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### Notes of NW Locality Engagement Forum Online Meeting held on 23 June 2021

#### Online Attendance

Sadie Gordon                      Muriel Anderson                      Gordon McInnes                      Nicky Neilson  
Lilian Woolfries                      Ellen Wright                      Tracy MacKenzie  
Kathleen Robertson (COPE)                      Iain Houston (Alzheimer's Scotland)  
Maureen Hunter (Stroke Association)

#### Online Apologies

Alan McDonald                      Robert Smith                      Alan Gow                      Winnie McPhail

#### In Attendance:

Ann Thomson, Centre Manager, GAMH, West Carers Centre  
Liz Brunjes, Quarrier's Project Manager, North West Carers Centre  
Callum Lynch, South Locality Community Engagement Officer  
May Simpson, NW Locality Community Engagement Officer

#### Introduction

May Simpson welcomed members to NW LEF - Carers services session introducing Liz Brunjes, Quarriers Project Manager, North West Carers and Ann Thomson, Centre Manager GAMH, West Carers Centre

#### Carers Services Presentation

Liz and Ann started presentation by defining an Adult Carer, a Young Carer and illustrating the range of people who can be carers.

The impact of Covid on Carers:

- 81% of unpaid carers are currently providing more care than before lockdown.
- 78% of carers reported that the needs of the person they care for have increased recently.
- 64% of carers have not been able to take a break in the last 6 months.
- 58% of carers have seen their physical health impacted by caring through the pandemic, while 64% said their mental health had worsened

The response from the Carers Centre was additional emotional and practical support – basic needs – food, help getting prescriptions etc at the start of lockdown; Glasgow Carers emergency plan (what happens if the Carer caught Covid? etc); distributed additional grant and funding to those most in need; distributed PPE for unpaid carers; provided information on the vaccination programme and purchased joint app - carers track.

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Also provided support and treats to young carers and families– games and wellbeing packs, Xmas presents, food hampers etc through Carers Trust funding. Young carers especially really missed personal contact during pandemic.

All Carers training is now online and will likely remain online but Centres will provide in person training/support to those who are unable to access training online. The Carers Centre's leaflet and information has all been changed to reflect online options and support. Moving forward it will be a blended approach to all service provision.

The Carers Centre provided social online gathering such as book club and netflix club, mindfulness sessions etc

Maureen Hunter shared [abilitynet.org.uk/about-advice-information-resources](https://abilitynet.org.uk/about-advice-information-resources) link for Ability Net – which supports people get online and circulation leaflets on the online supports provided by the Stroke Association.

Kathleen highlighted that projects and communities had worked in partnership throughout the pandemic. Ann and Liz highlighted core carers services, but everything is tailored to the individual carers needs:

- **Information & Advice** – often involves signposting onto other organisations
- **Emotional Support** – carers are provided with a family support worker who makes regular contact
- **Training**
- **Income Maximisation / Money Matters** – making sure carers are getting everything they are entitled to
- **Short Breaks / Self Directed Support**
- **'Having a Voice'**
- **Health Reviews and Young Carers Support** - a family model approach

Referrals can be made via

- GP
- Carers Information Line
- Carers Information Booklet but not currently being issued due to the pandemic and our response was to take referrals online.
- Online - Main pathway at [www.yoursupportglasgow.org](https://www.yoursupportglasgow.org) A worker you can complete this with consent from the young person's parent/guardian or encourage the young person or their family to complete it

All referrals go through Social Work Carers Centre for assessment:

- Priority 1: Crisis intervention usually seen within 24 hours of receiving the referral, especially if cared for/carer has cancer.
- Priority 2: Deescalate and stabilise /seen by SW team, respond as quickly as possible
- Priority 3: Support by Quarriers NW Carers Centre and GAMH West Carers Centre: support with information & advice, emotional support, money matters, short breaks, training & 'having a voice'.

Liz and Ann finished the presentation with carers feedback and contact details:

**Glasgow North West Carers Service: Quarriers**

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Phone 0141 954 1010

Email [Glasgownwcc@quarriers.org.uk](mailto:Glasgownwcc@quarriers.org.uk)

### **Glasgow West Carers Centre : GAMH**

Phone 0141 959 9871

Email [westcarers@gamh.org.uk](mailto:westcarers@gamh.org.uk)

### **Glasgow North West Social Work Carers Team**

Phone 0141 276 1066

Email [carersnwproject@sw.Glasgow.gov.uk](mailto:carersnwproject@sw.Glasgow.gov.uk)

### **Carers Information Line**

Phone 0141 353 6504

Email [info@glasgowcarersinformation.org.uk](mailto:info@glasgowcarersinformation.org.uk)

### **Your Support Glasgow**

[www.yoursupportglasgow.org](http://www.yoursupportglasgow.org)

### **Discussion and points**

Muriel thanked Ann and Liz for doing an amazing job in such challenging times – both supporting carers to stay safe and supporting Carers Centre staff to be able to continue to provide such a valuable service.

Q. What would be the priorities over the next 2 – 3 years?

A. Improving support, maintaining online or remote support, emphasis on building up services i.e. very little family support services in NW locality to meet the needs of families with a disabled child or children on the autistic spectrum – social and emotional supports, afterschool support, family support and play opportunities etc. Will continue to identify gaps in services and refer to the right people/department in order to be addressed.

Members discussed ways/developments that gaps in services could be addressed as often carer are left 'holding the baby'. It was noted that families living on the bread line or in poverty had difficulty accessing simple supports like meeting in a café for a coffee with another carer. Members highlighted the slow (or no) opening of community buildings (local halls, community centres) and services (such as Day Centres) – very few affordable community supports for carers and families.

It was felt the community had to organise itself to respond to gaps in services – with one partner organisation taking the lead to secure funding such as the Community Fund. Lots of examples over the pandemic where communities have come together and provided invaluable services – Anderson Pyramid, Drumchapel, Knightswood Linkes, Maryhill etc

Sadie illustrated the Possilpark Trust which has secured money to build a new community centre in Possilpark but it takes time to progress - so much bureaucracy, Glasgow Life's slow processes, securing funding etc – very frustrating

### **Closing Remarks**

May thanked Ann and Liz for the informative presentation and members for the lively discussion.

**Date of Next Online Meeting** – Homecare Services on Wed 28 July 2021 at 3.00pm – 4.30pm on MS Teams

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