

Report to: Carers Executive Board

From: Ken Ebbens, Healthwatch Portsmouth

Date: 27 September 2016

Subject: Carers Council legacy items

Recommendations: /Decisions required from Exec

Can each person responsible for the items let me know their understanding of the current situation. It can then be decided whether to follow up or file for now and re-visit periodically

The same list will after that be sent to the HP membership + carer groups for feedback

Key headlines: /Updates

a) It was previously reported that carers are either not showing or not attending at optimal times and problems with the Meals on Wheels service. AD mentioned that there have been no more complaints about the meals on wheels service since the initial start up issues.

27/9/16 update: The problem with Appatito had not changed for one carer who reports others she knows have similar issues re time keeping etc

In addition there was a data protection issue raised regarding the transfer of records from the previous provider to Appatito and there being no conversation with the carer/patient. Is that how the tender works? Are there any data protection issues?

b) Professional carers not turning up as agreed time-wise

c) Others summarised:

Responsible Lead	Theme
IR	Letters and human rights re who gets letter re named diagnosis (eg Alzheimer's)
VR	Mental health crisis service
AD	Unplanned visit by social workers
VR	Continence (Bowel and Bladder) service
AR	St Mary's telephony
SB	Use of acronyms
SB	PALs/complaint system at QA
ALL	Changes to benefits system
IR	End of life provision
AR	AMH access from primary care
AA	ASM - Young Carers

Additional new items:

d) Two carers have expressed frustration with the financial assessment department, which I have to say were fantastic for me and my in-laws a few years ago. Are there issues?

e) A diabetic carer has said that service provision from podiatry has reduced drastically meaning that their toe nails are being left, which can have a detrimental effect on health (as I recall with my own father). Have services been cut?

Feedback:

Awaited

Any Other Business:

Will raise in a separate report closer to the meeting