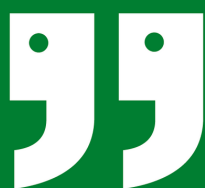




Borders
Care
Voice



Involving you to improve
health and social care

ANNUAL REPORT 2017-2018

Chair's report

Welcome to the Annual Report of Borders Care Voice. You will see that this has been another busy and rewarding year for us, full of change and good progress.

In January 2018, we moved to our new office premises in Triest House, Galashiels which incorporates both meeting spaces and our training rooms.

We are all very much enjoying this new working environment and the efficiency and cost savings of having, on site, the training venue for our Borders Care Voice Learning Network.

The Learning Network has been developing new courses, particularly in relation to dementia, to meet the demands of the sector.

By working in partnership with other agencies, we have also extended the range of courses on offer to include, for example, Palliative Care, and Parkinson's Awareness.

Demand for the comprehensive and professional training provided by the Learning Network continues to grow!

Following the external evaluation of our service, carried out by Figure 8, we are pleased to be in an even better position to understand and respond to the views of our members, funders and partners.

Thank you to all who took part and contributed to the evaluation, it was much appreciated.

Particular highlights of our work this year are: helping to establish the Scottish Borders Carers Advisory Board; developing the Dementia Working Group and seeing its membership grow; the launch of the Care Voice Café to enable our organisational members to meet regularly; production of the Mental Health Co-Production Charter; supporting our user members in challenging the changes to the welfare benefits service and, of course, the amazingly informative and joyful annual Carers Week event!

We are determined to ensure that Borders Care Voice services will continue to be sustainable and available to all those users and carers who depend on us to make sure that their voices are heard.

We will continue to strive to ensure that the providers of health and social care services will **listen to** those voices and be well informed of the **real needs** of their service users and carers.

This will help in the provision of relevant services, which will meet those very real needs.

On behalf of the Board of Trustees, I wish to thank our funding partners, Scottish Borders Council and NHS Borders, who continue to recognise our role and value our input.

Their support and co-operation are vital to help us achieve our aims.

I should also like to convey our thanks and appreciation to our dedicated staff and volunteers for their hard work, professionalism and commitment to Borders Care Voice.

We are grateful to all the inspirational individuals and organisations who continue to support us in so many ways.

We are privileged to meet with some of our region's most passionate, hardworking, caring people and we are determined to continue making a difference on your behalf!

Susan H Green

Chair

Borders Care Voice



Board members Pippa Dickson, James Aitken, Graeme Nisbet, Susan Green and Gordon Forsyth.

New name

A resolution to change the name of Borders Voluntary Care Voice to Borders Care Voice was approved by members at the Annual General Meeting on 14th September 2017.

The change was the result of an external evaluation of the organisation, which revealed that the word “Voluntary” had caused some stakeholders to misunderstand the role of the organisation.

Specifically, some believed that Borders Voluntary Care Voice only represented volunteers in the care sector.

A new strapline was subsequently created - ***Involving you to improve health and social care.***

Borders
Care
Voice



*Involving you to improve
health and social care*

New team >> member



We welcomed a new member of staff.

Nicola Glendinning (above) joined the team as our Office and Finance Administrator in July 2017. She previously worked with Action For Children.

Nicola's role includes supporting our staff, trustees, volunteers and service user groups.



Triest House

New premises

We completed the move to our new offices in Triest House, Bridge Street, Galashiels.

All our Central Borders training courses had been based in Triest House since 2017 and in January 2018 we moved the rest of our operations to the new base and settled in quickly.

As well as our training facilities, we have dedicated meeting space, both of which are available at low cost to members and partner organisations.



Training room

New event

We introduced a new networking event, the Care Voice Café.

The aim was to give our provider members an opportunity to network, hear about recent developments in strategic and working groups, and share information.

There was a good turnout and positive feedback from members at the first meeting in November, and it was agreed to run the sessions quarterly.

The Carers Planning Group changed its name to the Scottish Borders Carers Advisory Board (SBCAB) in 2017 and held its inaugural meeting in May that year.

This new action, planning and representation group has a membership made up purely of carers, and acts as the voice of carers in the region.

It elects representatives to sit on committees and boards to represent the interests of carers.

The group agreed the local eligibility criteria for support under the Carers (Scotland) Act 2016, and reviewed the Carer's Support Plan documentation. The group finalised the interim Carers Strategy (2020), which was presented to the Strategic Planning Group in March 2018.

