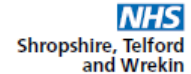




Protect, care and invest
to create a better borough



Carers Partnership Board Meeting

Date and time: Friday 11th July 1:00pm – 3:00pm

Location: All Age Carers Centre, Suite 12&15, Hazeldine House, Central Square, Telford, TF34JL

Chair	<u>Jeni Kuczynska</u>
Minute Taker	Kel Gregory
Attendees	Jeni Kuczynska - Chief Executive Officer Telford and Wrekin CVS Emma Wilde – Wellbeing Manager, Age UK Gemma Naylor - Carers Views Assistant Kathryn Gough - Pohwer Sandra Boyd – Outreach Team Leader Catherine Harryman - Children’s Commissioner Ellia Bell – T&W Adults Gemma Sanders – Adult Practitioner, Adult Social Care Simon Buckley – Robins - Unpaid Carer John Linnigan - T&W Adults Commissioning Sarah Poole – Co-Production Lead Liz Taylor – T&W Children & Adults Kel Gregory – Senior Business Support Officer, Adult Social Care (Minute Taker)
Apologies	Louise Cross – CAB Jolene Hallen - Project Manager, T&W Council Katie Donegan – Business Development Manager, Partners in Care Lou Johnson – Partnership Manager, DWP Patricia Beaumont – Co-Production, T&W Council Paula Reynolds - Wrekin Housing Group Sonia Konair – MPFT Esmae Cooke - Carers Centre Team Leader Amanda Benton - Service Delivery Manager, Adult Social Care Angela Causton – Commissioning Officer, Adult Social Care Christine Thursfield – Group Specialist, Family Hubs Matthew Newens - Telford Leisure Paul Edwards - Unpaid Carer Jan Suckling – Healthwatch Rekha Rani Chliber - Unpaid Carer Denise Jackson - ALOC Board member Ruth Smith - Patient Engagement Lead Glynis Baldrige - Unpaid Carer Amarjeet Ram - Telford Gurdwara Lavinia Moroz - Hale - Unpaid Carer

	Rebecca Carey - Education Leeona Marsh - Commissioning Specialist Linda Vaughan – NHS Autism, Learning Disability, Mental Health, Carers, AMHP's, DoLS & Pfa Ruby Sam Young - Unpaid carer Alex Rodger - Unpaid carer Linda Ricketts - Unpaid carer
--	---

Minutes

Agenda Items	Action
1. <u>Housekeeping – Jeni Kuczynska</u>	
2. <u>Welcome and Introduction – Jeni Kuczynska</u>	
3. <u>Partner/Unpaid Carer updates and Information</u> <p>Noted of apologies received, and adjustments needed due to the attendance.</p> <p>The project aims and we're focused on the similarities of caring goals for young people and adults. One of the aims is to increase representation and involvement of professionals.</p> <p>In terms of survey insights, these were conducted to determine the optimal time for gathering information. There are transport-related issues, which professionals are advocating for resolve.</p> <p><i>Support access and signpost to assistive and digital technologies to support carers and those they provide care to.</i></p> <p>In terms of the tracking system, priorities include transport access, and signposting for assistive and digital technology.</p> <p>A platform development with Google Gemini is currently underway. This should be proven to be beneficial for carer's use.</p> <p>The carers assessment is still ongoing, along with the magic note platform which is used to capture an individual's voice and conversation to dictate personalized care actions.</p> <p><i>Ensure that no decision about the carer or the cared for is made without their input.</i></p> <p>Magic notes are still being rolled out which will provide additional support with the distribution of the information which will give a clear and concise layout. The information is being audited. But considering feedback from carers as part of the auditing process could be valuable and provide further insight. This can also help utilize existing assessment data, and avoid redundant information being gathered.</p> <p>There were discussions on the clarity of the carers assessment, which highlighted the potential misconception about who would be classed as the main carer. And</p>	

also, multiple carers within one household should all be considered when completing an assessment.

With this consideration, you can highlight how the individuals may have different objectives, e.g. Seeking employment, other responsibilities. And also highlighting the significance of an individual's needs or care level.

Ellie is part of a task group which aim to identify and implement actions that will positively impact carers. The initiative is in its early stages of development with plans of future implementation, but this will be further discussed within that group.

There are substantial difficulties with carers who don't understand the processes, so they would qualify for additional assistance to ensure there given the additional support they need.

Also highlighted was the need for gender considerations but this may be a national issue. The need for advocacy can be identified in situations e.g. Dementia. Support is crucial for individuals who have these types of substantial difficulties as they will lack the understanding of our process. So, it's ideal for professionals to encourage clients to seek assistance via resources and platforms to help them provide the information required.

Raise the profile of carers nationality, sharing the challenges they face financial, physical and emotional.

All actions are currently ongoing.

Work is in progress with the hospital following the recent presentation. This has progressed with the health professionals, so awareness is widespread of unpaid family care, and the difficulties around it.

There has been positive progression from the carers point of view. Difficult conversations between the carers and professional are do exist when there are indications of needs no being met due to the difficulty in understanding.

To help enhance the support system, helping carers during hospital stay will prevent issues before discharge. These can include developing relationships within the hospital, The setup of specific care packages, and highlighting any issues prior to admission and discharge.

There needs to be more awareness in hospitals regarding unpaid care needs. The "I am" approach should involve direct engagement with individuals to understand their challenges and raise awareness of unpaid care risks involved. This can also be done with eLearning, presentations to various organizations which include the health and school setting. By doing this, we should be able to simplify the referral process as well to enable more staff to report potential issues that can result in streamline support.

