

<b>1</b>	<b>Present</b>
	<p><b>Carers</b> 8</p> <p><b>Carers in Herts (CiH)</b> Nicola Beedle (NB) – Involvement Team (chair) Sarah Williams (SW) – Involvement Team (minutes) Rosemary Muldoon (RM) – Involvement Team Clare Teale (CT) – Carer Support Advisor</p>
<b>2</b>	<b>Welcome</b>
	NB welcomed everyone and introductions were made.
<b>3</b>	<b>The Format of the Drug &amp; Alcohol Forum</b>
	Discussion took place and those present said the venue, length and time of the Forum were okay. One carer said it was good having every Forum on the same day and at the same time. SW pointed out that to engage with some carers we might need to look at different days/times and maybe an evening Forum. Dates and times have already been agreed for 2019 but the group agreed we will look at the format again in the future. Those present were asked if anyone would like to chair the Forum – no one came forward with some saying they prefer a member of CiH staff to continue to chair.
<b>4</b>	<b>How can CiH promote themselves better to carers who care for someone who misuses drugs and/or alcohol?</b>
	<p>Carers often hear about CiH through word of mouth. Drug &amp; alcohol and mental health carers don't identify themselves as carers Professionals need to highlight to carers that they are carers. GP's are pivotal in giving carers information. Can the name 'carer' be defined. In the Carers in Herts leaflet it states 'you are a carer if you provide unpaid support to a relative, friend, partner or neighbour who couldn't manage without your help. Caring for someone who needs support due to their age, physical or mental illness, disability or substance misuse, involves a range of tasks to help them with day-to-day living. The general perception tends to be that carers are people who care for someone with a physical health condition, disability or dementia.</p>
<b>5</b>	<b>CiH work with GP's</b>
	<p>Paul Innes (CiH) role is to work with GP's to raise the profile of CiH, actively encourage them to identify carers, provide carer awareness training and support a network of carer champions. Those present have a mixed experience of their GP's surgeries and their work with carers.</p>
<b>6</b>	<b>CiH Drug &amp; Alcohol Newsletter</b>
	Provides a lot of information but does not include details on Alcoholic Anonymous (AA). Details of the Nightlight service is included – please note opening times. Some carers commented it is a very good service.
<b>7</b>	<b>Carers in Hertfordshire</b>

# Family Carer Forum

7<sup>th</sup> May 2019 – Oxlease House, Hatfield



	<p>Some discussion took place around the work of CiH. Many staff have personal experience of caring in all areas of caring and training. One carer commented that CiH are one organisation that listen, understand, support and signpost. CiH can also help to find out of county resources for carers.</p> <p>RM requested feedback on the Change, Live, Grow (CGL) service and will speak to those carers who came forward.</p> <p>CT spoke about the role of the CSA and the offer of 1-1 support for carers at the Forums and Carer Hubs. There are a team of 8 CSA's who all have a specialist area i.e. drug and alcohol and mental health. Carers can telephone the Hertford office no. 01992 586969 Monday – Thursday 9.30 – 5pm and Friday 9.30 – 4.30om. CSA's offer includes – a listening ear, carer planning and support, carers' assessment information/referral, a carers' passport (discount card), benefit information i.e. carers' allowance, referral to Money Advice Unit, learning and development courses, involvement and having your say ...</p>
	<p><b>Guest Speakers requested</b></p>
	<p>HPFT's street triage with mental health workers and the Police working together</p> <p>Mental health training for the Police</p> <p>Dual Diagnosis – the new Protocol</p> <p>An overview of drug and alcohol services, who does what and how they all work together i.e. CGL, housing, social services, advocacy ...</p> <p>Turning Point Complex Needs Service</p> <p>Crisis – what to do, who to contact</p> <p>Community Navigators</p> <p>PoHwer – Advocacy service</p> <p>Nightlight</p>
	<p><b>Carers Comments</b></p>

One carer said they had a very positive experience of the family group at the Living Room

One carer said she uses a mobility scooter and questioned disabled access at the Living Room in St Albans.

One carer said that CGL services operate during working hours Monday – Friday - 9 – 5pm and need to extend this to evenings/weekends to reach working carers.

One carer said that in the first week of the new CGL service she was kept `on hold` on the telephone for an unreasonable amount of time. The carer also said that there was no one on the Stevenage CGL reception when she went there her member. They were obliged to wait approximately twenty minutes before someone came to the desk. The carer said these wait times might be due in part to `teething` problems of a new service.

One carer mentioned a very useful yellow booklet called the Carers Champion that she had come across. The booklet had lots of useful information for carers in it including the names, addresses and telephone numbers for support services.

One carer mentioned the Night Light service and how it wasn't that accessible if you lived at the other end of the county. Another carer explained that the service was very good and would arrange transport for the person in need of support. Some carers who were new to the Forum said they were interested in hearing more about Night Light. As a representative of Night light only recently came to the Forum it was suggested that this could happen but it would be later in the year.

One carer asked about the Triangle of Care. SW explained the model and said it is an approach that HPFT state they are committed to and have two gold stars.

One carer said that CGL did not appear to understand people with multiple and complex needs. CGL were reluctant to assess people with multiple and complex needs and therefore were failing them.

A carer said that Sandra Kenny from the Resolve Carers Group could attend the July Forum and talk about the group for five minutes at the end of the Forum.

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<b>6</b>	<b>Next Forum</b>
	<p><b>Dates of Forums in 2019</b></p> <p><b>Tuesday 2<sup>nd</sup> July</b> <b>Tuesday 3<sup>rd</sup> September</b> <b>Tuesday 3<sup>rd</sup> December</b></p> <p><b>All of the meetings take place at Oxlease House, Travellers Lane, Hatfield, AL10 8TJ, from 10am – 1:00pm. Refreshments and a light sandwich lunch are provided.</b></p> <p><b>Please call 01992 586969 or email <a href="mailto:contact@carersinherts.org.uk">contact@carersinherts.org.uk</a> to book a place.</b></p>