Hampshire Carers Partnership & Learning Disability Partnership

Carers LD Working Group Meeting

Date: 15th January 2024

Time: 2.00 – 4.00pm

Method: Zoom

*Administration Notes:*

*The first time an abbreviation is used, it is in bold text.*

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|  | **Welcome/Apologies/Introductions**Introductions were made.**Conflicts of Interest** – none declared.  |  |
| 1.0 | **Hampshire Hospitals NHS Foundation Trust (HHFT):** BR, Patient Experience and Engagement Lead, HHFT, joined today. BR wants to link into networks to improve the experience of patients, carers and families when they use HHFT; she started in post last August. There is lots of good work**,** but BR feels there is still lots that can be improved and lots of good work to come. She feels the CQC changes are positive and will improve networking with patients and carers in co-production.Last year BR launched the Involvement Network, examples are delivering training to T-level students; staff having the opportunity to listen to patients and carers; disability focused sessions; BR wants to build on this and increase engagement. HHFT, covers acute hospitals in Basingstoke and Winchester, and is part of the **Hampshire and Isle of Wight (HIOW) ICB**. AM added that there is a HHFT link for Patient and Public Engagement:<https://www.hampshirehospitals.nhs.uk/get-involved/patient-public-involvement>Currently there is a consultation being run by HHFT on where to build the new hospital in Hampshire, which will contain a major trauma unit. The possible sites are Dummer, or Basingstoke, on the site of the existing hospital. The consultation closes in March. It will impact everyone as the current accident and emergency departments will be impacted, so AM encouraged everyone to participate in the consultation. Here is the link:[MoHHS\_Consultation\_Summary\_VF\_UPDATED\_LR\_20240110.pdf (hampshiretogether.nhs.uk)](https://www.hampshiretogether.nhs.uk/application/files/7017/0595/8377/MoHHS_Consultation_Summary_VF_UPDATED_LR_20240110.pdf)This prompted a short discussion about how accessible a new hospital would be if it was to be built on the Dummer site, if the M3 was closed in an emergency. PH, who used to work in transport, reassured members that there are alternative routes to Dummer; AM encouraged him to complete the consultation and include these comments. |  |
| **2.0** | **Matters Arising:**Action 2.1: JH to delete para in Appendix 1, re: JS’s comment on taxis, as it is incorrect. **Actions and Feedback from last meeting –** If no update, action has been achieved. See also actions on page 5* *PH to email JN with further details about supported employment and he will look into this issue for him* – PH has now been contacted by someone from Supported Employment and he has had it confirmed that there will no longer be support for his son to find employment.
* JD will be attending the next meeting to address the issue of recruitment in supported living.
* Concerns about the financing of shared lives and individuals being asked to contribute towards the utility bills with their additional cost of living payments from central government – JN agreed this is an issue at present in supported living. The weekly cost that the service user pays to their carer has been fixed for many years, and so with the cost of living increasing, it is not now enough to cover the costs to the carer. This is being reviewed as part of the supported living review, as service user benefits have increased**,** and they also receive winter fuel payments. The increased fixed cost will be included in the new service agreement.
* MW and JN had a further discussion about payments, which need to be resolved outside the meeting.

Action 2.2: JN and MW to meet outside of the meeting.* *JN is waiting for approval from DMT, but the plan is that Direct Payments (DPs) will be increased at the same time as res care and day service fees. JN to provide a written update once this is signed off –* JS is concerned about AHC taking money back from direct payments, even though, she knows of someone who couldn’t recruit staff, because of the low rate of salary, dictated by AHC, she could pay.

