

**Carers Partnership Board
2 pm, Thursday, 19 October 2023**

Hybrid Meeting

Top Floor Meeting Room, Truro Library, TR1 1EP

or via Microsoft Teams: [Click here to join the meeting](#)

Agenda

	Item	Time	Lead
1	Teams Guidance, Meeting Etiquette (Page 2), Introductions and Apologies	2:00-2:10	Chair
2	Minutes of the Meeting Held on 20th July 2023 (Pages 3-19), 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	2:30-2:50	All
5	Update on the Informal Carers Support Service	2:50-3:10	Jayne Price, CRCC
6	Review of the Implementation of the Carers Strategy	3:10-3:25	TBC, Cornwall Council
7	Whole Age Integrated Service for Carers – How the Young Person’s and Adult Strategies interlink	3:25-3:40	Ben Seamarks & Verity Bradshaw, Cornwall Council
8	Review of Overnight Respite Provision for Working Age Adults	3:40-3:55	Helen Bennett, Cornwall Council
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.

MEETING NOTES:	Carers Partnership Board
DATE:	20 July 2023
LOCATION:	Probus Village Hall, Amelia Close, Probus, Truro 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 & Director	Parent Carers Cornwall
John Bastin (JB) (Co-Chair)	Cornwall Councillor and Chair of Health and Adult Social Care Overview and Scrutiny Committee	Cornwall Council
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
Antony Bell-Thorn (ABT)	Commissioning Manager	Cornwall Council
Ben Seamarks (BS)	Strategic Commissioning Manager	Cornwall Council
Caroline Ellis (CE)	Team Manager, Admiral Nurse Service	Royal Cornwall Hospitals NHS Trust
Chris Watkin (CW)		CRCC
Claire Martin (CM)	Deputy Chief Nurse	Integrated Care Board
Elaine Bradley (EB)	Interim Transformation Manager	Cornwall Council
Gill Lovell (GL)	Parent Carer	Falmouth Carers Forum
Holly Kiernan (HK)	Patient Experience Manager	Royal Cornwall Hospitals NHS Trust
Jayne Price (JP)	Contract Lead for The Carers Service	CRCC
Joanna Dobson (JD)	Patient Engagement Manager	Royal Cornwall Hospitals NHS Trust
Jenna Pulley (JP)		Cornwall Partners in Policymaking
Kaddy Thomas (KT)	Parent Carer	
Kate Alcock (KA)	Head of Strategic Commissioning – Older People, Physical Disability and Carers	Cornwall Council
Kirsty Dexter (KD)	Network Co-ordinator	Cornwall Memory Café Network
Lynda Berry (LB)	Carer of adult with LD & Director	Cornwall Partners in Policymaking
Neil Lindsay (NL)		Bodmin & Wadebridge Carers Groups
Pauline Hardinges (PH)	Ex-Carer, current part-time carer & Treasurer	Liskeard Memory Café
Sally Mollard (SM)	Ex Carer & Secretary	Liskeard Memory Café
Sarah Keast (SK)	Commissioning Manager	Cornwall Council
Sophie Mankee (SM)		Alzheimer's Society
Tamsyn Mitchell (TM)	Assistant Practitioner, Admiral Team	Royal Cornwall Hospitals NHS Trust

Name	Position	Organisation
Teresa Parsons (TP)	Services Manager Plymouth, Cornwall & Isles of Scilly and carer	Alzheimer's Society
Verity Bradshaw (VB)	Commissioning Manager	Cornwall Council
Wendy Gauntlett (WG)	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board
Zoe Locke (ZL)	Head of Patient Experience and Carers Lead	CFT

APOLOGIES

Name	Position	Organisation
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
Jenny Tarvit	Promas Caring for People CIC	Director
Julia Wildfire-Roberts	Director and Project Manager	Healthwatch Cornwall and Pentreath
Kelvin Yates		Age UK Cornwall and Isles of Scilly
Kirsty Luxton	Carers Triage Co-ordinator	Cornwall Carers Service
Liz Pagett	Ex-Carer	
Natalie Swann	Research and Evidence Manager	Healthwatch Cornwall
Margaret Lovell	Membership Secretary & Chair	Wadebridge Memory Café & Wadebridge Carers Group
Nigel Cox	Children's Services Manager	Barnardo's
Theresa Court	Chief Executive	Disability Cornwall
Tim Jones	Chairman	Wadebridge Memory Cafe
Tracey Camps	Director	Healthwatch Cornwall

ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
20/07/23	GP identification of carers.	CM	Updates as appropriate.
04/05/23 26/01/23	Identify upward reporting structure.	KA / PB Team	Ongoing.
04/05/23	How the Adult and Young Carers Strategies interlink.	BS / VB	Ongoing. Scheduled for 20/07/23 meeting. Rescheduled for 19/10/23
20/07/23 04/05/23	Investigate opportunities for Carers Forums.	KA	Ongoing.
26/01/23	Discuss with Commissioners concerns regarding lack of reporting structures – how the Board receives ground level information and where it should report to.	MH	Ongoing.
04/05/23 26/01/23	Continuing Healthcare group updates.	PH / JP / CM	Updates as appropriate.
26/01/23	Suggestions for Carers Assessment form (see p12, para 3)	CM	Ongoing.
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.

	Item	Action
1	Teams Guidance and Meeting Etiquette	
	<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>	
2	Minutes of the Meeting held on 4 May 2023, Actions and Matters Arising Actions from Previous Meetings	
	<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 asked that MH share updates on actions from previous meetings:</p> <ul style="list-style-type: none"> • The Board was due to receive a report from Ben Seamarks and Verity Bradshaw on how the Adult and Young Carers Strategies interlink. Due to the full agenda, the Chairs had agreed to defer it to the October meeting. • Continuing Healthcare group – JP reported that Claire Martin was looking at how to widen the remit of the group. Updates would be provided as progress was made. • The Board had previously proposed two questions to be asked at the start of the Carers Assessment process, 'do you need help to complete the forms?' and 'have you enquired about how you will get a PA?' Jayne has replied, 'yes this is discussed and Carers are supported to access PA services, we cover a range of resources and link Carers to those provisions that best support their needs and choice. Eg home share, Humans, Shared Lives etc.' <p>Further actions would be considered within the updates section.</p> <p>There were no matters arising.</p>	<p>Include on October agenda</p> <p>Updates to future meetings as appropriate</p>

<p>3</p>	<p>Updates from the Co-Chairs</p>	
	<p>Co-Chair Sandra Ward</p> <p>SW had provided an update report on the work of Parent Carers Cornwall (click here).</p> <p>In addition, SW provided positive feedback on the recent Blue Light Day and the Safeguarding Adults Board Annual Conference.</p> <p>The Conference had a carers theme this year. Members around the table commented on how well managed the event was and how it was an excellent example of how the whole system can work together.</p> <p>Blue Light Day had been a greatly uplifting event. It was really well attended and set a great example for other counties to follow. SW thanked the Office of the Police and Crime Commissioner for its financial backing of the event and encouraged everyone to attend in 2024.</p> <p>It was agreed that the report and update be noted.</p> <p>Co-Chair Cllr John Bastin</p> <p>JB spoke about work to ensure the accessibility of digital information between Derriford and Cornish NHS services, and also across health and social care within the county. JD said that it was a 5-10 year plan. CM added that there was now a digital lead for the whole ICB system. One of his priorities was to reduce health inequalities, which had a clear correlation to access to digital information.</p> <p>JB asked if anyone had heard of progress with regard to carer identification. CM said that she was involved in related work with regard to the identification of veterans. Primary Care services were working within the ICB to make sure that GPs were using that system and that it was coded. She undertook to check that the identification of carers was also in the pipeline. If an individual had a carers assessment, identification as a carer should automatically appear on notes but it was important to identify all carers.</p> <p>Charlotte Harris, NHS England, had provided the following related</p>	<p>CM to update as appropriate.</p>

information in advance of the meeting, which MH added to the meeting chat:

I'm happy to catch up with anyone outside of the meeting if helpful and just a reminder that we are happy to facilitate the sharing of learning/advice/connections with our contacts outside of Cornwall if helpful to anyone at any point.