SBCAB was represented at the Carers Week event in June 2017, when it recruited new members.

Later in the year, it was agreed that the Borders Carers Centre would take over from Borders Care Voice as the group's facilitator, and also take the lead on the Carers Strategy.



The Scottish Borders Carers Advisory Board

Mental Health and Wellbeing Forum

The Forum started work on a **Co-Production Charter**, to ensure that the national standards of engagement are applied in relation to all mental health services in the Scottish Borders.

It calls for people with lived experience of mental ill health, their carers, and people who use services, to be involved from the start of any commissioning, change or redesign process, through to completion, including evaluation and review.

This would mean that their voices are heard and that their knowledge and experiences are valued. Discussions are now taking place to finalise and adopt the document.

Forum members were involved in the recruitment process of Social Workers and Local Area Co-ordinators during the year.

Health in Mind attended a meeting of the Forum to explain its plans for the new Recovery College (later renamed Wellbeing College), based in Galashiels.

Our Mental Health Development Worker, Shirley Barrett, continues to support members on various projects and in attending a range of strategic groups.

The Forum and Survivors Unite have undertaken the role of public involvement representatives on the local development of Distress Brief Intervention (DBI). DBI has been well received by individuals and organisations.

Members of the Forum have also been involved in the Scottish Patient Safety Programme for Mental Health.

<< Jenny's a winner!

Jenny Mushlin was declared a winner at the *Loving Our Volunteers* awards event in February 2018, organised by Volunteer Centre Borders.

Jenny is one of our most dedicated and active service user representatives.

She is also Chair of the Mental Health and Wellbeing Forum.

Jenny was awarded the Long Service to Volunteering Award at the event in Kelso.



Parent Carer Working Group

During the year, members were updated on the Autism Strategy and on work being carried out by Scottish Borders Council on transitions. They were asked to comment on a new parents' pack being produced as part of this work.

Representatives from Scottish Borders Council Children and Young People's Service attended meetings to report on the service's restructure.

The parents were consulted on the development of criteria in relation to Self-directed Support for children.

Officers also updated the group on developments in relation to providers of children's services in the Borders, following the group's involvement in an event to encourage providers to offer services locally.

Councillors Scott Hamilton (Children & Young People's Champion) and Kris Chapman (Learning Disability Champion) attended the October meeting.

The main topics of conversation were Self-directed Support, transitions, and additional needs workers.

Over the year, the members continued to be consulted by Scottish Borders Council and NHS Borders on a range of proposals affecting children with additional needs.

The group hosted a stand at the Carers Week event in June 2017 to talk about its work.

Dementia Working Group

The group continued to meet with a core of around 10 members throughout the year. It identified four priority areas to focus on: transport and travel, stigma, getting a diagnosis/post diagnostic support, and fraud and nuisance callers.

Consequently, the group had visits and discussions during the year from:

- the Manager of Queen's House, Kelso (to discuss its plans for a new dementia facility)
- the Scottish Dementia Working Group
- Trading Standards
- local councillors
- the local Dementia Nurse Consultant.

The group also hosted a special event in Galashiels in November to participate in the redrafting of the Borders Dementia Strategy. It was attended by a wider circle of individuals and families living with dementia, as well as staff working in health and social care.



Parent Carer Working Group Chair, Ed Baxter

Service User/Carer Working Group

The Service User/Carer Working Group had a core attendance of at least 10 members.

During the year, it received regular updates on various strategic and working groups, as well as community led support, the Public Participation Forum and the Patient Reference Group.

Borders Carers Centre attended a meeting to discuss collecting case studies about care and treatment in Borders General Hospital, which the group would review and send to NHS Borders. The group agreed to develop a template for this work.

Diane Keddle from NHS Borders attended to talk about work to improve nursing care - 'Back to Basics' - with senior ward nurse leadership.

Peter Lerpiniere, NHS Borders Associate Director, Mental Health, visited the group to discuss the national dementia strategy and the formulation of a Borders Dementia Strategy.

The group completed work on the content of **Speaking Equally**, a guide for chairs of meetings involving the public.



Learning Network

The Learning Network had a full and busy programme again in 2017.

Mandatory skills courses, such as Moving and Handling and First Aid, were all fully booked and ran with a waiting list.

A total of 77 courses ran during the calendar year, with 741 attendances.

There were two networking events, both of which focused on services for older people in the Borders and feedback from the joint inspection of those services by the Care Inspectorate and Healthcare Improvement Scotland in 2016/2017.

