

**Carers Partnership Board  
2 pm, Thursday, 25 January 2024**

**On Microsoft Teams: [Click here to join the meeting](#)**

**Agenda**

	<b>Item</b>	<b>Time</b>	<b>Lead</b>
1	Teams Guidance, Meeting Etiquette (Page 2), Introductions and Apologies	2:00-2:10	Chair
2	Minutes of the Meeting Held on 19th October 2023 (Pages 3-22), Actions and Matters Arising	2:10-2:20	Chair
3	Updates from the Co-Chairs	2:20-2:30	Co-Chairs
4	Updates from Members and Commissioners	2:30-2:50	All
6	Update on the Informal Carers Support Service, including what constitutes a carers crisis	2:50-3:15	Jayne Price, CRCC
7	Bereavement Planning and Support for Parent Carers	3:15-3:30	Sandra Ward, Co-Chair
8	Open Discussion – Making the Board as Effective as Possible	3:30-3:55	All
9	Any Other Business	3:55-4:00	All

# Item 1

## Teams Guidance

Please prepare by reading the papers sent out for the meeting.

When joining the meeting, you will be placed in “the waiting room”. Healthwatch Cornwall will then accept you to join the meeting. Your camera and audio will already be on.

Mute yourself when you are not speaking so that there is no noise in the background.

Use the chat box for any comments or questions you have. Everybody will see them unless you choose to share privately.

Please use the ‘raise hand’ function when you wish to speak.

You will be asked to unmute when it is your turn to comment.

If you need to temporarily leave the meeting, please turn off your audio and camera.

Presentations will be shared on the screen.

## Meeting Etiquette

All members are expected to participate constructively in line with agenda items whilst being respectful of the views of all members.

All members of the Carers Partnership Board have the right to meet in a safe atmosphere where all voices are respected and can be heard equally.

The current Board’s Terms of Reference includes the following.

*In order to allow the Carers Partnership Board meetings to be conducted efficiently and with decorum, Members of the Board will:*

- *Work in partnership with each other, listening to and respecting each other’s views*
- *Undertake to represent all the Carers in their Forum Areas*
- *Indicate they wish to make representation through the Chair*
- *Not single out individual Members for scrutiny or challenge*
- *Not interrupt and be guided by the Chair*
- *Respect confidentiality and privacy*
- *Keep to the agenda*
- *Represent the strategic needs of carers and not bring to the meeting concerns from individual carers*

Healthwatch Cornwall operates a Zero Tolerance policy on Bullying and Harassment. This applies to both face to face and online meetings.

<b>MEETING NOTES:</b>	Carers Partnership Board
<b>DATE:</b>	19 October 2023
<b>LOCATION:</b>	Truro Community Library and on Microsoft Teams

## ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Co-Chair in the Chair)	Parent Carer of lady with complex self-needs and autism, sandwich carer of four elderly parents & Director	Parent Carers Cornwall
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Robert O'Leary (RO)	Partnership Boards Lived Experience Officer	Healthwatch Cornwall
Amanda Wilton (AW)	Derriford Patient Council & Carer for an adult with profound and multiple Learning Disabilities	University Hospitals Plymouth NHS Trust
Ben Seamarks (BS)	Strategic Commissioning Manager	Cornwall Council
Caroline Ellis (CE)	Team Manager, Admiral Nurse Service	Royal Cornwall Hospitals NHS Trust
Chris Watkin (CW)	Project Lead	Cornwall Carers Service
Hayley Townsend (HT)	Admiral Nurse	Royal Cornwall Hospitals NHS Trust
Helen Bennett (HB)	Project Manager, Care and Wellbeing Directorate	Cornwall Council
Jayne Price (JP)	Contract Lead for The Carers Service	CRCC
Jon Manzoni (JM)	Transformation Manager	Cornwall Council
Kelvin Yates (KY)	Deputy Chief Executive	Age UK Cornwall and Isles of Scilly
Kirsty Dexter (KD)	Network Co-ordinator	Cornwall Memory Café Network
Nigel Cox (NC)	Children's Services Manager	Barnardo's
Pauline Hardinges (PH)	Ex-Carer, current part-time carer & Treasurer	Liskeard Memory Café
Sue Hooper (SH)	Dementia Advisor	Alzheimer's Society
Tamsyn Mitchell (TM)	Assistant Practitioner, Admiral Team	Royal Cornwall Hospitals NHS Trust
Verity Bradshaw (VB)	Commissioning Manager, Together for Families	Cornwall Council
Zoe Locke (ZL)	Head of Patient Experience and Carers Lead	CFT

