

CARERS CONFERENCE 2017

EVENT REPORT
THURSDAY 16TH NOVEMBER
DEWARS CENTRE, PERTH



ACKNOWLEDGEMENTS

Our annual Carers Conference was a committed effort of PKAVS Carers Hub Team and representatives from Perth & Kinross Council and NHS, Perth & Kinross Healthy Communities Collaborative. We have worked hard to ensure people had the opportunity to find out about important updates on important matters. We are thankful to all delegates, presenters, exhibitors and workshop providers who supported this event. We would like to thank those Carers and Professionals who made time available for this event to contribute their valuable views and share their experiences.

We welcome the views of all unpaid carers and professionals, if you would like to have a say in the planning of next years conference please contact Marlena at Marlena.Nowaczyk@pkavs.org.uk or **01738 567076**.



The Carers Conference is an annual event for unpaid carers in Perth & Kinross. The event included presentations, Q&A discussion panels and workshops. It was organised by PKAVS Carers Hub in collaboration with Perth & Kinross Council and NHS Tayside and took place on Thursday 16th November 2017 at Dewars Centre in Perth.

Who was the event for?

We welcomed **144** delegates to this year's conference. The event was well attended with 60 unpaid carers and 84 professionals working in the health and social care sector throughout Perth & Kinross, who were interested in learning more about the various services that support unpaid carers. This report is an overview of the event and contains information and links useful both for attendees and for those who were unable to attend.

Purpose of the event

The aim of the event was to bring carers and professionals together and raise awareness of unpaid carers work, issues they face and the contribution they make to health and social care. For carers to make them feel appreciated and listened to, for professionals to identify ways to tackle concerns and problems faced by carers on a daily basis. Also to inform carers and all staff of the important changes in the landscape of caring such as the implementation of the Carers (Scotland) Act 2016, an important eligibility criteria consultation being carried out and the available funding for carers respite.



Conference Programme

The structure of the conference consisted of a range of informative talks in the morning and afternoon, both followed by Q&A sessions. There were also two rounds of workshops focused on different topics offered in the morning and afternoon. We also had a packed exhibition area with 39 information stalls offering advice during the coffee and lunch breaks. Overall it was a day packed with information, networking and making new connections plus a great performance from CATH Cigar Box Guitar band to end the day. For the full programme see **Appendix 1**. The presentations were recorded on the day and can be viewed at www.pkavscarershub.org.uk/Carers-Conference-2017

Speakers

Depute Provost Willie Wilson

The event was opened by the Perth City South Councillor Willie Wilson with an inspiring talk about living life as a carer. Councillor said: *'Nobody ever tells you that you're going to become a carer. Nobody makes an announcement and says you're going to be doing this over the next years*

(...) Nobody will ever say – well actually, there's a new hat you need to start putting on from tomorrow.' Councillor talked about day to day struggles of being a carer and even how you can train your cats to help you out! This thoughtful speech shows how important it is for our wellbeing to keep our sense of humour in check. Councillor praised PKAVS work with carers and the exhibition from various organisations present at the conference offering information, support and training. The challenges faced by carers around holidays, respite, emergency support planning when something happens to the core carers highlighted the need for further work. Councillor also mentioned the importance of taking a close look at the new Carers (Scotland) Act and eligibility criteria both by carers and professionals.



**Paul Henderson, Service Manager,
Perth & Kinross Council**

Paul gave an overview on data around unpaid carers in Perth and Kinross and the progress on developing the Carer Strategy and implementing the new Carers (Scotland) Act – how far Perth & Kinross Council has progressed and what is still to be done.



Marthe Handling, Respite Development Officer, PKAVS

Marthe talked about all respite opportunities available for carers through PKAVS services: Respitality (respite through hospitality), therapies, day clubs, support and various funding options available. PKAVS administers the Time4Me Fund – a pot of money for short breaks for carers, more info and criteria can be found at

www.pkavscarershub.org.uk/Time4Me

If you would like more information about the funding available or help with applying please contact Marthe on Marthe.Handling@pkavs.org.uk or **01738 567076**.



**Sue McIntock, Carer Positive Awards Manager,
Carers Scotland**

Sue gave a presentation about the Carer Positive initiative that aims to raise awareness of the growing numbers of people who juggle work and caring, encourages employers to understand the business case for supporting carers in the workplace and recognises employers who have policies and practices which support carers.



