



CARERS IMPACT
DEVELOPING MAINSTREAM SERVICES FOR CARERS



QBAN (Kin)

CARERS IN THE MAINSTREAM?

Report of a conference
held on 16 November 1994

**KING'S
FUND
CENTRE**

KING'S FUND LIBRARY

11-13 Cavendish Square
London W1M 0AN

Class mark	Extensions
Q8AN	kin
Date of Receipt	Price
27/4/98	Donation

CARERS IN THE MAINSTREAM?

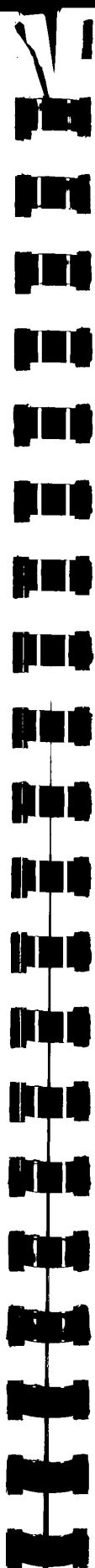
Report of a conference, 16 November 1994, London

Organised by Carers Impact

Report by:

Janet Hadley, 18 Burma Road, London N16 9BJ
Tel: 0171-254 3950

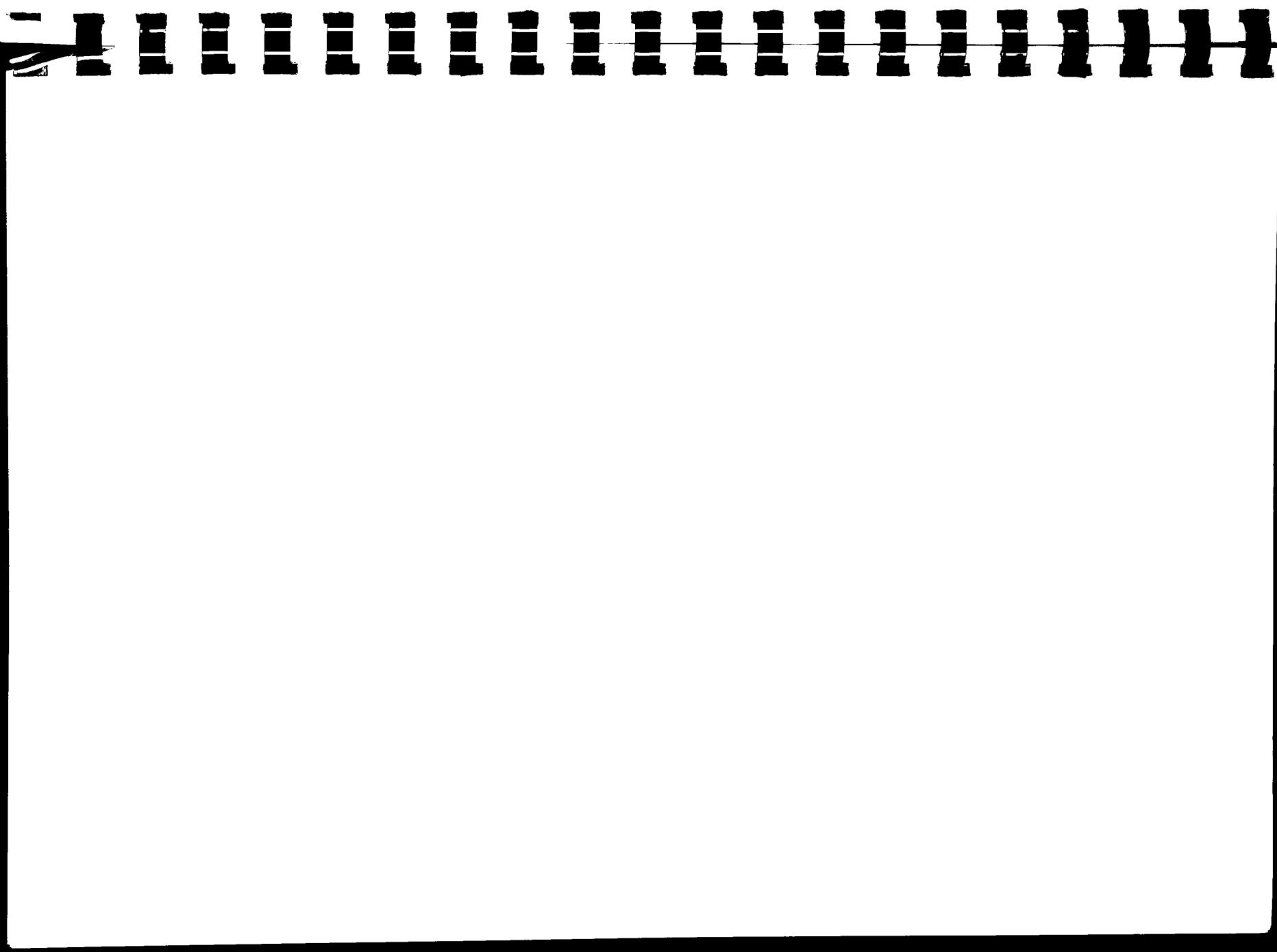
January 1995



CARERS IN THE MAINSTREAM?

CONTENTS

Conference report.....	Pages 1 -15
Conference programme.....	Pink pages
Biographical notes (plenary session speakers).....	Green pages
Breakout session topics.....	Cream pages
Participants list	Yellow pages



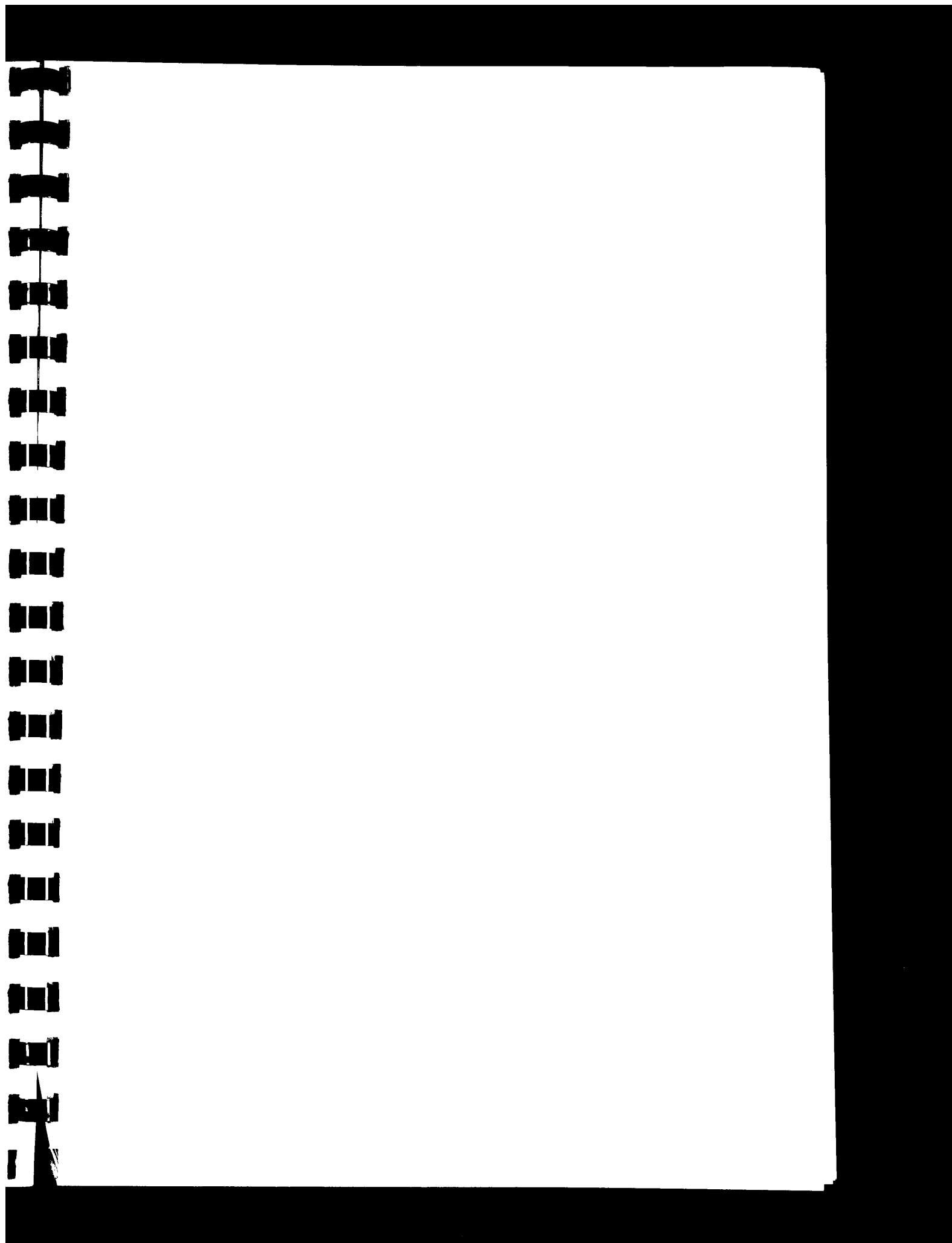
CARERS IN THE MAINSTREAM?

CONFERENCE REPORT

Carers Impact Project

Carers Impact is a three-year development project, working in thirteen places across England. In each place a team of four people, each experienced in improving support for carers, is working with local health and social agencies to achieve the key community care priority of providing practical support for carers. The project, which is managed by the King's Fund Centre, also fosters opportunities for agencies to learn and benefit from each others' experiences, through publications, meetings and evaluation services. This conference was part of that process.

The one-day conference attracted an audience of more than 160 people, from a wide variety of health and social service agencies and also included a substantial number of carers.



Morning Session

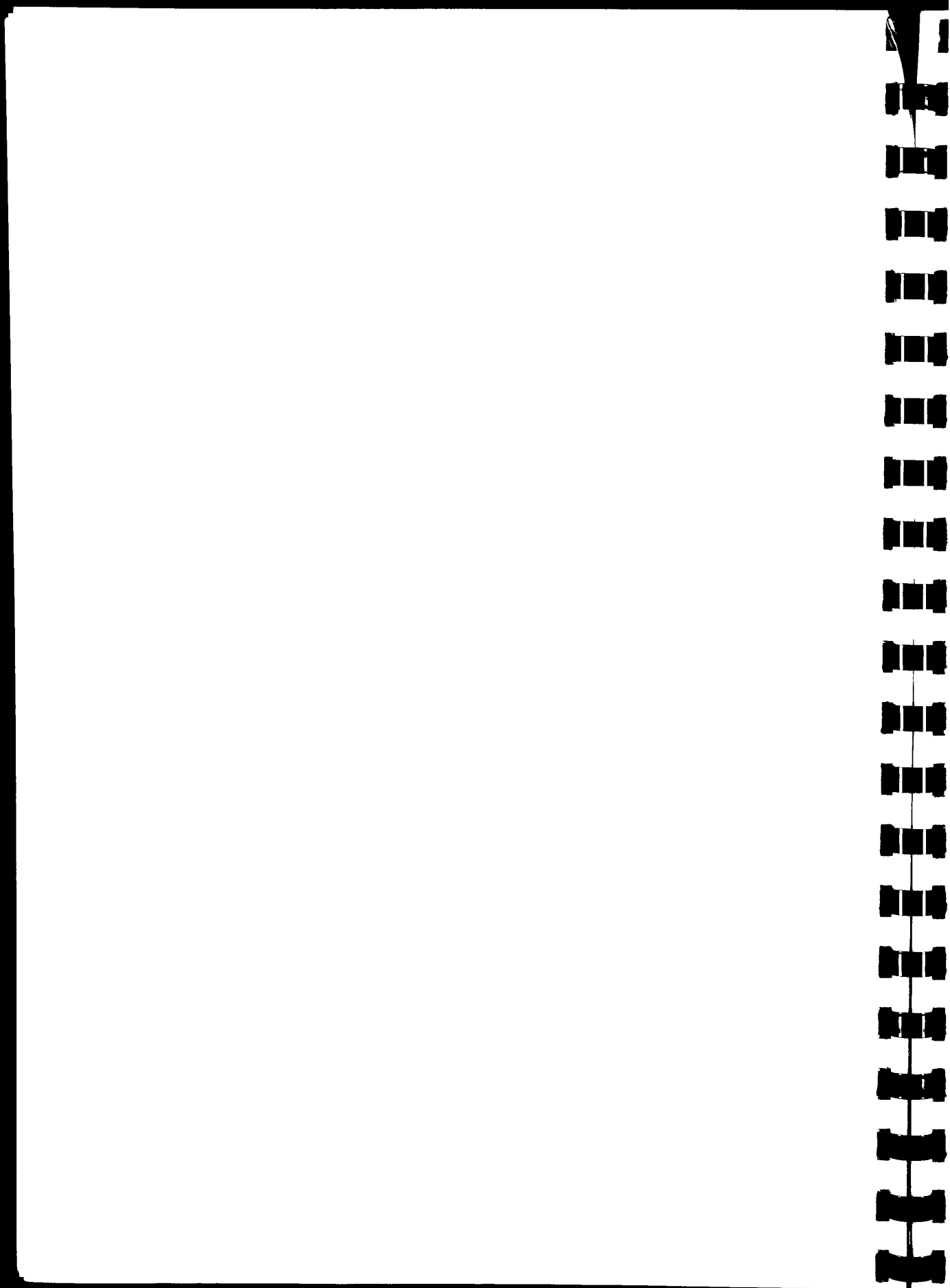
Mr John Bowis MP, Parliamentary Under-Secretary of State, Department of Health

Paying tribute to the work of carers, John Bowis said that, 'the State could not begin to replace them', and he outlined what his department is doing to support carers and improve services.

He highlighted the work of the National Users and Carers Group, which is considering charters for carers. John Bowis said these would greatly aid carers in knowing what services they could expect and how to apply for them. He endorsed the need for all agencies to commit themselves to improving services for carers, and stressed that when care planning assessments are carried out, carers should have the chance to be assessed separately.

Turning to new issues and challenges, John Bowis pointed out that consultation with carers, should be 'extensive, detailed and frequent'. There is a danger, he warned, of 'consultation fatigue' among some carers and carers' groups. To avoid this, carers must be informed what the outcome of their efforts have been, and are entitled to expect that consultation will lead to meaningful change. Imaginative changes can and are being made by a number of local authorities, and John Bowis paid tribute to them.

Hidden carers, especially children and young people, are a great challenge, and John Bowis said he is particularly keen to address their needs. Finally, he urged carers to participate as fully as possible in the development of local carers' charters and to use all the available channels to make their views heard by the NHS and by local authorities.



Mr Ray Rowden, Director, Institute of Health Services Management

Speaking on the future agenda for carer support - an NHS perspective, Ray Rowden gave a personal, not an Institute of Health Services Management viewpoint. Amid much talk of turmoil in health and personal social services, Ray Rowden pointed to a number of certainties which will impinge on health services over the next decade.

First, advances in medical technology are transforming acute care and will compel a radical rethink in many concepts of care. Secondly, many more people are going to live much longer - to more than 85 years of age. That means more people who are not very mobile and a higher incidence of common cancers and dementia.

Thirdly, factors such as more acute inner city stress, long-term unemployment, and HIV/AIDS all mean that providing community care is not going to get any easier. Lack of money and the changes in population structure in particular will make managing it uphill work.

Against such a background, Ray Rowden emphasised two issues which he believes are fundamental for carers. First, empowerment of carers needs to become a reality. At present 'professional arrogance' is the prevailing theme, as many of the Ombudsman reports demonstrate. People with HIV/AIDS have done much to promote empowerment and there are also some good cancer services which really empower people and communicate with them in such a way that the information makes sense.