## APOLOGIES

<b>Name</b>	<b>Position</b>	<b>Organisation</b>
John Bastin (Co-Chair)	Cornwall Councillor and Chair of Health and Adult Social Care Overview and Scrutiny Committee	Cornwall Council
Alison Short	Advocacy Coordinator, Cornwall and the Isles of Scilly	The Advocacy People
Alison Bulman	Strategic Director – Care & Wellbeing	Cornwall Council
Bernie DeLord	Director	Promas Caring for People CIC
Charlotte Harris	Regional Carers Leadership Support Manager	NHSE&I
Claire Jukes	Patient Services Manager and Carers Lead	Plymouth NHS Trust
Claire Martin	Deputy Chief Nurse	Integrated Care Board
Helen Bosanko-Green		
Holly Kiernan	Patient Experience Manager	Royal Cornwall Hospitals NHS Trust
Jenna Pulley		Cornwall Partners in Policymaking
Jenny Tarvit	Promas Caring for People CIC	Director
Joanna Dobson	Patient Engagement Manager	Royal Cornwall Hospitals NHS Trust
Julia Wildfire-Roberts	Director and Project Manager	Healthwatch Cornwall and Pentreath
Kaddy Thomas	Parent Carer	
Kate Alcock	Head of Strategic Commissioning – Older People, Physical Disability and Carers	Cornwall Council
Kirsty Luxton	Carers Triage Co-ordinator	Cornwall Carers Service
Liz Pagett	Ex-Carer	
Margaret Lovell	Membership Secretary & Chair	Wadebridge Memory Café & Wadebridge Carers Group
Natalie Swann	Research and Evidence Manager	Healthwatch Cornwall
Neil Lindsay		Bodmin & Wadebridge Carers Groups
Sally Mollard	Ex Carer & Secretary	Liskeard Memory Café
Sophie Mankee		Alzheimer's Society
Theresa Court	Chief Executive	Disability Cornwall
Teresa Parsons	Services Manager Plymouth, Cornwall & Isles of Scilly and carer	Alzheimer's Society
Tim Jones	Chairman	Wadebridge Memory Cafe
Tracey Camps	Director	Healthwatch Cornwall
Wendy Gauntlett	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board

### ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
19/10/23	Include details of what constitutes a Carers Crisis within January report.	JP	January 2024 meeting.
19/10/23	Support for self-employed carers – for circulation.	JP / PB Team	Ongoing.
19/10/23	Carers Strategy Review – Update on work stemming from structured interviews with carers.	BS	Ongoing.
19/10/23	Review of Overnight Respite Provision for Working Age Adults	JM	Update to 25 April meeting.
20/07/23	GP identification of carers.	CM	Updates as appropriate.
04/05/23 26/01/23	Identify upward reporting structure.	KA	Ongoing.
20/07/23 04/05/23	Investigate opportunities for Carers Forums.	KA	Ongoing.
04/05/23 26/01/23	Continuing Healthcare group updates.	PH / JP / CM	Updates as appropriate.
04/05/23 11/08/22	Update on Day Opportunities	EB	Updates as appropriate.
11/08/22	Carers Voices Partnership – how it will link with the Board and content of reports.	ZL / MH	Updates as appropriate.
11/08/22	Update on sharing of patient information across IT systems.	TBC	Ongoing.