There were also presentations from Live Borders, Red Cross and Ability Borders.

The number of courses offered included:

11

Mental Health and Wellbeing

18

Dementia -
13 Informed/5 Skilled

9

Emergency First Aid
at Work

Course attendances by sector

18%

Third Sector

38%

Private/Independent
Sector

19%

SB Cares

12%

Scottish Borders
Council

7%

Other

5%

Housing
Associations

1%

NHS Borders

*Easy access
to training is
invaluable and is a
huge asset to our
workforce.*



Representing and supporting

Carers Week™

We continue to represent the health and social care third sector on the Scottish Borders Health & Social Care Partnership Integrated Joint Board (IJB).

New councillors and NHS non-executive directors joined the IJB, which also appointed a new chair. A new Chief Officer for Integration, Rob McCulloch-Graham, came into post.

All of these have improved the dynamic of the meeting and made it less formal.

The IJB reference group, made up of Care Voice organisational members, met (when possible) throughout the year to discuss and comment on the agenda items for IJB meetings.

We represent the sector, or support service users and carers, on a number of other planning/strategy groups:

- Adult Protection Committee
- Autism Strategy Group
- Borders Older Person's Planning Partnership
- Dementia Strategy Partnership Group
- Mental Health Board
- Integrated Joint Board
- Strategic Planning Group
- Eildon Locality Group
- Self-directed Support Project Board
- Physical Disability Strategy Group.



Our annual event to celebrate Carers Week in the Scottish Borders took place at the Waverley Castle Hotel in Melrose on 14th June 2017.

Around 90 people, including 65 carers, attended the event, organised in partnership with Borders Carers Centre.

The morning session focused on the main points of the Carers (Scotland) Act 2016, with a presentation and a round table discussion.

The afternoon was spent talking to other carers, finding out about support and information services available for local carers, and taking part in activities.

It was a good, lighthearted day but also very informative. Thank you.

Welfare Benefits Service petition

We started a petition about changes to the Scottish Borders Council Welfare Benefits Service.

It called on the council to ensure that the most vulnerable and deprived people in the Borders are not unfairly disadvantaged or face inequality of access to support services because of the redesign of the service.

The petition was the result of concerns raised by members, and particularly the Mental Health and Wellbeing Forum. It resulted in considerable local media coverage.

Due to Council rules, it could not be submitted to the Audit and Scrutiny Committee until August 2018, when the Committee agreed to take forward some of the issues raised.



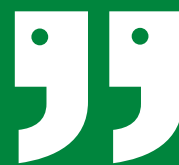
Our members

Membership of Borders Care Voice is open to any third sector organisation with links to health and social care, and to interested individuals.

Membership is free and gives access to the latest information, news and events relevant to the sector. Our current organisational members are:

Ability Borders
Addaction
Berwickshire Association for Voluntary Service (BAVS)
Berwick & District Friends of Dementia
Border Samaritans
Borders Additional Needs Group
Borders Asperger & Autism Group Support (BAAGS)
Borders Carers Centre
Borders Citizens Advice Consortium
Borders Independent Advocacy Service (BIAS)
Borders Talking Newspapers
British Red Cross
Brothers of Charity Services (Scotland)
Central Borders Citizens Advice Bureau
Chest, Heart and Stroke Scotland
Eat, Sleep, Ride
Eildon Housing
Encompass
Health in Mind
Interest Link Borders
Nature Unlimited
New Horizons Borders
Outside the Box Development Support
Penumbra
PND (Postnatal Depression) Borders
Queen's House Kelso Ltd
Scottish Borders LGBT Equality
Scottish Health Council
Seton Care
Streets Ahead
Survivors Unite
The Food Foundation
The Physiotherapist Trust
Think Thrive! CIC
Trust Housing Association
Victim Support

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Our Trustees

Chair - Susan Green

Vice-Chair - Gordon Forsyth

Treasurer - Pippa Dickson

Graeme Nisbet

James Aitken (appointed 16 May 2017)

Kathryn Peden (appointed 1st February 2018)

Jane Douglas (appointed 17th April 2018)

Our Staff

Chief Officer – Jenny Smith

Depute Chief Officer – Kathleen Travers

Mental Health Development Worker – Shirley Barrett

Office and Finance Administrator - Nicola Glendinning

Training Co-ordinator – Meg Roper

Training Administrator – Ellen De Groot

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