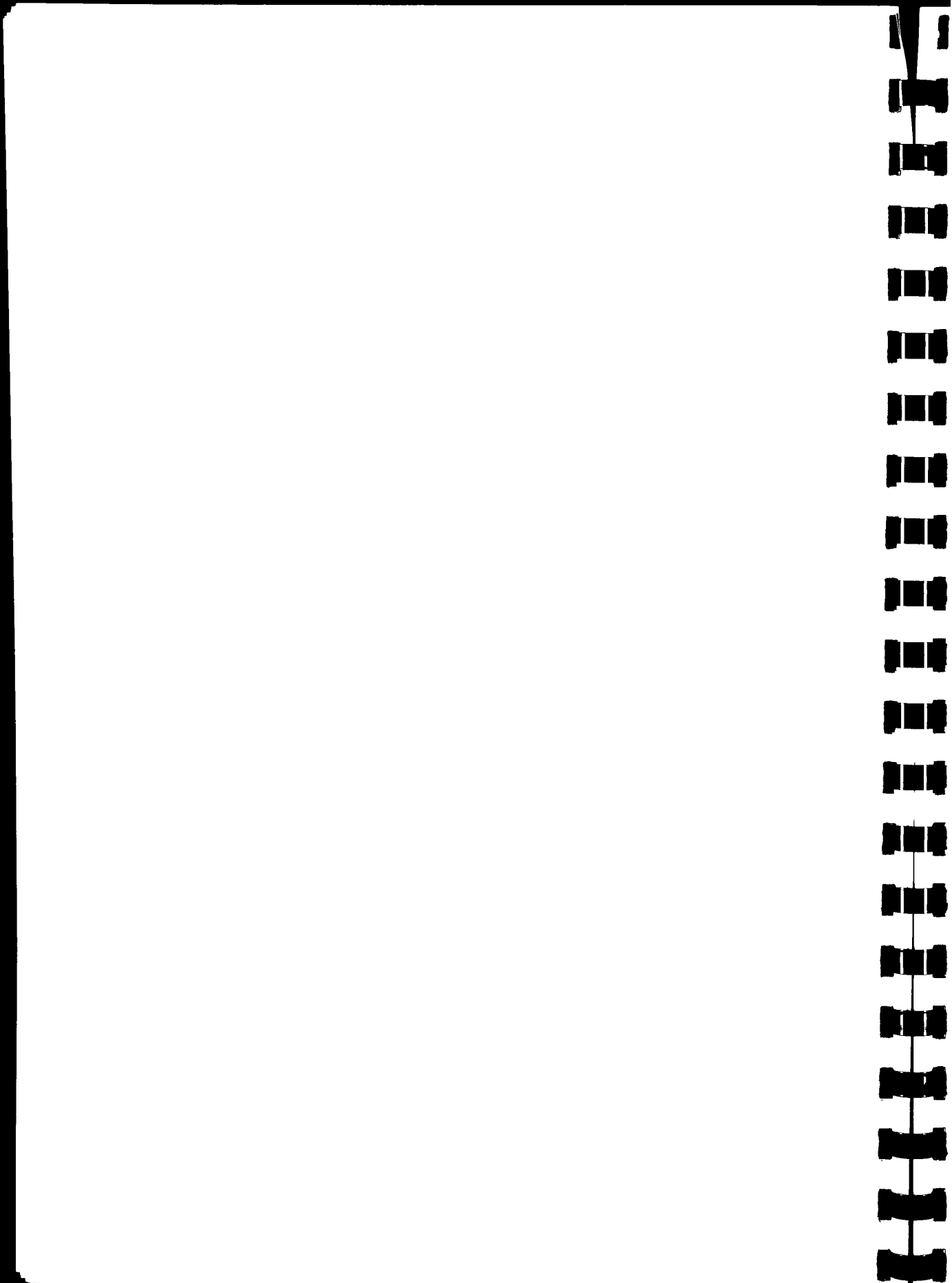
Finding flexible ways of working and training people to be flexible is the second key issue, according to Ray Rowden. When a man in a wheelchair, living at home, receives visits from six different people, it shows how services are put in boxes and not flexibly organised. Carers keep saying they don't mind which agency or professional helps, so long as the help is given. Training needs to be altered, so that doctors, nurses, physiotherapists and so on are trained to do things with people, rather than to them.

Finally, go for the power, Ray Rowden urged carers. The split between purchasing and providing is here to stay and carers should make sure their views are heard, 'alongside the accountants', on trust boards (providers) and health commissions (purchasers).

Richard L Harbord, Chief Executive and Director of Finance, London Borough of Richmond

Invited to speak on investing in support for carers - resources, Richard Harbord sketched out the main features of local government finance. There are no protected sources of money for services to carers.

Money for running local authority community care services comes mostly from tightly controlled central government grants, and local authorities face penalties if they spend too much or try to raise too much from the council tax.

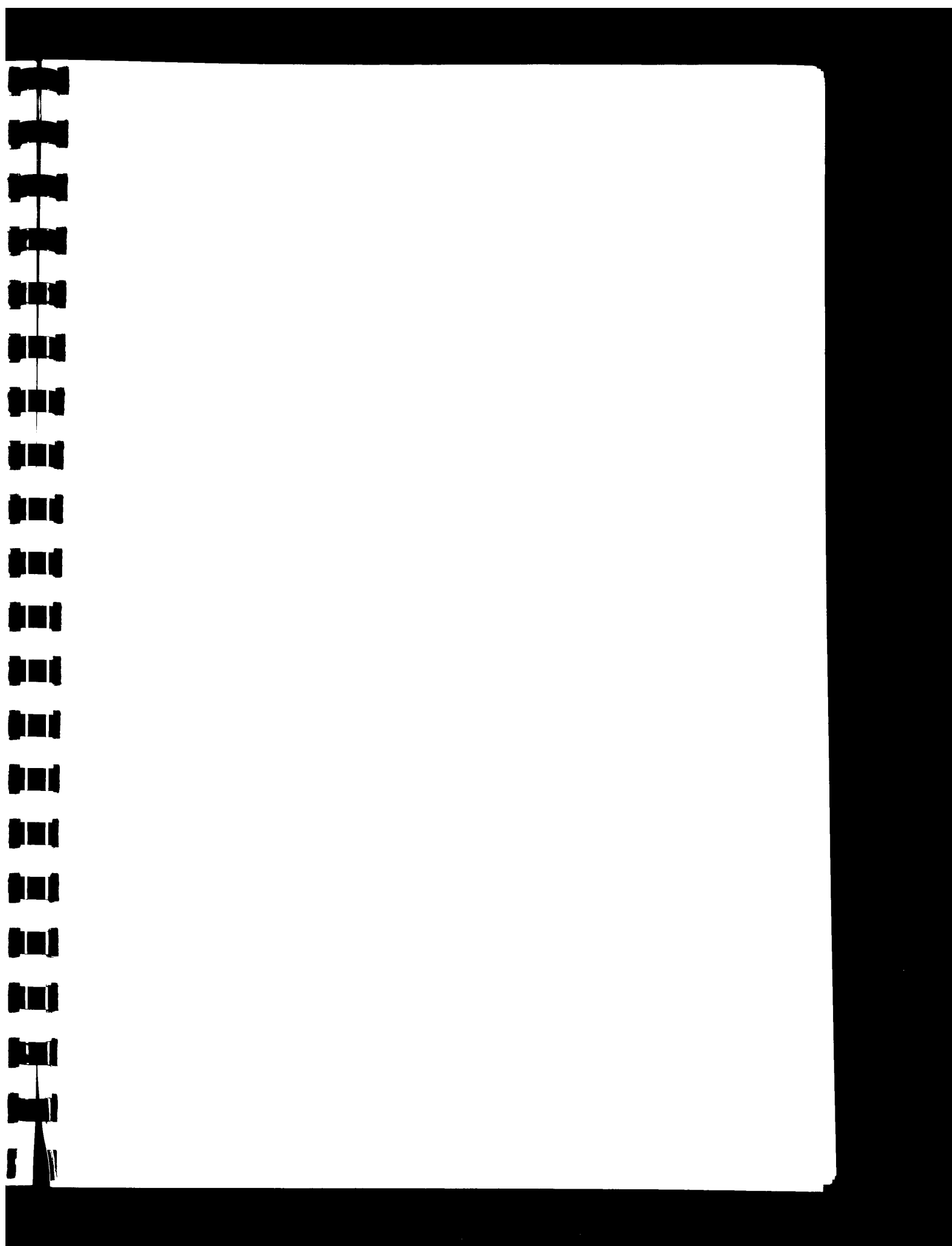


The key objectives of community care include enabling people to live in their own homes for as long as possible and giving priority to practical support for carers. Money is therefore needed for domiciliary and respite services, as well as for day-care. The further requirement that local authorities must spend 85% of their social security transfer funds on non-local authority services has caused considerable problems, especially as the private sector has up till now concentrated almost entirely on residential services. According to Richard Harbord, the government had yet to acknowledge the mistake in its original assumption that non- residential care would cost less than putting people in institutions. Good non-residential care may not be cheaper.

The funding gap for community care in the next few years had been calculated by local authority sources as follows: £287 million for 1995/96, £528 million for 1996/97 and £888 million for 1997/98. The demands of the 1989 Children Act had absorbed a great deal of money and it was very hard to find cash for support to carers.

Help for carers could come in a variety of ways. Besides domiciliary, respite and day-care services, carers could be given cash to buy their own packages of care, as happens already in other parts of Europe. They could be more actively encouraged to take-up welfare benefits to which they were entitled. Tax reforms could help carers who want to go out to work and employ substitute care. Around half a million people have had to give up work in order to become carers, and their welfare benefits were a real, if hidden cost.

Concluding, Richard Harbord said that the expected population changes - more people needing to be cared for - meant that the future for carers made a rather bleak picture.



Discussion and questions

Several people in the audience commented on the need to educate GPs better about carers and their needs. Concern was also voiced about the fact that carers themselves are becoming older and more frail, and about the DSS £8,000 limit on assets reflecting a government failure to acknowledge the value of what carers contribute.

Breakout Sessions

The meeting then divided into five breakout sessions:

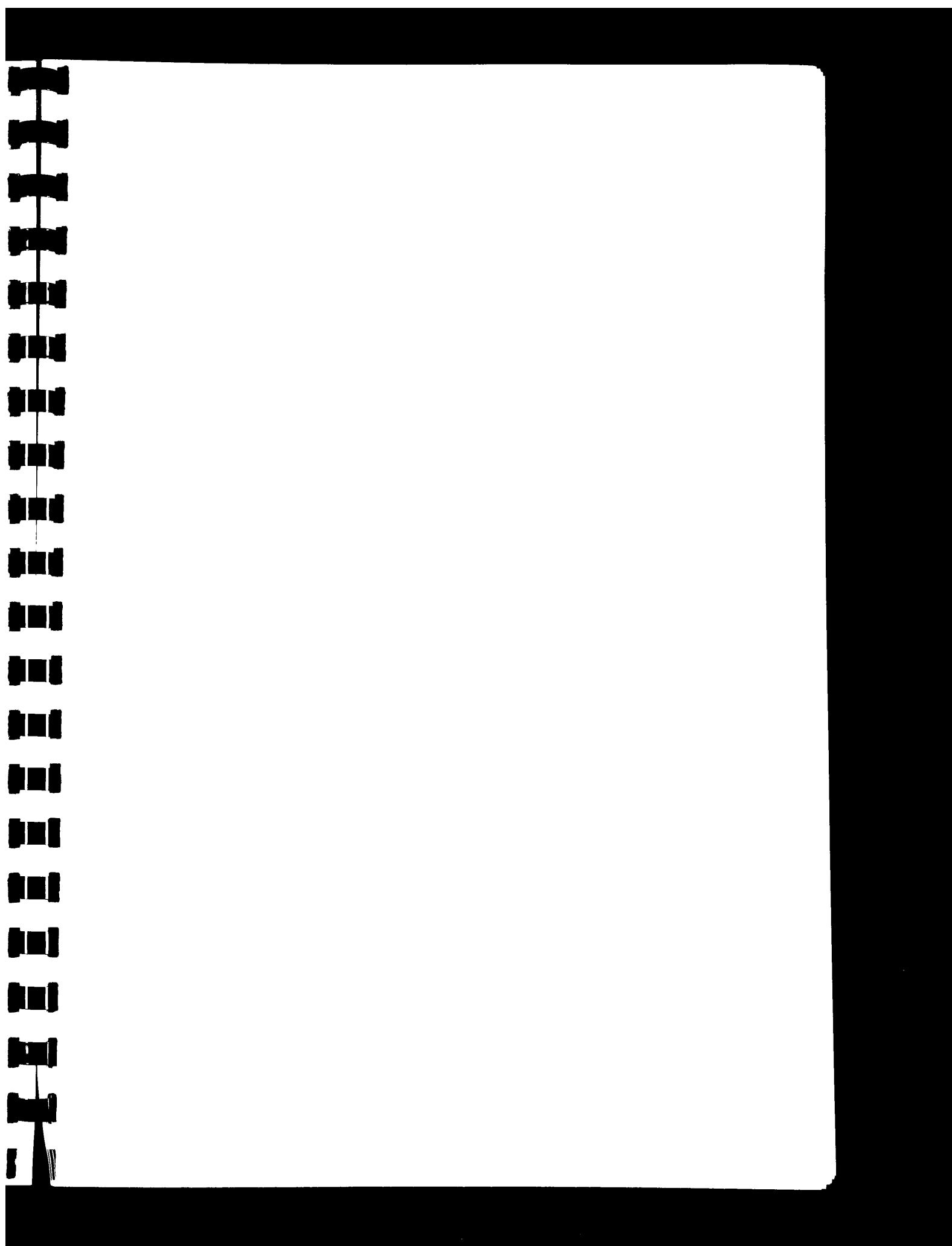
Carer support - getting the strategy right

Meeting the needs of black carers

Carers and the primary health care team

Balancing the needs of service users and carers

Involving carers in planning, management and evaluation



Carer support - getting the strategy right

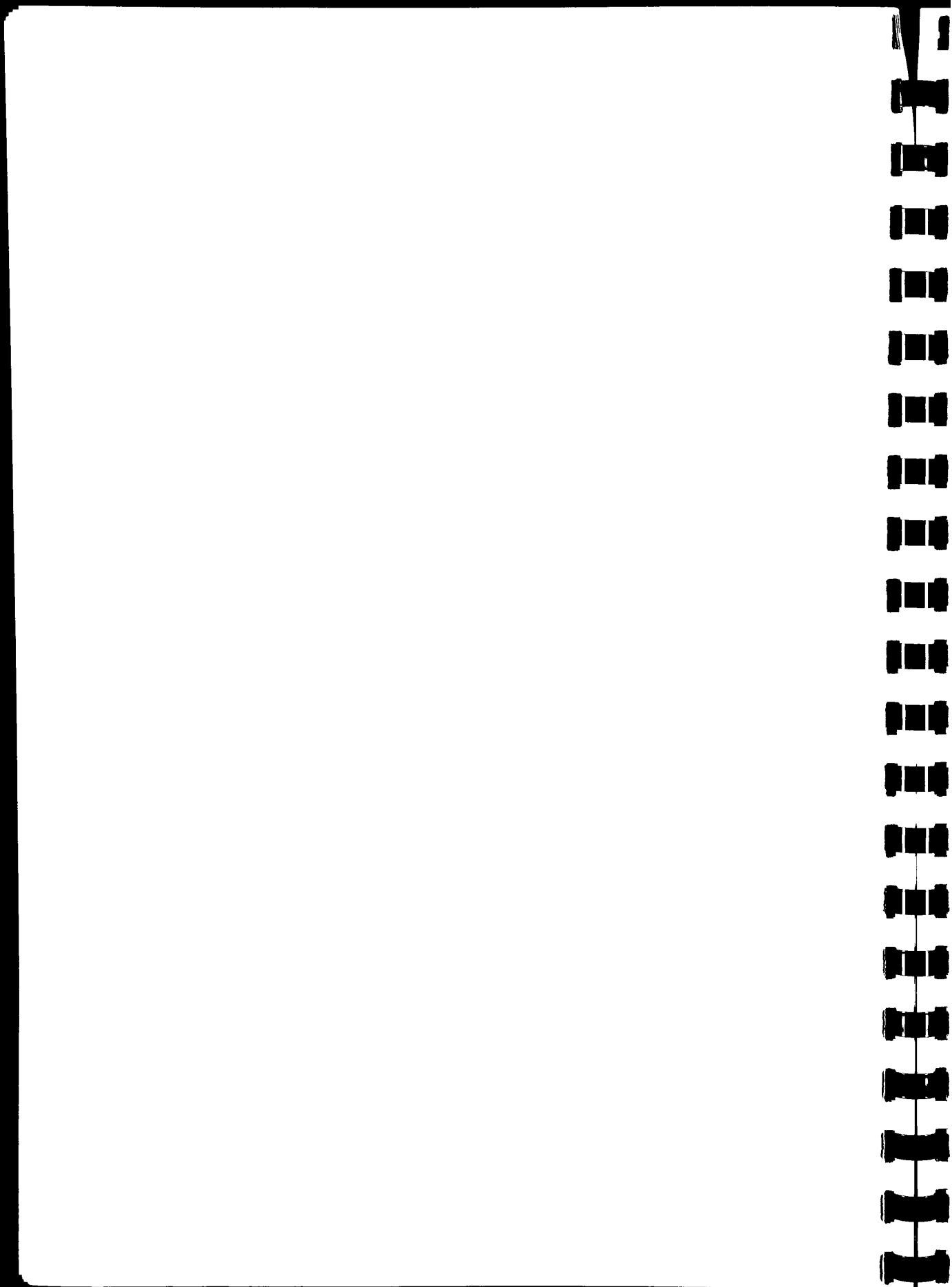
Staff from Northants social services, the family health services authority and a local voluntary organisation, described the work behind the recent publication of a strategy document for carers in the county.

