

Meeting:	Enfield Carers Partnership Board				
Date:	18 June 2026	Time:	09:00 - 11:00	Venue:	Online
Chair:	Doug Wilson – Director, Health & Adult Social Care, LBE (London Borough of Enfield)				
In attendance:	Doug Wilson – Director, Health & Adult Social Care, LBE (London Borough of Enfield); Pam Burke – CEO Enfield Carers Centre; Lia Markwick - Commissioning Manager, Adult Social Care, LBE (London Borough of Enfield); Andrew Lawrence - Head of Commissioning for Public Health, Children's and Education, LBE; Mark Tickner - Public Health, LBE; Fiona Jones – Operations Director/Deputy CEO, Enfield Carers Centre; Michelle Malwah - Healthwatch Enfield; Richard Leussa - Adult Safeguarding Lead, North Middlesex Hospital				
Apologies received:	Caroline Moore - Strategy & Commissioning support, LBE; Peppa Aubyn - Assistant Director of Place, Integration, Transformation & Delivery (Enfield), NCL ICB (North Central London - Integrated Care Board); Matt Casey – Head of Strategy & Commissioning, Health & Adult Social Care, LBE (London Borough of Enfield)				

MINUTES

a) Welcome, Introductions & Apologies

- Introductions made, apologies noted.

b) Minutes/Actions from last meeting

- **Neighbourhood Geographies Map Circulation:** Doug asked about the circulation of the neighbourhood geographies map, and Lia confirmed she would check if it had been sent to Caroline and ensure it is circulated with the meeting minutes if not already done.
- **Promotion of Connect to Work for Carers:** Doug queried the inclusion of Connect to Work information in Carers Centre bulletins; Fiona confirmed ongoing discussions and that the programme had already been featured in employment workshops, though attendance at these workshops remains low.
- **Employment Workshop Attendance Challenges:** Fiona explained that employment workshops for carers are the only area with low attendance, despite redesign efforts and collaboration with DWP, attributing challenges to carers' concerns about balancing work and care and loss of confidence in work skills.
- **Respite Information Accessibility and Direct Payment Clarification:** Lia reported ongoing work to improve accessible information on statutory respite and direct payments for carers, with Pam recalling an old council fact sheet; Lia agreed to review existing materials with Des and Matt to avoid duplicating efforts.
- **Joy Platform and Universal Care Plan:** Fiona noted that contingency planning for carers has been superseded by the universal care plan, now integrated into the NHS app, and that efforts are underway to help carers input their plans digitally, reducing duplication of work.

Neighbourhood update [Peppa Aubyn]

- Deferred.

Carers Action Plan End of Year Review (25/26) [Lia Markwick]

- **Hospital Referrals and Discharge Trends:** Lia and Doug discussed the rise in hospital referrals to the carers register and an emerging trend of elderly patients discharged to care homes without prior community support, prompting a proposal for targeted research into these cases to identify potential interventions.
- **Upskilling and Employment Support for Carers:** Lia reported that 561 unpaid carers received skills training and 48 were supported into employment, volunteering, or training through the Enfield Carer Centre contract, with Fiona noting the establishment of an employee unpaid carer network and ongoing tailored support sessions.
- **Carer Inclusion and Support Groups:** Lia highlighted the introduction of new carer ambassadors and the development of a cross-borough carer support group at Chase Farm, with Fiona supporting promotion and outcome tracking for these initiatives.
- **Carers Register Growth and Advice Services:** Lia shared that 594 people received individual advice and guidance through Supporting Unpaid Carers contract, and 944 new additions were made to the carers register, bringing the total to over 8,800 at year end, reflecting the impact of prevention and early intervention contracts.
- **Carers Rights and Assessments:** Pam described a well-attended Carers Rights Day event, and Lia reported over 500 assessments and 1,000 reviews conducted over year, with ongoing work to improve respite information and pathways for carers.
- **Financial and Strategic Support:** Lia noted that over 300 carers received benefits advice via Supporting Unpaid Carers contract, and referenced the launch of the North London Foundation Trust carers strategy, with plans to refresh the work plan and incorporate survey results for future priorities.
- **Readmission Data and Carer Education:** Pam raised the issue of understanding reasons for hospital readmission and whether carer education could help prevent avoidable returns; Doug confirmed that data is available and tasked Lia with linking up with Roseanna and public health colleagues to summarise and share this information.
- **Hospital Discharge Pathways and Collaboration:** Michelle reported difficulties arranging meetings with North Middlesex Hospital to review discharge pathways and support, with Pam and Fiona offering to join discussions and share existing resources, aiming for a coordinated approach and feedback at the next board meeting.
- **Survey Feedback and Carer Engagement:** Doug and Pam discussed the limitations of point-in-time surveys and explored options for more regular, focused feedback from carers, with Pam suggesting short surveys via bulletins and event-based feedback.