	<b>Item</b>	<b>Action</b>
<b>1</b>	<b>Teams Guidance and Meeting Etiquette</b>	
	<p>SW welcomed everyone to the meeting and asked that members online use the 'raise hand' function if they wished to speak. Use of the chat function was encouraged in order to allow the meeting to flow</p> <p>Expectations with regard to meeting etiquette were detailed on page 3 of the agenda and members were expected to adhere to them.</p> <p>There were "round table" introductions and MH read out apologies received, as detailed above. The Chair added that Jo Dobson, Patient Engagement Manager, Royal Cornwall Hospitals NHS Trust, had been present at the meeting but had been called away on an urgent matter.</p>	
<b>2</b>	<b>Minutes of the Meeting held on 4 May 2023, Actions and Matters Arising Actions from Previous Meetings</b>	
	<p>The Chair proposed that the minutes of the previous meeting be confirmed as a true record. The Board agreed that the minutes were a true record.</p> <p>The Chair shared updates on actions from previous meetings:</p> <ul style="list-style-type: none"> <li>• No updates were available with regard to GP identification of carers.</li> <li>• Identify upward reporting structure – the outcomes of the LDPB review would be presented to its meeting on 30 November. It was likely that it would be recommended that the Board report up to the Health and Wellbeing Board. If agreed, it was anticipated that process would roll out across the Boards.</li> <li>• How the Adult and Young Carers Strategies interlink would be considered later in the meeting.</li> <li>• Opportunities for Carers Forums or a replacement version. Kate Alcock had submitted apologies but it was hoped that a progress report would be available soon.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Continuing Healthcare group. Claire Martin had submitted apologies. An update had been requested upon her return from leave.</li> <li>• Day Opportunities - NDTI were leading the engagement. No updates on progress had been received.</li> <li>• Update on sharing of patient information across IT systems. Co-Chair, Councillor John Bastin, would ensure that updates would be shared with the Board when available.</li> <li>• Carers Voices Partnership – The Chair invited an update from Zoe Locke. ZL reported that herself, Jo Dobson and Amanda Stratford, a non-Executive Director for the Trust, had met that day to discuss the Vision and how it would work but it was still very early days. It was anticipated that focus groups would be held with a view to learning what carers would want from the group.</li> </ul> <p>There were no matters arising.</p>	
<p><b>3</b></p>	<p><b>Updates from the Co-Chairs</b></p>	
	<p><b>Co-Chair Sandra Ward</b></p> <p>SW had provided an update report on the work of Parent Carers Cornwall (<a href="#">click here</a>).</p> <p>In addition to the information contained within the report, SW referenced the Supported Housing Strategy, which had been considered at the Board’s previous meeting. She relayed information that had been shared through the Health and Wellbeing Board.</p> <p>Over 31,000 units of accessible adaptive homes were needed, over 5000 retirement sheltered housing units, 3800 extra care housing, 2900 nursing home beds and over 2000 wheelchair adaptive homes. SW hoped that Cornwall Council recognised and supported proposals to ensure that needs are met for the duration of Strategy, which would run to 2050. It was important that all forms of carers, people with additional needs, the vulnerable and the abused received the right message and felt supported.</p>	

	<p>The Partnership Boards team had circulated links to Cornwall Council’s engagement on the future service model of Housing and Support Solutions in Cornwall. The Chair urged anyone that hadn’t already completed the surveys to do so.</p> <p>It was agreed that the report and update be noted.</p>	
<p><b>4</b></p>	<p><b>Updates from Members</b></p>	
	<p>The Chair invited updates from the individuals and organisations represented.</p> <p><b>Continuing Healthcare</b></p> <p>MH had shared in an email the following link is to a recent Cornwall Memory Café podcast, during which PH shared her expertise on Continuing Healthcare: <a href="https://www.disabilitycornwall.org.uk/discover-voices">DISCOVER Voices (disabilitycornwall.org.uk)</a>.</p> <p><b>Carers Corner</b></p> <p>TM reported that following the popularity of the Carers Corner at Treliske, the Admiral Nurse team was launching Carers Corner at West Cornwall Hospital on 1<sup>st</sup> November. It would be held on the first Wednesday of every month between 1 and 3pm.</p> <p><b>Older Persons Partnership Board</b></p> <p>RO reported that Healthwatch Cornwall was relaunching the Older Persons Partnership Board.</p> <p>An ‘Ageing Well’ workshop had been held on 10<sup>th</sup> October at County Hall with the intention of informing attendees of what was happening across Health and Social Care in Cornwall and gaining feedback on what was most important to people aged 60+.</p> <p>There was excellent cross-sector representation present, with 19 different services in attendance, but few people with lived experience. The Chair, Councillor John Tivnan, had expressed his disappointment that services had not supported the Board by promoting the event or encouraging and assisting their service users to attend and participate. That had been a key message in</p>	