Despite recognition, especially at middle management level, that the county greatly needed a strategy for supporting almost 70,000 carers, initial efforts had been a bit unfocussed. The setting up of a carers' forum was the real spark, and support from Carers Impact had helped a lot. The main planks of the strategy were to: raise the profile of carers, understand their needs, promote their work, give them a proper say in planning and get hold of the necessary resources to improve services.

Detailed proposals based on this broad strategy are now being worked on by special multi-agency task groups and implementation groups. The public commitment of senior managers in the relevant agencies is being sought.

Discussion focussed on the importance and the great difficulty of involving GPs; the disadvantages of lumping all 'carers' together, when there are considerable differences between them, often derived from the different characteristics of the people they are caring for; the contrasting danger of transferring considerations of carers needs into strategies aimed at different types of service users, children with disabilities, older people, etc; in other words, balancing the needs of carers and users.

The Northants strategy document, 'Who Cares....?', published in April 1994, was distributed.



Meeting the needs of black carers

Two speakers working with black communities at a practical level and on policy issues, made a presentation of the caring experience of black carers.

As well as language and other cultural barriers, there are a number of other factors which prevent black carers using services. Services providers should not stereotype black families - assuming that they are all close, extended families, for example. Neither should they assume that if they do not use a service, that means they do not need help. It is everyone's responsibility to ensure that support for black carers is appropriate and accessible and to identify their needs. Some good work has been done, for instance by MENCAP in Leicester, and also by social services in Birmingham.

Building alliances with black community organisations not only helps identify carers, it draws their attention to carers' needs as well.

Authorities should be aware that when they consult community 'leaders', they may be talking to the most accessible and articulate. Also jargon can mislead: what is a user - someone who takes drugs? The Social Services Inspectorate has produced some good guidance on themes underlying good practice on race and community care.

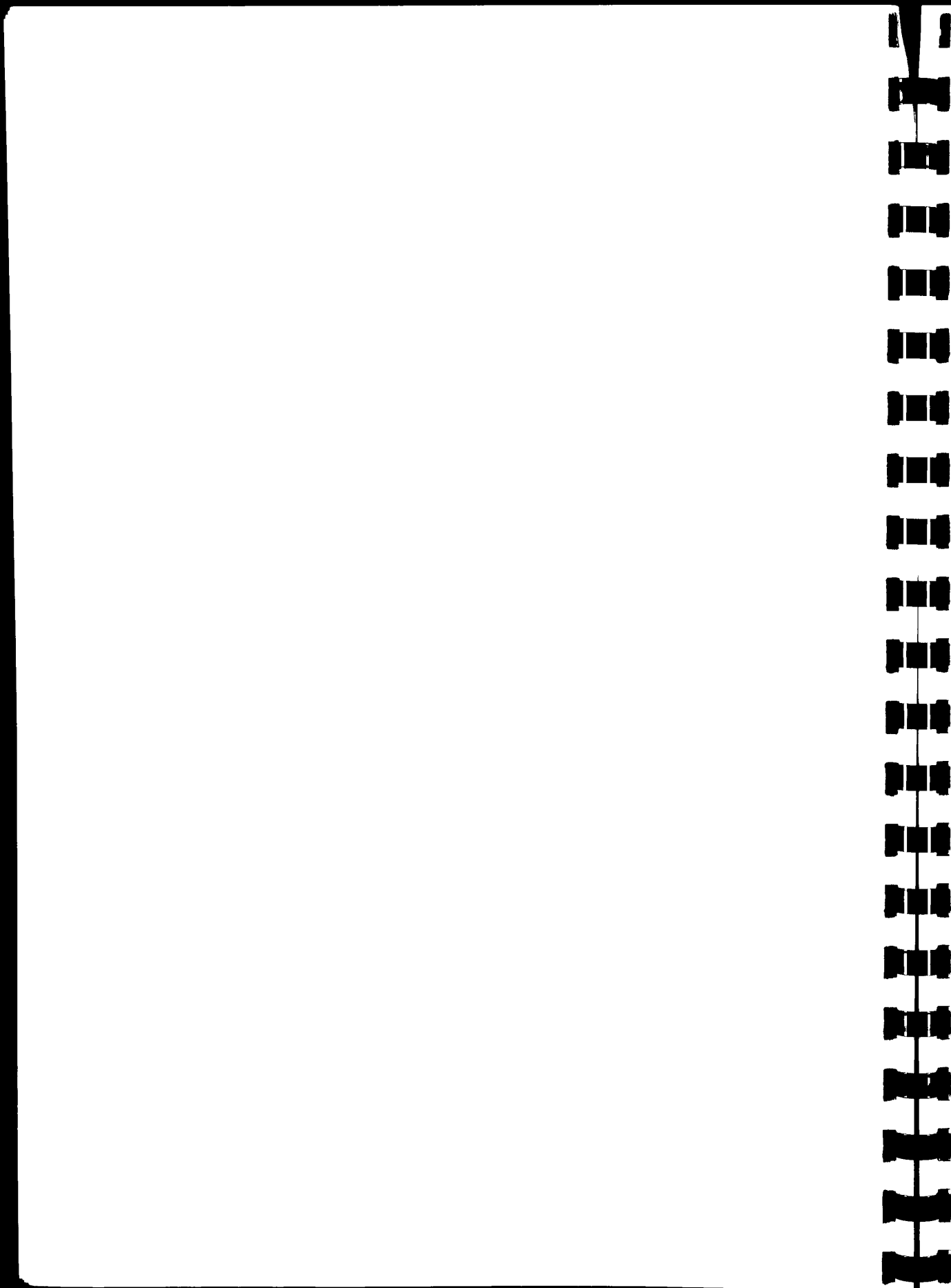


Discussion focussed on the question of whether services for black carers should be provided by black workers. Yes, because this helps remove barriers and encourages carers to voice their needs, it is easier for a black worker to identify needs, and easier for them to reach into the community. No, because it marginalises services for black carers within the providing organisation, the issues for white carers are not that dissimilar and it is important to dispel outdated myths about separate services. What counts is that the person working with black carers takes the trouble to inform themselves relevantly about cultures and shows respect and sensitivity. People throughout the organisation, such as 'gatekeepers' and front-line staff need proper training, and people at the top, such as politicians (and service commissioners too) should be made aware of the needs of black carers.

Carers and the primary health care team

A project to involve primary health care teams in the Plymouth and Torbay area of Devon to provide better support for carers was presented by a number of people working in Devon health organisations, the social services department and voluntary bodies.

The project, with research backing from the University of Plymouth, aims to help primary health care teams develop and improve services for carers and establish links between a range of local agencies which would make a similar commitment to improving mainstream community care services.

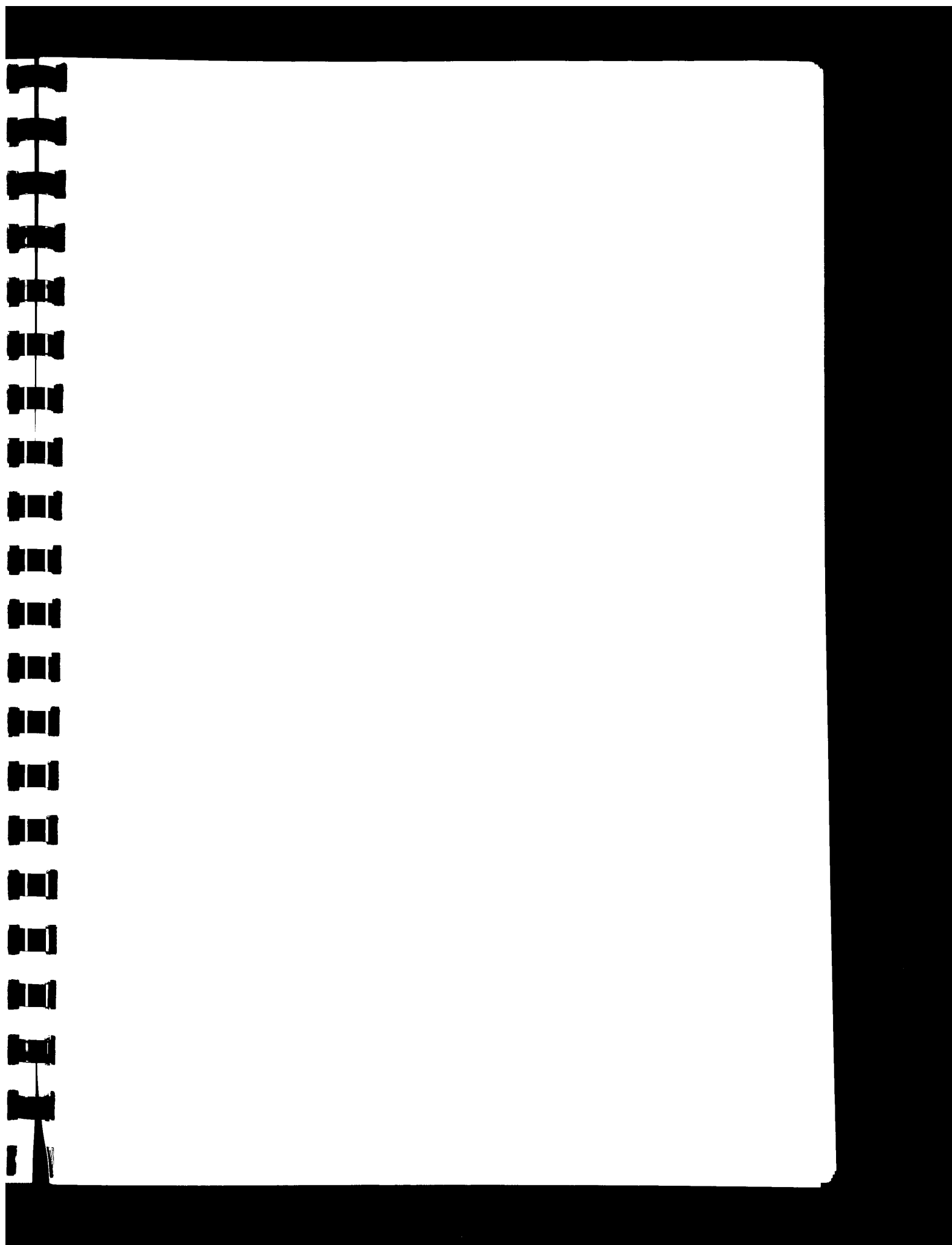


The project got underway in March 1994 and is working with two GP practices, one in urban Plymouth and one in rural Buckfastleigh. It has established a multi-agency coordinating group and in the Plymouth practice, someone on secondment from social services is working to identify carers, find out what help they want, raise awareness of carers within the practice and try to obtain what carers need. In Buckfastleigh someone from the district nursing team who already works with the practice is using a structured in-depth questionnaire, devised by the university, to identify carers and their needs. It was vital to invest time getting commitment from each and every agency involved, said the project group. GPs were reluctant to get involved at first, seeing the project as just another burden on their time and they needed to be convinced that it was worth their while. It was also important to remember that it was not always necessary to devise new schemes, new methods, new projects - finding existing good practice and building on it was often just as effective.

The research project, 'People Like Us' is available, price £10, from Plymouth & Torbay Health Authority, and there is also a free synopsis.

Balancing the needs of service users and carers

A presentation on resource centres for older people in East Sussex was given by a social services manager and a consultant psychiatrist.



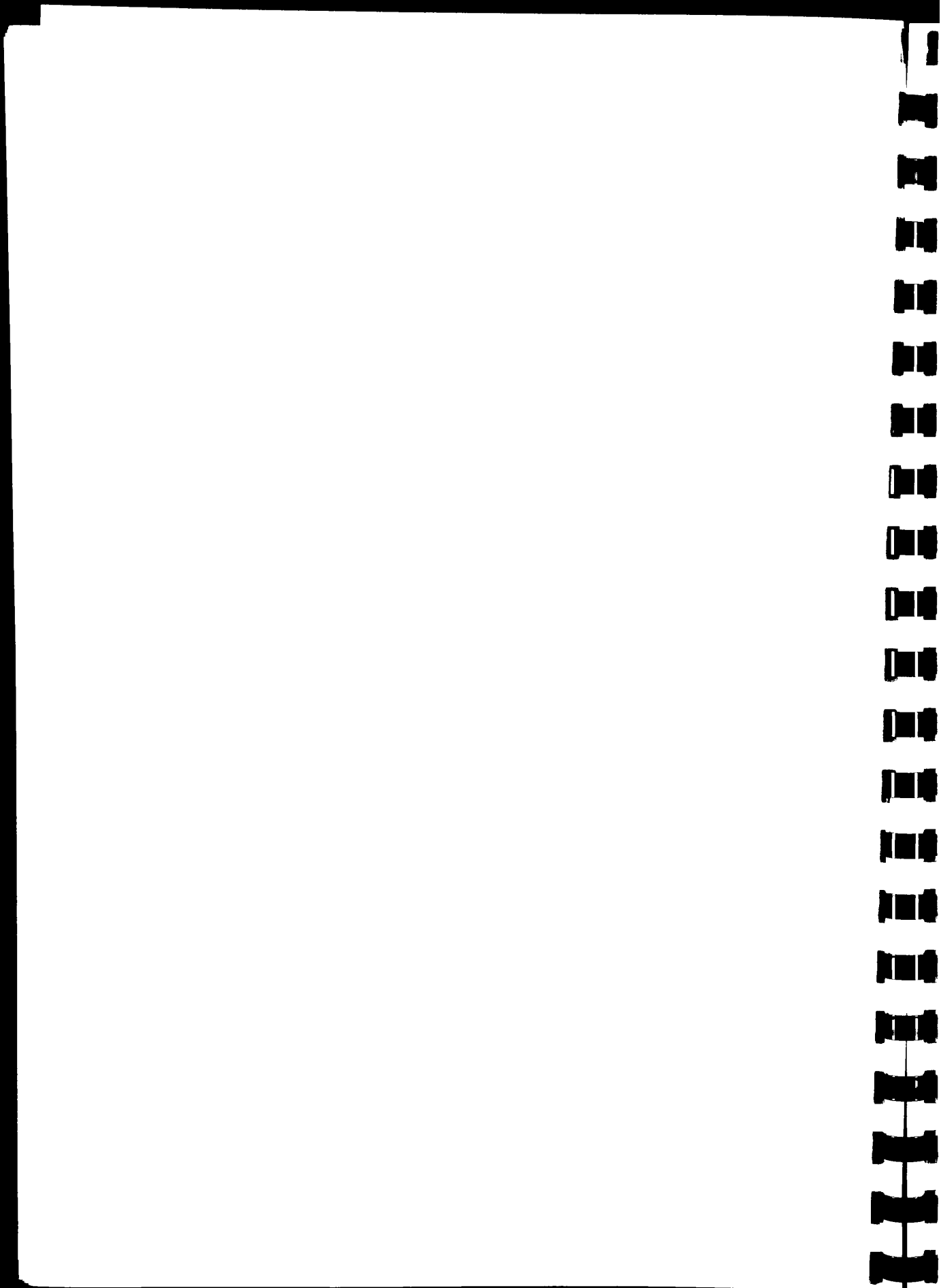
With a large psychiatric hospital about to close, it was decided to develop a jointly run service, which would aim to provide an integrated service for older people, especially those with mental health problems. A centre in Seaford opened in 1988, with assessment beds, respite care beds and a day- centre. It provides 'one-door' access to local services, and there is an increased emphasis on respite care and help at home, which benefits carers. The manager was appointed jointly.

