



## Welcome to Stakeholders Corner Summer 2020 edition

### **CUSTOMERS, CARERS, VOLUNTEERS AND ADVOCATES YOU ARE ALL STAKEHOLDERS**

I do hope you are all safe and well and have been able to take advantage of the lovely weather that we have been having other than a few days of rain. Getting outside and experiencing the warmth of the sun is uplifting.

I have been thinking about you all and trying to stay in touch with as many of you as possible. We have to accept this is the “New Normal” but hope as measures are eased we can get back to everything we miss. I have put some information into this Newsletter to try and keep you up to date with all that is going on at Independence Matters.

### **YOUR OPINION MATTERS TO US**

Independence Matters VALUES your opinions, comments and thoughts about the services. We want you to be involved in monitoring and the evaluation of the services we provide.

At Independence Matters we understand this has been a very difficult and challenging time for everyone and especially for families with their loved one at home and needing extra care and support. We appreciate you are concerned about the situation, but we have been doing all we can to protect you and keeping you all as safe as possible.

The easing of restrictions by the government is happening and we have been working with all our partners in looking at a way forward which is safe for everyone. In our daily lives we need to take account of the facts and that the virus has not suddenly disappeared and to be mindful of the risks in keeping ourselves safe.

Thank you for your continued patience and support in trying to plan for the future and we need your help to do this which you have been providing.

I will try to keep in touch with as many of you as possible but please feel free to contact me either by email [sylvia.barret-jones@independencematters.org.uk](mailto:sylvia.barret-jones@independencematters.org.uk) or telephone 0300 790 0508 and leave a message and I will call you back.

## **FAMILY CARER SURVEY 2020 - FEEDBACK**

I would like to thank you personally for all of your responses and taking the time to share your views with me. I was extremely pleased to receive 275 replies and alongside your comments through the year at stakeholder boards, via email, over the phone or meeting you personally has been truly amazing.

I have collated the results and sent a general report to the Managing Director and Senior Leadership Team making recommendations to action the points you have made. Phillip Field and myself will be working closely with each individual service addressing the positives and your areas of concern. On completion of this work I will come back to you to discuss the way forward and the future.

It is so pleasing to see overall that the majority of you have indicated you are very satisfied with Independence Matters and would recommend the 'Social Enterprise' to other people.

I would just like to let you know that your individual responses are kept PRIVATE and CONFIDENTIAL and not shared with the staff only in a generalised way.

## **INFORMATION FROM INDEPENDENCE MATTERS**

I understand you are all to receive current information from Sarah Stock Managing Director to keep you up to date with progress. It is anticipated that there will be a partially phased opening of some of the Hubs/Centres in September 2020.

These will be made Covid secure with small groups (bubbles) with staff trained in new ways of working ensuring all the risks at the premises have been identified and actioned. All social distancing, hand washing and the wearing of PPE will be followed. You should be receiving this information in August 2020.

## **STAKEHOLDER ADVISORY BOARDS**

Due to the current situation the Local and County Boards have not been able to meet since March 2020. The County Board last year set up a CO-PRODUCTION WORKING GROUP which had members who are customers, family carers, advocates and myself. This has been very successful and in February 2020 we had some training sessions on auditing with all members and the results were excellent. We have not been able to meet but have been talking with each other since lockdown.

We hope from September 2020 we will be able to meet up in very small groups (bubbles) to take this exciting project forward and link it to all the Stakeholder Boards.

We will all have to follow government guidelines with social distancing, hand washing and the risk assessments of the premises (Hubs) where we meet up.

We would like more members to join us from across the county but would meet up locally or have conversations on line, via email or over the phone. Working together will then achieve positive outcomes for us all. If you are interested or have any questions please contact me.

## **CARE CHARGING 2019/2020**

In the previous newsletter I informed you the second year of the care charging was on hold till 16th August 2020 and you would only pay for the care/support your loved one received from the lockdown to the present time.

You should have by now received a second letter from Norfolk County Council Financial Exchequer Services informing you that these care charges are not going to be introduced for “the foreseeable future” as Central Government is conducting a review of Social Care in this country.

It would be in your best interests to check if you have had any charges that are not correct via your invoices, direct payments (which may be different) or the deductions from source at Department of Work and Pensions (DWP).

If you require help with any of this, please contact either Jonathon Saunders Money Support Service at NCC on 01603 223392 or 07899 067393 or directly NCC Finance Exchequer Services on 01603 222133. You will only be charged for the services you have received for your loved one.

## **CARERS EVENTS IN THE FUTURE**

These events have been planned and introduced which you all have informed me they have been very informative, useful and positive.

With this in mind, and when it is safe to do so, I will be introducing and issuing new invitations for the ones that have been cancelled. New events will be organised and delivered in consultation with yourselves.

## **VOLUNTEERS' WEEK - JUNE 2020**

To celebrate Volunteers' Week at Independence Matters I sent out a certificate to every Volunteer to thank them all for the support they give to the customers of the services.

## **INFORMATION FOR CUSTOMERS AND FAMILY CARERS**

**CARERS MATTER NORFOLK** are there for you if you need further advice. They can be contacted by calling 0800 083 1148 or text 07537417850 and email [info@carersmatternorfolk.org.uk](mailto:info@carersmatternorfolk.org.uk).

**VOLUNTARY NORFOLK** can be contacted by calling 01603 614474 or they have a website [www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

Both these organisations have a wealth of information to pass on to you if you need advice.

## WELL BEING SERVICE

If you have anxieties or emotional issues this service is available to you. Contact is by telephone 0300 123 1503 and there is a web site [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

This is a self referral process, you don't need to go via your General Practitioner (GP) and opening hours are Monday to Friday 8am to 8pm.

I look forward to seeing you all again soon but please keep well and stay safe.



**Sylvia Barrett-Jones**

Stakeholder Director

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