



**Redcar & Cleveland Carers Partnership Meeting**  
**12.30pm to 2.30pm on Monday, 14th December 2009**  
**Coatham Memorial Hall, Redcar**

**Attendees**

***Carers***

D Smith  
J Ruddock  
R Sabiston  
Violet Fallows  
Marjorie Elliott  
M Tonner  
Linda Dickinson

Sam Bain  
Eileen Purvis  
H Slattery  
Gwen Wood  
T Stephen Myrddin-Baker  
John Connolly  
V Horvath

Maureen Julian  
Edna Whitewood  
Marjorie Hardy  
Gordon Mogg (Co-chair)  
R Tonner  
Claire Heath

***Others***

Karen Ormfrod  
Phillipa Woodhouse  
Debra Deans  
Mary McDermott  
Amanda Marksby  
Sam Jones  
Yvonne Bradbury  
I Hutchinson  
Chris Gunnell  
Irene Poynter  
Claire Hopper

Lesley Dobbing  
Jane Reast  
Sue Renvoize  
Pat Rutherford  
Ron Wood  
Mary Goodman  
M Ashworth  
David Hamilton  
Louise Tierney  
Susi Diamond  
Angela Bartley

Tony Robinson  
Tracie Jacobs  
Emma Blackburn  
Laura Fenwick  
Jim Wingham  
W Davis  
Kath Oyston  
Maggie Balmer (Co-chair)  
Peter Venis  
Glenda Middleton

**Apologies**

***Carers***

Anne Lowe  
Margaret Edwards

Stuart Saunders  
Avril Baker

Vera Bailey

***Others***

Pat Robson  
Debbie Sheldon  
Martin Leveridge  
Barbara Campbell  
Lynn Johnson

Dr Ashok Kumar MP  
Julia Svennevig  
Vera Baird QC MP  
Jo Cole  
Sue Reeves

Eric Hall  
Denise Bollands  
Tracey Loynes  
Stuart Myers  
Margaret Buckton

### **1. Welcome/Apologies – Gordon Mogg**

- Gordon welcomed everybody to the meeting. Unfortunately, Lynn Johnson was unable to attend and so Maggie Balmer kindly stood as acting co-chair.
- Kath Oyston, Sign Language Coordinator, was present should her assistance be requested.
- Handmade greetings cards were available for sale at the back of the hall.
- Some examples of local artwork were also available for sale at the back of the hall.
- Apologies would be included in the minutes. No apologies were received from the floor.

### **2. Minutes of Last Meeting and Matters Arising – Lynn Johnson**

- The minutes of the last meeting were made available and viewed for accuracy. No errors were raised.
- A point of clarification regarding page 2, item 3, Redcar & Cleveland Carers Strategy, had been raised after circulation of the minutes. Maggie confirmed that NHS Redcar & Cleveland has worked very closely with Redcar & Cleveland Borough Council to develop the draft strategy. The draft and final strategies are jointly-funded, responsibility for delivering on commitments made is shared and the consultation was also jointly funded through the Joint Investment Programme.

### **3. Jobcentre Plus Work Focused Support for Carers – Yvonne Bradbury**

The Government's Carers Strategy '*Carers at the heart of 21st-century families and communities*' was published in June 2008. In order to meet its commitments to the Carers Strategy, Jobcentre Plus have appointed Care Partnership Managers (CaPM) in every District from September 2009. Yvonne is the CaPM for Tees Valley and her role is to act as a strategic focal point for local carers issues, build and maintain relationships with local carer support organisations and ensure that Jobcentre Plus advisers have information on the availability of local services and support for carers.

Caring responsibilities can act as a barrier to work, impacting on the type of work a customer can undertake or the hours they are able to consider working. Jobcentre Plus is committed to providing employment support for carers who are looking to combine their caring role with paid work or who want to prepare for a time when their caring responsibilities cease.

Training has been developed with the support of and in consultation with carer support organisations such as Carers UK and the Princess Royal Trust for Carers so that advisers who work with carers have an improved understanding of carers circumstances and the challenges they face in combining their caring with paid work. 24 advisers have so far been trained in Tees Valley with a further 48 planned to undertake the training next year. From 7th December 2009 Jobcentre Plus introduced Work Focused Support for Carers (WFSC) which provides improved access to employment support to carers who meet eligibility criteria. Adviser support, access to approved activities, help with expenses and financial assistance are available. More information can be obtained by contacting your local job centre or Yvonne Bradbury directly by telephoning (01642) 413724 or emailing [yvonne.bradbury@jobcentreplus.gsi.gov.uk](mailto:yvonne.bradbury@jobcentreplus.gsi.gov.uk).