	<p>all communications and social media posts.</p> <p>A second event, aimed at people with lived experience, would be held at Truro Library at the end of November. Details would be circulated to all Partnership Boards and members would be asked to circulate them widely. Should services have users that would like to attend but faced transport issues, the Partnership Boards team would assist.</p> <p><b>Lived Experience Group</b></p> <p>MH shared details of a group, seemingly managed by Exeter University, that was aimed at carers of children with complex needs or older people with multiple long-term conditions.</p> <p>RO would liaise with the group to identify potential links with the Board.</p> <p><b>Day Services</b></p> <p>The Chair reported that Ali Bulman would be attending the Day Service that her daughter attended. It was great to see a Director taking the time to engage with people at that level. KY said that Kate Alcock was also visiting services.</p> <p><b>Updates for the Board</b></p> <p>The Chair urged members to submit updates in advance on meetings to ensure that they received the attention they deserve. Also, the PB Team could circulate information to the Board at any time, members didn't have to wait for meetings to come around to share information.</p>	
<p><b>5</b></p>	<p><b>Update on the Informal Carers Support Service</b></p>	
	<p>JP gave an overview of the report that had been circulated in advance of the meeting (<a href="#">click here</a>).</p> <p>Following comments previously received from members, the report had been reformatted to make it more accessible. The Board thanked JP and agreed that the new format was preferred.</p> <p>No questions were asked by the Board.</p>	

BS highlighted the significant increase in uptake compared to previous quarters. Some of that was down to the hard work of the team in clearing the “legacy” backlog. He thanked Jane for what she referred to in her presentation as ‘workshops’. They were whole Care & Wellbeing Service conferences, with 8 or 9 breakout groups, that every single member of staff attended. They had really helped to raise awareness and understanding of the service.

VG added that herself and NC intended for future reports to include more information regarding young carers and young adult carers.

NC reported that over the summer months they had run the Young Carers Festival and residentials in both Scotland and Cornwall. 47 young carers and young adult carers had attended the residentials. Daytime activities held had included rockpooling, canoeing, football golf, skating, arts and crafts, forest schools and bushcraft. 161 young carers attended activities. 33 more were booked on but didn’t turn up. That was an issue that was being worked on with parents and young carers as it prevented others from attending and was a financial drain on the service.

Upcoming events included a first aid course for half term. That was a course requested by young carers as something that would support them in their caring role.

Kernow Young Carers team had been attending Freshers Fairs across the county where they had been identifying young carers and young adult carers.

A new Young Adult Carers Worker had been appointed with a view to them taking up the role in November.

The team had attended the first ever Young Carers Conference in Manchester that week. It had been a great opportunity to take national learnings that could be adapted to Cornwall.

The Chair asked if the Young Carers card was underway and NC confirmed that it was.

The Chair added that Brannel School in St Stephen had recently taken young carers to Under The Canopy. Funded by the Carers Trust, 38 attended and enjoyed activities such as shelter building,

