Group leads carers forum (GLCF) Meeting

Date: 08.07.2015

Time: 10 – 12.30

Venue: Carers Service, Kingsway

MEMBERS OF THE GROUP:

Isma Sajid – Asian Carers group
Diana Illistone – Parent carers group (STEPS)
Jessica Lliffe and Irene Moss – Carers support group
Nan Goodhall – Chair Trustee
Lori Hamayon-Jones - Parents in Partnership (PIP)
Lois Fitzpatrick (PIP) – if Lori not available
Yasmin Khalil – Carers adviser – LD specialisms
Clare Hoblely – Drugs and Alcohol carers adviser
Kevin Blackhurst and Alison Atherton – Men’s carers group and walking group
Waqas Arshad – Mental health carers adviser
Karen Walker – BwD carers service centre manager
Alan Pickup – Learning disability group - in place of YK if she is not available

Apologies: LH, NG, YK

Present: WA, IM, JL, IS, KB, AA, DL, LF, AP (in place of YK), CH, KW

AGENDA:

1. Minutes of the last meeting – Agreed

2. A/P outcomes from last meeting

3. Terms of Reference for the group

4. Working/Support groups – splitting between the two?

5. KW to design straightforward template for bring issues or feedback from each group

6. Individual groups still booking speakers? How can we do this better?

7. KGH and posters for Carers week (June)

8. £100 for each group – can apply now

9. Any feedback, issues, actions or concerns arising from the groups
### 10. Group round robin – plans for the two months? Leads to pass info to KS

### 11. Any Other Business

### 12. Next meeting date

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**MINUTES FROM THIS MEETING**

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<th>Minutes of the last meeting – Agreed as an accurate record</th>
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<td>1.</td>
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<td>2.</td>
<td>A/P outcomes from last meeting:</td>
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- **YK** – LD meetings now taking place bi-monthly and being fed back to LD partnership meetings.
- **LH** – Still no update from LH – Updates need to be provided and any information from the PIP can go onto the website.
- **ALL** – KW stated that she has only received two updates from the groups (for the meeting) – all need to send these, of which, a new template will be discussed below.
- **CC** – still not received information from Christine in regards to information for the BwD carers website.
- **ALL** – some of the group have said they are putting on events that will raise the profile of carers. This information needs to be added to the website also.
- **ALL** – As part of updates prior to the meetings, this needs to include any guest speakers that the groups are thinking about inviting in – this is so that if others feel that this would benefit their groups, the service as a whole, can invite the identified guest speaker, of which anyone from all of the groups can then attend.
- **KW** – Karen is now looking into systems for Q&A’s that can be done through the website – Updates to be given at each meeting.

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<th>Terms of Reference (TOR) for this group:</th>
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<td>3.</td>
<td>Some of the group advised they had not received – this has been addressed in number 11 (Any other business)</td>
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<td>In regards to the TOR (now placed on the carers service website). All were happy with this and believed it gave a good overview of what this forum is trying to achieve. The main issues that arose were: confidentiality – The overarching feelings were that all should be open and if any other issues need to be discussed they should be done separately to the forum – discussion did arise about issues concerning individual carers issues and strategic information that may be discussed – however as DL indicated: personal issues are more than likely to come from the groups themselves of which can be anonymised by the individual group lead. Any strategic items should be open to all.</td>
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<td>LF noted that under membership it did not state PIP as a partner – however this has now been rectified.</td>
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<td><strong>TOR needs to be agreed and signed off at the next meeting if all agreed – now changes amended</strong></td>
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<td>For any other issues raised within the TOR please see Number 11 below (Any</td>
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4. **Working/Support groups — splitting between the two?**

KW discussed the possibility of splitting the 2 hours group time (for most groups) into social/working group support – one hour for each. The reason being is that feedback from some of the groups is that too many strong characters are spoiling things for others and that new members feel a bit intimidated when they do attend the group or it can put carers advisers off promoting the group. KW discussed the possibility of this support being shared with a 2nd lead on each group for either the social/emotional support or the working group – as this may be beneficial for leads of whom have said it is difficult to be friends with other carers and lead the working group. This is especially so in the parent carers group of which DL totally agrees with, and wants support to address these issues.

