



Exeter Parent Carers' Voice
Notes from the meeting held on Wednesday 27th January 2010 – CEDA, Exeter

Present:

11 parents	
Nicky Ruane	Development Worker
Trish Oliver	CEDA
Steve West	Further Response Manager, Exeter
Sue Phillips	DISCplus
Claire Lloyd	Cerebra Research Unit

Apologies:

5 parents

1. Welcome, introductions and apologies for absence

Margaret welcomed everyone to the meeting and explained the programme for the evening.

2. Trish Oliver, CEDA

Trish began by explaining what new things CEDA has to offer.

They are about to pilot an enabling scheme. Initially it will be on a small scale using children and young people who already attend the After-school or Saturday clubs, so if anyone would like their child to take part please let Trish know.

They are also seeking funding to run a young persons support group. It will be a bespoke service tailored to individuals and to develop skills for employment, education, access to healthcare, volunteering, etc. they have asked for funding based on a person attending for 2 days per week for a year and it is currently aimed at young people of about 18 years of age, although that could be flexible.

Heather then went on to speak about the after school club. She is one of the Children's Services Co-ordinators at Ceda and has been in post for about a year. Currently they have holiday, Saturday and after-school clubs. The holiday and after-school clubs are split into 2 groups; 1 stays in using the facilities on site, such as the IT suite, arts and crafts, soft play etc while the other group goes out to places such as Crealy, Stover Park, the Aquarium or the Calvert Trust.

The after-school club follows a structured timetable with a different activity every evening such as swimming, cooking or a themed project.

She went on to explain how all children are involved in the activities and that Howard is extremely good at enthusing children and encouraging them to join in and have fun.

3. Steve West

Early and Further Response Teams

In September 2009 Steve came into post as Further Response Manager for Exeter, and together with Hil Rundle they manage further response across Exeter, East and Mid Devon as one.

Parents queried why another change of name as this can be confusing. There followed a discussion about this and it was felt that many parents and professionals are unclear about the changes and what it will mean. Steve felt there was little difference between what the Joint Agency Service did and what the Early and Further Response Teams now do.

CAMHS (Child and Adolescence Mental Health Service) is currently situated within the Early Response Team but some felt it may be better situated within the Further Response Team.

Steve explained that one of the changes coming up is that Miles Hapgood, Assistant Director of Integrated Children's Services will be retiring in March and that it may take a while for whoever is appointed to get to grips with what is happening.

Parents felt that it was important not to have change for changes sake, and that any change must lead to improvements. They also felt that it was very difficult for any professional to be able to make decisions if their role was continually changing. The new model looks good, but the challenge will be to get it working. Parents felt that it would be helpful to see a diagram of the new model.

Action: Nicky to ask for model to send out to parents

Fair Access to Short Breaks and Direct Payments

Steve went on to talk about changes to direct payments. In future direct payments must be used to meet the outcomes specified on the care plan. Parents need to be aware of this so that when a care plan is reviewed they ensure that the outcomes are clearly specified so there is no confusion as to what the direct payments can be used for. Should the needs of the young person or the family change the care plan should be amended to reflect this.

Fair Access is about equity, but some people feel that the service is not always fair.

This led on to a discussion about keyworkers and who would be the lead professional in a CAF (Common Assessment Framework). While everyone agreed the concept of the CAF was good it was questioned who would take on the lead professional role as schools will not. Some parents were not familiar with some of the terms used and it was felt that a jargon-buster was needed.

Action: Nicky to arrange with Steve for a jargon buster to be compiled and sent out to parents

There then followed a discussion about whether they were just moving the problem around and levels of support that people would require.

Keyworkers and Care co-ordination

It was recognised that parents want designated keyworkers rather than being on care co-ordination and 7 staff have been identified to form a new team to address this.

Several parents felt that parents became parent keyworkers without fully understanding what was involved or without being sufficiently trained or supported. It was felt that it may be useful if there

were the possibility for parents to work alongside a keyworker to learn the role before they became a parent keyworker themselves.

The point that the NHS/PCT will not speak to parent keyworkers was also raised and it was felt that more needs to be done to recognise this role.

There was also concern that some Annual Reviews seemed to be happening by telephone. This was felt to be inappropriate and that parents should have warning and time to prepare before a face to face review takes place.

Transition

Transition is an area that is currently being reviewed and parents are being asked for their thoughts and opinions. The current transition protocol can be viewed on the County News page of the Parent Carers' Voice website at www.parentcarersvoice.org

It was felt that the current protocol was fine but that the problem was the interface with Adult Services.

There followed a discussion on some of the problems and difficulties that happen during Transition.

4. Information and Any Other Business

On March 8th Parent Carers' Voice are giving parents the opportunity to be consulted on a wide range of subjects as part of their day of Celebration and Consultation at Buckfast Conference Centre. Further details will be sent out shortly or will be available on the website.

5. Claire Lloyd

Claire introduced herself and explained that she is part of the Cerebra Research Unit based at the Peninsula Medical School and that they are asking parents what they would like to see researched. She offered to talk to parents individually during the break at the end.

The meeting ended with everyone breaking for coffee and talking individually with Steve, Claire and Trish.

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