

**Royal Wootton Bassett & Cricklade Community Care Group**  
**Thursday 5<sup>th</sup> September 2024, Cotswold Rise, Ridgeway Farm, Purton**  
**Notes**

Item	Notes	Action
Present	Rachel Close (Forward Carers); Diana Kirby, (Tockenham PC); Mel Allsop, (Lydiard Millicent PC); Emma Wheeler (Cricklade TC); Tim Gold (Hartford Care); Cllr David Bowler, Louise Nankivell, (Prevention & Wellbeing team), Alexa Davies (Engagement & Partnerships Lead), Andrew Jack (Strategic Engagement & Partnerships Manager) (Wiltshire Council).	
Apologies	Cllr Mary Champion, (Wiltshire Council); Stevie Palmer; Cat Attewell, (Home Instead); Abi Mitchell (Rethink Mental Health); Sally Price (Care Coordinator, North Wilts PCN); Kate Brooks (Age UK Wiltshire); Rebecca Seymour, (Celebrating Age Wiltshire); Alison Gardner (Reengage).	
Notes from last meeting	AJ ran through the points from the notes of June’s meeting, and all agreed this as a record of the meeting. DB mentioned the point that had been raised earlier about the issue of delayed diagnoses and how that can impact on the start of treatment, e.g. for dementia. There will be a question asked of the ICB at Health Select Committee on 10 <sup>th</sup> September. DB said that information is there, but people don’t realise that. DB and MC will raise this during the meeting. DB recognised the importance of early diagnosis, but it is up to the GP to take forward. Meeting agenda: <a href="https://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=1123&amp;MId=15540&amp;Ver=4">https://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=1123&amp;MId=15540&amp;Ver=4</a>	
Guest Speaker – Rachel Close, from Forward Carers	RC explained how <a href="#">Forward Carers</a> had been commissioned by Wiltshire Council to develop and promote new digital platforms for carers and to be the provider of the new online Carers’ Card. The old cards will end in the autumn, then the new digital card will take over, which will include a 24hr service. Forward Carers is a national organisation. It works with carer-friendly communities around the country. It is in Dorset and now in Wiltshire. It is a not-for-profit organisation. Carers are put at the heart of what they do. The new online service is not a replacement for the on the ground service. That is now provided by <a href="#">Carers Together Wiltshire</a> as the main service. They have taken over the contract from Carers’ Support Wiltshire. Carers Together are now doing the assessments, etc. Forward Carers are targeting the demographic who don’t always present – e.g. carers with someone in a home don’t always recognise themselves as carers. This group need to be aware services are still available to them. These are moving online, and the site has a range of resources e.g. a benefits calculator, what’s online, events, resources, etc. There is a template for a “what if” plan available. There is a closed Facebook group covering the whole country. There are “Carer’s Journey” emails covering common themes, such as “new to caring” and being clear on definitions for availability of resources. The new digital Carers’ Card: they are individual and contain unique information. Each local authority commissions slight differences, but the card has three purposes: to verify and identify the carrier as a registered carer – it is photo id, so different organisations will accept it; it contains In Case of Emergency details, including contacts at Wiltshire Council both daytime and out of office hours; the card can be used for discounts and benefits or for carer-friendly services and	

	<p>Carers Forward are building a wellbeing directory. Carers Forward uses this to raise awareness of carers' issues amongst businesses. The card has a QR code which is an opportunity for the carer to invite a business to be part of the discount scheme.</p> <p>LN asked about carers who do not have access to the internet and / or not have an email address? RC said that some organisations will use their own email address on behalf of the carer, but it is important to think about who the ICE contact is. Libraries are up to speed and will support carers to apply for the new card. Local authorities can be the ICE contact. Any professional could fill out the form on behalf of the carer. Smartphones can be used to take and upload the photo for use on the card. That photo does not have to be stored on the device, so there is no record. Some people might resist having their photo on the new card, so the Carers Forward logo can be used there as a last resort, but this might limit the uses of the card. Carers Forward does have guidance for professionals who are supporting people to request a card but can also offer more help.</p> <p>RC also described how Carers Forward is pushing the right for essential carers entry to venues, which will go into the directory. Also for carers to have entry to locations on their own as a form of respite.</p> <p>Carers Forward also supports carers in the workplace and have an accreditation scheme for employers who are supportive of carers and are carer-friendly.</p>	
<p>Update on Cricklade Carers' Community Event – 26<sup>th</sup> October 2024</p>	<p>AD described the progress so far in planning the event. It will be on Saturday 26<sup>th</sup> October, from 10.00 – 2.00 at Cricklade Town Hall. Already, over 15 organisations and support groups have signed up to be part. Hartford Care is sponsoring the event and helping with posters and promotion.</p> <p>It was suggested the Area Board has a stall there as a way to hear back from residents and it be a 2-way process.</p> <p>The planning group is happy to look at replicating the event throughout the area if this format proves to be successful.</p> <p>AJ asked if Cricklade Leisure Centre is on board? AD will follow up. The group discussed access to the leisure centre for carers as a way to support their own health &amp; wellbeing. This led to accessing Wiltshire Council's leisure centres too.</p>	
<p>Future Projects – for discussion:</p>	<p>'Techie Tea Parties' – AD described these as being for older people to include skills for digital access and delivered by a volunteer group called Abilitynet. They can be tailored to include info about e.g. the new carers' card, online shopping, etc. The pilot of these sessions in our area can be at the Toucan Café in Bradenstoke and one of their future meetings. They involve bookable slots of 45mins for up to 2 people.</p> <p>Community Directory Update – AD and LN have both picked this up. AD is researching formats used elsewhere in Wiltshire, including use of Canva software. AD will reach out to parishes to check in with their details for the update. Data will also be more consistent. Aiming to release this by winter.</p> <p>Cost of Living Flyer – AD described the content of this leaflet, to include information about foodbanks and community fridges, financial support and contacts for local support organisations. This will be made available in both hard copy and online. It will be ready for distribution at the next area board meeting on 9<sup>th</sup> October.</p>	

	<p>Any suggestions/ideas from group members – there was discussion about the area or its towns becoming carer-friendly, with accreditation from Carers Forward and the Discovering Carers awareness sessions they run.</p> <p>Wiltshire Council will be promoting the role of Carers' Champion again and recruiting new champions to each community area. The Engagement team is working with Georgia Tanner on shaping role descriptions for this volunteer post.</p>	
New area board grant applications	<p>AJ introduced the latest application for Older and Vulnerable Adult funding from the area board. This is from Celebrating Age Wiltshire and year 5 of their Phase Two. They are requesting £1,500 towards 11 events / performances across the whole community area.</p> <p>The group discussed the work of Celebrating Age and praised it for reaching a very wide and large audience. They made the recommendation to the area board to award the funding.</p>	
A.O.B.	<p>Community food settings (foodbanks, fridges, etc.) were discussed by the group. The possibility of opening a new fridge in Royal Wootton Bassett is an option and DB offered to raise this with the Town Clerk at one of their regular meetings.</p>	
Dates and venues for next meetings:	<p>20th November, The Manor House, Royal Wootton Bassett, tbc.</p> <p>+ date to coincide with area board in March 2025. All starting at 10.30</p> <p>Further offers of a venue will be most helpful.</p>	