<p>archery and roasting marshmallows.</p> <p>The Chair had noted that 9 carers had been prevented from crisis and asked what would require that level of support. JP said that it could be when carers had been identified as being at the point of breakdown or when they were struggling with packages of care and support and that was impacting upon the sustainability of the caring role. The service would link them in to a range of support, choices and options to alleviate the pressure. Another cause could be a health crisis, with support helping to avoid hospitalisation or a 999 callout. Financial pressures leading to an eviction or home being at risk was another example. JP added that it was notable that the service was seeing a consistent pattern of the same individuals requiring such support.</p> <p>JP offered to provide anonymised information showing what a carers crisis looked like at the next meeting. The Board agreed.</p> <p>Through the meeting chat, PH asked how self-employed individuals could access support. JP said that legislation did make provision for the self-employed and a range of support was available if your business was being negatively impacted by your caring role. She undertook to provide the Partnership Boards team with further information for circulation.</p> <p>RO asked what process was being followed to address the backlog of Carers Assessments, the size of the backlog and the time estimated to clear it. JP said that there was a dedicated team addressing it. CW said that outstanding Carers Needs Assessments had been reduced by half and reviews by around a third. Ongoing action was being taken to engage with individuals to confirm whether or not they still held a caring role. Through training, the team would soon have increased capacity to address the backlog.</p> <p>BS said that the target to clear the backlog was the end of December. Weekly reports were received detailing progress, which showed that the team were on target. The exact figures showed that Carers Needs Assessments were down by around 58% and 50% had been achieved on Reviews.</p> <p>The Chair thanked JP for reformatting the report. The report and updates were noted.</p>	<p><b>Report to next meeting</b></p> <p><b>Share information for circulation</b></p>
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6	<b>Amendment to agenda</b>	
	BS requested that agenda item 6, Review of the Implementation of the Carers Strategy and item 7, Whole Age Integrated Service for Carers – How the Young Person’s and Adult Strategies Interlink, be combined. The Chair agreed.	
7	<b>Review of the Implementation of the Carers Strategy and Whole Age Integrated Service for Carers – How the Young Person’s and Adult Strategies Interlink</b>	
	<p>BS and VB delivered a presentation, attached as an Appendix, combining agenda items 6 and 7. The focus was upon how the Adult and Young Carers Strategies could become more integrated to address gaps in provision.</p> <p>The two Strategies were currently very separate. They commenced and would end at different times. VB and BS would be working together to align them.</p> <p>In addition to the information within the Young Carers Strategy presentation, the following was shared by VB:</p> <ul style="list-style-type: none"> <li>• It was acknowledged that outcomes were not laid out as clearly within the Young Carers Strategy and that was something that needed to be addressed when it was reviewed.</li> <li>• The under reporting of young carers through the school census and caring responsibilities through the ‘Right On’ survey meant that children and young people were not receiving the necessary levels of support.</li> <li>• It was important to gain feedback from service users but equally important to hear from those that hadn’t accessed support or successfully engaged.</li> <li>• A focussed area for 2024 would be the results of the school census. Concern had been raised by some schools reporting that they had no young carers.</li> <li>• The ‘Right On’ survey showed very low numbers of children that recognised themselves as young carers and even fewer that were accessing support.</li> <li>• General questions that needed to be asked were what do young people want, what would help them in alleviating the effects of caring and what would help them to be able to attend school and activities.</li> </ul>	

The Chair raised concern about what would appear to be a lack accurate data from the school census. VB shared those concerns and said that one problem in addressing the issue was that the nationally published data did not specify which schools claimed to have no young carers.

The Chair asked if services were now working with most schools. NC said that they were engaging and sending information to all schools. If there was a specific need they would provide support. It had come out of the National Young Carers Conference that under-reporting was a problem nationally, with 29% of schools reporting as having no young carers. As an example, the number of young carers in Plymouth had dropped within the latest census. JP said that it was an area to address in terms of how the service engages with the model followed by schools.

Through the meeting chat function SH wrote, 'In November '21, a report was published saying nearly 180,000 children in England who care for a relative are not known to their Council so are therefore missing out on any support.' JP added a link to a recent Carers Trust report that highlighted issues: [click here](#).

KY said that Age UK were seeing that people over the age of 70 were having to work. Previous associations between caring and someone having to be at home to be cared for were not necessarily correct anymore. Someone could need care and support to enable them to work. Perceptions of what caring is and the language around that needed to change in order for people to correctly identify themselves or others as carers.

Following a question from RO, it was stated that there was no local register that schools could list young carers on. BS suggested it could be possible to cross-register individuals known to the service with information held by the Carers Service.

VB said that the rollout of the Carers Passport should help to identify more young carers. NC said that information on that work would be sent to every single school in the county.

In addition to the information within the Adult Carers Strategy presentation, the following was shared by BS:

	<ul style="list-style-type: none"> <li>• Carers have been one of the groups most effected by the restrictions faced during Covid and the resulting societal changes. Support has fundamentally changed.</li> <li>• Limitations on the capacity of carers to earn were recognised.</li> <li>• The Strategy was being reviewed and the key questions were are the outcomes still the right ones and were they being delivered.</li> <li>• Were carers respected and listened to by Social Workers? Did individuals know who the responsible Commissioners were?</li> <li>• Were Commissioners providing services with the necessary support to tap into specialisms and new areas of work?</li> <li>• The manageability of carers to be able to participate in Boards like this.</li> </ul> <p>BS asked for help in connecting with carers who would be willing to give up an hour and a half for a meaningful conversation about their experiences. He would go to wherever people were. MH asked if conversations had to be one-to-one or if group conversations could be had. BS said that he was open to either but the key was that people had to feel free enough to be candid. The Chair urged members to make contact with BS and to spread the word to others.</p> <p>BS asked to report back to the Board when pieces of work had been identified as a result of the interviews. The Board agreed.</p> <p>It was fair to say that links between adult and young peoples services were not as ingrained as they could be when the two Strategies were agreed. That approach was now changing across the Council, with intentions to implement an all-age approach. It was noted that the contract for the Carers Service was one of few that already followed that approach.</p> <p>JP emphasised the value of whole-age provision and service. It greatly assisted in the delivery of provision and a seamless service.</p>	<p><b>Report as timely.</b></p>
<p><b>8</b></p>	<p><b>Review of Overnight Respite Provision for Working Age Adults</b></p>	
	<p>JM detailed a piece of work regarding short breaks and overnight respite for working age adults. It entailed short break residential</p>	

services provided by Cornwall Council, including The Bungalow in Penzance, Lowena in Truro and Tregarne in St Austell.

From that day and running until mid-November, a number of engagement initiatives would be undertaken with as many people as possible that use services, their families and carers in order to seek views on overnight respite – what is good, what could be improved and any ideas on new forms of support. Key lines of enquiry had been agreed to guide the engagement.

It would be launched on Let’s Talk Cornwall the following day. The Council would also be working in Partnership with Citizens Checkers and Disability Cornwall to reach out and to ensure accessibility.

The Chair said that many service users had not returned to using overnight respite post-Covid as services. It was important to gauge views on this and she urged everyone to share details widely.

The Chair asked what the statutory requirements for overnight respite were. JM replied that they were based on assessments of an individuals needs under the Care Act.

The Board agreed to receive feedback as timely.

Shortly following the meeting, HB provided the following information which was circulated across the Partnership Boards:

*The Carers Partnership Board recently received an item on the work being undertaken by Cornwall Council to engage with different stakeholders to give us feedback and direction around what the future of Overnight Respite and Short Breaks for working age adults in Cornwall should look like. We wanted to give you an update as this work has moved forward and there are a number of engagement avenues due to start imminently.*

**Survey**

- As with any Cornwall Council engagement, a public survey has been developed to be available online via ‘Let’s Talk Cornwall’ with Easy Read format also available. This is for any member of the public to complete or stakeholders (including clients, Carers, staff, professionals – should they so wish): [Help shape the future of overnight respite for work](#)

**Report back as timely.**

	<p><a href="#">age adults in Cornwall   Let's Talk Cornwall.</a></p> <ul style="list-style-type: none"> <li>You will also see that the link for the survey also has a document with some FAQs which may be useful. We would be extremely grateful if you could help distribute the link and encourage as many people as possible to complete the survey and have their say.</li> <li>For information, there has also been a press release asking people to share their views: <a href="#">Have your say on overnight respite services in Cornwall - Cornwall Council.</a></li> </ul> <p><b><u>Other Engagement</u></b></p> <ul style="list-style-type: none"> <li>We are in the process of arranging for a people with lived experience organisation to engage with people who use services and their carer/family in other ways which may suit them better (such as via phone or in a group).</li> <li>There will also be a supplier survey due for imminent issue and workshop</li> </ul> <p>If you have any questions about the Let's Talk Cornwall Survey, or are asked questions which are not answered with the information via the links or in this email, please forward them to the central email <a href="mailto:providerservicestransformation@cornwall.gov.uk">providerservicestransformation@cornwall.gov.uk</a> and they will be picked up and responded to.</p>	
<p><b>9</b></p>	<p><b>Any Other Business</b></p>	
	<p><b>Future Meetings</b></p> <p>MH asked how meetings should be held moving forward. Hybrid meetings were problematic when fewer people attended in person as the voices could get lost in a large room, creating sound issues for those online.</p> <p>The Chair suggested that it was getting more difficult for carers to attend. MH agreed and said that the nature of caring roles meant that people often indicated that they would attend in person but then had to join online. That made it very difficult to manage numbers and set up the meeting room accordingly.</p> <p>The Chair asked that members with views or ideas on the matter email <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a>.</p>	