Q Is Work Focused Support for Carers means tested?

A No, and it is completely voluntary.

- Q What level of success has been achieved so far from the 11 local job centres?  
 A There has been a successful uptake following promotional presentations but it was only launched on 7th December 2009 so is very new. Once all advisers have been trained and are in post targets will be set and the service will then be evaluated.
- Q One of the eligibility criteria included providing unpaid support to relatives, partners or friends who have substance misuse problems can you give more information about this.  
 A A specialist adviser is available in each job centre for carers of people who have a mental health or substance misuse problem. It is advisable to telephone to make an appointment to speak with a specialist adviser.

#### **4. Crime Prevention – PC Christopher Gunnell**

Chris provided '*Be Safe, Be Secure – Your practical guide to crime reduction*' booklets to all attendees - inviting everyone to read their copy and encouraging them to discuss the contents with friends and relatives. He also provided bells which could be bulldog clipped to purses so that they would be heard in the event of attempted theft. These are a crime prevention gimmick to be used in conjunction with common sense. He gave a scenario which demonstrated that leaving personal property at risk provides an opportunity to the dishonest in our society.

Chris then moved on to home security stating that most crime suffered is inquisitive crime and that an average 3 out of 4 burglaries is the result of an unlocked door or unsecured window which has allowed access to the property. He then provided a volunteer with three plastic cups – each of them contained money but 2 of them were sealed with a rubber glove. The volunteer obviously took the money from the unprotected cup which simply demonstrated the importance of alarming property and keeping doors locked and windows secured at all times.

- Q House/car alarms are often triggered but no action is taken by passers-by/neighbours?  
 A This is a problem and burglars are known to trigger alarms and wait to witness the response before entering the property later. Alarms are on the market that reset after a period of time and continue to protect the home or which have an autodial facility which notifies the owner via a text. It is always better to have an alarm fitted as a deterrent.
- Q Is it true that burglars mark houses to identify easy targets?  
 A The criminal community may have codes that are not understood to the police but partnership working in Redcar & Cleveland helps to quickly address issues as they arise. Certain groups work as distraction burglars targeting specifically vulnerable members of society. Crime prevention advice is to always be polite to any caller but that you do not buy from the doorstep.
- Q A friend was harassed by an aggressive caller. Can anything be done about 'coldcalling'?  
 A 'Coldcalling zones' are being rolled out in partnership with Trading Standards who have powers which can be enforced. Any instances of nuisance 'coldcalling' should be reported to the police who can then alert Trading Standards and get in to the area to track down the perpetrators.
- Q We have a 'No Coldcallers' sticker which is often ignored?  
 A If you answer the door to a 'coldcaller' just politely explain that you don't talk about trading on the doorstep.

## **5. Working with GP Practices – Irene Poynter**

Irene is a Development Worker at Carers Together. In 2007 when funding for her post was coming to an end, a report was produced for Big Lottery which identified the importance of working with health professionals and, a further 5 years of funding was obtained to establish the role of Carers Health & Wellbeing Liaison Worker which she now undertakes.

GP Practices and Primary Care teams are often the first point of contact for many carers and it is important that practices can identify carer need, give information and advice about caring and signpost to specialist support and services.

Over the past 2 years, Irene has worked tirelessly to ensure that every GP practice in Redcar & Cleveland has information and posters about Carers Together including the Carers Emergency Card. Every GP practice also now refers identified carers directly to Carers Together using a referral form. This has recently been further developed to provide a 2-way process - carers in touch with Carers Together are now asked to sign an authority to send to their GP. She has established better working relationships with GP practices and Carers Together are now able to offer 'in your area' appointments at a number of practices so that carers do not have far to travel. Her role has helped to raise awareness of carers by GP staff and put procedures in place that have increased the number of carers on GP carers registers. She recently provided Awareness Training for GP practices, regularly attends team meetings and patient group meetings and circulates relevant information to all GP practices. She has also been involved with Carers Training which was provided by the PCT.