It has worked well - there has been a much higher throughput and there have been less problems than feared in relation to the mix of free and paying services. The service has helped to remove the stigma of mental illness, has encouraged a more holistic view of older people's needs and become integrated into the local community. Assessments and services were becoming much more needs based and less services-based: carers were indifferent as to the source of the help they got. With involvement from and consultation with carers, a carers Alert Card had been developed for use in emergencies. Although the initial decision had been not to provide any long-stay beds, this was causing difficulties.

Involving carers in planning, management and evaluation

Practical models of involving carers were presented by people with experience of working with carers in two different social services departments.

In Gloucestershire, carers are represented through a carers' forum and carers' groups, and there are carer representatives on each county joint planning group, as well as regular meetings between the Director of Social Services and carers. A carers newspaper is influenced by the forums and carers comment on the community care plan.



Involvement and participation of carers is essential, but there is still a lack of clarity about its significance:

- * there is no guarantee that what carers say is acted upon
- * it is the professionals who set the agenda
- * quality information is not always available to inform the discussions
- * carers are not always given enough time

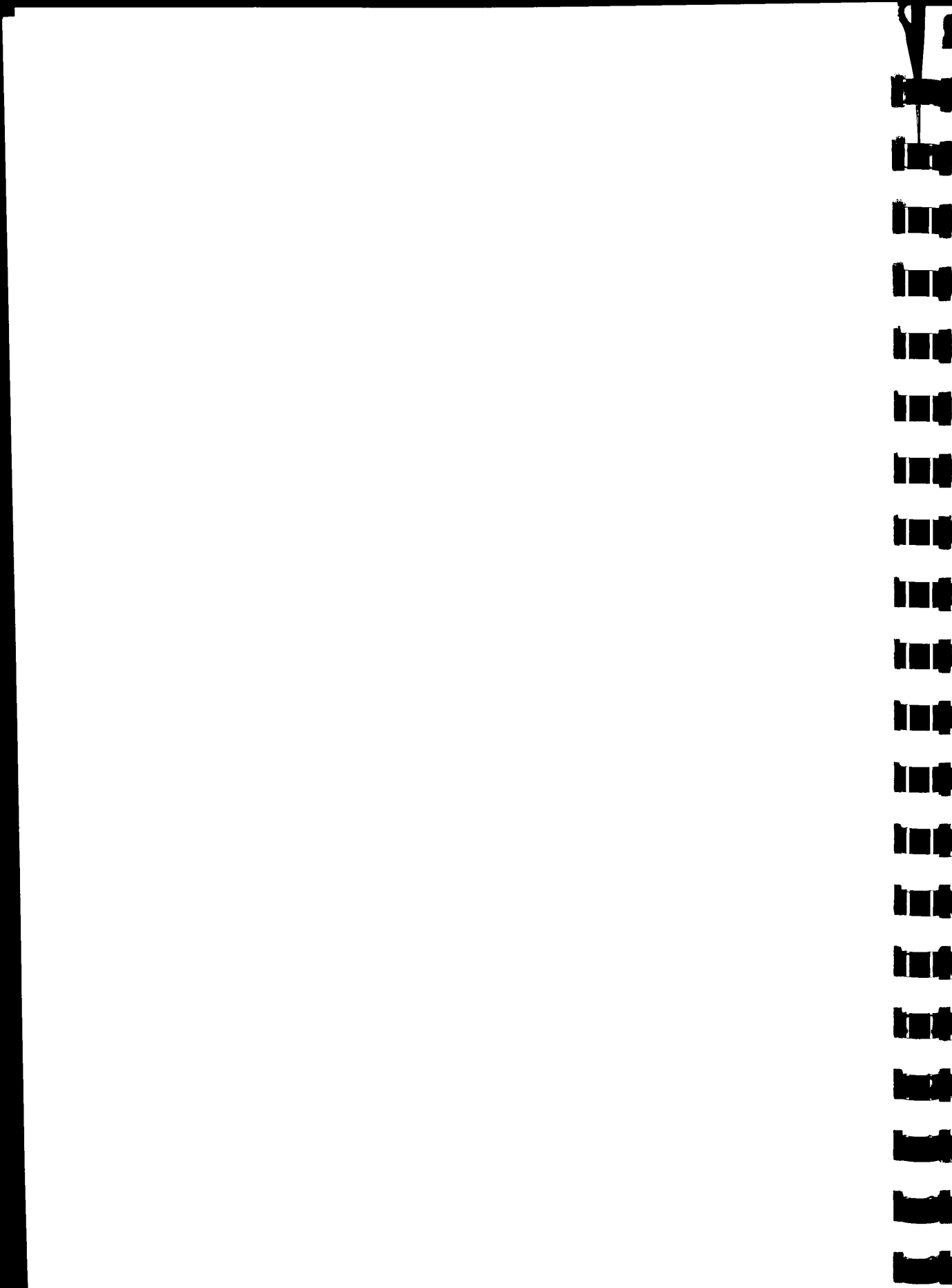
The benefits of having carers' panels, which have been set up in Birmingham, are that carers get involved, are better informed, develop their confidence, and have personal contact with senior managers. As the partnership develops, they are empowered.

Carers ask for very little: their suggestions are good and often very simple. Being consulted is a liberating experience for them and there have been a number of real improvements as a result of their influence.

To make consultation work, there must be visible results and carers must be well-informed about these and also the expenses of attending meetings must be paid for.

The discussion touched on the dangers of consultation fatigue, especially at times when services are being reduced: carers feel as if things are going backwards. There needs to be a joint strategy between health and social services for consulting, so that carers don't have to go through the whole rigmarole twice.

Although there was acknowledgement of the very positive aspects of involving carers, people also voiced considerable scepticism about the validity of consultation in the current climate of service cuts, and a concern that in such a climate, to invite carers to give up time and energy to such a process is 'leading them up the garden path'.



Afternoon Session

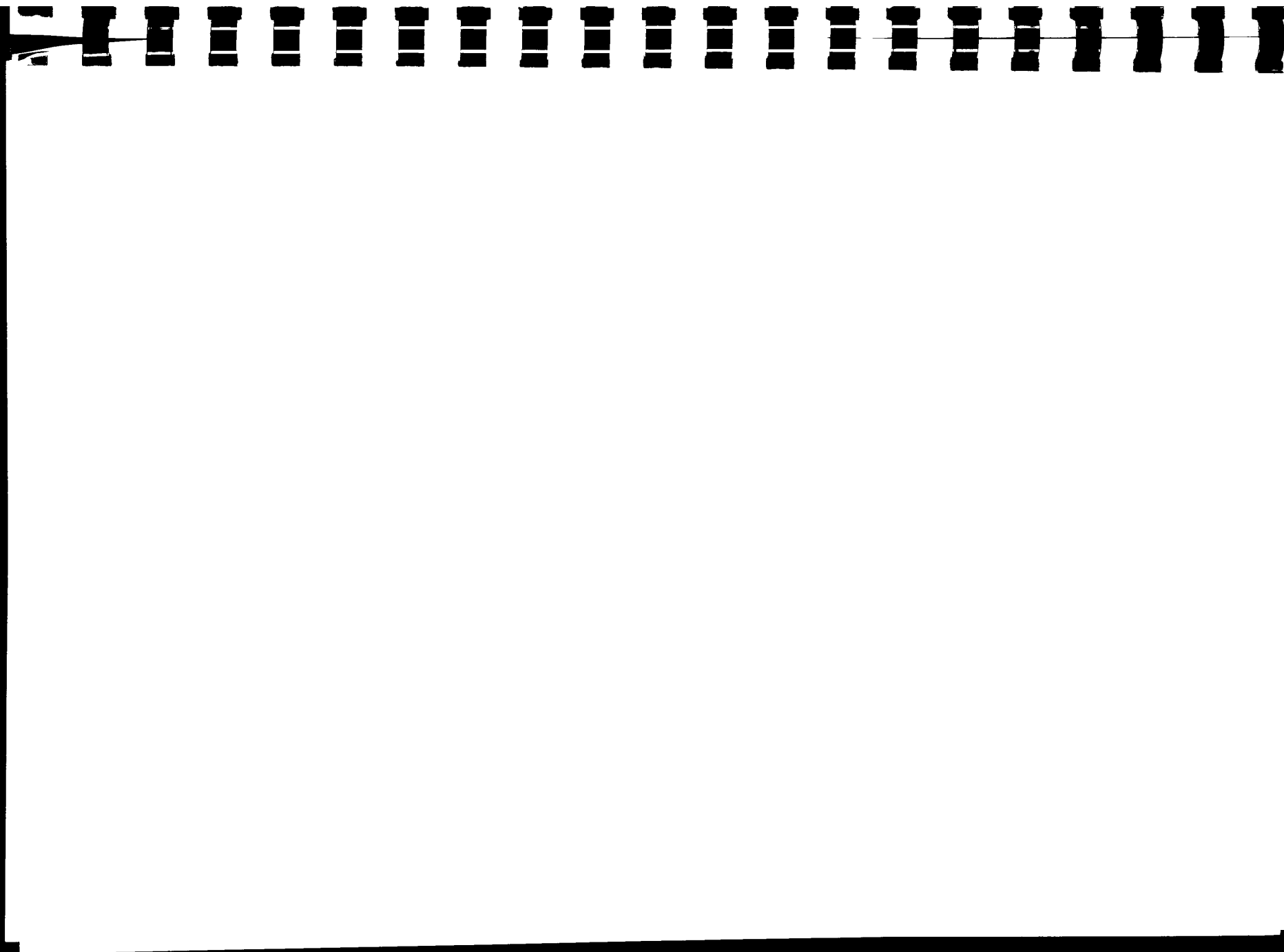
Jill Pitkeathley, Director, Carers' National Association

The answer to the question, Community care - is it working for carers?, is yes, and no, said Jill Pitkeathley. Yes, there had been tremendous progress for carers. People were much more aware of them and their needs.

No, because in a survey by the Carers' National Association, 70 per cent of carers said that community care had not improved their lives in any way. Some recent changes, such as the introduction of charges for local authority services mean that some carers are now far worse off.

Carers often don't need more services - they may just want help in a different way, said Jill Pitkeathley. Changes which will benefit carers can be made within available resources, if only the required changes of attitude are made.

Rather than making carers a footnote to every paragraph of community care, there needs to be a real shift in power towards them. This means using clear language, getting real representation of real carers on consultative groups and enabling them to see real gains as a result of their efforts. With an election in prospect, getting carers involved could be politically useful in arguing for more resources - their unpaid contribution to community care is, politically speaking, the Unique Selling Proposition.



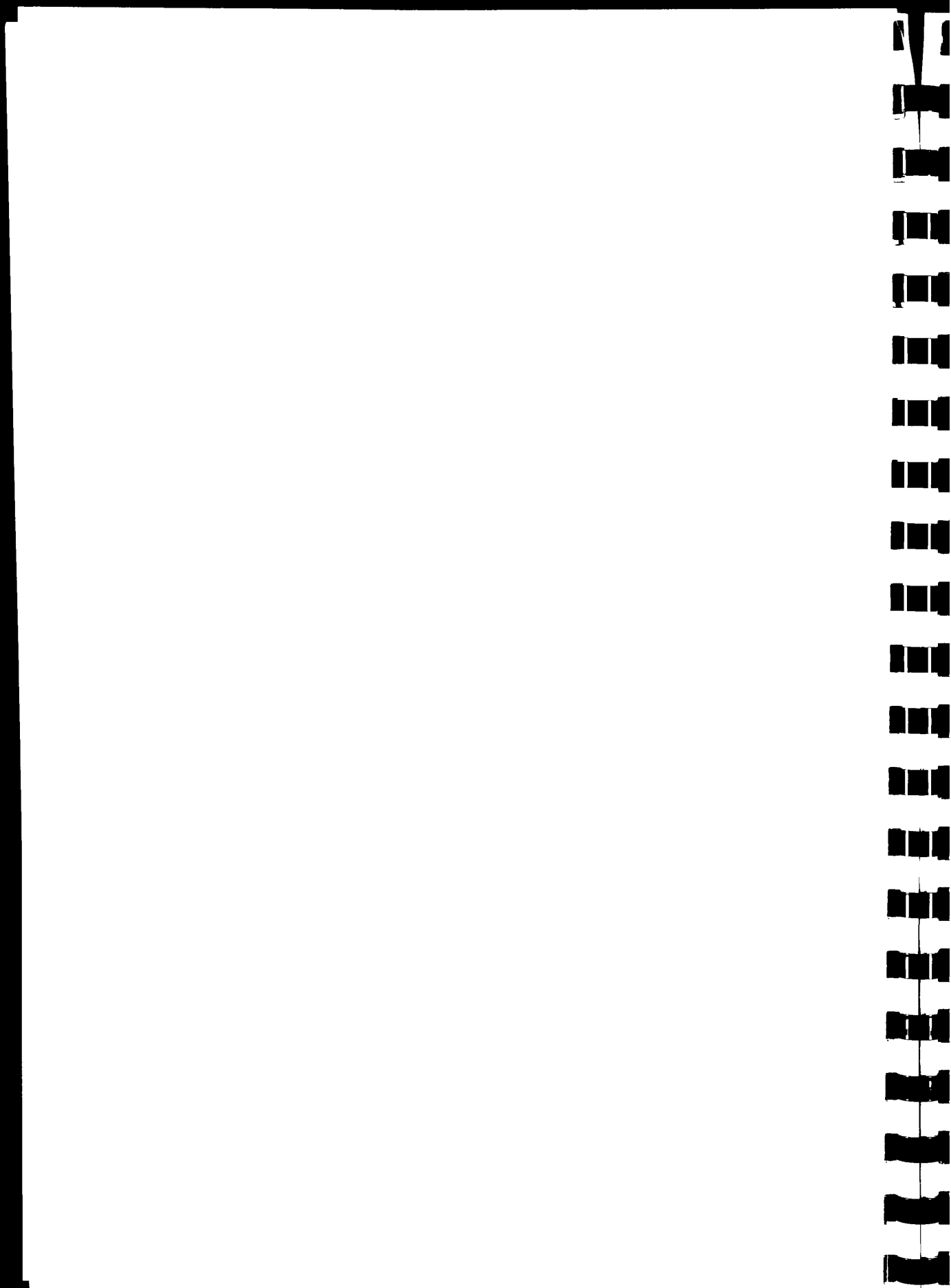
Robin SeQueira, President, Association of Directors of Social Services

Community care, in its first 18 months, has changed the focus for social services departments, said Robin SeQueira, speaking on The future agenda for carer support - a social services perspective. It has made it a real priority to keep people in their own homes; it has also forced some people to become carers unwillingly and the implications of having carers who feel compromised should be acknowledged.

There has been too much assessing, not enough action - perhaps too much consultation also? In Dorset, where Robin SeQueira is Director of Social Services, there are four places for carers on the Social Services Committee. They do not vote, but their views are clearly heard.

Social services departments need to place carers at the centre of their community care plans, and to have commitment to carers from both the Director and the Committee chairperson. Professional arrogance towards carers needs to be tackled and social services need to place very close attention to the language they use and the information they provide.