	<p><b>National Clinical Audit Family and Carer views on the quality of hospital care</b></p> <p>Before being called away from the meeting, JD discussed with the Chair a current questionnaire which was part of a National Clinical Audit aiming to improve the quality of care that hospitals provide to people with confusion or memory problems.</p> <p>It could be accessed online (<a href="#">click here</a>) or the Partnership Board team would send hard copies out upon request.</p> <p><b>In Touch Booklet</b></p> <p>TM said that the latest edition of the In Touch booklet had been finalised and would be circulated imminently.</p> <p><b>Overnight Dementia Support</b></p> <p>SH asked for advice around night-sitters for individuals with Dementia in the interim period before accessing full-time care. BS advised that support could be accessed through Adult Social Care if there was an assessed need. If the individual did not currently have a Social Worker then the first contact should be with the Independence and Wellbeing Service within ASC.</p>	
<p><b>10</b></p>	<p><b>Next Meeting</b></p>	
	<p>Details of meetings to be held in 2024 would be circulated in December, once dates had been agreed with the Board's Co-Chairs and lead Commissioners.</p> <p>As the first meeting would be held in January, it would be on Microsoft Teams only.</p>	

# APPENDIX

**Delivering Better Care**

Care and Wellbeing Directorate

**Cornwall Cares for Carers – Adult Carers Strategy**  
**I am not just a Young Carer – Young Carers Strategy**

People Commissioning  
16<sup>th</sup> October 2023

**CORNWALL COUNCIL**  
one and all · onen hag oll

[www.cornwall.gov.uk](http://www.cornwall.gov.uk)

1

## The Vision for Young Carers and Young Adult Carers of Cornwall Council

**CORNWALL COUNCIL** Together for Families

**Young Carers Strategy 2021 - 2026**

“I am me, I am not just a Young Carer”

[www.cornwall.gov.uk/togetherforfamilies](http://www.cornwall.gov.uk/togetherforfamilies)

**2021 Publication**

- Sets out the vision of Cornwall Council for Young Carers & Young Adult Carers
- Linked to the outcomes originally set out by all partners of the One Vision Plan
- Describes a service vision for the 2021 -2026 period
- Describes the national and local context
- Articulates what is important for young carers and young adult carers from what they have told us
- Provides information and examples of the challenges faced by young carers and young adult carers and the support available

2

## All Young Carers Service Vision

Young Carers are able to have good school attendance and progress to meet their individual potential.

Schools provide support and know who the Young Carers are in their school

Young Carers are able to have a good understanding of healthy relationships and are supported to understand relationship changes within the family following illness or bereavement

Young Carers have the opportunity to build peer group relationships and see that they are not alone.

Young Carers can engage in positive activities and have fun without guilt, fear or worry for their family.

Young Carers can have time together with family and friends without providing care

Young Carers are able to achieve good physical health, emotional wellbeing and good mental health.

Young Carers feel improved self-worth and confidence from the support available.

Young Carers feel listened to and able to influence decisions about their live.

3

## Review of Young Carers Strategy – Planning Stages

### Areas of Enquiry

#### Results of the school census :

Under reporting by schools of the numbers of young carers

#### Results of the "Right On" Survey

Under reporting of caring responsibilities by children and young people

#### Increased access to level 2 activities

Creativity in identifying opportunities for break from caring role and making connections

#### Service User Experience

Quality assurance exercise

#### Young Carers ability to participate in everyday life

Mitigating the effect of caring on participation in society, Education (inc HE) and Employment.

#### Voice of Young Carers

Ensure voice of CYP is throughout strategy

#### A Childrens Rights Approach

Reviewing outcomes in line with UN Convention of the Rights of the Child

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## An all age carers service

How do the 2 offers compliment one another?

Single Front Door

Access to consistent Information, Advice and Guidance

Seamless transition between children and adult offer YAC worker in both KYC & CRCC  
(18-21 KYC & 21-25 CRCC)

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## The vision for Adult Carers of Cornwall Council and Cornwall and Isles of Scilly ICB



2019 Engagement

June 2021 Publication

- Sets out the vision of Cornwall Council and CIOB ICB "Cornwall Cares for Carers"
- Describes the outcomes that Carers told us they would like to achieve
- Describes the national and local context
- Identifies the tools and methods that will be used to measure our progress against Carers expected outcomes
- Safeguard carers and the people they care for to support positive outcomes

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## Outcomes described by Carers

Outcome 1	Choice about caring role
Outcome 2	Ease of finding information
Outcome 3	Finding support locally
Outcome 4	Having a break from my caring role
Outcome 5	Ability to share my experience as a carer
Outcome 6	Respected as an Expert Partner in Care
Outcome 7	I know what to expect from services
Outcome 8	I am helped to achieve MY goals
Outcome 9	Support in a crisis
Outcome 10	I am helped to care safely, confidently and effectively
Outcome 11	Maintaining Carer's OWN health, wellbeing and independence
Outcome 12	Support when caring relationship comes to an end

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## Intervening events....

