



## Supporting Document

### Item No 10: Locality Forum Presentation

#### – Engagement with Carers

## Carers Engagement supported by Community Development Team City wide and locality examples of support provided: April 2018

### Introduction

Community Development Officers (CDOs) are involved in Carers Engagement through the carer participation structure which includes the Carers Reference Group (CRG) and the Local Forums. The CRG is made up of carers across Glasgow who aim to represent the views of carers and influence services to deliver the support that carers need.

The CRG has 3 Local Forums in Glasgow (North West, North East and South). Each of these Forums has carers as members from the local areas. The CRG has places for 6 carer's reps from each Forum and should cover all the care groups i.e. carers of older people, people with dementia, learning disability, mental health, parent carers and people with a physical disability.

CDOs support carer's engagement and participation through helping carers contribute to the HSCP Strategic and Locality Plans as well as the HSCP Participation and Engagement Strategy. In November 2016 carers took part in the City Wide Consultation on Carers Involvement with the aim of identifying the extent to which carers wish to be involved in the representative structure and in what sort of way. Carers from the CRG have representation on the Integrated Joint Board and the Carers Strategic Planning Group.

### City wide / Locality examples of carers' engagement

- The CDOs have worked with the Carers Champion to support carers engagement for example in relation to the aforementioned Carers Involvement Event ( Nov 16) and also in terms of supporting carers input to two events around Self-Directed Support in February and May 2017. The purpose of these events was to listen to carer's views and come to a consensus, as far as possible on the key Self- Directed Support Priorities for carers.
- The CRG and Carers Forum reps met with Councillor Mhairi Hunter who is the new City Convenor for Health and Social Care Integration and the carers took up the opportunity to feed in their views and comments for any new Carers Structure including the recruitment of a new Carers Champion. This engagement provided the basis for proposals in Councillor Hunter's Carer's Champion Report March 2018.
- CDOs recently supported carers involvement in the Consultation events around the new Glasgow's 5 year Mental Health Strategy with events in the **North West** ( Jan 2018) and **North East** ( March 2018).
- CDO supported consultation around the Carers Act and in particular Glasgow's carer's eligibility criteria. The CDOs encouraged carer involvement in the city wide consultation event on Glasgow's draft eligibility criteria. We also supported consultation on the Eligibility Criteria through the local forums and encouraged carers to take part in the online survey.

## **North West Carers Forum Engagement Forum**

- Carers have been engaging at the local level around the Carers Act. The North West Carers Forum invited the Carers Coalition to NW CF event held in Pond Hotel Dec 2017 with an opportunity through the input from Carers Coalition to feed in views on Carers Issues through the NWCF and CRG. One such issue was there was some strong feeling about having a CC with current carer experience.
- NWCF receives regular inputs on the work of the Carers Partnership including Performance Statistics and around the Carers Pathways for example the Parent Carer Pathway.
- CDO encourages NWCF to participate in consultations such as the Carers Eligibility Criteria, Carers Charter, SDS and HSCP Locality Plan.
- Contributed to the consultation on an NHS leaflet for carers.

## **North East Carers Forum Engagement work**

- Carers were supported by CDO to engage and participate in the HSCP Communication Survey which aimed to find out what people know about the HSCP and to understand how well HSCP communicate with people (last January)
- Carers Partnership Performance report/stats is one of the standard agenda item at the North East Carers Forum meeting, carers are informed of the performance of the Carers Partnership and have the opportunities to comment and to feed back
- Carers Forum members are supported to engage and participate in the HSCP Locality Engagement Forum. CDO work closely with the LEF workers and the LEFs have carer representation.
- Carers in the North East Forum were supported to engage and to participate in the 'What's important to You' survey of the proposed £40 Million Parkhead Health & Care Hub
- CDO organised a consultation session in the North East to consult carers about the Draft Eligibility Criteria. 16 carers from the North East were consulted and engaged in the Consultation and carers views and opinions were feed back to HSCP
- In the NE Carers Forum, speakers/service manager will be invited to the meeting whenever appropriate. In the past year, topics included
  - Parents Carers Pathway
  - Anticipatory Care Plan
  - Support to Young Carers
- Carers were supported to respond to the Scottish Government the Carers (Scotland) Act 2016 on the Consultation of the Draft Regulations and the Carers Charter. A written response on the Consultation on Carers Carer's Charter was subsequently submitted to Scottish Government.

## **South Carers Forum Engagement work**

- The 5yr mental health strategy was supported
- Feb 2018 HSCP LEF events on palliative care and older people was supported

- The local Forum has had Welfare Right speaker on two occasions (Robert Hinds) to discuss welfare benefits and Council tax, exemptions, rebates and charging policy.
- We also have had presentations from the Carers Coalition
- Local Carer Centres on referrals of carers in the service
- SW Care Team again referrals / service changes
- Hustings event for the local Council elections with candidates from Labour, SNP and the Green parties in attendance, others were invited!
- There was also a specific meeting to hear about and discuss the new GP Contract arrangements.
- Carers have also been supported to attend the launch of the Privilege card (also city wide event).
- Carers have also been mailed information on events in general. South Forum now meets monthly.
- Attendance at the locality forum presenting update paper on carer involvement
- There was also encouragement to attend the Eligibility Criteria consultation
- Provision of support for carer to make a presentation at the Launch of the carers act (3rd April 2018).
- Ongoing work / support with the Carers Champion.