GP Carer Data – Number of Unpaid Carers at GP Practice Level

GP carer data is now available via the [Core GP Contract 22/23](#). The next release is due before the end of July 2023 which will be Q1 23/24.

The carer data is within the Core GP Contract file, which is a zip file. Within this there are quarterly data files and a data dictionary. The data dictionary explains the definitions of indicators.

For unpaid carers the indicator is CGPCMI01 and the data dictionary definition is: The number of registered patients recorded as being unpaid carers. If you then open one of the quarterly the csv files you can filter the column named IND_CODE to this indicator ID and it will give you the counts at practice level.

We know that at the moment the single indicator doesn't capture as much as we would like, and needs some tweaks, but it is great to be included. Please contact me with any queries about this.

South West Carers Collaborative Network

The next event is taking place on 21 September 2023, 10.00-12.30 via MS Teams. The agenda for the event will be shaped by Gloucestershire Integrated Care System (agenda items to be confirmed soon). We hope you can join us. If you don't already have the diary invitation, please contact c.harris12@nhs.net – thank you.

NHS Assembly Report Published

The NHS Assembly recently developed an independent report called 'The NHS In England at 75: priorities for the future'. This is intended to help the NHS, nationally and locally, plan how to respond to long term opportunities and challenges.

	<p>There's quite a few mentions of carers spread throughout the document with some strong endorsements and calls for action. The report can be accessed via this link: The-NHS-in-England-at-75-priorities-for-the-future.pdf (longtermplan.nhs.uk).</p>	
4	Updates from Members	
	<p>The Chair invited updates from the individuals and organisations represented.</p> <p>Promas CIC</p> <p>MH added the following information, which had been provided in advance of the meeting, to the meeting chat:</p> <p><i>Just a quick update on what we have organised for unpaid carers over the next couple of months. Everything we offer is free to carers. Our Leach Pottery courses are all full.</i></p> <p>Social outings</p> <p><i>Wednesday 9th of August – Glendurgan Gardens Wednesday 6th of September – St Michaels Mount Friday 6th of October – Pendennis Castle November (date to be confirmed) – Hall for Cornwall December – 14th of December – Eden Project</i></p> <p>Face to face courses</p> <p><i>Caring for Carers – Bude 5th September Caring for Dementia Carers – Truro 15th and 16th of November Caring for Dementia Carers course whilst we look after the cared for in a the same building (pilot course) St Ermer 22nd and 29th of November Making time for Art – Penzance – November 21st Effective Communication for Carers – Pool, 28th September Contingency Planning for carers – Pool, 31st October Managing grief for Carers – St Austell, 12th, 26th September and 10th of October Coping Strategies for Carers, Penzance 5th October Creative writhing, Penzance 2nd of November</i></p> <p>Clubs</p> <p><i>Nordic Walking – Trelissick every two weeks Photography Club Bodmin every month Mindfulness every three weeks– Pool</i></p>	

Other

One to one – telephone training on a variety of our face-to-face courses

Mentoring – 6 weeks plus -one-to-one on the phone

X2 online courses – Caring for Carers and Caring for Dementia Carers

Coming up

We are trying to organise some activities/clubs/sessions for male carers as they are hard to engage with. If you have any ideas or work with male carers please do find out how we can help to meet their needs or send them our way.

Extra Groups

We have had several organisations and groups ask us to deliver specific course for them. Please do not forget this is available to anyone/organisation who has a group of carers. We are happy to discuss your needs and will deliver a course for your carers.

Posters

We have leaflets which we are happy to send out.

I do posters for the face-to-face courses (designed for Facebook). If you want any for specific courses we can send them.

We also have desk top aids with all the dates and locations of courses etc.

If you have any questions please do not hesitate to contact us.

Zoe Locke, Carers Voices Partnership

The Chair asked for an update on the Carers Voices Partnership (CVP), specifically what content the group intended to report to the Board in lieu of the new carers and assessment figures that it used to receive.

ZL said that the Patient Experience team had faced sickness and a vacancy, which had reduced capacity to press ahead with the CVP. However, the intention was for it to be an independent forum and membership would include a Non-Executive Director (Amanda Stratford, formerly Chief Executive of Healthwatch Cornwall), a clinician from each service, GPs, carers, representatives from active carers organisations, charities and Healthwatch Cornwall.

