

**Royal Wootton Bassett & Cricklade Community Care Group
Wednesday 12th February 2025, Cricklade Town Council Office.
Notes**

Item	Notes	Action
Present	<p>Lisa Williams, Ben Bates (work experience), Diana Sims (RWB Dementia Choir); Diana Kirby, (Tockenham PC); Emma Wheeler (Cricklade TC); Kate Brooks (Age UK Wiltshire); Debs Resden (Carers Together); Stevie Palmer; Abi Mitchell (Rethink Mental Health); Tim Gold (Hartford Care); Cat Attwell (Home Instead); Nicole, Laura & Millie (SLP Group); Louise Nankivell, (Prevention & Wellbeing team), Alexa Davies (Engagement & Partnerships Lead), Andrew Jack (Strategic Engagement & Partnerships Manager) (Wiltshire Council).</p>	
Apologies	<p>Mel Allsop (Lydiard Millicent PC); Cllr Mary Champion, Cllr David Bowler (Wiltshire Council)</p>	
Introduction to SLP Independent Living	<p>Laura from SLP gave background to the company, based in Swindon. They started as a property maintenance firm, noticed that older people needed further support and developed into providing care. From there, they noticed the need to provide a personal alarm system for older and vulnerable people. This includes wearable devices, such as watches and pendants. They allow the customer to talk to the service provider and offer full detection, including if the customer has had a fall. The outgoing call can either go to family or friends or to the service provider, SLP. This was demonstrated during the meeting. In order to respond appropriately, SLP has equipment such as lifting chairs to be able to assist customers in many situations and make them comfortable.</p> <p>From this service, SLP Unity was set up as a CIC to assist people who can't always afford the services offered above. This can include simple property maintenance, such as cleaning gutters to help prevent damp in the home. The offer of help by Unity is on a case-by-case basis and assessment of the person. It is not means tested or reliant on certain benefits.</p> <p>The alarm service reaches out approximately as far as Devizes or a 30-40 minute travel / response time from Swindon to get to the customer. Property services reach out 10 miles from Swindon. LN asked if they are able to support hoarders. Laura replied they are biohazard trained and can deal with this issue. LN will be in touch as this is an issue she encounters!</p>	
Overview of new Carers' Together service	<p>DR gave a talk on the new service and the separate organisations that make up the umbrella service.</p> <p>The service is a partnership between Age UK Wiltshire, Community First, Alzheimer's Support, Wiltshire Service Users Network (WSUN), Citizens Advice Wiltshire and Wessex Community Action under the umbrella, 'Carers Together Wiltshire'. This partnership will provide tailored support to the thousands of people across Wiltshire identified as an unpaid carers. A separate group, Forward Carers, provides help with the</p>	

	<p>new digital Carers' Card.</p> <p>As well as supporting adult carers, Carers Together can support young carers (5-25). They will undertake a carer's assessment for Wiltshire Council, taking referrals. They will talk to carers individually and can signpost to member organisations and to others if appropriate. If the carer's needs are not met, they can come through for a full assessment.</p> <p>This is mostly done over the phone for speed plus there is a self-assessment form that will guide people through the process. If this is completed well, Carers Together will go through that form with the person to check in with what the person needs. If not, there is support available to improve how the form is filled in. They can also offer direct payments via Wiltshire Centre for Independent Living (Wilts CIL) or to check for other services. All funded carers have a regular 12-month review. If their circumstances have not changed, this goes through quickly. Most situations do change, so could be re-assessed if needed. Carers Together run carers' cafes and other group sessions online in the evenings. They are there for carers; the cared-for does not need a formal diagnosis to qualify. They look for services for younger people, including with Wiltshire Parent Carers Council.</p> <p>CA asked about a sitting service and how much this could be. DR replied there is no upper limit and is based on the carer's needs (not their wants) and the assessment is for a given number of hours. This goes to Wiltshire Council for agreement. It is not means tested, so eligibility is based only on need.</p> <p>AD links DR with Benson Miyoba and his offer of space for young carers at his centre near Royal Wootton Bassett.</p>	
<p>Rethink Mental Health service</p>	<p>AM updated the group on changes to the Access Mental Health Service. This currently operates with them working in north Wiltshire and Alabare working in the south. Rethink MH has lost the contract and Alabare will cover the whole county from 1st April. AM was not sure how the service will change, but staff will be TUPE'd over to the new service, so there will be some continuity of what recipients get moving forward.</p>	
<p>Grant applications:</p>	<p>As a working group of Royal Wootton Bassett & Cricklade Area Board, this group has a role in making recommendations to the area board on grant applications. Two applications had been circulated before the meeting:</p> <p>Cricklade Memory Café. AD and SP have visited the group and are very happy with the service offered by the volunteers. AD described the café and their project to take members on a day trip to enjoy afternoon tea at a different location.</p> <p>Royal Wootton Bassett Dementia Choir. LW described the work of the group and the service delivered through music therapy. Sessions last 1 hour, then a relaxed refreshment time. The Choir is reaching out to local care homes "going out to gigs" to engage with more people.</p> <p>Following LW's talk, there were offers to include the choir in the</p>	

	<p>WOW guide, connections with Wiltshire Parent Carers Council, Wiltshire Together and Your Care Your Support.</p> <p>Following questions about these services, the group was happy to recommend both grant applications to the area board.</p>	
<p>Update on future Carer's Community Events, - Stevie Palmer</p>	<p>SP described the Cricklade event as very good with a continuous stream of people coming through the whole time. There was also lots of networking going on amongst the community groups taking part. Over 20 different groups took part and all of them took part in the networking. Around 80 members of the public came through and there was a good atmosphere. Feedback forms were collected and are being analysed.</p> <p>SP reported the next event is being planned for 31st May at Memorial Hall, RWB. Set up will be from 9.00 – 10.00 with the public welcome from then until 2.00. It will be run along the same lines as the Cricklade event. TG offered to redesign the original poster for this event and Wiltshire Council can get it printed.</p> <p>There was feedback received about transport to the event. The new demand responsive transport service should be available in the Malmesbury and RWB areas by then and could be used to get people to this event. Local Link scheme drivers might also be available to help with transport.</p> <p>CA and TG said they would be happy to run a workshop about care options during the event.</p>	
<p>Future Projects – for support / discussion:</p>	<p>Community Directory Update – AD reported all the data and information is now complete. She asked for any good photos or images to include in the document to make it come alive. The graphic designer who helped produce the 1st version will be commissioned to design this revision.</p> <p>“Value your Volunteer” campaign for the area was raised as a way to celebrate and thank local volunteers. Further ideas on doing this will be gathered soon.</p> <p>‘Techie Tea Parties’ – AD described the sessions and the volunteers who helped run it. AbilityNet might not be able to support more sessions due to their capacity, but there are other volunteers within the community, some linked through Wiltshire Libraries.</p> <p>CA said that she had an IT Roadshow that goes out to locations and is manned by an IT expert from Home Instead. He can be overwhelmed by requests so needs help. AD and AJ should be able to find further volunteers to support him using this ready-made set up</p>	
<p>A.O.B.</p>	<p>EW raised with the group the new Thoughts and Talks group based in Cricklade which is a drop in group for anyone having mental health issues. The group now has funding for the rest of the year. EW will circulate their poster.</p>	
<p>Dates and venues for next meetings:</p>	<p>7th May, 10.30am to be held in Manor House, RWB</p>	