

DRAFT
Minutes of Sutton Carers Forum
Monday 16th December 2019
12:00pm – 2:00pm at Sutton College, St Nicholas Way, Sutton, SM1 1EA
G1

Ken Fish (Co-Chair)
Rachael Macleod - (CEO, SCC) (RM)
Bradley Coupar (Smart Place Project Manager) (BC)
Brian Dear (Safeguarding Report Representative)
Kelly Silver (Director of Services, SCC)
Victoria Bastock (Temp. Carers Forum Admin, SCC)
Cllr. Marlene Heron (Adult Carers Champion)
Cllr. Chris Williams (Young Carers Champion)
Christine King (Sutton Carers Centre Volunteer)

Brian Webb
Angela Hanken
Diane Tookey
Paul Gray
Helen Denne
Mary Meldrum
Derek Yeo
Marilynne Burbage
Anne Leedham
Jean Harman

Apologies to anyone who was present but is not named above; attendees were taken from the sign-in sheet. We would be grateful if people could ensure that they sign-in. Thank you.

1. Welcome, Apologies and Chair's Announcements

- 1.1. Ken Fish, Chair for Sutton Carers Forum, welcomed everyone.
- 1.2. Welcome to the panel members and speakers: Bradley Coupar (Smart Place Project Manager), Rachael Macleod - (CEO SCC) and Brian Dear (Safeguarding Report Representative).
- 1.5. No apologies given.

2. Minutes from previous Sutton Carers Forum meeting and Matters Arising

- 2.1. Minutes of the Carers Forum Friday 25th September 2019 approved. No matters arising. Ken Fish invited Bradley Coupar to begin his interactive talk on 'Enabling individuals to live independently through technology'.

3. Bradley Coupar – 'Smart Place Project'

- 3.1 BC introduced himself as the 'Smart Place Project Manager' and talked about his background as a Social Worker.
- 3.2 BC began by talking about how technology can help with independent living, such as being able to travel safely, responsibly and freely. BC spoke about the trial service 'Go Sutton' buses.

BC advised that 'Go Sutton' is 'Freedom Pass' registered but not 'Oyster Card' registered. The service is currently running until April/May 2020. TFL are re-evaluating and assessing the service currently. TFL are looking at 300 journeys a day, being able to take people where they want to go and bring them back. BC talked about not being dictated by care needs and being able to be independent through travel. BC acknowledged that the service is not always a smooth one.

3.3 Challenges

A Forum participant expressed her frustration at the service, as she was not always able to arrange a journey when needed. This was seconded by Derek Yeo from Healthwatch who advised that he had experienced a very poor service and had discontinued using it.

BC apologised for the poor service they had experienced and took ownership of the problems, offering his contact details to people wishing to address issues. BC also offered to meet with people in order to tackle problems in person.

A participant suggested that the way Go Sutton is advertised could be improved, and BC explained about various advertising methods that have been used. Some suggestions were made by forum participants about other ways to advertise.

A participant raised a concern about how information is given to the drivers and there was a discussion surrounding this. Bradley asked for all the issues to be listed so that they can be addressed.

3.4 'Go Sutton' Complaints

RM offered that Sutton Carers Centre could collate information in an email, name and phone number for any complaints about the 'Go Sutton' Service so that they can then be forwarded over to BC.

3.5 'Digitally Enabled Care' Workshop

BC offered the Forum participants a drop-in workshop set up for 23rd January at Sutton Carers Centre from 12pm-2pm to explore 'Digitally Enable Care' and how it could assist them in their caring role and those they care for.

Further discussions covered:

- how the people most in need may access and make use of available technology that can help.
- how 'Go Sutton' can help save older people money on taxis

We would welcome 'Champions' to help encourage the use of modern technology to help enable others and SCC has been encouraging Carers to support each other.

3.6 What is Telecare?

Telecare is a reactive emergency alarm/security device, that calls for help if you or someone you know, falls or has a problem at home. One example was 'Eldercare – Sutton'. The sheltered housing scheme use Telecare. An 'Independent Living Officer' can do a Care Needs Assessment to assess needs in relation to Telecare.

BC explained that Continuing Health Care would assess whether telecare was required. The Social Work Team assesses needs, refers for financial assessment and if you have savings of less than £23,500, then you only pay a contribution to the service.

Question: Participant explained that they are a Carer and they worry about the person they care for and asked if the Carer can be contacted if Telecare is used.

Answer: BC explained that the Carer can be registered with 'Eldercare'.

Question: Participant explained that the person they care for has no sense of danger and wouldn't even know that they were to use the Telecare at all, if home alone.