Following the work to listen to the experience of carers but before the new Cornwall Carers Service launched...

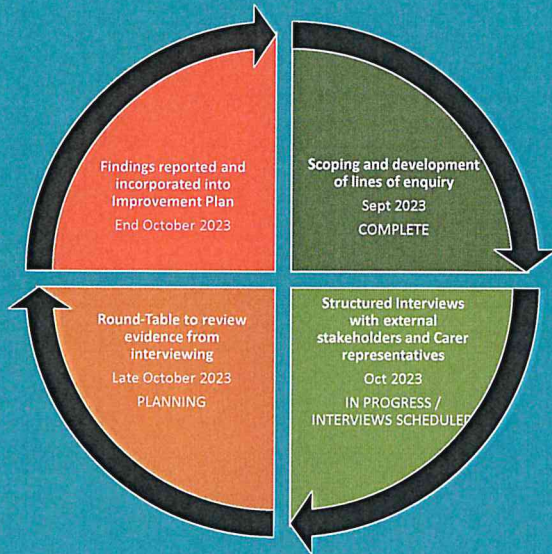
### **Covid and everything since...**

- Increased societal acceptance of remote / virtual contact
- Increased reticence around in-person events
- The impact of labelling of people as 'clinically extremely vulnerable'
  - Increased isolation
  - Cost of living crisis
- Health and Social Care workforce capacity



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## Review of Cornwall Cares for Carers Strategy – in Progress

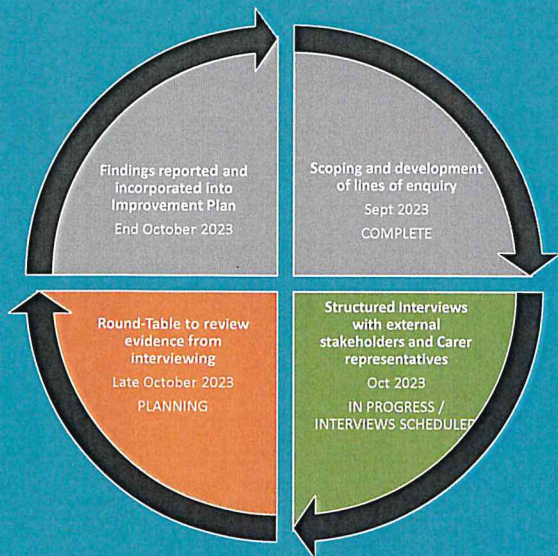


### Areas of Enquiry / Interest following scoping

Area / Theme
<b>Signposting to specialisms</b> Ability of Service and Professionals to access wide and consistent range of specialisms throughout integrated health and care system
<b>Involvement in support planning</b> How involved and respected as equal partner do Carers feel around care planning (and Service design / management)
<b>Access to breaks from Caring</b> Creativity in identifying opportunities for break from caring role / Availability of Respite and Short Breaks
<b>Service's Stakeholder network reach</b> Ensuring that the Service, and professionals have a wide and consistent network both for Offer shaping and case support
<b>Carers ability to participate in everyday life</b> Mitigating the effect of caring on participation in society, Education and Employment.
<b>Carers access to Advocacy support</b>
<b>Involvement of Experts by Experience in Contract Management</b>

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## How you can help...



### Would you...

Mind giving up an hour to an hour and a half,  
To meet Commissioners online at a time of your choosing  
To give the benefit of YOUR experiences as a Carer, or on  
behalf of Carers you know...

### Or...

Help us connect with other Carers not here today who might  
want to take part

### Or...

Meet in person with Commissioners and Social Workers,  
To hear what has come out of the interviews and set out  
some next steps to improve the support which is available for  
Carers.

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