Action 2.3: Query needs to be directed to DH who Chairs the DP Group – Donna to be invited to a future meeting. * Action 2.4: Dave and Anne to meet to design a flyer to promote the Carers LD Working Group and attract new members.
* Action 2.5: AL to send a copy of the latest LDP Newsletter to AM.
* JS reported that the new disco, in Southampton which CS has attended, was very good. Action 2.6: JS to send details to DH, to be included on the FB page.
* *JS asked members to keep a look out on Facebook for an advert for the Hampshire PA Finder; if you do see it, please “like” and let DH or JH know –* N has sent JS a copy of the advert; no one has reported seeing it advertised.
 | **JH****JN/****MW****JH****DH/****AM****AL****JS/****DH** |
| **3.0** | **AHC Update - JN** – see Appendix 1 and presentation.  |  |
| **4.0** | **Updates** **Communications Group** **– AL -** at the last meeting the newsletter was discussed. The group are looking at a survey for self-advocates [Experiences Survey - Hampshire Learning Disability Partnership (hldp.org.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhldp.org.uk%2Fexperiences-survey%2F&data=05%7C02%7Cjo.hooper%40carerstogether.org.uk%7C1ef3b40b77344d232e8c08dc172e373c%7C602eec4992fa44fab8ae7f2e5ab763bb%7C0%7C0%7C638410734453474351%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=y56CGgnmVYrmkemZ%2BEm6QJObWgGRVO%2B%2BkvGwRY8Jmes%3D&reserved=0)There is not an opportunity on this survey to canvas parent/carer views and the group said they would like this opportunity. Action 4.1: AL to consider this further.**Complex Needs Group** – AL - AC is now chairing this group and she will liaise with DH to avoid duplication of agendas.**Older Persons Partnership** – AM – it is hoped this will be launched in March/April this year. AM is working closely with one of the senior managers from AHC to prepare for the launch. It is anticipated that this group will be called the Hampshire Older Adults Partnership (HOAP)**Carers Strategy** **Review** - AM- a final draft was completed by the end of October, but the Hampshire Carers Partnership was unable to submit it to AHC because they were then told by the representative of adult services that more consultation needed to take place, even though they had been involved with the discussion throughout the process. The draft has now been finalised and will be submitted for governance approval to ACH within the next few days. | **AL** |
| **5.0** | **AOB:*** AM reported that **University Hospital Southampton (UHS)** have recently joined with Carers Together to facilitate a Listening Lunch for Carers. The event was to ask carers about their experiences of using UHS (Southampton Hospital) and the experiences of their loved ones. UHS staff and governors were also present to hear people's experiences and felt challenged about what they heard; one of the comments which had a significant impact was senior managers not appreciating that people could be in hospital for weeks without having a haircut or shower. Whilst areas of poor practice were identified it was also acknowledged that it is good that hospitals are now listening to patient experiences, and some positive experiences were also shared. One of the overriding main issues is lack of communication. Sometimes it's the little things that make a big difference, e.g.,staff introducing themselves to patients; someone being helped to wear their own pants; people being asked which hot drink they would like, etc.JN reported that AHC also received the same sort of feedback about the little things making a big difference, for example if someone says they will phone you back on Friday afternoon, staff should make sure that they do so.JS commented that as an ex- nurse she wanted to remind people that hearing is the last sense to go, so to be aware that people can hear even if they are unconscious. Patients still need to know if it is night all day, and things like leaving the television on in the background can be really comforting.
* BR overseas the voluntary services team. There are currently 300 volunteers and HHFT are now actively developing volunteer support roles in emergency departments. This started with people who had dementia having volunteers sitting with them and then following them up to the wards to help settle them in. The volunteers are an incredible team of people and are now back to pre-covid-19 levels. BR also acknowledged that they need to be careful not to use volunteers to replace paid staff. There are two people who currently volunteer who have autism but BR didn't think there was anyone volunteering who had a learning disability. HHFT do run a supported apprenticeships scheme, for people with learning disabilities and people with autism, to help people to get into paid roles. [Project Choice at Hampshire Hospitals NHS Foundation Trust (hampshirehospitalscareers.co.uk)](https://hampshirehospitalscareers.co.uk/trainings/project-choice/8)BR is also making some short films to support people who have to go into hospital, particularly people with a learning disability. If members have an experience they would like to share, for use with the Learning and Development Team, please contact BR, HHFT are training admin staff and sharing patient stories with them.
* There was some discussion about how to get feedback from those individuals in "Shared Lives" placements, when individuals are sitting next to their "Shared Lives" carer(s). AL suggested that maybe advocacy could be an answer. Listening to and understanding what the individual may need including what they are experiencing and what they would like for their future?

AM wished everyone a Happy New Year. |  |
|  | **Date of next Meeting:** 14th March 2024 10.00 – 12.00 |  |

See below for Action Summary

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|  |  | **Updates/Actions from 15th January 2024**  |  |
| **No.** | **Ref** | **Action** |  |
| 1 | 2.1 | Matters Arising: JH to delete para in Appendix 1, re: JS’s comment on taxis, as it is incorrect.  | JH |
| 2 | 2.2 | JN and MW to meet outside of the meeting to discuss further her son’s additional payments to his supported living carer. | JN/MW |
| 3 | 2.3 | Query about service users needing to pay back unspent DP funds, which have accrued because they can’t recruit staff, because of the low rate of salary, dictated by AHC, they can pay. Question to be directed to DH who Chairs the DP Group – DH to be invited to a future meeting.  | JH |
| 4 | 2.4 | DH and AM to meet to design a flyer to promote the Carers LD Working Group and attract new members. | DH/AM |
| 5 | 2.5 | AL to send a copy of the latest LDP Newsletter to AM. | AL |
| 6 | 2.6 | JS reported that the new disco, in Southampton which CS has attended, was very good. JS to send details to DH, to be included on the FB page. | JS |
| 7 | 3.1 | PH raised an issue of fire safety which involves the property where PH’s son lives currently. PH to email JN the address of the property and JN to investigate. | PH/JN |
| 8 | 3.2 | JL reported that MENCAP are working with the University of Winchester on a report which she received a draft for today. JL will inform people when this piece of work is going to be presented.  | JL |
| 9 | 3.3 | JS to email JN the details of the support provider, re the horse riding concerns, so that he can sensitively investigate this further. | JN |
| 10 | 4.1 | Carers would like the opportunity to take part in a survey, on their views of the remodelled LDP. AL to consider this further. | AL |