



Minutes

LINK Devon Personal Care Task Group Initial Meeting

Date: 23rd September

Venue: Kingsbridge Leisure Centre

Time: 1:30 for 2 o'clock start

1. Introductions: Present: Warwick Harwood (WG) Gillian Harwood (GH) Liz Hitchins (LH) Wendy Lloyd (WL) Jane Hansford (JH) Nick Cape (NC) Sarah Roe (SR) Lynne Robertson (LR) Caroline Lee (CL) George Alfred Husband (G A-H)

2. Apologies were received from Audrey Campbell (AC) Liz Gilbert (LG)

3. Terms of Reference for group

3.1 The Terms of Reference were introduced. The group decided that they would like to meet with Denise Brabin (DB) before they went ahead with a fully fledged task group. They also decided not to adopt a Chair at this stage.

4. Update and information sharing

4.1 CL updated the group on the meeting she and LR had with DB, which showed the position of DCC and the service providers.

4.2 The group reported that paid care workers were not happy with some aspects of the service and that they were overloaded with work and not paid for travel time, only mileage. It was not known what the mileage rate was but in a rural area this could make a significant difference to the workers rate of pay, especially where there were narrow roads which in summer were congested and in winter difficult to pass.

4.3 There was some discussion on the CM2000 monitoring system

and how this will work. The group were not happy about the consultation measures that were taken, some members felt that the decision had been foisted upon them.

4.4 WL said that North Devon had similar problems, and that the clients in the scheme she managed often came to her when there was no attendance. These clients were extremely vulnerable and relied totally on the services of a paid carer and had no friends or family to pick up the pieces. Although things had improved in town, in rural areas the problem was still significant with people simply being left in bed for the day or until a paid worker arrived.

4.5 LH said her interest was in community back up for when things go wrong, this was echoed by SR who wanted a community hub for carers and cared for to be able to contact when things go awry, and more emphasis on neighbourhood schemes to provide village based care workers. These could be commissioned through a registered social landlord for example.

4.6 The police are recruiting community volunteers and CL suggested approaching the Community Safety Partnership to investigate this further as it could be a role for them.

5. The issues for action

5.1 The group wanted to know what sort of monitoring is happening right now - how did people cope with feedback forms etc if they were on their own and needed support to complete these forms. There was a long discussion about how the agencies were managed and logistically organised - did paid care workers have an organised "round" for example?

5.2 The length of time it took to set up a placement was also criticised.

5.3 Service User Involvement at all stages of the process from tendering and contract monitoring to staff appointment was seen as desirable.

5.4

- There should be more money for rural areas to enable people to have the chance of equal treatment.
- Workers should be paid for travel over and above mileage

rates.

- The whereabouts of paid workers should be recorded so they can be tracked when they do not arrive or are late
- Agencies should know the area well, and equip staff to do the same.
- Missed Visits - it was hard to track down whether people or departments were billed for missed visits.
- Lack of respite care - why?
- No contact from agencies when paid carers failed to arrive.
- Appropriate training for care workers.

6.Action planning/timescales

6.1

- **Management of Agencies** - logistics, pay and recruitment, training.
- **Service User Involvement** - At every possible stage of service commissioning and delivery.
- **Respite Care** - Why is it in such short supply?

The Task Group would like meet with Denise Brabin and her colleagues to discuss these headings.

7.Any other business

Possible Venues for Meeting : Chudleigh, Exeter, Totnes, Newton Abbot. CL will contact the group as soon as possible once a reply has been received from DCC.