

Carers Pathway Group Minutes

16/04/2019

<p>ATTENDANCE</p>	<p>CARERS – Oksana Roberts, Clara Palmer, Cang Nguyen, Alganesh Ghebrawaldie, Purleane Chambers, Sheila Spence, Mary Ray, Sophie Khan, Margaret Gaskin, Zeynab Pishdar, Heather Blagrove, Romesa Auyeung, Deo Chouthi, Witold Ficinski, Mark Bennett, Mohammed A Shahid, Catherine Brown, Eugen Hockenjos, Jasmin Tarapden and Somsul Miah</p> <p>Chair – Ismail Bahriyeli – Carers Services Manager (IB) Mariama Pratt – Minutes – Finance Operations and Administration Officer (MP)</p>	<p>ACTIONS</p>
<p>APOLOGIES</p>	<p>None</p>	
<p>MINUTES OF PREVIOUS MEETING READ</p>	<p>Ismail welcome all present.</p> <p>Minutes read and agreed.</p> <p>IB feedback that text facility for carers will soon be available.</p>	
<p>FEEDBACK AND INFORMATION SHARING</p>	<p>IB fed back that during the last quarter ICH continued to support carers:</p> <p>301 enquiries which are then converted to cases, were dealt with in the last quarter of which 68% were for information and advice, 23% new carers registration and 8% carers assessment. (New carers registration currently averaging at 30 per month).</p> <p>On the actions of these cases - 21.5% of external referrals made related to activities, socialising.</p>	

	<p>19% of these actions were related to managing money e.g. welfare rights and grants.</p> <p>16% of actions were on coordinating care, which is to do with the person been cared for.</p>	
	<p>Carers asked if anyone had received a letter from the local authority as they were planning a meeting to get feedback form carers regarding direct payment process. A few carers confirmed that they had receive the letter.</p> <p>As IB was not aware of the letter that went out to carers, he asked one of the carers to forward him a copy.</p> <p>IB briefly explained about the process of direct payment. He would make contact with adult social care to find out more and feedback to carers.</p> <p>It was agreed for the next pathway meeting to be theme around direct payment (carers direct payment in particular) and if possible get a representative from the local authority to talk to carers.</p> <p>In the interim IB would do a write up on direct payment and personal budget for the benefit of carers.</p>	<p>IB</p> <p>IB</p> <p>IB</p>
<p>SUPPORT FROM TECHNOLOGY FOR CARERS</p>	<p>IB spoke about the Jointly App, which is a great initiative by Carers UK, for carers. He circulated information about the App and a digital resource for carers, which works in conjunction with the app. The app allows carers to connect with others involved directly or indirectly with the care for an individual being cared for.</p> <p>IB asked how many people present currently use IT systems or their smartphones to access email and apps. A show of 35% of carers present.</p>	

	<p>IB mentioned that Age UK is working on improving communication with clients and with the use of improved technology accurate and timely information can be sent out to carers in cost effective ways e.g. emails and text.</p> <p>IB stated that ICH would like to plan some free training sessions to support carers with the use of information technology e.g. emails and Jointly app. It was suggested that this should be advertised in the newsletter inviting interests.</p> <p>Carer stated that getting people into IT would be a slow progress as not everyone is comfortable with using technology especially for some people within certain age bracket.</p>	
AOB	<p>Carers UK State of Caring Survey for 2018 – this is an annual survey carried out by Carers UK about what’s happening with carers nationally. If anyone is interested in taking part on the survey, please visit https://www.carersuk.org/news-and-campaigns/state-of-caring-survey-2019 as the closing date is 24th May 2018.</p> <p>Carers stated that it is very difficult to source out information for cared fors’ conditions or where to get appropriate support especially if you are new to caring. Information are not readily available especially in the mental health.</p> <p>Lunch served</p>	
NEXT MEETING	<p>Date of next meeting: Tuesday 16th July 2019 Time: 11:30 am – 1:30pm <u>Address: Room 1, Islington Town Hall Upper Street London N1 2UD</u> Bus route: 4, 43, 263 and 271</p>	