**Lindsey Henderson & Gordon Dodds,
Carers Policy Team, Scottish Government**

This talk covered the changes that will be brought by Carers (Scotland) Act 2016. The Act aims to better support carers on a more consistent basis so that they can continue to care in good health and to have a life alongside caring.

The key aspects of the Act are giving local authorities:

- A duty to prepare an adult carer support plan and a young carer statement for any carer who requests one;
- A duty to provide support to carers that meet local eligibility criteria.

Christine Tse, Policy Officer, PKAVS

Christine talked further about the new Carers Act and local eligibility criteria for receiving carers support from the Local Authority. Christine helped her audience to understand what would be considered as an eligibility threshold. The consultation was carried out by Perth & Kinross Council and the Health and Social Care Partnership to see if the eligibility criteria for carers is fit for purpose in Perth & Kinross and Christine encouraged everyone to take part in it. Christine offered one to one chat about Carers Act to delegates during breaks and can still be contacted with questions on

Christine.Tse@pkavs.org.uk or 01738 567076.

"The Conference has given me much more information with regards to the Carers Act that comes into effect in April 2018"



Workshops

The conference featured five workshops, each delivered twice during the day. These workshops were offered to both carers and professionals which helped to exchange ideas, increasing awareness of carers' issues and making valuable contacts. The workshops were very well received, there was a lot of engagement and enthusiasm among the delegates.

Body Boosting Bingo



Delivered by Jenny Ackland from Age Scotland this workshop was run similarly to a regular game of bingo but with a bit of a twist! Jenny used a variation on the familiar rhyming bingo calls which was linked to an exercise or activity. Keeping active and having good muscle strength and balance is critical to our health and well-being and delegates comprising of carers and professionals very much enjoyed this session.

"Loved Body Boosting Bingo, interesting and fun!"

"This was great fun and would be advantageous to all at day care"

Digital Skills

Delivered by Amulree Welch from LEAD and Kevin Heller from Perth & Kinross Council. In this workshop attendees learned about main computer terms, online safety and benefits of getting online and finding information through internet searches. Participants could practise during the workshop on available devices. It was a practical and informative workshop which highlighted how technology can enhance the lives of carers and those they care for.



Technology Enabled Care



This workshop was delivered by Paul Smith, Andy Davidson and Andy Bell from the Community Alarm team at PKC. It gave carers and professionals an introduction to technology that can be used in care (e.g. telecare, telehealth, digital platforms) and an overview of the products (e.g. personal alarms, falls monitors, GPS locators, flood detectors). It covered some case studies and the referral route.

"Interesting and great ideas for future care"

"Well presented and informative"

Mindfulness

This workshop was delivered by Douglas Stewart and Stuart Glencorse from Mindspace. It offered attendees a time to relax, ease tension and also to learn skills of being mindful in a day to day life. It can be easy to rush through life without stopping to notice much.

Mindfulness can help to enjoy life more and understand ourselves better. Paying more attention to the present moment – to own thoughts and feelings, and to the world around – can improve mental wellbeing. The aim of this workshop was to show participants the steps they can take to develop it in their own life.

*"Excellent
mindfulness
REALLY
helped!"*

*"Fantastic,
really
relaxing"*

Benefits Beetle Drive

A number of representatives from Citizens Advice Bureau came with Sandy Watts on the day to offer an innovative game created by CAB team and called Benefits Beetle Drive. It was an interactive quiz style workshop on Carers benefits, rights and local organisations that can offer carers support. It gave attendees a great opportunity to expand their knowledge while having fun, meeting new people and potentially win a prize!

*"So
interesting
and such
a laugh"*

*"Learnt
a lot of info
since the law
has
changed"*

*"Excellent! Problem is
people don't know what to
ask about, processes for
benefits are highly
complicated. Didn't know
this service existed. Brilliant
idea!"*



Information Stalls

A range of organisations were holding information tables during the conference and had opportunity to network and share information with carers. We were delighted with such a great response from various organisations and grateful for their contribution to making it a successful day.