She did receive a monthly report that detailed the identification of new carers but the figures were very low, one or two, so it was recognised that they were not accurate.

The CVP would lean on the values of Healthwatch Cornwall but it was still very much at the planning stage. It was anticipated that it would hold focus groups, analyse the experiences heard and then act on that feedback, with it being fed through to senior leaders and reported to the Quality Assurance Committee.

ZL hoped to meet with Claire Jukes at Derriford and JD to determine how to best identify carers and retain and share that data. Identification would be a key focus.

JP and KA referenced work that was being undertaken in relation to the carers service. There was going to be a review of the service in terms of how it was performing against the priorities identified within the Carers Strategy and the metrics identified in respect of carers. It was important to understand the impact that the service was having on carers. The outcomes from the review would determine what information is submitted for the Board's consideration in the future but identification would form part of that.

Elaine Bradley, Day Services and Opportunities

The Chair invited EB to provide an update on the review of day services, including how people have settled into new facilities and how transport issues have been addressed.

EB said that she was currently compiling a business case on how day opportunities will be delivered to people with disabilities. Previously gathered and new data was being utilised and the next step was co-production work, necessary to ensure that the voices of the people that would be accessing services was heard. It was anticipated that it would take place over the next three months.

EB encouraged members to make contact with her if they contribute to the work.

AW suggested that it would be beneficial for the group involved in the co-production work to visit day services to experience them first hand and to hear direct from service users. EB replied that she hoped that service users could sit on the co-production group. SW said that the group should also visit private day

centres as examples of good practice.

EB emphasised that the review was not about closures, it was about transforming day services into the best possible offer. KA added that the focus was about modernising services to make them vibrant and exciting to attend and ensuring equal access to them.

Jo Dobson, Carers Corner

JD detailed a new initiative that was being undertaken with Cornwall Carers Service, RCHT Patient Experience Team and the Integrated Admiral Nurse Service.

Carers Corner was launched in May and was held every Tuesday from 2-4pm in the Trelawny Café at Treliske. It provided signposting and was growing weekly. JD asked that members spread word of the service. TP said that she would liaise with JD and CE to arrange for a Dementia Advisor to join once a month.

PH expressed concern that carers in South East Cornwall often missed out on such services.

CE added that 25 carers had already attended and it was apparent that they were varied types of carers. It was also noticeable that staff that were also carers were attending. She hoped that the opportunity could be used as a pilot to find out what information carers really want to find and why they were attending. Obtaining the right data could lead to further rollout in the future.

AW said that she would feed back to Derriford's Patient Council with a view to encouraging similar work there.

Caroline Ellis, Integrated Admiral Nurse Service

CE updated that the service was launching its first Supporting Ahead Programme (SAP).

It was an informal but structured meeting where organisations and services were invited into a room to help to support carers of people with a diagnosis of Dementia. It would provide a holistic referral access point, allowing families and carers to gain understanding of services and the opportunity to engage directly with the people running services.

The first quarterly meeting would be on 7 August at Callington Town Hall, from 11am to 1pm. The intention was for meetings to move around the county.

Healthwatch Cornwall

RO reported that the PB Team had been represented in person at many events and meetings in recent months to promote the Boards and to gain new voices.

As the Lived Experience Officer, he was making connections with groups and individuals all over the county and beyond

Royal Cornwall Show had provided the opportunity to connect with people from all walks of life, many of whom would not usually engage with services. Many conversations had been had that resulted in people recognising and understanding that they were, in fact, unpaid carers.

He reiterated earlier comments by saying what a wonderful event Blue Light Day had been, with people not only having fun but also learning a lot about services available to them and making important connections.

Outside of events, Healthwatch Cornwall had received 12 Have Your Say feedback forms that directly related to caring roles. Key issues raised were:

- The difficulties in obtaining an Autism diagnosis and the lack of post-diagnostic support;
- Covid booster jabs being given to individuals with Dementia without carers' approval;
- Transportation;
- Receiving fair treatment from GP's.