Young carers are often mentioned - whose task should it be to help them, should they be in the plans for children's services or in the community care plan? Looking to the future, the financial outlook is poor: if as a result of budget cuts, local authorities concentrate on people with very high dependency, carers will be pushed to the margins. Robin SeQueira believed that, for a ha'p'orth of tar, community care is being jeopardised, and that if services cannot cope, it will come into disrepute. The changes in the NHS, with the advent of GP fundholding and the loss of continuing care beds exacerbated the difficulties. The local government review offered little comfort either. A stealthy transfer from free care to



means-tested care was taking place, with very little public debate. Such changes very much affected the way carers feel about their tasks.

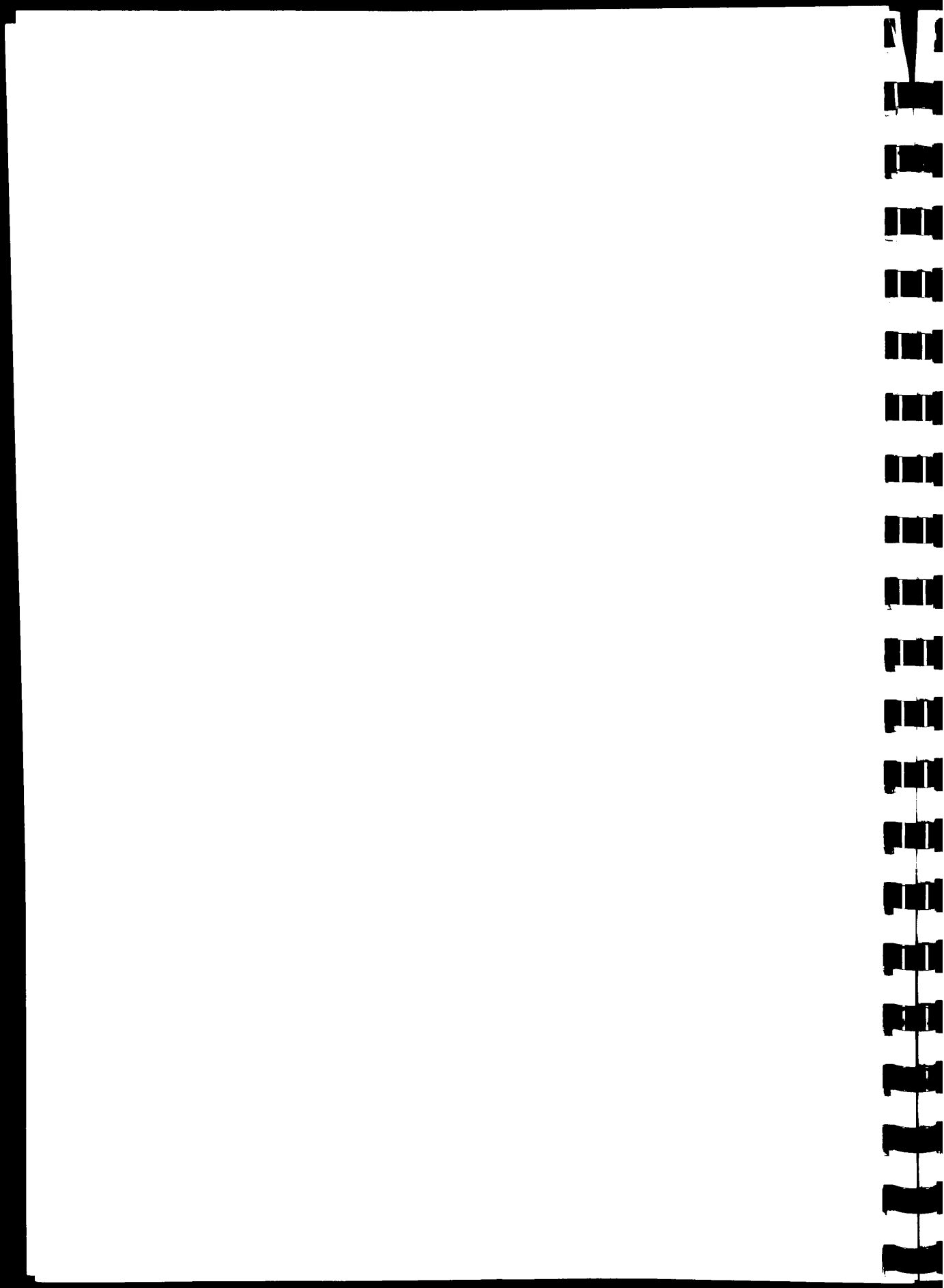
Carers, however are a powerful lobby and as the election approaches, they should seek to influence decision-makers.

Plenary discussion

The discussion centred on carers' representations of their views. If consultations lead nowhere, people feel it is a sham, but there is still a strong case for involving carers in hard budget decisions as much as in other issues. Unless plans and consultations lead to visible and preferably measurable outcomes, it is hard to assert that changes have been worth making.

Cuts in the NHS and indifference by GPs emerged as a concern once again, as well as a desire to find ways to compel social services and health services (especially GPs) to work better together. Suggestions for this included involving GP tutors, identifying GP practices involved in medical training and demonstrating to them the benefits of 'carer-awareness', and lobbying those who deal with GP fundholding contracts. In addition, GPs have to be told that they sometimes have to relinquish the control they are accustomed to.

The discussion panel strongly endorsed the need for a national debate on what is happening as a result of NHS long-term care services being closed.



CARERS IN THE MAINSTREAM?

WEDNESDAY NOVEMBER 16 1994

New Connaught Rooms, Great Queen Street, London WC2B 5BA

PROGRAMME

MORNING SESSION

09:15 Registration and coffee

10:00 Welcome by Conference Chair - Winifred Tumim OBE JP

10:05 Keynote address by Mr John Bowis MP, Parliamentary
Under-Secretary of State, Department of Health

10:30 Theme speakers session:

* The future agenda for carer support - an NHS perspective
Ray Rowden, Director, Institute of Health Services Management

* Investing in support for carers - resources
*Richard L. Harbord, Chief Executive & Director of Finance,
London Borough of Richmond*

11:10 Coffee break

11:30 Breakout Sessions - Improving the community care response to
carers (concurrent)

a) Carer Support - getting the strategy right

b) Meeting the needs of Black carers

c) Carers and the primary health care team

d) Balancing the needs of service users and carers

e) Involving carers in planning, management & evaluation

13:00 Lunch

AFTERNOON SESSION

14:15 Theme speakers session:

- * Community care - is it working for carers?
Jill Pitkeathley, Director, Carers National Association

- * The future agenda for carer support - a Social Services perspective
Robin Sequeira, President-elect, Association of Directors of Social Services

15:00 Rhetoric into action: plenary discussion with panel
Chair - Jill Pitkeathley

15:40 Reflections on the day - Winifred Tumim OBE JP

16:00 Close of conference followed by tea

CARERS IN THE MAINSTREAM?

WEDNESDAY 16 NOVEMBER 1994

BIOGRAPHICAL NOTES ON PLENARY SESSION SPEAKERS

JOHN BOWIS OBE MP

John Bowis is the Member of Parliament for Battersea and since May 1993 has been Parliamentary Under-Secretary of State at the Department of Health. He was educated at Brighton College Junior School, Tonbridge School and Brasenose College, Oxford, where he graduated in Philosophy, Politics and Economics.

After Oxford he became a Constituency Agent in the East Midlands before joining Conservative Central Office in 1972 where he first ran the Federation of Conservative Students, then the Conservative Trade Unionists and was finally appointed as Director of Community Affairs.

In 1980 he left Central Office and became Campaign Director for the British Insurance Brokers' Association (BIBA). He then moved to become the Press and Parliamentary Consultant to the National Federation of Small Businesses and the Self-employed before returning to BIBA as its Director of Public Affairs.

From 1982 to 1986 John Bowis served on Kingston-upon-Thames Council where he took a particular interest in Education, and became Chairman of the Education Committee. He was elected MP for Battersea in June 1987 and has been Secretary of the Backbench Employment, Education, Arts and Inner Cities Committees. He is joint secretary of the All Party Social Science Group. From October 1989 he was Parliamentary Private Secretary to the Rt. Hon. David Hunt MBE MP until his own appointment at the Department of Health.

RICHARD HARBORD

Richard Harbord was Director of Finance for the London Borough of Richmond upon Thames for seven years until his appointment as Chief Executive and Director of Finance in 1988. He has worked in eight other Local Authorities. He is a Past President of the Society of Metropolitan Treasurers and Society of London Treasurers and is currently the Senior Vice President of the Institute of Revenues Rating and Valuation and a Member of the CIPFA Local Government Committee. He leads the Local Authority side of the Social Services Grants Expenditure Group and Treasury Borrowing Committee and is an Association of Metropolitan Authorities (AMA) Policy and Social Services Adviser.

JILL PITKEATHLEY

Jill Pitkeathley trained as a social worker and was employed as a child care officer by Manchester City and Essex County. After the birth of her son and daughter she became Voluntary Services Co-ordinator with West Berkshire Health Authority. During her twelve years in this job she also undertook several research projects and published three books as a result. In 1983 she became a Senior Research Officer with the National Consumer Council and moved from there to become Director of the National Council for Carers and their Elderly Dependents in 1986. She negotiated a merger between this organisation and the Association of Carers in 1988 and became the first Director of the newly-created Carers National Association. From small beginnings the Association has grown in size and influence and now has 80 staff, 110 branches and a structure which covers the whole U.K. It is seen as the main organisation campaigning for a fairer deal for carers.

Jill Pitkeathley was a member of the advisory group to the Griffiths Review of Community Care and is a current member of the Health Advisory Service. She is also a founder member of the Carers Impact Steering Group.

RAY ROWDEN SRN RMN MHSM

Ray Rowden joined the NHS in 1970 as a student nurse and after qualifying worked as Charge Nurse in Psychiatry at St Augustine's Hospital, Kent. He was then seconded for a post-registration SRN course at Kent and Canterbury Hospital.

He moved to the Royal College of Nursing (RCN) in 1978, eventually becoming Senior Officer for the RCN Welsh Board.

In 1981 he became Director of Nursing at The Royal Marsden in Sutton and subsequently Adviser in Nursing Management at the RCN. From 1985 to 1993 he was General Manager and then Chief Executive, West Lambeth Community Care NHS Trust, and is now Director of The Institute of Health Services Management.

Ray Rowden is much in demand as a speaker at national and international conferences, and has undertaken consultancy work at home and abroad. He has written for a wide range of publications, including The British Medical Journal and Nursing Standard. He is Associate Editor of Nursing Times and on the editorial board of the Health Services Journal as well as being the author of two books on nursing and management.

His strong interest in the arts has led to his appointment as Advisor to the Royal Ballet Dance in Hospital project and Organiser of Disabled Access at the Royal Opera House. Ray Rowden is also a member of the National Council of Crossroads, a leading organisation in the field of carer support.

ROBIN SEQUEIRA

Robin SeQueira has been Dorset's Director of Social Services for ten years, and was previously Director of Social Services for Wirral Metropolitan Borough Council. He assumed the Presidency of the Association of Directors of Social Services earlier this month (November 1994). He advises the Association of County Councils on policy relating to drug and alcohol services. Robin SeQueira's Department has, with Dorset Health Commission, established a nationwide reputation for the quality of the Community Care Plan and innovative work on Joint Commissioning. Dorset is the only Social Services Department in the country to have been awarded a 1993 Charter Mark for its services by the Prime Minister's Citizens Charter Office.

WINIFRED TUMIM OBE JP

Winifred Tumim was educated at North Foreland Lodge School and Lady Margaret Hall, Oxford, where she took a degree in Politics, Philosophy and Economics.

She is Chairman of the Secretary of State's Youth Treatment Service Group and a Non-executive Director of Parkside Health, a NHS Trust providing community health services. She is a member of the Charity Commission's Advisory Committee on Trusteeship and is herself a trustee of a number of charities including the National Portrait Gallery, City Parochial Foundation, and the Hearing Research Trust. Winifred Tumim was Chairman of the Royal National Institute for Deaf People (RNID) from 1985 to 1992 and Chairman of the Independent Living Fund (ILF) from 1988 to 1991. In 1992 she was closely involved in the publication of the "On Trust" report as the Chairman of the NCVO/Charity Commission Group on Training for Charity Trustees.

Winifred Tumim is married to Judge Stephen Tumim and has three daughters. She is also the Chairman of the Carers Impact Steering Group.

"RHETORIC INTO ACTION" PLENARY DISCUSSION PANEL MEMBERS

BRENDA CROSBY

Brenda Crosby was a founder member and is currently Chair of the Fylde Coast Branch of Carers National Association. She is also a member of the national Management Committee of Carers National Association. She has been actively involved in training and education programmes for community care professionals in Lancashire and the North West. Brenda Crosby is also currently working with two Carers Impact Teams as a consultant adviser.

PETER FROST

Dr Peter Frost is Principal Lecturer and Deputy Head of the Department of Community Studies at the University of Brighton where he is involved in Teaching and research on a wide range of issues connected with Health and Social Policy. He has a strong interest in carers' issues, both through his personal experience of caring and also as Vice Chair of the East Sussex Care for Carers' Council. Peter Frost also works with Carers Impact as a consultant adviser.

JILL PITKEATHLEY (Panel Chair)

see above

ROBIN SEQUEIRA

see above

CHRIS VELLENOWETH

Chris Vellenoweth is Special Projects Manager with the National Association of Health Authorities and Trusts (NAHAT) where he holds a brief on Community Care matters. He is also a member of the Carers Impact Steering Group.

CARERS IN THE MAINSTREAM?

Wednesday November 16 1994

BREAKOUT SESSION 1

CARER SUPPORT - GETTING THE STRATEGY RIGHT

11:30 A.M. TO 1:00 P.M.

CORNWALL ROOM

An inter-agency strategy for supporting carers in Northamptonshire was launched in June 1994. This marked the culmination of 12 month's work by a Carers Strategy Group working with local carers and with support from a Carers Impact Team. This session will focus on the process of working together to build a joint strategy, the importance of active involvement on the part of carers, and the value of a coherent strategy in influencing the responsiveness of mainstream community care services to carers.