*"I am more aware
of different
organisations"*

*"Plenty to explore
at the exhibition
stands"*

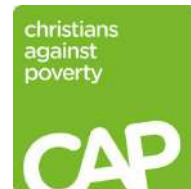
*"Incredible amount of
information, expertise
and enthusiasm"*



*"Many dedicated staff
to support carers in
P&K area"*



Information was provided from the following organisations:

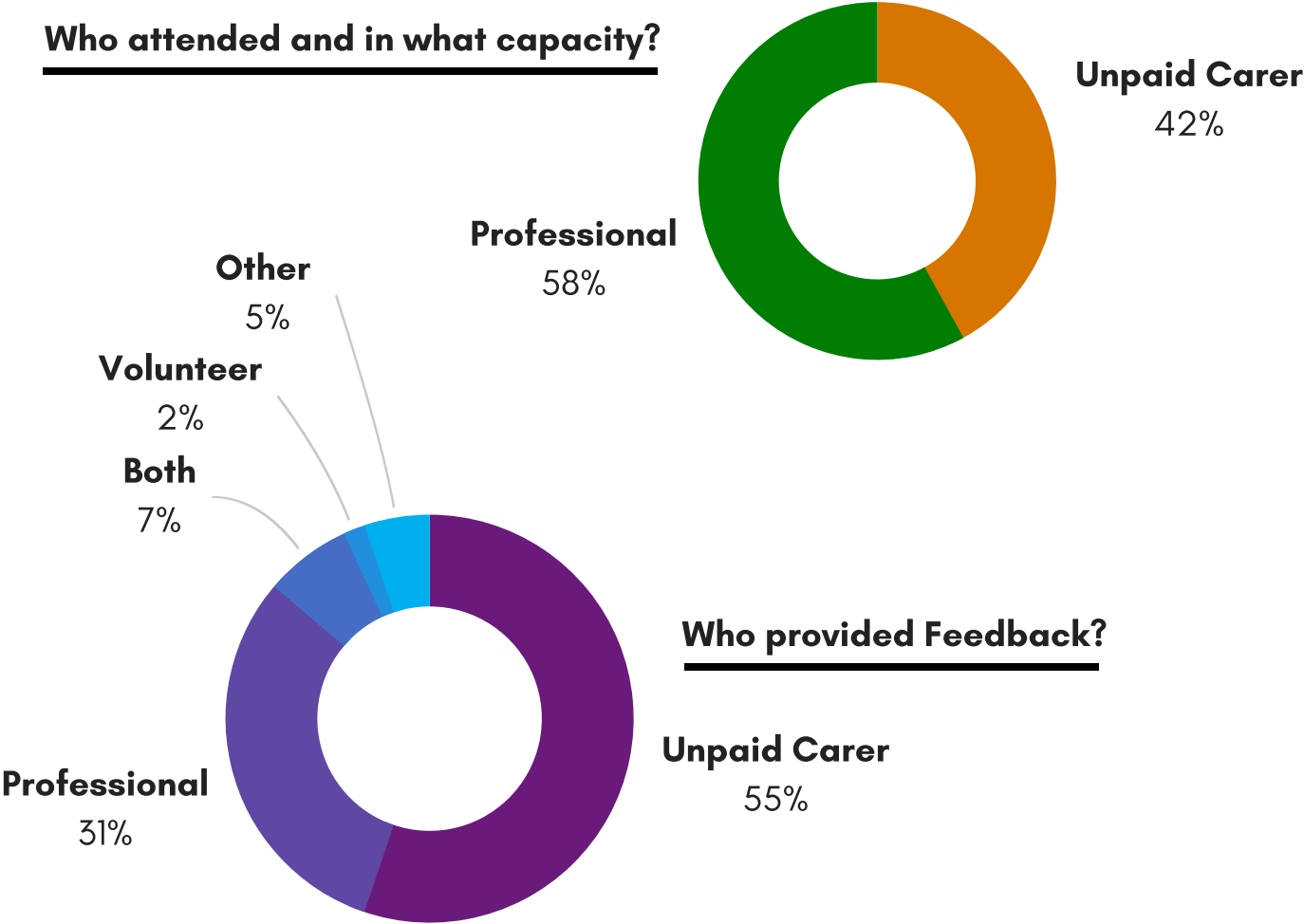


Thank you for supporting the Carers Conference!

