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*Community
Legal Service*



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**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick – Chief Executive



Help Point

Also:-

Preston Office: (01772) 759413 Carnforth Office: (01524) 732807

**Carlisle 50+ Forum
Carlisle Old Town Hall
January 27th 2009**

Present:

Jane Macfarlane
Edna Hewitson
David Tweddle
Analeize Love
Michael Cole
Alexia Roberts
Sue Edwards
Pat Williamson

Introductions:

ICAS were represented at the meeting and gave information about their service: They are Independent Complaints Advocacy Service and are a free service, confidential and independent of the NHS. They cover the whole of Cumbria and North Lancashire and aim to guide and support people through the NHS complaints procedure. This may mean helping with writing letters, attending meetings as support and advising on the process of the complaints procedure. They can support with complaints about any aspect of NHS care and treatment. They are based in Carlisle but Advocates can travel throughout the county to meet people if necessary.

Age Concern gave information about their Prevention Service. The service provides time limited support to people matching them with volunteers to enable them to access activities and services. The service has replaced the Hospital After Care Service and Handyperson Scheme which no longer run in Carlisle.

Supporting People may be able to offer some support to people for a short period of time if they are coming out of hospital. They are also actively bidding to set up a Handyperson Scheme. Contact 01228 606060

A general discussion took place to identify the issues pertinent to people living in Carlisle:

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592

Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

Housing

De-commissioning of unsuitable Sheltered Accommodation is taking place. A scheme in Brampton is currently undergoing this process and residents may need to move to Carlisle.

Independence to remain in owned accommodation is a key factor. Where this requires adaptations to buildings this can be done through Disabled Facilities Grants, however grants are not available for building repairs or work that requires upgrading homes. Smaller issues include getting support for decorating, gardening and cleaning windows. The District Council hold an approved traders list for people to access.

Current fuel poverty needs are a factor at the moment. Carlisle council will give information to local people about availability of grants to improve insulation and access to Warm Front scheme.

Contact: 01228 81700 customerservices@carlisle.gov.uk

Toilets

This is a major concern for people and often they don't go out if they are worried about the lack of toilets and the safety and cleanliness of facilities. Some toilets in Carlisle get closed in the evening. It is important to visitors to have an idea where facilities are – where are the signs? It is possible that the Access Group is looking into this issue – Sue Edwards will investigate.

Transport

The main issue seemed to be transport to the local Leisure Centre The Sands. There appears to be no public transport to this venue and there are lots of activities, theatre productions etc that people would like to attend.

Cumbria LINK (Local Involvement Networks)

- LINK will be a network of local people, organizations and groups that want to make care services better
- LINK will give you the chance to say what you think and to suggest ideas to improve services
- LINK will represent everyone
- LINK will also work with professionals to make sure your views are heard
- LINK will encourage and support local people to get involved in how local care services are planned and run.
- LINK will look at all health and social care services in an area that are funded by taxpayers
- LINKs will feedback this information to the people responsible for commissioning, providing, managing and checking up on the health and social care services so that things can change for the better

Individuals and groups can register their interest in the LINK by:

1. General Involvement – to receive updates and information
2. Task and Complete Groups – join when topics are of specific interest to you
Visiting Teams – visit services to find out what people think about the quality of health and social care services.

LINK can be contacted on: 01228 512513

Current issue at the moment is the new personal budget system being introduced 'In Control Total':

Cumbria County Council's Adult Social Care service is taking part in 'in Control Total', a national project starting in 2007 which seeks to change the way support is arranged for people who use services. Cumbria has been one of a number of 'in Control' pilots across the country. Cumbria's pilot sought to offer better outcomes for people with learning disabilities through the use of self-directed support and individual budgets. So far, over 730 people with learning disabilities have been given an individual budget, many of whom have used these to pay for flexible and innovative services.

'in Control Total' extends these ideas so that they apply to all adults, including older people, younger people with disabilities, younger people with mental health problems and carers. The principles of 'in Control Total' will apply to all social care services for all adults.

Put simply, 'in Control' and 'in Control Total' aim to put people in control of the support they need. Through this we aim to offer better outcomes for people who use services.

More information on these topics can be found on Working Together website:

www.workingtogether.signposts.org.uk or by contacting Cumbria County Council.

Actions:

Sue Edwards to contact Access Group via Caroline Watson to ask about toilet facilities and transport to The Sands.

Date of next meeting:

24th March, Carlisle Old Town Hall 1.30pm