Answer: BC explained that these concerns should be addressed as part of the Care Needs Assessment.

3.7 Training with Social Services

Rachael explained that Sutton Carers Centre is in the process of developing training with LBS for Social Workers to clarify how some of these situations/circumstances could be addressed in assessments, including Carers Assessments.

3.8 Other types of Digital Care include:

- Key Safe
- Personal Alarms
- Bed Monitors
- Fall Detectors
- Epilepsy Sensors

3.9 Telecare News for 2020

BT will no longer be offering any new 'Analogue' phone lines. By 2025, all current phone lines will have moved to digital. Analogue lines will need to be upgraded to digital. If we must upgrade, **'What more can Telecare do to support independent living?'**

3.10 My Sense

BC talked about trialling a pilot of 'My Sense'.

My Sense is a set of sensors set up around the house that may help to prevent problems. The sensors can tell if there is a change to routine and this could highlight possible problems.

Question: Participant expressed concern that all these technologies are set up to help those with physical problems and asks 'what if you have Dementia?'

Answer: BC expressed that these devices can also be very helpful in such situations, such as helping with medication reminders. BC talked about a woman who experienced increased toilet use and the doctor was able to use the data offered by the device to make an informed decision to offer antibiotics for a UTI infection. BC explained that when we have insight, we can help to enable care. Technology can help enable someone to be independent for longer.

3.11 Smart Speakers

BC offered the Forum an example of a Smart Speaker and offered the opportunity to try the speaker. BC informed the Forum that 33% of 'Smart Speaker' owners are aged 55 or over.

To use a Smart Speaker you will need:

- Internet
- Email address
- Smart phone
- £50

Some of the things Smart Speaker can do are:

- Play music
- Answer Questions
- Set Alarms
- Tell you the News
- Sync with your Smart Device
- Take memos/lists
- Tell you the weather

A participant expressed that they can use their 'Smart Phone' for lots of these things. BC agreed.

Question: Participant queried how much money it would cost to get set up?

Answer: BC indicated that around £100 would cover the necessary equipment.

RM asked the 'Alexa' Smart Speaker to play Christmas music to the Forum. Other participants also tried the device asking 'Alexa' various questions.

BC played a video example of an 'Alexa' user who has limited sight in which the gentleman asks Alexa to read 'The Guardian', for the football headlines and to play songs and albums via 'Spotify'. He also demonstrated turning the music down by touching Alexa. The gentleman also demonstrated shopping with Alexa, using his 'Amazon Prime' account. The gentleman's life had clearly been greatly enhanced with Alexa and the device helped him with everyday tasks, such as reading.

What more can technology do?

BC showed a video example of a lady who has physical disabilities caused by MS, piloting 'Alexa'. Her Carer talked about how much 'Alexa' has helped with her care. He explained that it had helped with her finances and also her well-being as it is interactive and offers mental stimulation and support. 'Alexa' can talk to her and she can ask for information and music. The woman demonstrated the lighting being turned on and off via 'Alexa' (Smart Lighting).

3.12 Other things Alexa can do?

BC demonstrated how to set reminders and how you can face-time/video call using 'Alexa Show 5' if you have the app on your phone and internet.

BC closed the presentation reminding the participants that Sutton Carers Centre has an Alexa on site that can be used as a sample and that a 'Drop-in Workshop' is taking place at the Centre on 23rd January 2020.

4 Rachael Macleod – 'What is happening for Carers in Education and Primary Care? What is happening to Sutton Carers Services in 2020?'

4.1 RM gave a brief update on Sutton Carers Centre's successful work in schools to identify and support more Young Carers, as funded through their BBC Children in Need project. She also outlined the new CQC GP Quality Standards for Carers and the work SCC is doing to support practices to achieve best practice standards.

4.2 Short term

Cheam Family Practice

Cheam Family Practice GP Surgery has become the first surgery in Sutton to make a 'Declaration' to meet NHS England's Framework of 7 Quality Markers for Supporting Carers in General Practice.

The CQC come out to inspect the GP practices. A member of staff at Sutton Carers Centre, Celia Johnson, has supported Cheam Family Practice in order to achieve this Declaration and will be supporting other practices in Sutton to achieve the same over the coming year.

RM explained that this is a lot more than just a piece of paper or a shiny star. It has taken a lot of hard work for the practice to achieve this Declaration.

Cllr. Marlene Heron added about how excellent Cheam Family Practice standards are. She stated that she has heard feedback about what a great service they provide.