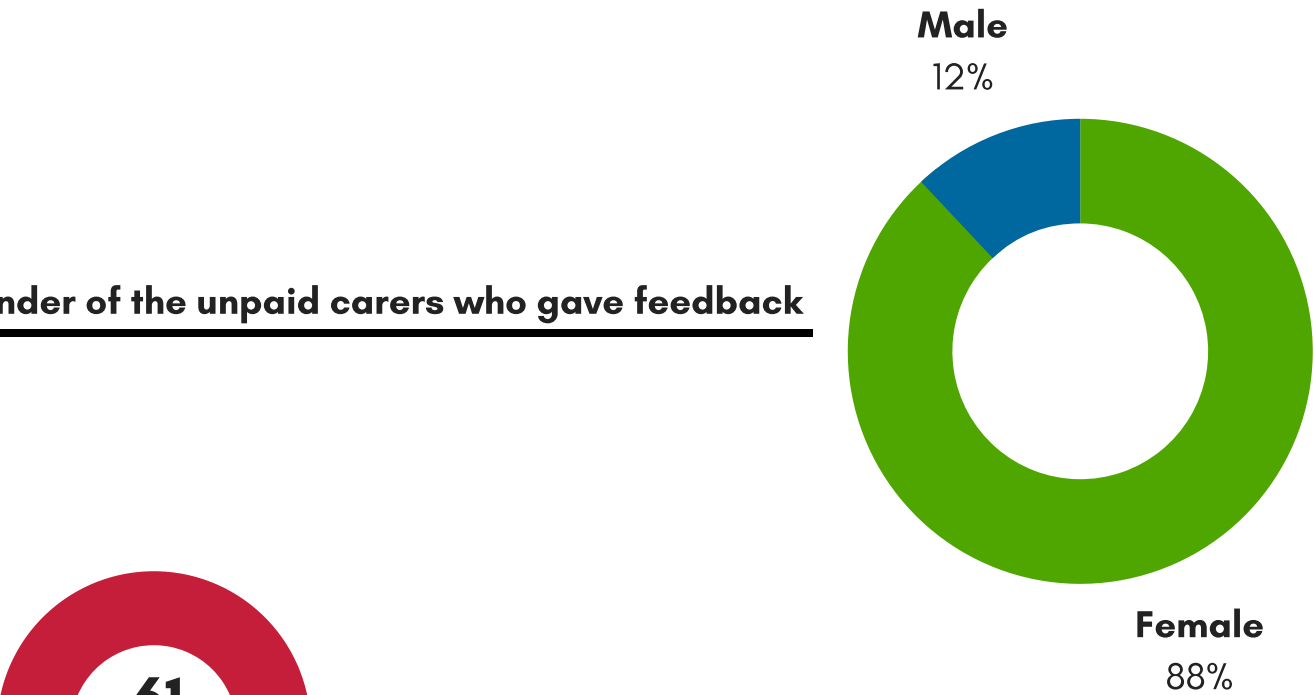
Feedback Statistics

N.b 144 people attended the Conference, & 57 provided feedback

Who attended and in what capacity?