Irene hopes to build upon her work, specifically the training that she has started. All carers were encouraged to register with their own GP practice so that they can receive information and services and, in some cases, be given more flexibility with appointments or offered flu jabs, etc.

Q Does Carers Together promote the awareness of young carers?

A Carers Together refer young carers to The Junction, and provide details about The Junction for family members in the Information Pack they give to newly registered carers.

Q I undertook a personal survey 4 years ago and could find no mental health awareness issues available in GP practices. You are doing a wonderful job.

A Thank you.

## **6. Redcar & Cleveland Carers Strategy – Maggie Balmer**

For this update Maggie prepared a number of reasons why we have a Carers Strategy in Redcar & Cleveland.

The final draft is currently being agreed and will be presented to Council Cabinet and NHS Redcar & Cleveland Board in January 2010 before being printed and made available on websites in February/March 2010.

## **7. South Tees Hospitals NHS Foundation Trust – Amanda Marksby/Bill Davis**

South Tees Hospitals NHS Foundation Trust is the largest in the Tees Valley and serves the people of Middlesbrough, Redcar & Cleveland and Hambleton and Richmondshire and beyond with The James Cook University Hospital in Middlesbrough and The Friarage

Hospital in Northallerton. As a Foundation Trust, it has freedom to develop services for patients by reinvesting budget surplus - the new radiotherapy and oncology development at The James Cook University Hospital is an example. Amanda is Communications Lead for the Trust and encouraged everybody to have a much bigger say in influencing health services by becoming a member or governor. Being a member is a voluntary role and costs nothing. It simply demonstrates your support for, and interest in our hospitals, and their future. You may just wish to receive information about local hospitals or ask questions and give feedback through surveys, questionnaires and discussions.

Bill Davis cared for his mother who suffered with Dementia and also for his wife who died recently. His experiences proved quite unsatisfactory and so he has decided to stand in the last governor elections. Now an elected governor he must reflect members' interests and work on their behalf to improve services by providing an important link between hospitals and the local community; helping to gather views from local people and feeding back to them what is happening in the trust. The job requires time and commitment and while no special experience, skills, education or qualifications are required, candidates do need to have an interest in health service policy and keep pace with the key strategic issues facing the trust.

Bill's main interests are to improve services for those referred to hospital with Dementia and he is delighted with improvements which have been made thus far. He also works with training doctors on the needs of those with Dementia and asked that he attend the next meeting in March to talk about this in more detail.

Q Is St Luke's Hospital part of The James Cook University Hospital?

A They are separate and patients would need to be referred from and to either one.

Q I was not notified of an appointment that had been made for my son for whom I am a carer and wondered what action I could take about this?

A Communication is a vital issue which you could raise with the NHS Patient, Advice and Liaison Service (PALS).

Q I understand that The James Cook University Hospital has recently appointed a Nurse Liaison but with the upcoming Equalities Act it seems appropriate that all staff should be trained to treat patients with dignity and respect?

A As the largest employer in the Tees Valley – with over 7,000 staff – it is often difficult to communicate information. All nurses will however receive Dementia Training. This is another issue which governors can question and challenge and that is why it is so vital that members and governors come from a wide variety of backgrounds.

## **8. Nomination for Programme for Personalisation – Jane Reast**

The Personalisation agenda is being taken forward in Redcar & Cleveland with a governance board and a scrutiny group comprising of citizens of the borough. Representation is being sought from local partnerships. Gordon Mogg was nominated and was happy to attend a meeting in January.

## **9. Any Other Business – Gordon Mogg**

- Volunteers are sought to assist parent carers who are managing The Grenfell Club. Any interested parties should get in touch with Carers Together for contact details.
- A survey of health service assessment which consulted with professionals, carers and learning disabled service users has recently been evaluated. One of the comments stated that there had been no feedback from the previous year's survey. In order to rectify this, David Hamilton would feedback to the Learning Disabled Partnership Board and asked that he also speak at the next meeting of Redcar & Cleveland Carers Partnership in March 2010.

Gordon closed the meeting by thanking Maggie for standing in as co-chair. He then thanked the speakers and everybody who had attended what had been a busy but very interesting meeting, before wishing them a Happy Christmas, and a happy, healthy and prosperous 2010.

The next meeting is:

**on Monday, 15th March 2010  
at Coatham Memorial Hall  
Lunch served from 12 noon for a 12.30pm start**