Speakers:

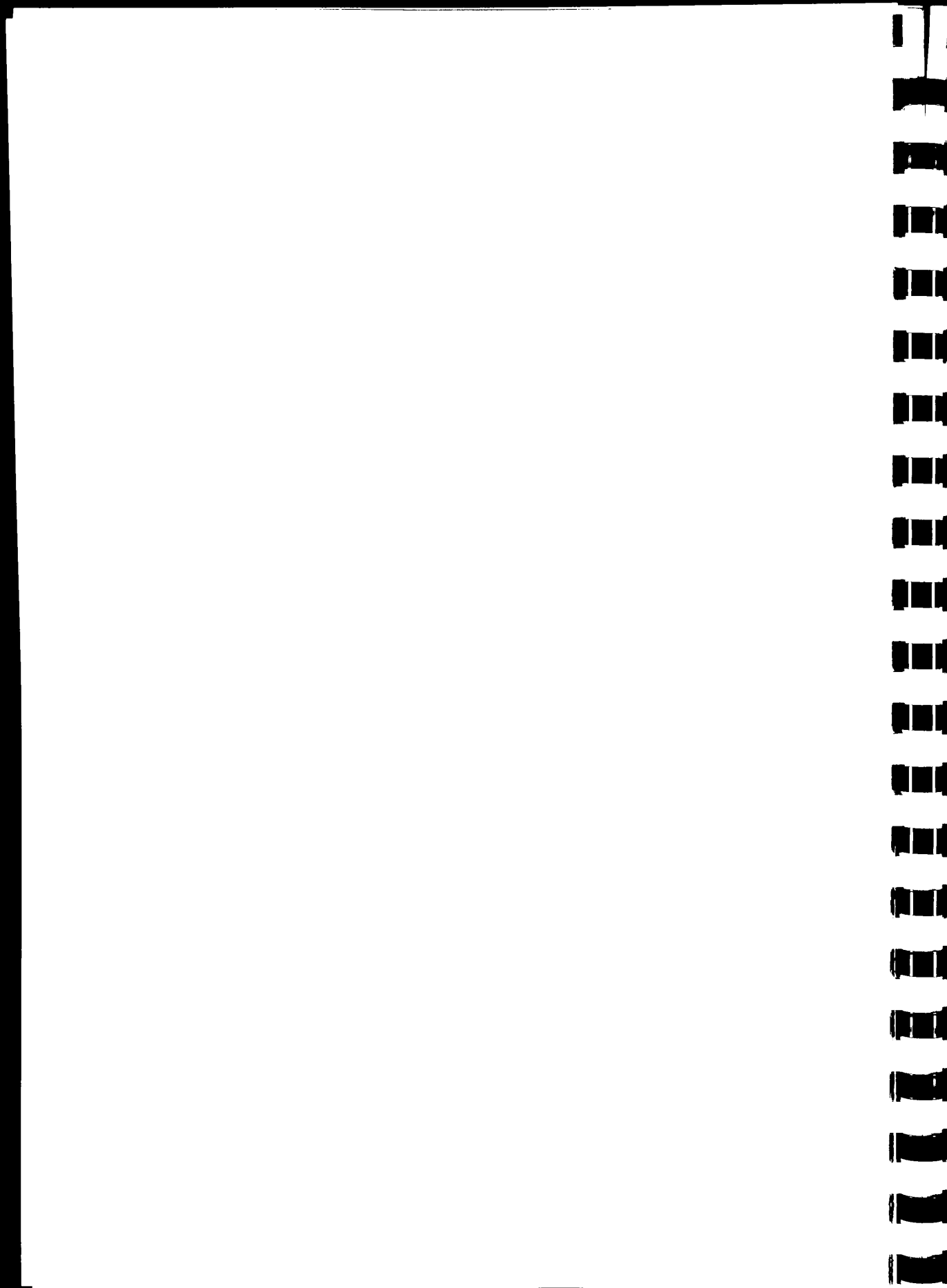
Frank McMahon	Purchasing & Policy Development Manager, Northamptonshire Social Services
---------------	--

Gloria Edwards-Davidson	Carers Development Worker South Northamptonshire
----------------------------	---

Jane Jones	Locality Purchaser Northamptonshire F.H.S.A.
------------	---

Jenny Coles	Co-manager Kettering & District Carers Centre
-------------	--

Session Chair:	Monica Unwin
----------------	--------------



CARERS IN THE MAINSTREAM?

Wednesday November 16 1994

BREAKOUT SESSION 2

MEETING THE NEEDS OF BLACK CARERS

11:30 A.M. TO 1:00 P.M.

CORONET ROOM

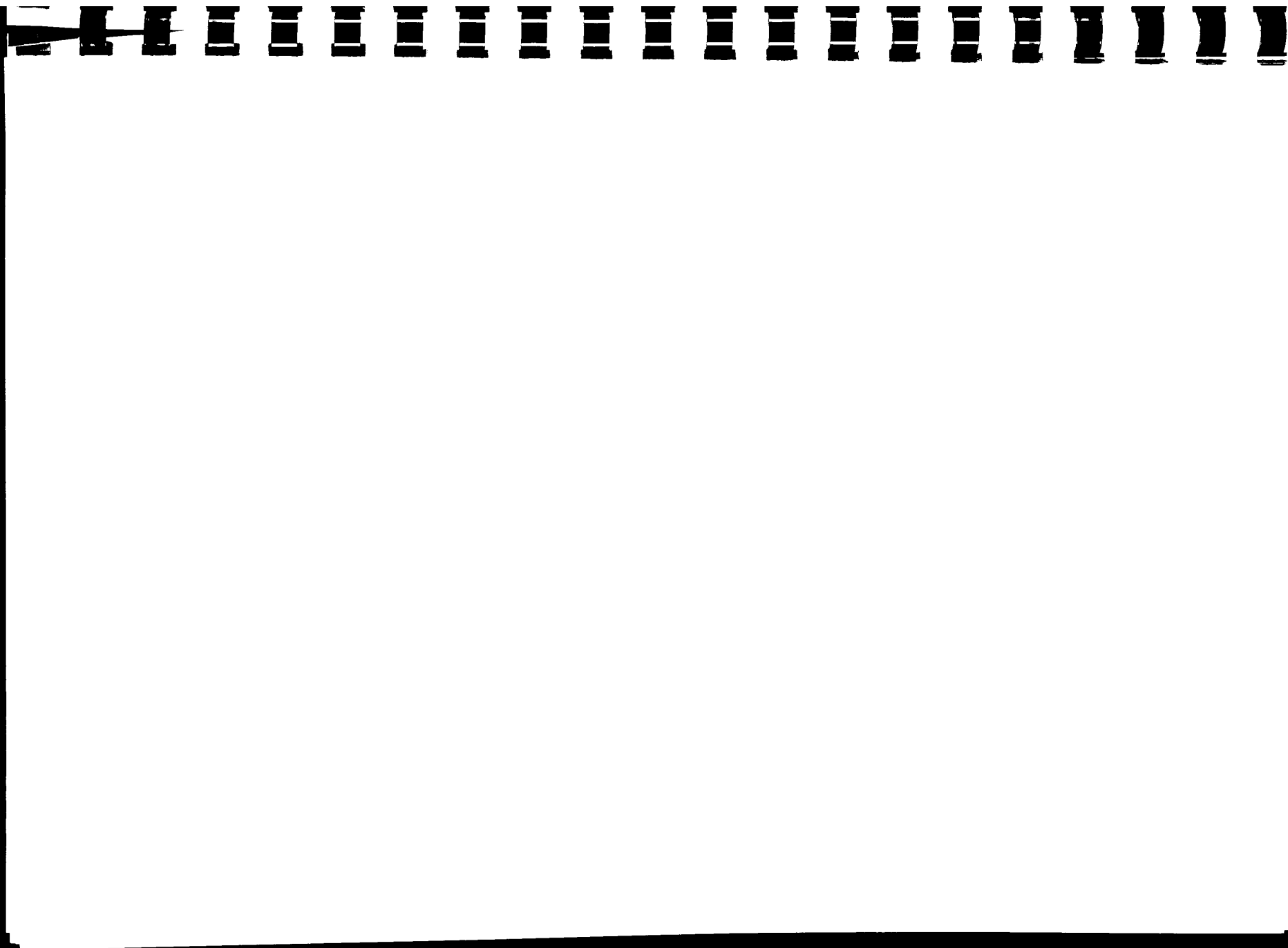
Black carers share many of the same needs as white carers (better information, recognition, respite, and so on) but the one compounding factor that differentiates their caring experience is that of racism. This session intends to highlight what this specifically means for black carers, how this excludes them from accessing services and to offer examples of good practical initiatives to support black carers.

Speakers:

Lydia Yee	Freelance Consultant and Carers Impact Team Member
-----------	--

Barry Mussenden	Afro-Caribbean Community Development Unit, London Voluntary Services Council
-----------------	---

Session Chair:	Amanda Edwards
----------------	----------------



CARERS IN THE MAINSTREAM?
Wednesday November 16 1994

BREAKOUT SESSION 3

CARERS AND THE PRIMARY HEALTH CARE TEAM

11:30 A.M. TO 1:00 P.M.

EMPIRE ROOM

Building networks of support for carers at grassroots level is the theme of this session. The workshop will discuss an initiative supported by Carers Impact in the Plymouth and Torbay area of Devon to involve primary health care teams in improving practical support for carers. The presentations will cover some of the hurdles to be overcome in achieving credibility for carer initiatives in the primary health care setting as well as the importance of engaging all the key stakeholders (Health, Social Services, FHSA, GPs and other Primary Health Care Team members, Carers Groups, and carers themselves).

Speakers:

Trevor Gay	Locality Manager (Primary Care) Plymouth & Torbay Health Authority
David Myatt	Policy Development Officer South Devon Social Services
Carole Schneider	Manager Torbay Council for Voluntary Services
Beryl Bletcher	District Nursing Sister Buckfastleigh Health Centre
Session Chair:	Chris Vellenoweth



CARERS IN THE MAINSTREAM?
Wednesday November 16 1994

BREAKOUT SESSION 4

BALANCING THE NEEDS OF CARERS AND SERVICE USERS -
RESOURCE CENTRES FOR THE ELDERLY IN EAST SUSSEX

OXFORD ROOM

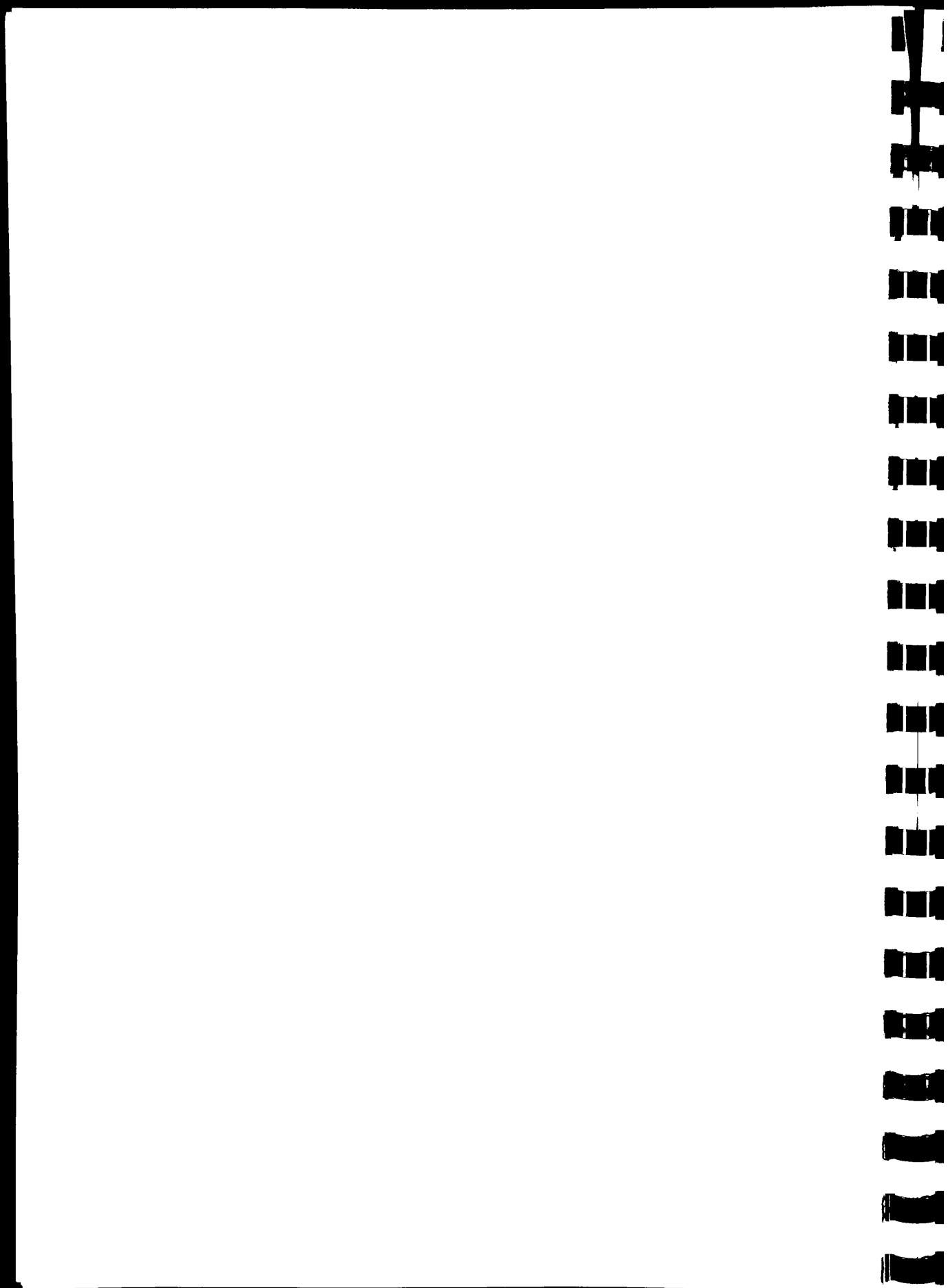
This session will describe the working and development of joint resource centres operated by Social Services staff and health colleagues. The centres provide integrated services to older people with a particular focus on those older people who have mental health problems. The services are locally based and aim to be responsive and sensitive to the needs of users and carers. The development has allowed a shift in emphasis from long stay care to respite care at home with assessment and treatment. The services rely on a range of partnerships, one of the most important being the partnership between carers and staff. The session will look at the strengths and weaknesses of the model and provide examples of how carers have received more effective support through a collaborative approach.

Speakers:

Valerie Good	Staff Officer (Older People) East Sussex Social Services
--------------	---

Dr D. Pendlebury	Consultant Psychiatrist East Sussex
------------------	--

Session Chair:	Geoff Woollan
----------------	---------------



CARERS IN THE MAINSTREAM?

Wednesday November 16 1994

BREAKOUT SESSION 5

INVOLVING CARERS IN PLANNING, MANAGEMENT, & EVALUATION

11:30 A.M. TO 1:00 P.M.

CAMBRIDGE ROOM

This session will explore practical models of carer involvement and how these can be used to influence change in community care service design and delivery.

Speakers:

Kate Griffiths	Head of Carers Unit, Birmingham City Council and Carers Impact Team Member
----------------	---

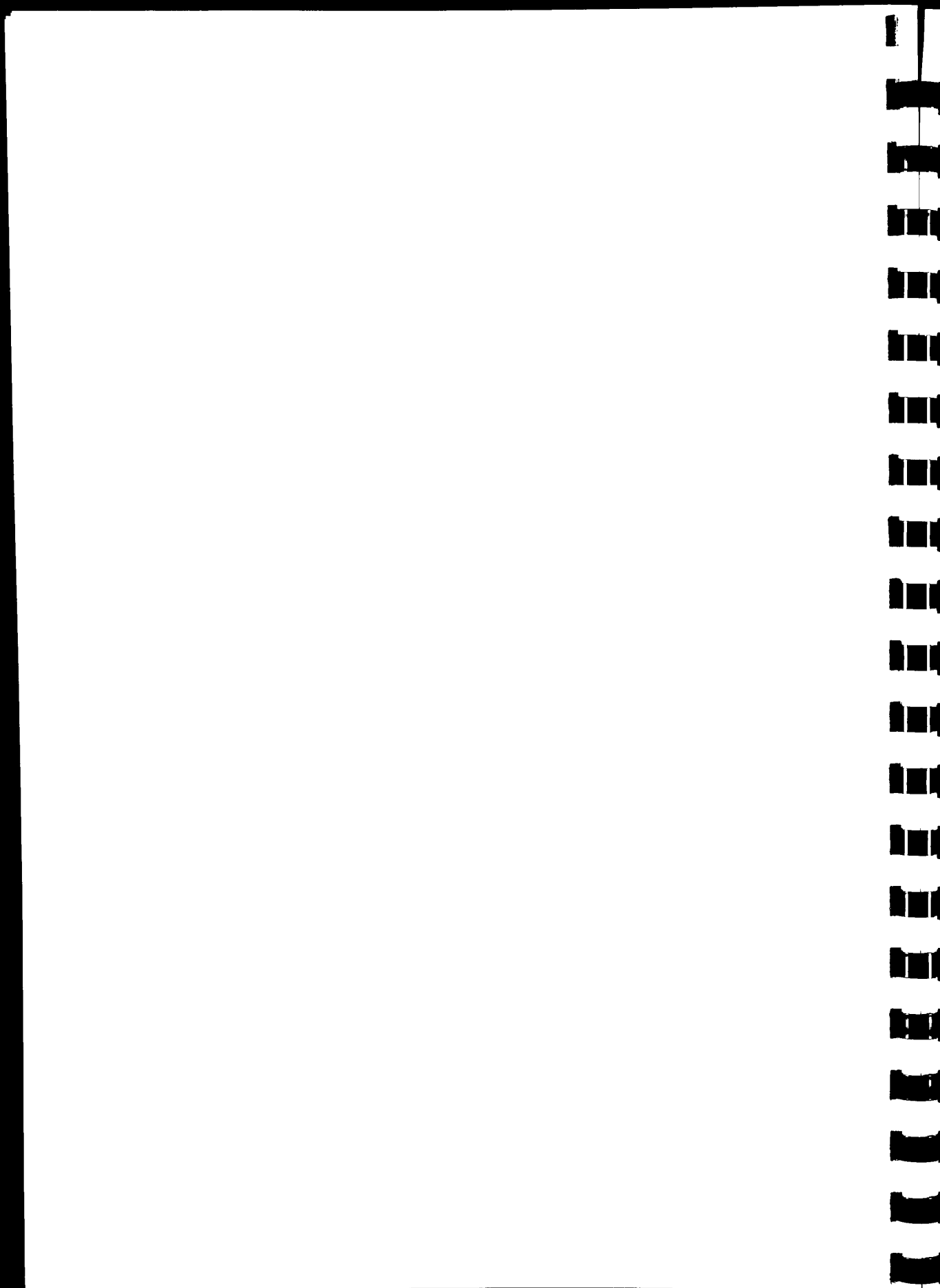
Mike Hatch	Service Development Officer (Carers) Gloucestershire Social Services and Carers Impact Team Member
------------	--

