

Carers Support Centre Forum April Meeting

Date

30/04/2019

Time

1.30pm-3pm

Attendance

9 members of Carers Support Centre Forum.

Stephen Bahooshy

Tanya Fitzgerald.

Croydon Carers' Service Specification Draft - Stephen Bahooshy

Stephen went through The Croydon Carers' Service Specification Draft. A forum member said that he thought it would have been helpful if the document had been distributed to forum members before the meeting, for their perusal. Stephen advised that he had only sent it to us the day before.

Stephen went through the document, it was noted that the current population of Croydon is 384,837 and that this is due to increase to 500,000 by 2050. He spoke about the actions from the strategy and their priorities.

Some time was spent on the council's new operating model, which has a focus on prevention and early intervention. The aim is to offer more joined up services, advice and support locally where it is needed most. He spoke of three of the six key themes – locality matters, preventing issues becoming problems and a system wide approach. This will involve changes to social work teams.

Stephen asked if forum members would like a council representative dealing with this, to come to speak with them about the localities project, and they said that they would.

A forum member commented that it would be useful to have joined up services, one place people could go to which could give them help and advice.

Another forum member wondered if there could be a 24 hour contact line for carers, he said that he found it frustrating when he phoned the council at 5pm, only to hear a recording that they had closed at 4pm.

Depression amongst carers and working carers was also touched on. A member queried the web chat box on the specification diagram, and Stephen

explained that he was keen to introduce this, as some working carers may be unable to make phone calls at work, and so this would improve access to information and support for them.

Another member had queries on BME carers, Stephen explained that he wanted to make support accessible for all, and that there are some BME support services which are provided by groups which are able to provide culturally appropriate services. The member asked Stephen what the council was doing to fully engage with carers, how the council is reaching out to carers and being accessible. Stephen acknowledged that this was a valid point and that the locality model should help with this.

Stephen spoke about the Carers Service Specification diagram and how he sees a lot of what is on there as coming out of the centre.

Stephen gave carers his contact email address for those who wanted to send questions directly to him.

Financial charging topic

All members were given a copy of the briefing policy, and Tanya went through it with them.

Guy Van Dichele meeting

Tanya explained Guy's position and gave details about his meeting on 24 July. Tanya agreed to ask Amy to email all members.

Carers Week

Tanya the members the run-down about this, and also handed out the flyers and asked them to promote to those who they think may benefit.

Next meeting date

Date of next meeting given as 28 May 2019.

AOB

There were no AOB items.