Ellie who did a video with a carer, Which was based on the aims to normalize caregiving and address potential anxieties. Good feedback was received.

Information is to be gathered by all professionals regarding project consultations. This will involve attending various groups available.

Ellie to share within her task group the strategy of how to support multiple carers within the carers assessment.

There is more insight in the way young carers are accessing their education. E.g. provisions, and finances.

In terms of transition, it is important to focus on the challenges of a child during their transition to adulthood. Especially when cognitive development starts to progress. These challenges will include difficulty in communication and understanding of processes, where they will struggle to find appropriate resources and support. This could be for young people in/out of educational settings.

Promote offers to support carers to access activities /services within the borough, including the promotions of leisure inc. discriminatory payments. TLC within the Borough to support healthy lifestyles.

Support care will include accessing activities e.g. Ice Skating, and discretionary payments if needed. Nimbus cards are issued for carers in various places e.g. Cinema, and Theme Parks for queue skipping.

Professionals are aware that some individuals may exploit the use of these cards, falsely claiming the need for priority access. Efforts are underway to engage with organizations and address the misuse of the cards.

Discussed was the importance of having accessible ID with medical information which will be vital for emergency services.

A project called Move is free for carers. It involves free exercise for people with Dementia. The program offers community-based sessions and in-house sessions with providers, also allowing parents and carers to participate. These can be accessed via a referral.

Disability rights UK collaborate with the carers centre to provide free training to clients. The training aims to support well-being and active lifestyles. People are able to sign up via the online form.

4. Priority actions updates – Tracker

Empower and co-produce with carers to drive, change across the borough.

The aims are to ensure that the information, advice, and accessible guidance is accurate, concise, and correct. These items will include setting up more visual resources that are more perceptive, and consolidating information into areas of the borough for broader access. T&W's Information Officer can support this action.

In terms of the accessibility for carers, it's felt the carers centre hasn't been for everybody, but on the positive side, they have made a lot of improvements which has been helpful.

Relating to young carers, positive stories have been seen with neutral feelings, as young people aren't adapting to the digital newsletters. So, a different approach will be considered e.g. Videos, podcast, social media platforms so it can adapt more to the younger audience.

Further develop all age approach to supporting carers across the borough.

<p>The individual support system can be maintained with the approach emphasis of the one size fits all model. This involves exploring different communication methods and recognizing diverse backgrounds and experiences.</p> <p>It is known that there are eligible carers out there that are unaware of available support and are discouraged from seeking this support due to the complexity of applying for it. A lot of people do not want to fill out a multiple page document which can be tiresome.</p> <p>This is also similar to gathering feedback, where there is a lack of direct questions that are not generalized for a simple response.</p> <p>Newsletters that are distributed are also sent a link to the relevant feedback form. There hasn't been a lot of received feedback recently for some reason, but It would be ideal for professionals to consider taking the feedback form with them when seeing the client and also distribute some to various locations e.g. GP Surgeries. so, it can be encouraged for them to complete it.</p>	
<p>5. <u>New priority actions</u></p> <p><i>Further develop all age approach to supporting carers across the borough.</i></p> <p>Newsletters that are distributed are also set a link to the relevant feedback form. There hasn't been a lot of received feedback for some reason. It would be ideal for professionals to consider taking the feedback form with them when seeing the client so it can be encouraged for them to complete it.</p> <p><i>Promote local organisations who are able to support conversations about benefits.</i></p> <p>In order to promote information, it's important that organisations update their own literature online, as outdated information may lead to the lack of awareness of the support and services being provided.</p> <p>It would also be useful to use leveraging platforms like Facebook to spread information effectively.</p> <p><i>Work with health and social care staff to raise awareness of the role an importance of carers.</i></p> <p>The engagement with young people is crucial for understanding perspectives and identifying the starting points before completing the assessments. Education and access to employment opportunities are vital when providing initial support.</p>	<p>All professionals are to send Gemma Sanders a list of positive examples of a Carers offer that is beneficial, and responsive to the carers' role.</p>
<p>6. <u>Chair of board - Discussion/Vote</u></p> <p>If anyone would like to be a chair of the Carers partnership board, or co-chaired, then the position is available for anyone who would like to take on the role.</p> <p>The membership will remain the same, and Quarterly meetings will continue.</p>	

<p>7. <u>Any Other Business</u></p> <p>Video: Neurodiversity – A Person’s Perspective (Simon)</p> <p>The Carer’s partnership board setup has transitioned to the carer’s centre. This change aims to bring the board back in-house without altering meeting facilitation or effecting the priorities, and action plans. the plan would be to have ongoing meetings during the half terms week so that people so that carers aged 16 – 25 can attend and have some agenda items to suit them.</p>	
<p>8. <u>Date and Time of Next Meeting</u></p> <p style="text-align: center;">Date and time: October 2025 Location: Telford CVS / MS Teams</p>	

Previous Actions	
1.	The TOR will be put forward for a complete sign off.
2.	The progress of the carer adjustment passport will be reviewed by all professionals in the next meeting.
3.	The element of claiming towards Universal credit are to be further explored by DWP.
4.	Adult social care will collate and distribute concessionary rates and promotions for carers to access various activities within Telford and Wrekin.
5.	The Family hubs are to identify more young carers, and offer outreach services for additional support available
6.	Jeni will explore MAC training for professionals.