Young Carers Update [Andrew Lawrence]

- **Securing Young Carers Service Funding:** Andrew confirmed that the local authority has secured funding to commission the Young Carers Service for three years, with the direct award and service specification in progress, and collaboration with partners to finalise project plans.
- **Assessment Process and Service Gaps:** Fiona and Pam expressed ongoing concerns about clarity over who is conducting young carer assessments and what happens with referrals,

highlighting the need for better communication and data sharing from children's services, with plans to invite Arzu and Joseph to future meetings.

- **Transition Planning and Interim Support:** Pam emphasised the importance of understanding current support for young carers before the new funding starts in January, suggesting that even a simple update on numbers and referrals would help address potential service gaps during the transition.

VCS Contracts update [Lia Markwick]

- **Carer Support and Activities:** Lia highlighted that over 1,000 people accessed activities, befriending, and group support through the Enfield Carers Centre contract, demonstrating the reach and impact of the service for unpaid carers.
- **Information, Advice, and Advocacy Services:** The Disability Advice Network Enfield (DANE) provided information and advice to over 4,700 people, while the Local Enfield Advocacy Partnership (LEAP), led by MIND, delivered over 1,000 individual advocacy sessions and 45 group sessions, supporting unpaid carers and others.
- **Early Intervention and Home from Hospital:** Early intervention services delivered over 1,000 support plans, with positive feedback from recipients, and Alpha Care's home from hospital service supported 187 people in the first three months, expanding voluntary capacity in the community.

Agenda Items for Next Meeting [All]

1. **Neighbourhood Update** (Peppa)
2. **Young Carers Update** (Arzu)
3. **Staff Unpaid Carer Network Update** (Fiona/Lia)
4. **Carers Survey Results** (Rod)
5. **ICB / NHS changes and local impact on carers in Enfield** - update on ICB changes, the NHS action plan refresh, and what this means locally for carers. (TBC - Lia to confirm with Peppa who could attend for this item)
6. **Better Care Fund update** - clarity on the BCF and whether it forms part of the joint support for carers (Matt)
7. **North Middlesex Community Hub** (to maintain momentum, particularly around continued VCS presence and the risk of losing access to the hub space).

Any Other Business [All]

- **NHS ICB Restructuring and Carer Representation:** Pam raised concerns about the lack of a definitive carer's lead in the new ICB structure, with Doug explaining that borough integration units will no longer exist and that provider organisations will take on more local engagement, potentially diluting ICB presence in Enfield.
- **Better Care Fund Allocation Transparency:** Pam requested clarification on how the Better Care Fund is used to support carers in Enfield and whether it constitutes joint support from the ICB, with Lia agreeing to add this as an agenda item for the next meeting and involve Matt for an update.
- **North Middlesex Community Hub Usage and Future:** Pam and Fiona expressed concern about the potential loss of the community hub at North Middlesex Hospital to Macmillan,

noting reduced VCS presence and the need for renewed promotion and engagement, with plans to involve Matt and other contract holders to maintain access and visibility.

- **Community Hub Activity and Staffing Changes:** The group discussed the types of issues addressed at the hub (mainly housing and benefits), the importance of maintaining Enfield's presence, and the need to identify a new community lead following staff changes, with Michelle offering to provide mental health resources for the hub.
- **Crisis Resilience Fund Planning:** Pam asked for an update on Enfield's plans for the Crisis Resilience Fund, specifically regarding support for carers, and Doug committed to finding out the current status and ensuring Pam receives the relevant information.