Session Chair:	Brian Jones
----------------	-------------

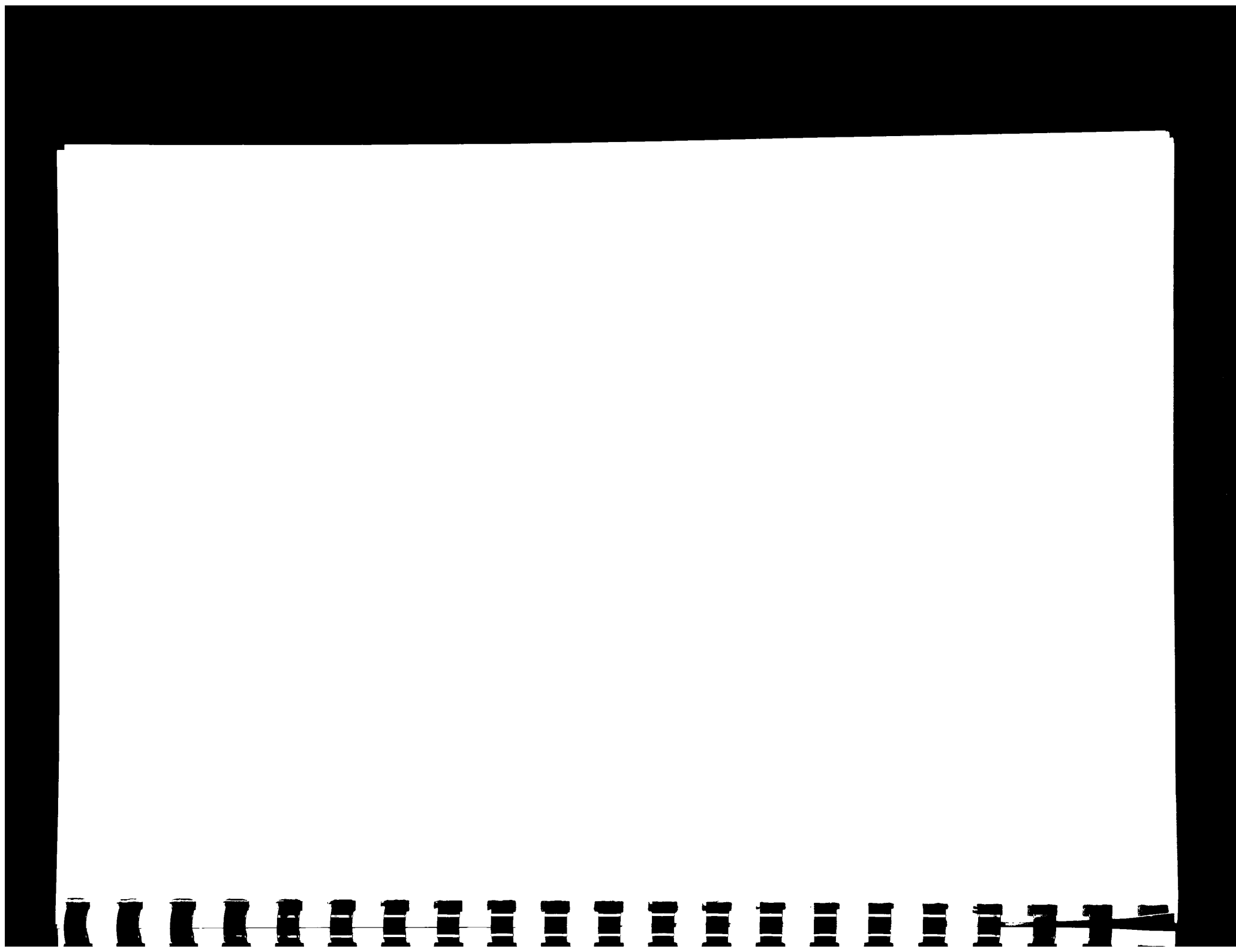


"Carers in the Mainstream?" - Participants List

Robert Aberman	Photographer	
Anne Ainsley	Projects Manager	Private Patients Plan Ltd
Terry Allen		Hampshire Social Services
Dave Allport	Community Support	Walsall Social Services
Wendy Ansdell	Carers Project Officer	Croydon Community Health Trust
John J. Bangs	Quality Audit Manager	Surrey Social Services
Linda Banister	Co-ordinator	The Princess Royal Trust
Penny Banks	Policy Officer	Hertfordshire Social Services
Sue Barson	Chief Officer	N. Staffordshire Carers Assoc
Jane Bearman		Kingston-upon-Thames
Gerald Bennett	Medical Director - CELFACS	City and East London
Sue Bennett	Services to Older people & Carers	Isle of Wight County Council
Beryl Bletcher	District Nurse	Buckfastleigh Health Centre
Christopher Bosanquet		Christopher Bosanquet Ltd
Susan Bourne	District Nurse Team Leader	Bassetlaw NHS Trust
John Bowis	Parliamentary Under-Secretary of State for Health	



Stella Broadbent	Business Manager/Senior Nurse	Kingston & Dist. Comm. Health Trust
Mo Brickwood	Community Resource Worker	Social Services (Newbury)
Andy Bunbury	Training Officer	Wakefield MDC Soc. Services
Jacqui Candy	Head of Service Development	Sefton Health
Maureen Carabello	Clinical Nurse Manager	Parkside Health
Bill Carmen	Chairman	South Bucks Carers Project
Janet Cawtheray	Planning and Commissioning Mngr	West Yorkshire H.A.
James Chalmers	Community Care Manager	Kingston Hospital NHS Trust
Brian Chamberlain	Service Manager	Solihull Healthcare NHS Trust
Jane Clapham	Community Liaison Sister	RNOHT
Alison Clarke	Project Mngr, Realising Respite	Anglia and Oxford Regional H.A.
Alison Clarke		Counsel & Care
Les Clarke	Director, Quality/Consumer Affairs	North Birmingham H.A.
Lindy Clarke	Carer Advice Service Co-ordinator	Citizens Advice Bureau
David Cockayne	Strategic Business Planner	NW Anglia HA
Jenny Coles		Kettering District Carers Centre
Gabe Conlon	Asst. Director, Services to Older People	South Glamorgan Soc. Services
Connie Coombes		London
Natalie Cooper	Principal Assistant	Mid Glamorgan Soc. Services



Vera Cooper

Angela Coulter

Director

King's Fund Centre

Patricia Cozens-Walker

North Oxfordshire Carers Centre

Brenda Crosby

Carers Impact Team Member

Frank Crowther

Carers Impact Team Member

Cynthia Crumpton

Carer Representative

Dorset Healthcare NHS Trust

Margaret Cunningham

London

Melanie Danan

Development Officer

Hackney Carers Centre

Susan Darby

Project Manager

Portsmouth Carers Forum

Barbara Darwood

Principal Officer (Older People)

Islington Neighbourhood Services

Jasmine Davey

Carers Impact Team Member

Susan Dawkins

Social Worker

Southsea Social Services

Jane Dearden

Merseyside

Carol Denn

Purchasing Officer

North West Anglia H.A.

Denise D'Souza

Community Services Manager

East Sussex Soc. Services

Stephen Duns

Deputy District General Manager

East London & The City HA

Amanda Edwards

Social Services Inspectorate

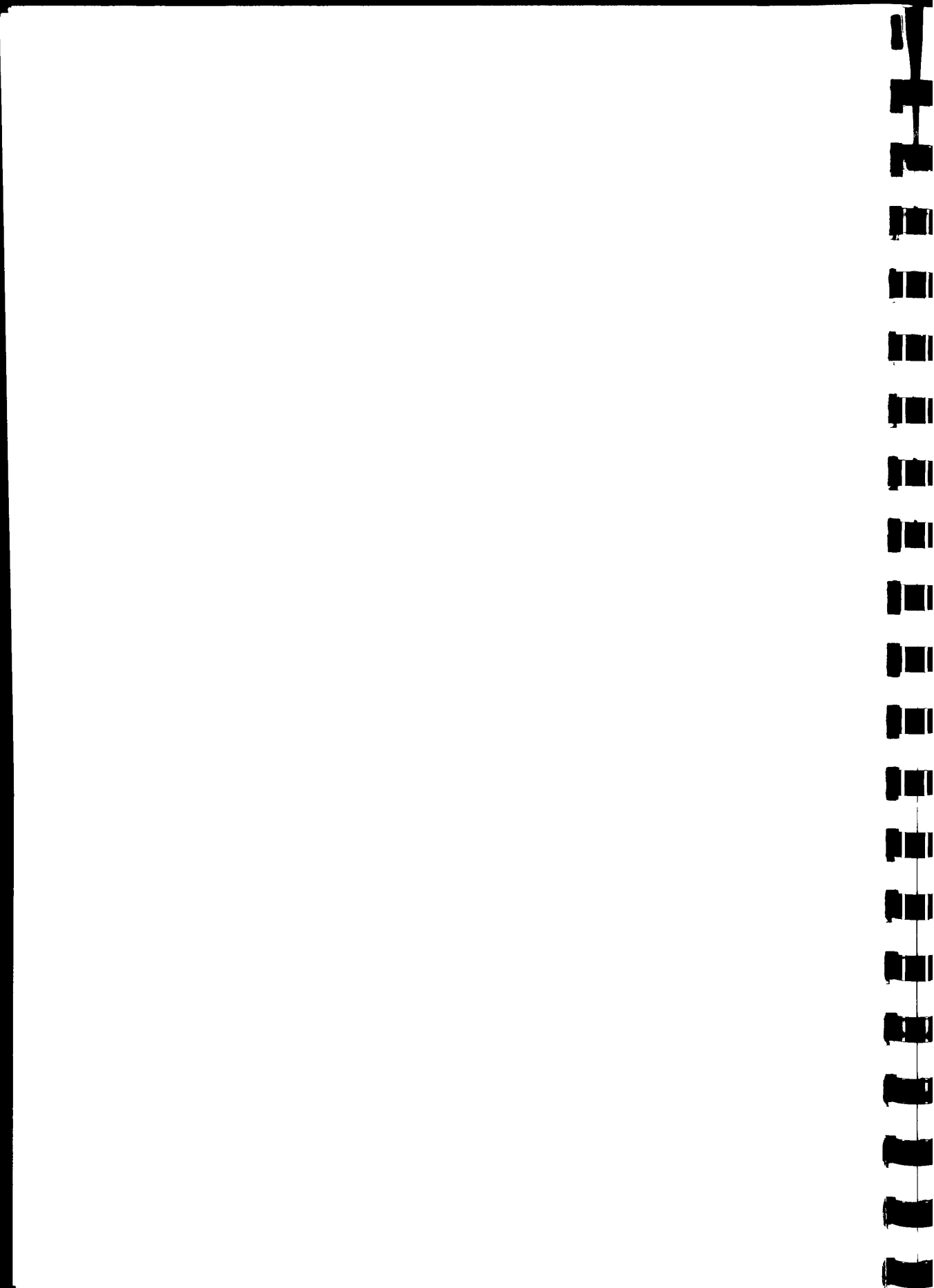
Gloria Edwards-Davidson

Ecton Brook Clinic (Northants)

Stuart Eglin

Regional Co-ordinator

North West Regional H.A.



Cherry Elliot	Unit Manager, Disabled Resource Centre
Carol Esquent	
Sophie Fagan	
Dale Ferguson	Chairman
Zanne Findlay	Head of Quality and Equality
Ronan Foley	
Alison Forbes	Press Officer
Christopher Frazer	Group Leader Care Management
Peter Frost	Carers Impact Team Member
Jean Gaspard	Manager
Trevor Gay	Locality Manager (Primary Care)
Joyce Gibbs	Carer Representative
Christine Goldstone	Community Nurse
Valerie Good	Staff Officer (Older People)
Malvina Goring	Assistant Project Co-ordinator
Christine Grant	
Lynne Gray	
Ray Greenway	Carers Impact Team Member
Kate Griffiths	Carers Impact Team Member

Hampshire Social Services
 Dartford Carers Project
 London
 Isle of Wight Health Commission
 Lewisham Social Services
 University of Brighton
 King's Fund Centre
 Gateshead M.B.C.

 Solihull Healthcare NHS Trust
 Plymouth & Torbay H.A.
 Dorset Healthcare NHS Trust
 East Berkshire (NHS) Trust
 East Sussex Social Services
 Dartford Carers Project
 Southampton Carers Forum
 Newcastle-Upon-Tyne



Janet Hadley		London
Richard Harbord	Chief Executive/Director of Finance	London Borough of Richmond upon Thames
Susan Harkness	Carer Support Worker	N.S.F.
Jane Harvey	Research Assistant	Wirral Health
Mike Hatch	Carers Impact Team Member	
Rosie Hayward	Welfare Officer	Parkinson's Disease Society
Christina Hicks	Community Care Liaison Mngr	Dorset Health Commission
Sarah Hill	Group Manager	Staffordshire Social Services
Sheila Hill	Community Care Provision	Manchester City Council
Bridget Hollingsworth	Resource Manager	Wigan MBC
Dorothy Howlett	Primary Nurse	Aylesbury Vale Comm. Health Care Trust
Beverley Hughes	Carers Development Officer	Carers Support Unit (Leics)
Carole Hunter	Professional Development Advisor	Airedale NHS Trust
Caroline Hunter	Project Secretary	Carers Impact
Helen Hyslop		Sane
Joan Ingle	Carer Representative	Dorset Healthcare NHS Trust
Anne Jones	Commissioning Manager	Herts Health Agency
Brian Jones	Assistant Secretary in Social Services	Assoc. of Metropolitan Authorities
F. Roy Jones	Director of National Services	Arthritis Care



Jane Jones

Gloria Joseph

Sue Joyce

Jean Kerley

Cheryl Kirby

Penny Kocher

Sandra Lambe

Alan Lewis

Elaine Liburd

Sam Lloyd

Sue Locker

Rosemonde Logan

Adrian Lovett

Meg Malanaphy

Rosemary Manson

Ed Marsden

Judith Marsh

Margaret Marshall

Gillian Martin

Clinical Nurse Manager

Resource Manager

Carer Development Support

Primary Care Dev Manager

Project Officer

Community Support Specialist

Principal Manager

Admiral Nurse Team Leader

Team Manager

Publications Unit

District Nurse Manager

Corporate Planner

Carer Representative

Manager

Co-ordinator

Northants FHSA

Parkside Health

L.B. Lambeth

Hampshire Social Services

Bradford FHSA

Carers Impact

CELFACTS

Sefton Social Services

Riverside Mental Health Trust

Carers Support Unit (Leics)

King's Fund Centre

Community Health Services

North Yorkshire H.A.

