning disabilities and or Autism with a substance misuse issues between services. Once the guidelines are finalised, this will also be included in the new session.

The session will also include information and support for people with physical disabilities, where we offer home visits for those service users with diagnosed COPD or severe anxiety, diagnosed agoraphobia, or physical disabilities which impact their ability to easily attend the service. We may offer additional support to people to access the service more easily by providing quieter waiting rooms, help organise transport etc...

The session will also include Support available to carers who have mental health issues where CGL can sign post to well being teams and SPA teams in the county.

This session relates to help available to carers of people with complex needs. It can be that the cared-for has physical and/or mental issues in addition to the addiction. The session also covers carers with their own mental health issues.

SMART Family & Friends



CGL's County Carers Lead is Liaising with UK Smart Recovery to explore Smart training opportunities for carers, which enable carers to provide Smart recovery groups across the county to other carers and family members.

Smart recovery family and Friends provides support and tools for people who are affected by the addictive behavior of someone close to them.

Smart recovery will provide additional support to Carers, Families etc... Alongside support CGL provide through CGL's carers Programme.

Once we confirm the viability of SMART recovery for Families and Friends we would like to identify carers who would be interested in delivering it and put themselves forward for training.

Please contact your carers lead in the CGL hubs or Speak to Su Bartlett if you are interested and they will pass your name on the County Carers Lead, Raymond Jay.

CGL will be happy to provide service hubs in Stevenage, Hertford, Watford and Hatfield to deliver Smart groups.

The SMART training is a support group for carers. It seeks to empower carers to make the changes to their caring role that they feel are necessary. It is based on CBT rather than the more usual 12-step approach.

Although currently an online course, it will be delivered via the SCGL support hubs in Stevenage, Hertford, Watford and Hatfield.

SCGL are looking into training SMART facilitators, particularly using carers who have done the SCGL Carers course

4	Clarification/Questions/Comments on the Presentation	
	The following were captured during the Presentation.	
(a)	Question	Have carers found the course useful?
	Answer	Carers who are doing the course found it very useful, and helps to change approaches in their caring role
(b)	Question	Is transport available to the hubs?
	Answer	Transport is made available on a case-by-case basis. Carers should contact SCGL
(c)	Question	Is the Carers Group only available to carers if their cared-for is receiving certain treatment from SCGL?
	Answer	No. The group is available to carers regardless of the treatment being had by their cared-for. The cared-for does not have to be under the care of SCGL
(d)	Question	Will information about other mental health providers be included in the course, e.g. HertsHelp?
	Answer	Yes
(e)	Question	Any ideas to take to the next Quadrant meeting?
	Answer	The need for a safe space or isolated area in hospitals to help the cared-for experiencing a crisis to stay calm while they await treatment
(f)	Comment	In the delivery of the course, be careful not to use jargon, abbreviations and terminology, any of which might be confusing to the carer
(g)	Comment	In the new session on Complex Needs, please include information about what services are available for the cared-for having a crisis, either mental health help or crisis services for the addiction
(h)	Comment	The key learning point from the SMART course is to protect oneself, which may mean difficult choices initially, but may help in the longer-term
(i)	Comment	<p>There is a need for a single-point-of-help for the carer and/or the cared-for in a crisis situation. (Too often crises can end going down the criminal path.)</p> <p>This was felt to be a recurring issue. However, what form this single-point-of-help would need to be defined</p> <p>SCGL provide an out-of-hours support service</p> <p>It was mentioned that the Nightlight service is available for crises experienced during a weekend. This available to both the carer and the cared-for</p>

5	Training from Carers in Herts	
	<p>Claire Protherough, part of the Carers in Herts (CinH) Carer Learning and Development team, gave a brief introduction to the courses provided by CinH:</p> <ul style="list-style-type: none"> • A mixture of courses are provided: <ul style="list-style-type: none"> ○ Practical – first aid; manual handling ○ Well-being – mindfulness <p>CP then asked a few questions to gin ideas and comments on future courses.</p>	
(a)	Comment	A carer had attended an HPFT Well-being course on the CBT Toolkit for Carers – to be recommended
(b)	Comment	<p>Idea for future courses: arts and crafts-type courses, to take carers out of their caring role, and gives the caring something to show for their efforts. For example, creative writing; sewing (carer Caz could help deliver the latter)</p> <p>Courses should try to focus on things not already supplied or readily available</p> <p>The charity Arts on Prescription maybe able to help with this sort of course</p>
(c)	Comment	Ideas for future courses: Resilience for carers of people with mental health issues
(d)	Comment	Ideas for future courses: Planning the Future
(e)	Comment	<p>Ideas for future courses: self-care for carers –</p> <ul style="list-style-type: none"> ○ Physical: therapy or pampering sessions. These could be run alongside another course or event, and cover such things as foot or body massages; relaxation; acupuncture; facial and/or skin care ○ Mental: maybe use the HPFT CBT Toolkit (above)
(f)	Comment	Ideas for future courses: Eating Better – Carer Maria is a qualified herbalist and could help deliver this
(g)	Comment	Idea: provide opportunities for carers to share their skills with other carers
(h)	Comment	<p>Idea: an online forum to meet 'virtual' carers, e.g. a closed Facebook group. These group could be general or for specific conditions</p> <p>SGCL are looking into this as well</p>

Family Carer Forum

4th December 2018 – Oxlease House, Hatfield



6	Closing comments and information
	<p>SB informed the group that she is leaving CinH on the 20th December, after 14½ years' service. This forum is being merged with the Mental Health Forum run by Sarah Williams, with Rosemary Muldoon working alongside Everyone present expressed their deep thanks to SB for her work and service to carers</p> <p>All those at the meeting were invited to stay for lunch</p> <p>If there are any issues that carers would like to look at in future forums then please let Sarah Williams know on 01992 586969 or email sarah.williams@carersinherts.org.uk</p> <p>Next Forum 29th January 2019, 10am – 12:30pm, Oxlease House, Travellers Lane, Hatfield Details to follow.</p> <p>A light lunch is provided following the Forum. Please call 01992 586969 or email contact@carersinherts.org.uk to book a place.</p>