4.3 Longer term

Working with schools

RM explained that Sutton Carers Centre has been working very closely with local schools and that this has been a priority area of work.

The latest Schools to be awarded the 'Young Carers in Schools Award' are:

- All Saints Benhilton Primary
- Robin Hood Junior School
- Overton Grange High School

The following schools are working very closely with Sutton Carers Centre in order to achieve their 'Young Carers in Schools Award':

- Harris Junior Academy, Carshalton
- Devonshire Primary
- Oaks Park High School

A participant talked about a child having a challenging time at Greenshaw and queried whether the school could have a 'worry box'. RM reassured the participant that Sutton Carers Centre are working closely with Greenshaw at the moment and would pass on this suggestion. RM advised that a student from Greenshaw organised a group of students to volunteer to pack bags in Asda on Saturday 14th December 2019, in order to raise money for Sutton Carers Centre.

4.4 Meeting 16th January 2020 – People Committee Meeting at LBS

RM advised that 'SEN' is to be discussed at this meeting and that this is likely to be a long meeting, so bringing refreshments would be advisable.

4.5. LBS Commissioning Review - progress for Carers Services

RM updated members about the meeting she attended with Kelly Silver prior to the Forum and is pleased to inform members that Carers are still a big priority for the Local Authority and they were told that there are no planned cuts to current budgets. Services/contracts currently commissioned from Sutton Carers Centre and others, are due to end at the end of August 2020. The plans for future will go to the LBS People Committee on January 16th, 2020 and if approved, we anticipate that we will know more the next day, with a chance for a quick consultation with Carers in January - February. The aim is to start tendering by March, and have results known by May 2020, with any new services officially starting in September, 2020. There is an intention to commission new services for potentially 5-7 years, which will be the longest period services have been commissioned for and will enable service providers to plan further into the future. Rachael promised to continue to advocate and negotiate on behalf of both Adult and Young Carers to ensure services are in place, and hopes for a positive outcome.

RM informed the Forum that Sutton Carers Centre continue to work hard to meet the needs of Carers. Although much consultation has already taken place over the past two years, she asked Carers to approach her and speak to her if they have any thoughts or feelings regarding the following:

- How would they like services to change and improve?
- What services do Carers want to protect?
- What would they like to see 'new' going forward?
- Anything else they would like to discuss?

Rachael advised that it will be a very busy time, but that she is optimistic for the future.

The Chair, Ken Fish introduced Brian Dear, to talk about Safeguarding.

5. Safeguarding Update

5.1. Brian Dear read the latest Safeguarding Report (please see attached).

5.2 A number of individuals at the Forum asked for the email and contact point for Safeguarding referrals:

Email: referralpoint@sutton.gov.uk Tel: 0208 770 4983

5.3 A participant suggested that Brian Dear have an earlier time slot on the Forum Agenda so that there is sufficient time to hear his important Safeguarding update information, and this was agreed.

6. Hot and Simmering Topics

- 6.1. There were no hot and simmering topics.
- 6.2 Rachael Macleod reminded participants that they were all invited to the Sutton Carers Christmas party on December 18th 4:30 – 7pm at Thomas Wall Centre, and provided details about the amazing sponsorship they have received – there will be lots of great food (including takeaways), presents for Adults and Children, activity tables, musical entertainment, raffle, tombola and more. Please reserve your ticket, even at the last minute, but everything is FREE!
- 6.3 Drawing of the Sutton Carers Forum Christmas Raffle:
The winners were:
- Marilynne Burbage
 - Cllr. Chris Williams
 - Ken Fish (Chair)
 - Helen Denne

The Chair, Ken Fish, thanked Bradley Coupar, Rachael Macleod and Brian Dear for speaking and thanked everyone for coming and participating in the Forum. Merry Christmas to all, at what can be a challenging time of year for Carers.

7. Dates of future meetings

- 7.1. Please add the dates for the next Sutton Carers Forum meetings in your diary:
- **Thursday, 26th March 2020, 12pm – 2pm at Sutton College, Drama Room** (*Directions to be included with paperwork*)
Speakers to be confirmed – ideas welcome
 - **Tuesday 9th June 2020 – 12pm - 12pm at Sutton Civic Offices, G1**
Speakers to be confirmed – ideas welcome

*If you have any queries or questions, or ideas for future speakers or topics, please get in touch with Vicky Bastock, **SCC Information and Communications Officer (temporary job-share), who also acts as Sutton Carers Forum Administrator via email** (suttoncarersforum@SuttonCarersCentre.onmicrosoft.com) or on the office number 020 8296 5611.*