

<b>MEETING NOTES:</b>	Carers Partnership Board
<b>DATE:</b>	1 <sup>st</sup> August 2019
<b>LOCATION:</b>	Wesley Halls, Wesley Street, Redruth, TR15 2EG

#### ATTENDANCE

Name	Position	Organisation
Nuala Kiely (NK)	Partnership Board Officer	Healthwatch Cornwall
Sophie Smith	Data Officer	Healthwatch Cornwall
Ben Seamarks	Commissioning Officer-Day Services	Cornwall Council
Barbara Ellenbroek (BE)	Cornwall Councillor	Cornwall Council
Gill Lovell (GiL)	Carer	Falmouth Carers Forum
Wendy Gauntlett (WG)	Carer	Penzance Carers Forum
Lynda Berry (LB)	Carer	Helston Carers Forum
Serena Collins (SeC)	Commissioner for Young Carers	Cornwall Council
Stuart Cohen (StC)	Commissioning Manager	NHS Kernow
Kirsty Luxton	Kernow Carers Service	CRCC
Liz Pagett	Carer	
Gordon Lancaster	Carer	
Pauline Hardinges	Carer	
Amanda Wilton	Patients Panel	Derriford Hospital (UPHT)
Michael May	Carer	
Kevin Downing	Young Carers Service	Action for Children
Andy Fox	Head Social Worker	CPFT
Neil Lindsay	Carer	
Ania Nicholls	Commissioning Manager	Cornwall Council

#### APOLOGIES

Name	Organisation
Kelvin Yates	Cornwall Council
Sandra Ward	Chair and Parent Carers Cornwall
Claire Jukes	Plymouth University Hospitals NHS Trust
Ben Gadd	Cornwall Council
Zoe Cooper	Royal Cornwall Hospital
Carol Steer	NHS Kernow
Jason Creed	Department for Work & Pensions
Kay Henry	Carer
Kim Hager	Cornwall Council
Helen Phillips	Action for Children
Melanie Howes	Helston Carers Forum
Rob Rotchell	Cornwall Council

Nicola McMinn	Plymouth University Hospitals NHS Trust
Sally Mollard	Carer
Amy Claridge	Cornwall Council
Jo Lovell	Carer
Kim O’Keeffe	Royal Cornwall Hospital
Teresa Parsons	Alzheimer’s Society
Anna Passmore	CPFT
Susan Butterfield (SB)	Carer
Cym Downing	Carer
Claire Martin (CM)	RCHT
Kim Mabon	DWP
Jayne Price	Kernow Carers Service

**ACTION LOG AS OF AUGUST 1<sup>st</sup> 2019**

<u>Meeting</u>	<u>Action</u>	<u>ACTIONS CARRIED FORWARD</u>	<u>RESPONSIBLE</u>	<u>STATUS</u>
05/02/19	6	Liase with Healthwatch Cornwall to see if forum questions can be presented before the next meeting and answers brought.	KY	Ongoing. No forum questions posed May-August
02/05/19	5	Jayne Price to share information about veterans' services in Cornwall with NK to circulate.	JP	Ongoing. agedveterans@cornwallrcc.org.uk Await further details from JP

<u>ACTION FROM THIS MEETING</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
Board members to send NK suggestions for alternative meeting places	All	
Carers survey to be sent to all PB members with request to cascade out.	NK/All	Survey to go live w/c 19 <sup>th</sup> August. Finished 27/10/19
Circulate carers service map showing their reach to all Board members	JP/KL	
AN to conduct face to face engagement events across the County, as part of the recommissioning of Carers Service.	AN	Complete 27/10/19
NK to send information out about how to apply for a blue badge where individual has a hidden disability	NK	Blue badge application for hidden disabilities is same process as for other disabilities. It is beginning across the UK throughout 2019.Link embedded in minutes.
NK to circulate details of Dementia Partnership Board	NK	Complete Embedded in the minutes
NK to facilitate a meeting with AH and other PUHT team, CPFT and RCHT to discuss Derriford's carers policy.	NK	Email invites sent 12 <sup>th</sup> August, Awaiting replies Complete 10/10/19
GiL to give an update at the next Board meeting about a new group at RCHT to address concerns for carers of those with autism/LDs	GiL	
NK to circulate details of Day Services engagement drop ins	NK	Complete Link embedded in minutes
KD and SC to have a slot on the next agenda for young carers update and video to be shown	NK	On November agenda

