

# Older Persons' Forum (West Cumbria)

STEERING GROUP MEETING

Held on Friday 16<sup>th</sup> October at 2pm to 4pm

At Age Concern, St. Michaels Centre, Workington

**1. WELCOME:** The Chair Ken Taylor welcomed all to meeting

**2. PRESENT :** Ken Taylor (Chair), Peter Johnstone (Secretary), Christine Johnstone (Treasurer), Muriel Dinning, Eva Elliott, Clarice Nichol (West Cumbria Carers), Josie Graham, Claire Dobson (Age Concern), Lyn English (Fire & Accident Service), Barbara Clive & Kirsty Monaghan. Analeize Love (Carers Federation)

**3. APOLOGIES:** , Pauline Atree, Gwen Ellwood, Jean Jones, Albert & Flo Studholme. Isobel Long, Helen Spencer, Margot Fox.

At this point, Analize Love gave a presentation about ICAS (Independent Complaints Advocacy Service). This service is hosted by the Carers Federation and deals with complaints and concerns relating to the NHS. The service is entirely free, independent and confidential. They are based in Carlisle but also work at the Senhouse Centre Whitehaven, they also work with the PALS Service. The service has 4 full time advocates and some part time. Full time handle up to 60 cases and part time up to 30. Average waiting time to access service 5 days. Main types of complaint are communications, dignity issues, Choose and Book can help with complaints with Opticians, Dentists, and GPs, but only the NHS part of their service. Procedure looks for a local solution first followed by adjudication by the Health Service Ombudsman. ICAS can help with the wording and writing of letters, help prepare for a meeting and attend, support throughout the process. Disappointments with the service were expressed relating to lack of help in writing letters, and being refused a home visit, Analeize stated that this should never happen. Carers can access the service on behalf of the cared for. There is no ICAS service for Social Services. **Secretary to investigate.** The Chair thanked Analeize for her presentation and the information she had given, and asked her to stay for the rest of the meeting.

**4. MINUTES OF PREVIOUS MEETING HELD ON FRIDAY 18<sup>th</sup> September 2009:**

The minutes were agreed as a true and correct record and signed.

**5. MATTERS ARISING:**

Secretary had found out that the £150K was administered by Adult Social Services and had been awarded to AGE Concern who had still to charge £12 per 1<sup>st</sup> hour. The next £220K contract to be awarded requires the bidder to run the service for 4 years without funding. It will be difficult to find a bidder.

**6. CHAIRS' REPORT:** He had attended a meeting with the Secretary at Age Concern relating to the BIG Care Debate where concerns about the changes were put to Jamie Reed MP. He and Margot had attended a British Legion Meeting in Windermere and presented a Brochure from Vitalise Breaks UK which offer respite breaks for carers where the cared for was looked after.

**7. SECRETARYS' REPORT AND CORRESPONDENCE.**

Secretary reported that he and Christine had attended the "Working together Group" meeting on the 1<sup>st</sup> October and had stated our concerns over representation of Older Persons' issues and concerns now that BGOP was finished. The new set up had little funding and was only meeting in Manchester/Liverpool area making it impossible to attend.

- For info: 1<sup>st</sup> October International Day for Older Persons "Full of Life"
- Letter to Jamie Reed MP re Digital Retune and loss of Channels. 5.10.09
- Request for attendees at Health Impact Assessment of Whitehaven Hospital Redevelopment – Ken and Margot will attend.
- For info: Cumbria CVS News September/October

- For Info: Implementing self directed support in Cumbria – In Control Total starts 16<sup>th</sup> November
- For info: Shropshire Assoc Form News Autumn 2009
- For info: Leaflet re FIRST STOP advice for older people Advice Line 0800 377 7070, e mail [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk), web: firststopadvice.org.uk
- Request for meeting between Have your Say youth forum and ourselves to explore the setting up of a Generations Together Group. **Secretary to follow up.**

8. **TREASURER' REPORT:** Christine reported a healthy balance which contained £100.00 not yet spent on an outing. She is concerned about the drop in membership. **It was agreed to look into the production of posters, updated leaflets and a recruitment campaign.**

9. **MEMBERS REPORTS:**

**MEMBERSHIP:** No new members.

**AGE CONCERN:** Claire left the meeting early but requested that info re the De Lucy Centre be distributed and commented on the Digital retune which had nothing to do with Digital UK but was directed by Free View which is part of ITV

**HELP THE AGED:** No report.

**FIRE AND RESCUE:** Reminder to have Chimneys cleaned. Illegal Bonfires at his time deal with Environmental Health or Fire Service. Heart Start –British Heart Foundation – Courses available to teach basics and train the trainers. Possible to give demonstrations of CPR. Possible future presentation. RAT (Road Accident Awareness Training) pass on the other groups.

**WEST CUMBRIA CARERS:** Clarice reported that the AGM had gone well and a presentation by Pat Martin “ Make do and Mend” was excellent. There was a new appointment of a Community Development Officer

**WIGTON:** No report

**MARYPORT:** Josie reported on the state of the roads and the damaged caused by the Dock Gate failure.

**EVA ELLIOTT:** reported to be on guard about counterfeit bank notes and coins and that the re was nothing in Copeland Matters re priorities for older people.

10. **ANY OTHER BUSINESS:** Christine raised the Act FAST Card being distributed in Lancaster shops issued by the NHS. **Secretary to inquire about distribution here.**

11. **DATE OF NEXT MEETING:**

**20<sup>th</sup> November 2009**  
**To be held at CVS, Maryport 2pm-4pm**

The Chair then closed the meeting.