Dorset Healthcare NHS Trust

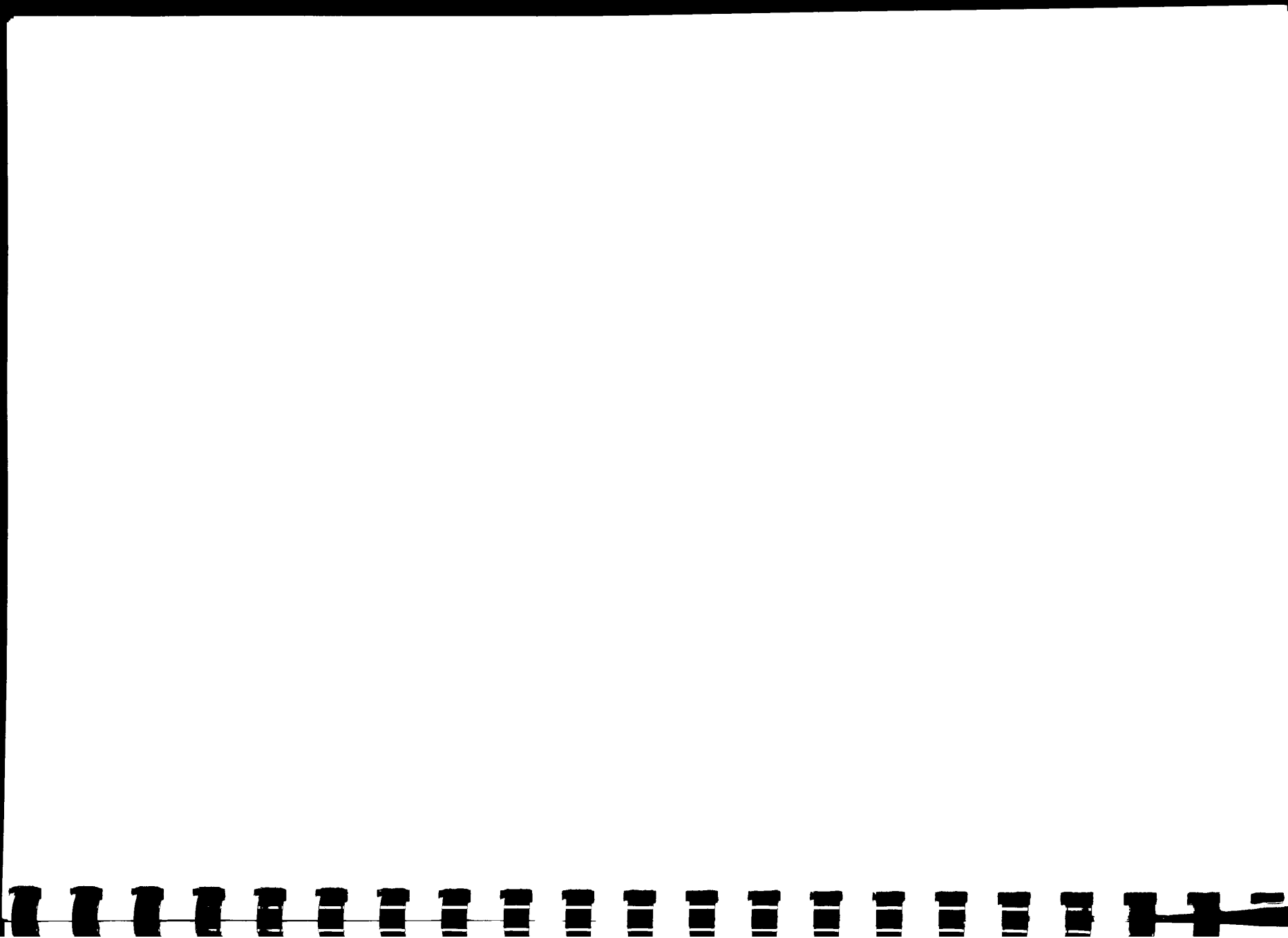
Merton, Sutton & Wandsworth H.A.

Kent F.H.S.A.

N. Oxfordshire Carers Centre

Wiltshire County Council

Gateshead Crossroads Care



Jacqui Martin

Alf Matthews

John McCurdy

Planning and Co-ordination

Valerie McLeod

Community Mental Health Nurse

Frank McMahon

Purchasing & Policy Development Mgr

Angela Merry

Vice-Chair

Tony Metcalf

Principal Officer, Development

Linda Moore

Project Secretary

Janet Morgan

Marie Mulligan

Development Officer

Barry Mussenden

David Myatt

Policy Development Officer

Wayne Neal

Joi Nelson

Ethnic Minorities Officer

Silas D. Nicholls

Development Officer

Bridget Ogden

Community Services Division

Steve Newton

Policy & Planning Officer

Dr. D. Pendlebury

Nicole Pirie

Suffolk Carers

London

Lothian Region Social Work Dept

CELFACTS

Northamptonshire SSD

Worcester Community H.C.

Newcastle-upon-Tyne

King's Fund Centre

The Gatsby Charitable Foundation

Solihull Social Services

London Voluntary Service Council

South Devon Social Services

Oldham NHS Trust

Arthritis Care

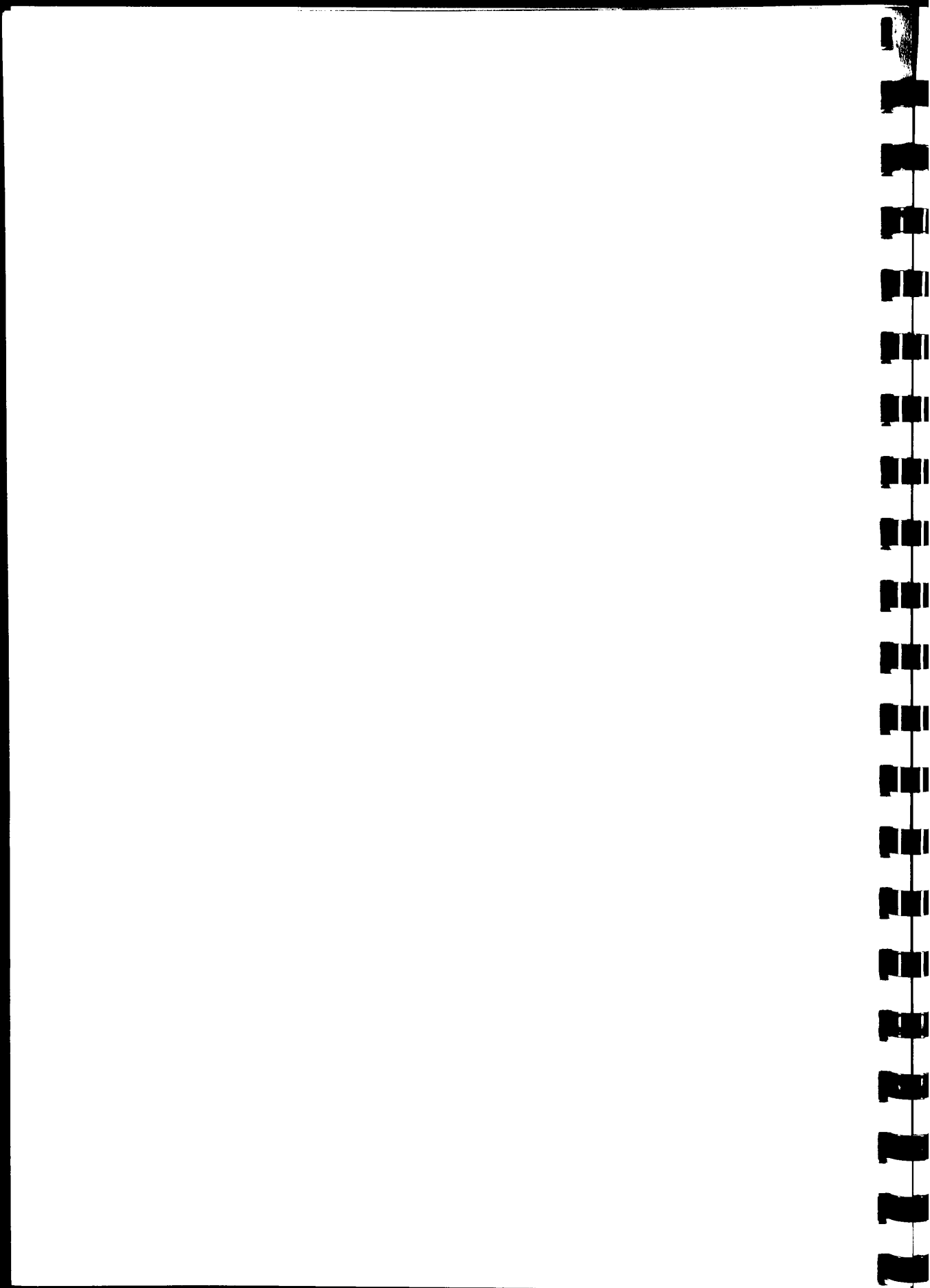
Sefton Health Authority

Department of Health

Lancashire County Council

East Sussex

University of Portsmouth



Jill Pitkeathley	Director
Derek Podestra	
Michael Powell	Project Manager
Mary Roberts	Mental Health Support Worker
Janice Robinson	Programme Director, Community Care
June Ross	
Ray Rowden	Director
Vinay Sangar	Development Officer
Anne Sassoon	Older People's SPPG
Carole Schneider	Manager
Robin SeQueira	Director of Social Services
Rita Seewooruttun	Manager, Elderly Care Services
Ros Shrubbs	Asst Director of Joint Planning
Gill Slade	Assistant Community Care Co-ordinator
Steve Spear	Health Policy Dev. Manager
Millie Stoney	
Diana Storey	Service Development Officer
Carole Swift	Customer Participation Officer
Maura Teager	Clinical Manager

Carers National Association
 Hertfordshire
 Carers Impact
 CELFACS South East Locality Team
 King's Fund Centre
 Gateshead Social Services
 Institute of Health Services Management
 Kent County Council
 Sheffield Health Authority
 Torbay Council for Voluntary Services
 Dorset County Council
 Riverside Mental Health Trust
 South of Tyne Health Commission
 Dorset Social Services
 Southern Derbyshire H.A.
 London
 Bucks County Council
 St Helens MBC
 Community Health Services



Nikki Thompson	Development Officer
Winifred Tumim	Chair
Catherine Tutton	Training and Development Officer
Monica Unwin	Assistant Director (Development)
Mairin Valdez	Planning Officer
Chris Vellenoweth	Special Projects Manager
Ray Venus	
Patti Vincent	Development Worker
Arthur Walls	
Judith Wardle	
Helen Waterhouse	Consultation Officer, Community Care
Alan Watson	Director
Roslyn Wheeler	Marketing Manager
Liz Williams	Manager
Rick Willis	Inspector
Alan Windsor	Service Manager (Adults)
Sylvia Wiseman	Carers Impact Team Member
Philip Wood	Care Service Manager

Carers Support Unit (Leics)

Carers Impact Steering Group

Cancerlink

Alzheimer's Disease Society

Berkshire Social Services

NAHAT

Gateshead Social Services

South Bucks Carers Project

Wigan Metropolitan Borough Council

Oxfordshire Carers Forum

London Borough of Barnet

BACUP

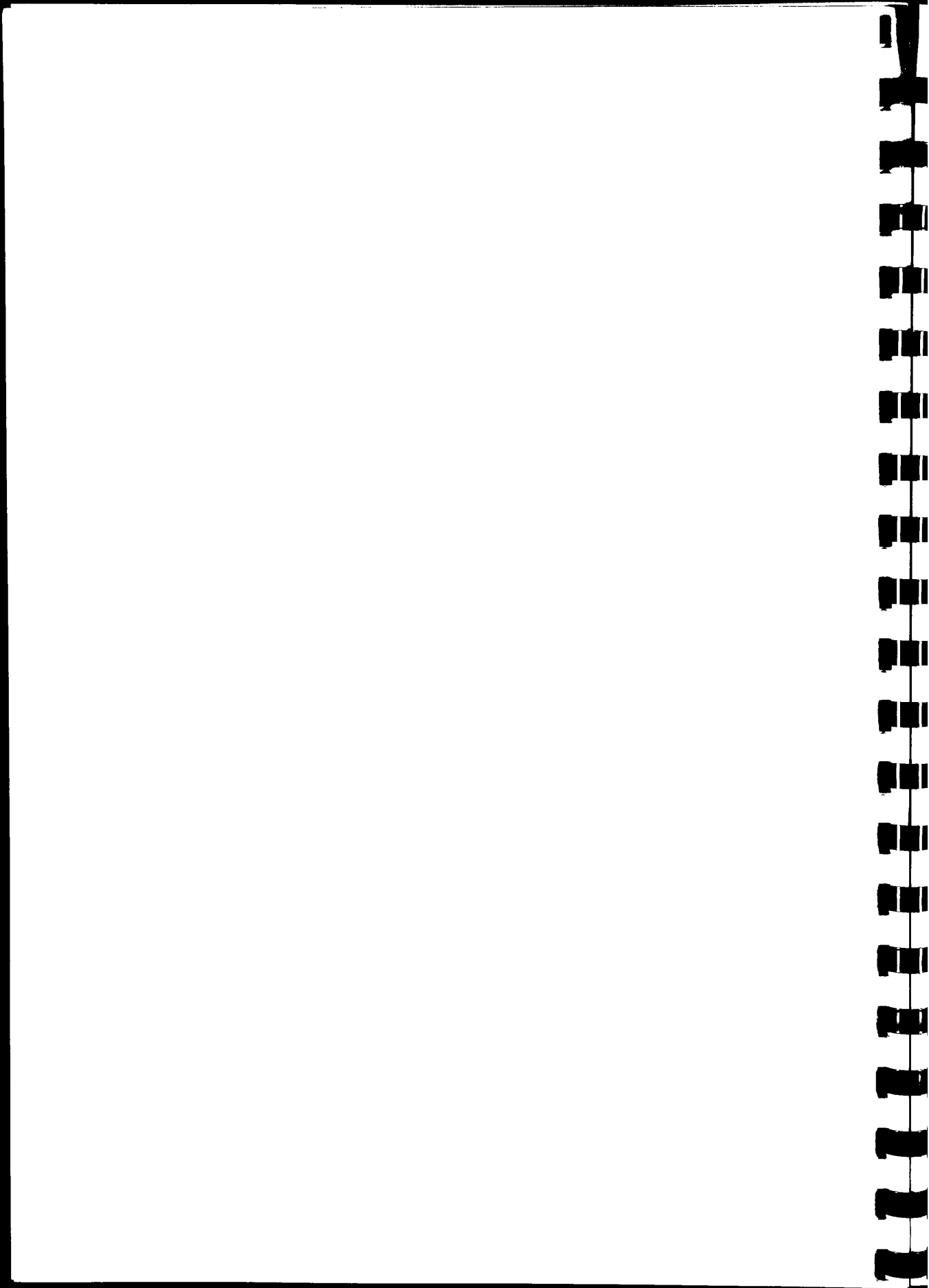
NAHAT

Sefton Carers Centre

Social Services Inspectorate

Hampshire County Council

Motor Neurone Disease Assoc



Geoff Woollan

Carers Development Officer

Hampshire County Council

Lydia Yee

Carers Impact Team Member



King's Fund



54001000769862



00 048572 020000



Launched in October 1992, Carers Impact is a 3-year development project, working alongside health and local authorities to stimulate initiatives that will provide greater practical support for carers looking after elderly, ill or disabled people who cannot manage at home without help. The goal is to make effective carer support a core feature of mainstream community care services.

The project, which is managed by the King's Fund Centre, also fosters opportunities for agencies to learn and benefit from each other's experiences, through publications, meetings and evaluation of service developments. 'Carers in the mainstream?', a national conference held on 16 November 1994, was part of that process.

The conference discussed the effect of community care policy on support for carers and provided a forum for debate about the future management and service development agenda. The emphasis was on moving from rhetoric towards practical action that will ensure that support for carers is treated as a core element of community care.

This report summarises the proceedings of the conference and highlights key points from the debate.

Further copies of this report and information about Carers Impact can be obtained from:

Carers Impact
King's Fund Centre
127 Albert Street
London
NW1 7NF

Tel: 0171-267 6111

Photographs by Robert Aberman