Item	What was discussed?	Action
1	<p>1.1 -Introductions and apologies 1.2 Last minutes agreed to be an accurate record. <b>1.3 <u>Matters Arising</u></b></p> <p>Mike Byrne from Cornwall Council is interested in being on the panel of another event about Continuing Healthcare. The KCCG representation has since changed roles and so we are finding the equivalent before we can organize it.</p> <p>We have not received any issues from Carers forums between the last meeting and this meeting. (GL requested clarification on how forum questions are answered). Forum questions first go to Kernow Carer’s Service and if they can’t answer them or the concerns are a theme they will bring the concerns to the Board.</p> <p>SC: Working carers are the hardest to reach, along with carers in community groups such as farming/fishing. The CRCC is working on reaching hidden carers in these groups. WG: Also carers transitioning from children’s to adult’s support. AN: A campaign on at Cornwall Council has been relatively successful in identifying hidden carers.BE contacted .....</p> <p>NK is looking for alternative locations for meetings which satisfy travel for both people coming from east and west Cornwall.</p>	<p>1. Board members to send NK suggestions for alternative meeting places</p>
2	<p>2.1 Carers Strategy</p> <p>NK Carers Services in Cornwall will be recommissioned next year. There will be a period of engagement before this. A survey is going live in the next few weeks for carers. It will ask for information about the person filling it in, what’s important to a carer, what’s worked well in carers services so far, what hasn’t worked, what do you want in the future? The survey will inform the new carers strategy being written by CC commissioner Kelvin Yates. The information will be distributed online, widely to care homes, GP surgeries, care agencies, day services, Kernow Carers Service and paper copies will be circulated. NK will circulate the link to the online survey when it is ready, as well as details of how to get a paper copy.</p> <p>AN: If you would like large numbers of printed copies contact us through the information included on the webpage and leaflet and we can send them to you. Please share the survey as widely as possible. We’re trying to reach as many hidden carers that aren’t on the Council register as possible and so our leaflets will ask “Are you a carer?” and help carers identify themselves. We’ll be recruiting to a working group and will ask people to register interest.</p>	<p>2. NK to send out link to carers survey when live.All to cascade.</p>

	<p>SC: The survey is for adult carers to inform the adult carers strategy. That will support the tendering process. The tendering process will happen in 2021, which is why results need to be collated in November, as we then need to write the strategy, then tender. We will be consulting again before 2021 to ask what you want, how the strategy sounds, did we get it right.</p> <p>NL: There was a delay in sending out information about Carers week (to carers) until very shortly before it started. KL The contact list isn't controlled by Kernow Carers Service, Cornwall Council is the data holder.</p> <p>Two other services are also being recommissioned: advocacy and day services. AN and her team are conducting this, surveys and leaflets for both are available here. (The survey for advocacy has since closed, the deadline was 11<sup>th</sup> August. Working groups and further engagement work will be taking place.</p>	
3	<p>3.1 Carers Service Update</p> <p>KL: We acknowledge the difficulties we had circulating information about Carers Week on time and hope to improve this. There are several events coming up: a training day in Lelant hosted by Promas, an afternoon tea in Cotehill. These are in November and December. KCS exceeded the target of carers needs assessments last quarter. We have performed a mapping exercise to identify out-reach services. I will send the map to NK who can circulate it.</p> <p>PH raised that she tried to apply for a blue badge for people with hidden disabilities but couldn't on the Council website. NK will confirm the process.</p> <p><a href="https://www.cornwall.gov.uk/health-and-social-care/physical-disabilities/blue-badge-disabled-parking-permits/applying-for-or-renewing-a-blue-badge">https://www.cornwall.gov.uk/health-and-social-care/physical-disabilities/blue-badge-disabled-parking-permits/applying-for-or-renewing-a-blue-badge</a></p> <p>AN: There will be face to face meetings for carers to share their views on services. This will inform the recommissioning of the Carers Service. At the next CPB a discussion around the topics raised in the survey will take place. WG asked if survey distribution would include carers on the Council register. AN: It will go to those who have said they are happy to receive information via email.</p>	<p>3. NK to circulate KCS map showing out-reach.</p> <p>4. NK to send information about how to access the blue badge application</p> <p>5. AN to conduct a face to face event about Carers recommissioning at the next Carers Partnership Board meeting</p>

<p>4</p>	<p><b>4.1 <u>Partnership Board Development</u></b></p> <p>NK: We have hired a new Partnership Boards Officer who will be joining Healthwatch Cornwall in September. With the increased capacity we should be able to move forward with developing the Boards.</p>	
<p>5</p>	<p><b>5.1 - <u>Dementia Care in Cornwall</u></b></p> <p>Cornwall Dementia Partnership (CDP)</p> <p>NK: The four Partnership Boards Healthwatch Cornwall facilitates meet quarterly, CDP is facilitated by the Council and meets monthly. The CDP is part of Dementia Action Alliance. There's a great commitment to supporting people who live with dementia. I attended a productive meeting last month, (a walk &amp; talk meeting) led by service users. There is overlap in the areas of interest between all the Partnership Boards. HC will share minutes and information from the Carers PB with the CDP and work to build up links.</p> <p>PH: Is this Board for people living with dementia or carers as well?</p> <p>NK: It's for all people with an interest in dementia care in Cornwall.</p> <p>GL: Where can we find out more about it?</p> <p>NK: I will send round the details. <a href="https://www.dementiaaction.org.uk/local_alliances/20400_cornwall_dementia_partnership">https://www.dementiaaction.org.uk/local_alliances/20400_cornwall_dementia_partnership</a></p> <p><b><u>Carers Services Derriford</u></b> Amanda Wilton, a member of the Patients Panel at Derriford Hospital was invited to talk to the CPB about the carers service at Derriford. which focuses on in-patients.</p> <p>AH: We developed a policy to detail what carers get when their "cared-for" is in hospital, they get meal vouchers, free parking, we did work promoting carers policy, asking staff if they knew about the carers policy, it's on the staff intranet, asking if they knew what carers were entitled to. We developed a carers card: when someone is sat beside someone in hospital they can have a card (we will be getting yellow lanyards) saying they're an unpaid carer and so staff can let them know what they're entitled to. With</p>	<p>6. NK to circulate details of Dementia Partnership Board</p>