Within all of the groups many carers do come for emotional support; others want to come for information/learning/guest speakers etc, and to be able to share their knowledge and experience; and some want to come for both. To enable us to accommodate all needs and to ensure all groups do recognise the need for the working group to enable carers needs, wishes and feelings to be heard, and the whole service to develop on behalf of this KW proposed one hour for social/emotional support and one hour for the working group – the order of these could be decided by the individual group leads.

The general consensus across the forum was that carers ultimate reasons for attending the groups was for emotional support and respite, and that the leads, with more structure, could still run both the social and working aspects of the groups. With this structure, more carers would then have the opportunity of deciding whether they just wanted to attend one element or both, and of which I am certain will result in more new carers attending the group. Information and feedback from both elements of the groups can be utilised and addressed within this CGLF.

Where the group leads think it is fine as it is that is all okay – although KW asked that they share any identified information coming from the forum or management with their individual groups.

Another consideration was that, if the lead is inviting a speaker, that they leave the speaker until the end so that if anybody had heard the speaker before they don’t have to listen to it again.

5. **KW to design straightforward template for bring issues or feedback from each group**

The template will include the opportunity to ask for a particular topic to be discussed at the next meeting. This could be based on something identified in individual groups or more generic i.e. Mental capacity Act; CareAct 2014 etc. **The CGLF. This to include information needed for the website/newsletters?**

A discussion arose around how the service could better support carers around Power of Attorney – KW to look into this possibility and also as to how we could raise funds undertaking this as a paid for service/donations

6. **Individual groups still booking speakers? How can we do this better?**

The forum agreed that this could be identified through the new templates – any guest speakers that they are thinking of inviting in to go onto the template – so that we can see if any other groups interested or whether the service can put on a bigger event.

7. **KGH and posters for Carers week (June)**

The leads were unsure how many of the carers in their groups had put the posters up – KW asked that all leads promote any further marketing and promotion exercise as well as they can.

8. **£100 for each group – can apply now**

KW advised the group that these grants are now available again – application forms are
| 9. | **Any feedback, issues or concerns arising from the groups:**  
LF said that a lot of carers do not know what is going on as far as activities and trips and that some carers are ringing to book only to be advised that they are full. KW advised that all activities are on the website and all go out in the newsletter. KW also explained that on the majority of big events, i.e. residential, theatre breaks etc it will always be new carers who get the first priority. KW to check with Kulsum however to ensure it is very clear.  
DL said that one carer was upset that she did not get to go on a theatre trip but then found out a staff member had gone and taken her grandchildren – KW said would check this out and come back to the forum on this. |
| 10. | **Group round robin – plans for the two months? Leads to pass info to KS**  
This will be address using the new template that will have been sent out with these minutes - Group reminded that any information needed for the website and newsletters in respect of their individual groups will need to be written by themselves and sent to admin at office@bwdcarers.org.uk |
| 11. | **Any other business:**  
CH asked if full names could be identified for the meetings – this has now been done  
Some members have indicated that they are not receiving attachments – LF, IS and JL. If any others not receiving please let KW know. In the meantime all items will be done via PDF.  
DL and LF said that there was not enough information being disseminated about Parent carers. Ideas included using the following: ‘Are you a family member, parent, child, or friend’? in marketing materials. This will be taken forward although KW did advise that all promotion materials now clearly identify parent carers within the promotional pictures and literature.  
DL had said the room for their meeting is getting too small as numbers are growing. The pool table that appears to be being stored in Activity room 2 is also taking up a lot of space. KW advised that she would speak to H21 to see if they could have access to the big lounge and get rid of the pool table.  
Groups who do not already have their information on our website to send an overview of their group and this will be added |
| 12. | **Next meeting date: 9/9/2015 10-12** |