The review of the structure and delivery of the LD Partnership Board, in conjunction with LD England and people with lived experience, was anticipated to be concluded and rolled out by its September meeting.

The team were keen to progress a revised version of the Older Persons Partnership Board. They were discussing matters with Commissioning leads with a view to an Autumn launch.

	<p>RO encouraged members to invite him to any upcoming meetings and events. He could be contacted at robert.oleary@healthwatchcornwall.co.uk.</p> <p>The Chair concluded the item by urging members to submit updates in advance to ensure that they receive 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>5</p>	<p>Update on the Informal Carers Support Service</p>	
	<p>JP gave an overview of the report that had been circulated with the agenda (click here).</p> <p>The report was noted.</p> <p>AW asked for an update on progress with reducing the backlog of Carer's Assessments. JP said that the team were working with Cornwall Council Commissioners to address the matter. Just two weeks in, the impact was already apparent.</p> <p>When people came through the advice line, they could ask to access their carer's assessment. In addition, there was now a team of staff directly focussed on managing the backlog.</p> <p>NL asked what the wait for an assessment currently was. JP replied that there wasn't a wait for individuals that came through the advice line. A proportionate conversation would be had about the offer of the whole service and if a Carer's Assessment was needed, that could happen there and then.</p> <p>To clarify, there was a dedicated team to address the backlog. New entries to the "front door" could receive an immediate assessment. KA added that it was expected that the backlog would be cleared by the end of the year.</p> <p>AW suggested that it seemed unfair that some people were receiving immediate assessments whilst others had been on the waiting list for months. KA replied that the team were working through the backlog to determine who still required an assessment. A triaging process was then in place to determine who needed to be prioritised. Those in immediate crisis and in need of support would receive it. The system was being</p>	

developed to ensure that those most at risk are supported. As mentioned earlier, it was important to understand the impact of the Carers Service. It should also be noted that the service had suffered from a backlog following the Covid pandemic.

Through the meeting chat function, KA shared the following statement for members to use when feeding back to groups:

The outgoing carers service had a significant backlog of carers assessment and reviews, which was inherited by the new service when it started. We have recently agreed additional resources to clear the backlog so that there is additional capacity in the service to complete the outstanding carers assessments. The service is currently contacting people on the waiting list to review how urgently they need to be assessed and they will be seen in order of priority and risk. This will be balanced with the new people coming into the service and the expectation is that the backlog is cleared by the end of the year. There have been no changes to the carers assessment process.

PH highlighted how the needs of some carers could change overnight. How quickly could a follow-up assessment be received in such circumstances. JP said that such instances would be considered a crisis. There was a requirement to ensure that individuals could access the support needed in their caring role.

Following previous conversations had by the Board, KA had met with JP to learn more about how Carers Forums used to function. It had been almost a decade since responsibility for Carers Forums had lay within the Carers Service contract. A review done at the time showed that they happened sporadically and attendance had dropped off.

KA suggested that, moving forward, the best approach would be to include consideration of the matter within the review of the Carers Strategy and the delivery of the Carers Service. That provided a good opportunity to start afresh and really consider what support should look like, for example, how peer support is accessed, whether or not forums are suitable in the modern age, and other things that carers might like to do. She proposed that a piece of work be undertaken that asked carers what they wanted and how they wanted to be supported by both each other and services. Healthwatch Cornwall and the Carers Service would be fully involved in the process. Some money was available within

	<p>the carers reserves that could support the review and eventual proposals.</p> <p>The Board welcomed the approach and it was agreed that KA report back as timely.</p> <p>NL expressed concern that the “modern age” could imply a focus on digital support. KA reassured NL that people would be asked how they wanted to communicate. She anticipated that responses would be mixed, with preferences expressed for both virtual and in-person communication. Providing vibrant and mixed opportunities was very important. NL sought further reassurance that outcomes would not be skewed by engagement being online only. KA confirmed that would not be the case.</p> <p>TP said that it important that carers were involved in the process. All agreed and RO suggested reaching out to groups such as Carers Cafes in order to reach previously unheard voices.</p> <p>PH said that another consideration was how formal meetings should be and reporting lines to the Board.</p> <p>JP said that it was important to produce a vehicle that expanded reach to a wider range of carers than were attracted to attend the old format of Forums. The Chair agreed.</p> <p>KA cited the earlier feedback on Blue Light Day, saying that the vibrancy and enjoyment gained from that is the approach that needed to be adopted. Make forums something that people look forward to joining.</p> <p>A short film was played that showed Young Carer Highlights from the year so far. The Chair thanked JP for sharing.</p>	
<p>6</p>	<p>Supported Housing Strategy</p>	
	<p>SA gave a presentation, as circulated with the agenda (click here), before inviting questions and comments.</p> <p>PH said that many years ago, there used to be sheltered housing with a warden on site. Those sites had since been sold off but the idea worked and suited people. Such housing should return. SK replied that the Strategy identified that, stating that the supply of</p>	