CPB dates in diary (all Thursdays unless mentioned):

2026	2027
Friday 18 Sept/17 Dec	18 Mar/17 Jun/16 Sept

Follow-up tasks

1. **Neighbourhood Geographies Map Circulation:** Check whether the neighbourhood geographies map has been circulated and, if not, ensure it is sent out with the minutes of this meeting. (Lia) [see diagram below]
2. **Direct Payment Information Review:** Review whether the council's direct payment fact sheet for carers still exists / usefulness for unpaid carers (Lia)
3. **Councillor Representation on Board:** Speak with Matt to confirm which councillors will be representing the council on the partnership board and circulate this information to members. (Lia)
4. **Terms of Reference Review:** Review and, if necessary, update the group's terms of reference, circulating to board members for accuracy and designation checks. (Lia)
5. **Hospital Discharge to Care Home Research:** Coordinate a small-scale research project (10–20 cases) to investigate circumstances of people discharged from hospital to care homes who were not previously known to services, and report findings to the board. (Lia)
6. **Older Carers In-Focus Session:** Plan an in-focus session on older carers and hospital discharge to care homes and include it in the action plan for the coming year. (Lia)
7. **Employee Unpaid Carer Network Update:** Bring an update on the Enfield Council employee unpaid carer network to the next board meeting. (Fiona, Jo Ayre, Caroline, Pam)
8. **Hospital readmission data:** Linking up with Roseanna/ public health colleagues to obtain information on reasons for hospital readmissions. Share this

information to help understand whether carer education could help prevent avoidable returns (Lia)

9. **Crisis Resilience Fund** Doug to provide Pam with status update on Crisis Resilience Fund (Doug/Matt/Lia)

[Re: Follow up task No.1]

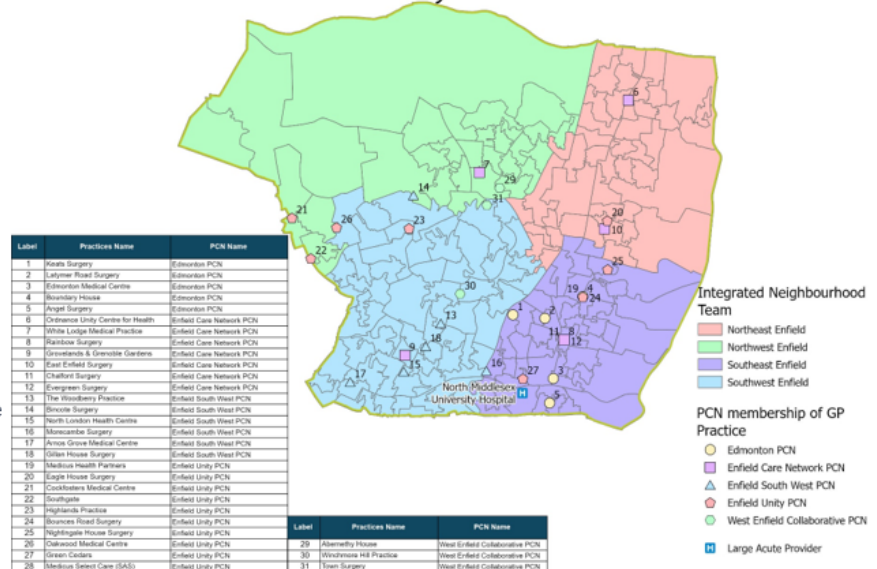
Overview of practices/PCNs/Neighbourhoods



West and North London

- As of 1st April 2026 there are 30 Practices (31 including Medicus Select Care – a Specialist Allocation Service (formerly Violent patient Scheme covering all NCL), 5 PCNs, 4 Neighbourhoods
- There is a single GP Federation, Enfield Health Care Co-operative
- The Neighbourhoods are aligned on ward boundaries, the PCNs are relatively evenly distributed across Enfield, with the exception of Edmonton PCN which is more closely aligned to the South East Enfield Neighbourhood.
- Enfield also has a "super practice" which consists of 9 GP Practice sites under one contract known as Medicus Health Partners (MHP) which is aligned to Enfield Unity PCN a number of these sites are located within the North East of Enfield and therefore do not appear on the map as standalone practices

GP Practices by PCN - Enfield



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