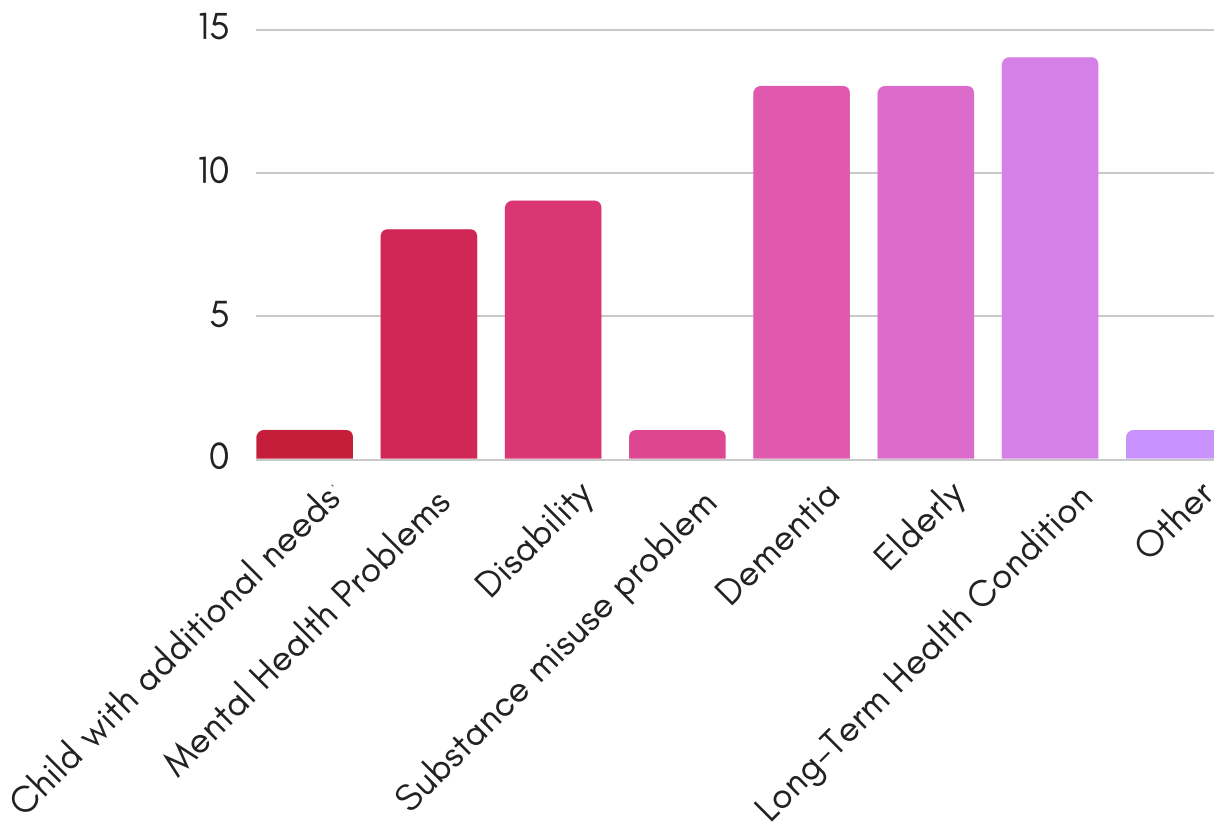


Gender of the unpaid carers who gave feedback

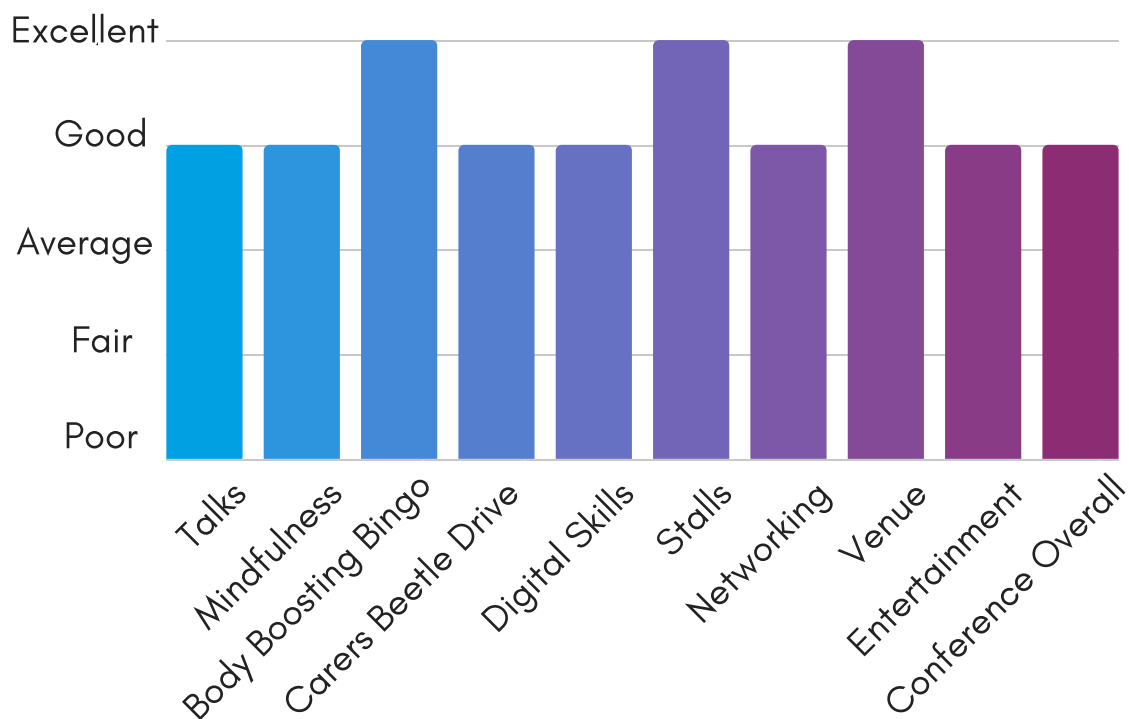


Average age of Unpaid Carers who gave feedback

Condition of the person you care for



Your experience of the Carers Conference



Conference Questions

A number of attendees used an opportunity of leaving written down questions for speakers in the question boxes. Those questions are listed below followed by the answers received from the appropriate speakers.



1. Question for **Sue McIntock**

Q: *What about carers who are attending college, then having to go out on placement as part of their course?*

A: *There is no guarantee that the organisations who provide placements for college students will currently be accredited Carer Positive employers, but it would certainly be helpful if colleges promoted the Carer Positive scheme to these employers, or at least encouraged, and helped raise awareness of the need, and benefits, of providing a supportive working environment for placement students with caring responsibilities. Carers Scotland and PKAVS would be happy to support discussions with colleges and local employers in any way that might help this aim. For more information please contact me on Sue.McIntock@carerscotland.org or **0141 4453070** or Marlena on Marlena.Nowaczyk@pkavs.org.uk or **01738 567076**.*

2. Question for **Marthe Handling**

Q: *In the past, we have been advised that if you were 65 years old, one is not entitled to a Carers Support Plan... is this correct? As many carers are well over this age limit.*

A: *Anyone who is an adult carer is entitled to an Adult Carer Support Plan, there is no age limit. If you would like to arrange a Support Plan you can contact the PKAVS Adult Carers Team on **01738 567076**.*



3. Question for **Paul Henderson**

Q: *What contingency planning is in place in the event of an unpaid carer's death – leaving a vulnerable adult with severe & enduring mental illness, who has no insight, has not engaged with Social Services, and relies heavily on unpaid carer for everything, alone!! The potential for a disaster!*