	<p>this we're finding hidden carers. The service is for patients from both Cornwall and Devon. During Carers week, the staff went out with tea trolleys, making "every experience excellent".</p> <p>We're also trying to source and fund beds for carers. We have three with the adult LD team. In contrast paediatric wards have many carers beds available.</p> <p>AF: We don't have a similar service at CPFT but do have free car-parking. It sounds like an excellent service. What if you need to identify yourself as a carer?</p> <p>AH: We are training staff to try and recognise carers and are doing a lot of outreach work.</p> <p>GoL and MM: We have both had trouble as carers with our cared-for, in Derriford and RCH respectively. We would be keen to see this change, including attitudes to patients living with dementia.</p> <p>LB: Is the system open to abuse?</p> <p>AH: Meal vouchers are issued directly to them individually.</p> <p>NK: Sharing good practice between the hospitals would be useful. A meeting between AH and representatives from PUHT, CPFT and RCHT could look at "what works well" in Cornwall.</p> <p>GiL: had invitation to new group starting in September, at RCHT to look at a similar service for carers of people with autism and/or a learning disability. I'll be able to give you more info about it at the next PB. It may be that they look wider with just a particular look at autism/LD groups</p>	<p>7. NK to facilitate meet with AH, PUHT, CPFT and RCHT to discuss in-patients Carers service</p> <p>8. GiL to give an update at the next meeting about a new group at RCHT to address concerns for carers of those with autism/LDs</p>
6	<p><b>6.1 <u>Day Services Engagement</u></b></p> <p>BG: CC are currently engaging on day services- 13 in house council-run services and 30 other commissioned services . Hard copies of the survey will be distributed to all who access day services. There's a dedicated survey for carers. CC is aware day services have a dual role in who they support, service users but also carers.</p> <p>Sometimes carers put their views on the back burner and first provide feedback from a service user viewpoint, before their own views. This survey aims to give them their own voice. It is out until 23<sup>rd</sup> September. We have just completed a round of drop in events this week in 3 locations around the county, in Liskeard, in Truro and Penzance. There are workshops next week for providers</p>	



	<p>and anyone else who wants to participate. They'll be 10.30am to 12.30pm. there are 3 more drop-ins in September.</p> <p>PH: How will you access rural places?</p> <p>BG: We have tried to make ourselves very available and flexible, we will be conducting drop-ins at day services that have requested we be there as they have some members who will not be able to complete the survey.</p> <p>GiL: Some of us have already gone through a change in day service provision when training centres closed and the current smaller groups we have today opened up. Have you talked to anyone who has gone through this change? A switch to this model meant previously that some people who couldn't get there were excluded. I'm glad you're going back to a more inclusive model.</p> <p>BG: We've had about 60 surveys back, what we have heard so far is that day centres are a major way of combatting isolation and socialising. When surveys are done we'll be holding independently facilitated co-production workshops with service users and carers. We hope to commission an external, voluntary organisation to conduct the co-production. There will then be formal consultation on the model and the proposed service.</p> <p>NK Healthwatch Cornwall will share the details of upcoming workshops and drop-ins when they receive them.</p> <p>NK: If anyone wants to request the team visits a day service near you please ring the hotline.</p> <p><a href="https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/external-day-services/community-based-day-support-engagement/">https://www.cornwall.gov.uk/health-and-social-care/adult-commissioning-and-transformation/external-day-services/community-based-day-support-engagement/</a></p>	<p>9. NK to circulate details of upcoming day service drop-ins and workshops (see link)</p>
7	<p>AOB 7.1 Young Carers The meeting over-ran and did not leave sufficient time for the video made by Cornwall's young carers to be shown and a meaningful discussion to follow. Apologies to KD/SC from NK.</p>	<p>10. Young Carers to have a main item on the agenda at the start of the next Carers PB.</p>

<b>NEXT MEETING</b>	1.30pm - 3.30pm
<b>DATE</b>	7 <sup>th</sup> November 2019
<b>LOCATION</b>	Wesley Halls, Wesley Street, Redruth, TR15 2EG





