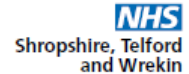




Protect, care and invest
to create a better borough



Carers Partnership Board Meeting

Date and time: Friday 4th April 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	<p>Amanda Benton - Service Delivery Manager, Adult Social Care Angela Causton – Commissioning Officer, Adult Social Care Christine Thursfield – Group Specialist, Family Hubs Emma Wilde – Wellbeing Manager, Age UK Esmae Cooke - Carers Centre Team Leader Gemma Naylor - Carers Views Assistant Gemma Sanders – Adult Practitioner, Adult Social Care Jeni Kuczynska - Chief Executive Officer Telford and Wrekin CVS Jolene Hallen - Project Manager, T&W Council Katie Donegan – Business Development Manager, Partners in Care Kel Gregory – Senior Business Support Officer, Adult Social Care (Minute Taker) Lou Johnson – Partnership Manager, DWP Patricia Beaumont – Co-Production, T&W Council Paula Reynolds - Wrekin Housing Group Simon Buckley – Robins - Unpaid Carer Sonia Konair - MPFT</p>
Apologies	<p>Louise Cross - CAB Catherine Harryman - Children’s Commissioning Officer Kathryn Gough - Pohwer Matthew Newens – TWC 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 Sarah Poole – Co-Production Lead Lavinia Moroz - Hale - Unpaid Carer Rebecca Carey – TWC Education Linda Vaughan – NHS Autism, Learning Disability, Mental Health, Carers, AMHP’s, DoLS & Pfa Ruby Sam Young - Unpaid carer</p>

Alex Rodger - Unpaid carer Linda Ricketts - Unpaid carer

Minutes

Agenda Items

1. Housekeeping – Jeni Kuczynska

Jeni gave an overview of housekeeping duties

2. Welcome and Introduction – Jeni Kuczynska

3. Agree and sign (TOR)

Following the amendments from the last meeting, it was agreed that the changes have been agreed for sign off.

4. Discuss Action plan and priority action – Jeni Kuczynska

Priority 2: Empower and co-produce with carers to drive change across the borough

Raise the profile for carers nationally, sharing the changes they face including, physical and emotional.

Carers week (9th June – 16th June) can be used as a platform to promote the role of Carers using social media.

Simon explained that the identity of unpaid carers should be considered during Carers Week. People don't tend to identify their responsibilities as a carer as they are too busy carrying out their duties within their role, or the fact that they are close to the person they are caring for.

Different group interactions would be beneficial from all areas of intervention e.g. Learning Disabilities, Mental Health, and Older Adults. This way, the word can spread more on the support being offered across the borough. However, we do need to be mindful, there are people who choose not to identify themselves as a carer.

Carers awareness should be raised with GPs, Hospitals, and Health hubs for example, that can be mentioned to patients and clients as open options of carers support available to them.

One of the advantages of the Carers Week is to bring issues forward to other professionals who are experienced with supporting concerns, instead of every concern being directed to the Social Workers

Louise from DWP stated there is currently a draft of a carer adjustment passport being developed by the DWP currently in the design stages and they are working with the young carers 'inbetweeners' age group (16-25) to get feedback on its design and what would be in the final document. At present it is just being developed for the young carer age group but if successful could have the potential to be rolled out in the future to support any working Carer which will be used for any age group that are working as an unpaid carer. This can also support employers and who can use this instead of having to explain themselves each time which can be exhausting. A draft version has been made that will be discussed with Inbetweeners professionals and question if they would use this within their care setting.

Amanda stated that Gemma Sanders and Ellie Belle who complete Carers Assessments will support to do some case studies of innovative approaches to Carers Assessments, and how carers have used one off payments

Ensure that no decision about the carer or the cared for is made before without their input.

From a social care perspective, A lot of the time there are carers who feel that they are not being listened to, nor are their opinions being considered towards decisions being made. For example, Carer Assessments are being put in place without the person being cared for having approval. Both the Carer and Cared for need to be aware that there are specific resources available which will include them in the early stages of care planning.

Simon felt that there are a lot of people who act as carers, who are not aware that they may be eligible for a Carers Assessment as well as not knowing the purpose of Carers Assessments.

It will be up to the professionals to encourage a wide spread of communication to what a Carers Assessment is, what it is for, and how could it be further it encouraged to be completed for individuals. Communications can start via team meetings, as well as a discussion during hospital discharge arrangements etc.

Priority 3: have a good physical, mental health and well being

Promote offers to support carers to access activities/services within the borough, including the promotion of leisure services within the borough to support healthy lifestyles

Amanda explained how there are a number of discounted concessionary rates that are applied for carers to be able to access. e.g. Ice skating, gym membership, Bike Hub etc. This is mainly via the Telford Loyalty Cards (TLC).

Amanda advised, there is currently a plan for the Adult Social Care to compile a directory of all of these concessionary rates to promote services such as the Healthy Lifestyles, and concessions that are available to them.

There are also some groups in Telford and Wrekin that may not be discounted for carers, but the activities are still available for carers to access e.g. Knitting, Zumba, Lunch clubs which are dementia friendly and also cheap to access.

Financial support can be considered as part of the Carers Assessment where a specific amount can be funded to access services of a person's interest.