A: *This is a good question, as this is a worry for a lot of carers. The new format of the Adult Carer Support Plan, as set out in the Carer (Scotland) Act includes a section on information about whether the adult carer has arrangements in place for the provision of care to the cared-for person in an emergency and information about whether the adult carer has arrangements in place for the future care of the cared-for person. This means that in Perth and Kinross, we will have to adopt this in the Adult Carer Support Plans we use. We will have to have this in place by 1st April 2018.*



4. Question for **Paul Henderson**

Q: *Consultation must be effective and as wide as possible – PKAVS/Carer's Forum is not a meaningful representation of unpaid carers. Are you consulting meaningfully with all carer organisations?*

A: *If this question relates to the Carers Eligibility Criteria then yes, we are consulting as widely as possible. We have written to over 6,000 potential carers to ask if they wish to take part in our consultation. We have advertised the consultation in the Courier and the Perthshire Advertiser and we have promoted it on Twitter and Facebook. PKAVS have written to all the carers that receive or have received a service from them. We asked a range of voluntary sector partners and health and social care and Council staff if they would like to take part in the response.*



5. Question for **Paul Henderson**

Q: *Is there a list of care homes with respite beds? If not, could there be one produced? I can only book a bed 2 weeks before I go on holiday which is really stressful especially when the holiday needs booked in advance. It's also good for the cared for to go back to a care home she knows.*

A: *Thank you for your question about respite, as I know the difficulties around trying to book a respite bed at short notice. We have a project to try and improve more flexible residential respite as we want to be able to make it easier for carers like you to book respite. Part of this is a short term*



pilot to try to fund respite only beds in care homes. As we develop this project I can let people know more about this.

