

Carers Action Plan Focus Group: Overview Notes

13 November 2024, 12-2pm

In-person session – Crowndale 3.2

Agenda

- Welcome and introductions
- Thinking together about our Borough Partnership Carers Board:
 - Our Board values
 - Carer representation on the Board
 - Board goals
- Short comfort break
- Good Life Camden Framework
 - Building on our goals
 - Action planning to reach our goals
- Next steps and close

Notes

1. Values That Make a Good Team

- **Key Values:** Advocacy, future-focused approaches, equality, diversity, inclusivity, teamwork, collaboration, respect, and effective communication.
- **Discussion Points:**
 - Advocacy should lead to tangible outcomes.
 - Iterative planning and the sharing of experiences are integral.
 - These values will be incorporated into the Board's Terms of Reference.

2. Representation of Carers on the Board

- **Key Questions:**
 - How are carers represented?
 - What skills and knowledge should carer representatives have?
 - How are non-Board carers informed?
- **Suggestions:**

- Include carers with diverse lived experiences.
- Provide training in communication and advocacy.
- Consider rotating membership (1-2 years) and avoid tokenism.
- Use surveys and feedback mechanisms to involve wider carer communities.
- Leverage community spaces and enhance visibility through media campaigns.

3. Actionable Goals for the First Year

- **Goals and Actions:**

- Improve carers' support and awareness through targeted campaigns.
- Develop starter packs for new carers.
- Conduct surveys to gather data on carers' needs.
- Enhance emergency preparedness (e.g., Carers Cards).
- Advocate for better employment opportunities for carers.
- Strengthen communication and follow-up processes.

4. Practical Challenges and Recommendations

- Lack of a central support entry point.
- Suggestions for better GP referrals and service connections.
- Promote systems like Careline more widely.
- Upskill staff to better navigate carers' needs.

5. Good Life Camden Framework Alignment

- Embed the Framework's themes into Board operations and carer support.
- Focus areas include access to services, lifelong learning, and community connections.
- Suggested measures include year-on-year surveys to track progress.

6. Key Action Points and Next Steps

- Ensure interpreters are available at future sessions.
- Raise awareness about carers via Camden Magazine.
- Plan for the Board's structure and activities.

- Keep non-Board carers informed through newsletters and digital tools.
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20 November 2024, 12-2pm

Online session – MS Teams

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1. Values You Would Like to See in the Board

- **Core Values:** Positive impact, listening, transparency, decisive action, collaboration, respect, and synergy.
- **Discussion:** Focus on improving signposting and fostering collaboration across departments.

2. Representation of Carers on the Board

- **Inclusion of Lived Experience:**
 - Ensure authentic representation and provide clear roles for carer representatives.
 - Support representatives through training and orientation programs.
- **Engagement of Non-Board Carers:**
 - Use hybrid meetings and dedicated microsites for broader reach.

- Establish subgroups for specific needs (e.g., young carers).
- Maintain connections through newsletters, digital tools, and local centres.
- **Governance:**
 - Empower carers in decision-making and maintain a participatory model.
 - Plan meetings considering carers' time constraints.

3. Actionable Goals for the First Year

- **Overarching Goal:** Enhance carers' life satisfaction through targeted initiatives.
- **Proposed Actions:**
 - Improve signposting and service connectivity.
 - Strengthen engagement through holistic carers' conversations.
 - Develop accessible induction packs.
 - Establish durable communication channels (e.g., WhatsApp groups).
 - Prioritise action plan creation and implementation.

4. Good Life Camden Framework Alignment

- **Key Themes:** Social connection, health, housing, and income affordability.
- **Carers Conversations:** Highlighted as a key tool to identify and address carers' needs holistically.
- **Housing Restructure:** Use this opportunity to increase carer awareness in housing policies.
- **Income and Affordability:** Address financial challenges faced by carers through targeted measures.

5. Key Takeaways

- Embed the Good Life Camden Framework in all interactions.
 - Raise awareness through early signposting and accessible resources.
 - Address mental wellbeing and varied entry points into caring roles.
 - Ensure practical outcomes from support plans and regular follow-ups.
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Next Steps

- Develop a draft induction pack for carers.
- Create a microsite as a central resource hub.
- Organise training plans for carer representatives.
- Prioritise and execute a clear action plan for the Board's first year.