Jeni spoke of specific block booking schedules for drop in's via various Community Hubs can be considered for carrying out Carers Assessments following the agreed signposting.

Being a "Carer Friendly Employer" raising the value and importance of balancing work with caring responsibilities with local businesses and organisations.

Louise from DWP stated the carer adjustment passport will be used to raise value and importance.

Employee champion training is also being carried out so employers are able to identify what should be provided, and how it is provided in accordance with the statutory government guidelines. And also, to resolve flexible work arrangements and employee benefits as

supportive measures. Gemma advised the training the Carers Centre are providing is around raising awareness and the identification of unpaid Carers. Through the delivery of this training, it is hoped that individuals will feel equipped to become Carer Champions within their organizations.

This will allow us to have named individuals within settings who we can give information to and ask to cascade or share anything relevant to Unpaid Carers and also for them to make referrals to us

Priority 4: Work in partnership with carers and the wider community to promote a carer friendly borough

Promote carers champion training in organisations across the borough

It was advised during the meeting posters regarding carer support for various age groups will be distributed by young carers and the hope is they will be distributed to schools to display to raise awareness of young Carers. This would be a good way of spreading awareness of young carers who have been identified to be as young as five years old.

The skills developed at a young age are not being fully recognized by employers and organizations. This requires advocacy for young people in the workforce, which highlights their potential contributions.

The focus must be on providing the right support to young people to prevent disadvantages, and the emotional impact of the young person's performance. E.g. Consistent tardiness at school.

There also needs to be a safety net for students with disabilities, and how fiscal policies are adhering to the support required.

Ensure staff amongst partnership organisations are utilising information advice and guidance to those they are supporting.

Professionals must ensure that up-to-date relevant information advice and guidance is used and cascaded to ensure that identified areas that require support is provided.

Outreach services can also be offered within schools to address young carers who require services.

MECC training is another option that can be used for a source of information gathering, and further support systems. This is run by the NHS and will be explored for professional enrolment. Louise Mills from TWC is involved with this – Gemma to link in with Louise Mills to include the Carers presentation into the MECC training

Support access to assistive and digital technologies to support carers and those they provide care to.

Gemma advised to the Board, a carer who was not present in this meeting has found an App that can be used for digital inclusion that would benefit carers, as well as family members. The App is called “**Jointly**”. The App allows self-care-management and family member can have access to information for support that may not be available anywhere else. There is also an App called “**House of Memories**” that allows users to record personal thoughts and perspectives.

Initial feedback on the apps have been positive, but further evaluation is needed to assess its effectiveness on the user. This includes emphasis on the understanding of different audiences e.g. Adults, Young People, Disability, Employment.

Jolene from TWC stated, professionals are working with Cap Gemini volunteers to support the digital drop-in sessions which run twice a week at Southwater, and Wellington Library. Sessions are also held for over 50s via AgeUK. Jolene gave Board members information relating to this during the meeting

Cap Gemini have also commissioned "Ability Net" which is a charity that support elderly and disabled people with using technology. Priority areas are being identified to determine what the delivery outcome is. A survey will be explored to determine what the concerns are around digital literacy, and the type of digital training that can be offered.

Recruitment of two roles is currently underway, that is within a 12-month timeframe

Jolene stated she will link in with Gemma to attend the Community Hubs across the borough to promote the use of Digital Technology

5. Feedback on Carers Wellbeing Guide – Gemma Naylor

It was discussed at the last meeting for Board members to review the Carers Wellbeing Guide and to advise of any amends/ changes/ additions. During the meeting no one advised of any amends etc to the Carers Wellbeing Guide.

It was suggested an inventory to track the locations of the where the guides are located, and other locations they can be distributed to ensure information is provided widespread.

To be discussed at July's meeting.

6. Roles and responsibilities of the Chair – Gemma Naylor

During the last meeting, the Chair shared with the Board a draft Roles and Responsibilities proforma to support Board members with the roles and expectations of a Chair. Gemma asked the Board again if anyone would like to put themselves forward to Chair a meeting, please send expression of interest to the Carers Partnership Board via CPB@tandwcvcs.org.uk so it can be voted on.

Gemma also asked the Board to advise on Action Priority areas for the next meeting

7. Any Other Business

None

8. Date and Time of Next Meeting

Date and time: Friday 11th July 2025 1:00pm – 3:00pm

Location: Microsoft Teams / CVS Room (Hybrid)

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Actions		Responsible
1.	The TOR will be put forward for a complete sign off.	Jeni
2.	The progress of the carer adjustment passport will be reviewed by all professionals in the next meeting	Louise -DWP
3	To look at how Carers Week can promote the identity of unpaid carers to people with Learning Disability, Autism etc and with hospitals GP surgeries, Community Hubs etc	Gemma
4.	The element of claiming towards Universal credit are to be further explored – to feedback at the next CPB	Louise
5.	The Family hubs are to identify more young carers, and offer outreach services for additional support available	Christine T
6.	Explore MECC training and if this can be used for professionals.	Gemma
7.	Information will be gathered regarding consultations for digital support. This will involve attending various groups available.	Jolene
8	To link in with Louise Mills to discuss the role out of the MECC training	Gemma N
9	Jolene to attend the Carers Community Hubs to discuss Digital Inclusion	