6. Question for **Paul Henderson**

Q: *Are you/ did you include carers regarding eligibility criteria consultation meaningfully?*

A: *We have contacted as many carers as possible, asking them if they would like to take part in this consultation on the Carers Eligibility Criteria. However, we can ask carers if they wish to take part in this but we cannot force them to take part. Carers, as you know, are often very busy in their caring roles and I can understand that taking part in this consultation is perhaps not a priority. Many carers may just not have the time to do so. We have tried to make it as easy as possible to take part by offering some events carers can take part in as well as the ability to either fill in an online survey or to ask for a paper copy which they can then hand or send into PKAVS. It is also a fact that some involved in a caring role may not identify themselves as carers and therefore may not think the survey is for them.*

7. Question for **Paul Henderson**

Q: *My question is about the ethical approach to employment and salaries of care staff. Care staff that work for my mum are employed by the agency commissioned by the council and they are on zero hour contracts. Shouldn't these carers at least have a contract for permanent hours on the living wage?*

Q: *I want to support the question about contracts & wages of carers. The present situation must be why there is a shortage. It is a very skilled job being a (paid) carer and their working conditions must reflect this. They don't at present.*



A: *Thanks for your question on this. The Council introduced a policy of paying the Living Wage, we increased our funding to care providers to enable this. When the Council re-commissioned care at home this year, we also changed our contractual arrangements with the providers. All the care at home providers signed up to Fair Working Practices which includes paying the Living Wage and paying for travel time. In relation to 'zero hour contracts', it was our aim to introduce this with our contracts. Many care providers would also prefer this way of working. However, many care providers have found that their care staff do not wish to have more permanent contracts as 'zero hour contracts' enables care staff to have flexibility in the hours they work.*



Recommendations for future conferences

We are constantly trying to improve the quality and content of the Carers Conference and appreciate all the feedback we received. We will consider all the suggestions for the Carers Conference 2018.

Clearer directions on where the workshops where i got confused with so many leaflets

Probably more workshop type activities for carers

Getting the word out to more carers

Cut the Q&A shorter and do it on a one to one basis

More time for Q&A as it was very interesting. It is more useful as it targets specific things which make many carers are concerned about

More time to look at and chat to stall holders

Timing of lunch. I noticed that some people found the morning long. Earlier lunch would improved the balance of the day

The speakers in the afternoon could of been more interactive as the information they were giving was dry, although necessary. Maybe look at different ways of presenting the info

Break off to smaller groups dependent on the condition of the person you are caring for - e.g Alzheimer's as the needs vary re support for the carer

Not a priority but ensure microphones are ready for Questions being asked

A wee break about 11:30am would have been very helpful!

All stalls in the one room

It would have been good to hear more personal stories from actual unpaid carers

Keeping the workshops to the specified times

More Food!

Appendix 1



CARERS CONFERENCE PROGRAMME

Thursday 16th November 2017
Dewars Centre, Perth

09:30 – 10:15	Registration, tea and coffee, exhibitions	Main Entrance/Tay Bar Area
10:15 – 10:20	Welcome & Introductions <i>Raymond Jamieson</i>	Gannochy Suite
10:20 – 10:30	Opening Speech <i>Councillor Willie Wilson</i>	Gannochy Suite
10:30 – 10:40	Update from the Health & Social Care Partnership <i>Paul Henderson, Service Manager PKC</i>	Gannochy Suite
10:40 – 10:55	Respite for Carers <i>Marthe Handling, Respite Development Officer</i>	Gannochy Suite
11:00 – 11:15	Q&A	Gannochy Suite
11:20 – 12:05	Morning Workshops Workshop A – Body Boosting Bingo Workshop B – Digital Skills Workshop C – Technology-Enabled Care Workshop D – Mindfulness Workshop E – CAB	Gannochy Suite Kinnoull Room Hay Room Boardroom Muirhead
12:10 – 12:20	Carer Positive Talk <i>Sue McLintock, Carers Scotland</i>	Gannochy Suite
12:20 – 12:40	Carers Act <i>Lindsey Henderson & Gordon Dodds, Scottish Government, Carers Policy Team</i>	Gannochy Suite
12:40 – 12:50	Eligibility Criteria Consultation <i>Christine Tse, Policy Officer</i>	Gannochy Suite
12:50 – 13:05	Q&A	Gannochy Suite
13:05 – 13:50	Lunch & exhibitions	Gallery/Tay Bar Area
13:55 – 14:40	Afternoon Workshops	See above
14:45 – 15:15	Cigar Box Guitar Band <i>CATH</i>	Gannochy Suite
15:15 – 15:30	Conference Round-up & Networking	Gannochy Suite

* Please note this programme may be subject to change at short notice