	<p>retirement and sheltered housing needed to increase. Work was also taking place with Cornwall Housing Ltd, the Council's Arms Length Management Organisation for sheltered housing, to review all properties managed by them in terms of whether or not they were still fit for purpose.</p> <p>KA emphasised that the Strategy provided an amazing opportunity for Cornwall to modernise its services.</p> <p>The Chair stressed the importance of the Council working directly with developers at the design stage to ensure that needs are addressed. She also suggested that all Parish and Town level Council's should be engaged at an early stage.</p> <p>Along with partners from Adult Social Care, RO had recently attended an online event led by Agile Homes. He recommended that everyone take a look at their work (click here).</p> <p>AW said that some Supported Living sites had a very mixed collection of ages and needs sharing space. Careful consideration needed to be given to ensuring the correct mix.</p> <p>SK said that having a warden on site would not be an approach that would be revisited but the Strategy did identify 24/7 support through extra care schemes as a need.</p> <p>Some properties that had previously used for older people were not now considered to be suitable due to their lack of accessibility. That had led to them being opened up to other groups on the housing register and allocated through the Home Choice register.</p> <p>The Chair thanked SK for her presentation and ask that members please email sarah.keast@cornwall.gov.uk with any further comments or questions on the Strategy post-meeting</p>	
<p>7</p>	<p>Review of Home Care Provision in Cornwall</p>	
	<p>KA reported that the online surveys for people that use services and carers had now closed. Information from that was now being used to shape the service delivery model.</p> <p>The next phase would be to start to co-designing the service specifications and members of the Board would have the</p>	

	<p>opportunity to take part in that work.</p>	
8	<p>Personalisation and Direct Payments Engagement and co-production</p> <p>ABT gave an update on the work of the co-production group.</p> <p>The Direct Payments Policy had gone out for survey, with over 450 responses received. Of that, over 70 people said that they would like to be involved with work moving forward, which led to the formation of the co-production group.</p> <p>The group were focussing on 8 different workstreams - social work practice, budget calculator, advocacy, carers, individual service funds, information and guidance, micro-providers and personal assistants, and self-service solutions. They were all moving forward under the Personalisation Programme.</p> <p>The next phase was to ensure that each workstream contained the correct elements of work necessary to ensure that services were fit for purpose.</p> <p>Following a question from the Chair, ABT said that each workstream had 3 or 4 experts by experience.</p> <p>The Chair thanked ABT for the update.</p>	
9	<p>Any Other Business</p> <p>Cost of Living Survey</p> <p>RO promoted Healthwatch Cornwall's Cost of Living survey. It aimed to find out how the current increases in the cost of living were impacting people's access to health and social care in Cornwall. It wanted to know how people in the county were affected, and to help ensure rising costs were not a barrier to healthcare.</p> <p>Members were encouraged to participate (click here)</p> <p>Definition of Carers</p> <p>JP reported that the Carers Service had noticed a trend in</p>	

	<p>feedback from carers recently. Quite a lot had expressed dissatisfaction with the term 'informal carers'.</p> <p>RO suggested that it could be a topic for discussion on Carers Rights Day.</p> <p>Members agreed to feed back any similar feedback that they hear.</p>	
10	Next Meeting	
	<p>The next meeting would be held at 2pm on Thursday, 19 October 2023 in the Top Floor Meeting Room, Truro Library, TR1 IEP and on Microsoft Teams.</p>	