

MEETING NOTES:	Carers Partnership Board
DATE:	7th November 2019
LOCATION:	Wesley Halls, Wesley Street, Redruth TR15 2EG

ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Chair)		Parent Carers Cornwall
Nuala Kiely (NK)	Partnership Boards Officer	Healthwatch Cornwall
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Amanda Wilton (AW)	The Patient Council	University Hospitals Plymouth NHS Trust
Andy Fox (AF)	Head Social Worker	Cornwall Partnership NHS Foundation Trust
Barbara Ellenbroek (BE)	Councillor	Cornwall Council
Claire Jukes (CJ)	Patient Services Manager	University Hospitals Plymouth NHS Trust
Claire Martin (CM)		Royal Cornwall Hospitals NHS Trust
Cym Downing (CD)	Chair	Launceston Memory Cafe
Donna Darby (DD)	Head of Client & Partnership Networks	Cornwall Care
Elizabeth Pagett (EP)	Carer	Falmouth Carers Forum
Gill Lovell (GL)	Carer	Falmouth Carers Forum
Gordon Lancaster (GoL)	Dementia Carer	Liskeard Memory Cafe
Hugh Evans (HE)	Commissioning Officer	Cornwall Council
Jenna Pulley (JP)		Cornwall Partners in Policy Making
Louise Blakey (LB)	Carer Support Coordinator	Cornwall Rural Community Charity
Lynda Berry (LyB)	Carer	Helston Carers Forum
Neil Lindsay (NL)	Ex-Carer	Wadebridge Carers Forum & Trust Carers Committee
Pauline Hardinges (PH)	Ex-Carer	Memory Cafe
Serena Collins (SC)	Commissioner for Young Carers	Cornwall Council
Stuart Cohen (StC)	Commissioning Manager	NHS Kernow
Wendy Gauntlett (WG)	Carer	Penzance Carers Forum

APOLOGIES

Name	Organisation
Amy Claridge	Cornwall Council
Ania Nicholls	Cornwall Council
Ben Seamarks	Cornwall Council
Gill Pipkin	Citizens Advice Cornwall
Jayne Price	Cornwall Rural Community Charity
John Groom	Kernow Clinical Commissioning Group
Kelvin Yates	Cornwall Council
Kevin Downing	Action for Children
Marie Whitley	
Melanie Howes	Carer

ACTION LOG

<u>Meeting</u>	<u>ACTIONS CARRIED FORWARD</u>	<u>RESPONSIBLE</u>	<u>STATUS</u>
07/11/19	Circulate Kernow Young Carers film to Board.	MH	Ongoing. The file is too large to send via email. Kev Downing will add to web and a link will be circulated.
07/11/19	HE to provide NK with a breakdown of the number of carers in Cornwall by location. NK to circulate to Board.	HE/MH	Complete. Link to map circulated with minutes.
07/11/19	Find out if the Cornwall Dementia Partnership minutes were available online.	MH	Complete. Minutes are not published online. However, minutes are now forwarded to CPB distribution list.
07/11/19	Circulate details of the Skills for Care survey to all on the distribution lists for the CPB, the Learning Disability Partnership Board and the Autism Partnership Board.	NK	Complete. Circulated by NK.
07/11/19	Request proposals for suitable alternative venues for CPB meetings.	MH	Ongoing. Email sent to all on distribution list requesting meeting venues. Only 2 responses were received. Matter to be discussed at 06/02/20 meeting.
01/08/19	Board members to send NK suggestions for alternative meeting places	All	Ongoing. See above.
01/08/19	Circulate carers service map showing their reach to all Board members	JP/KL	Complete. KL to chase (07/11/19). See above.
01/08/19	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	Ongoing. Arranged meeting was cancelled.
02/05/19	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
05/02/19	Liaise with Healthwatch Cornwall to see if forum questions can be presented before the next meeting and answers brought.	KY	Ongoing. Dependant on raising of questions.

Item	What was discussed?	Action
2	<p>Minutes and Matters Arising</p> <p>The minutes of the meeting held on 1st August 2019 were confirmed as a true record subject to it being noted that, under minute 5, the correct title of the body run by University Hospitals Plymouth NHS Trust was the Patient Council, rather than the Patients Panel, and that Amanda Wilton (AW) spoke on the matter, not AH.</p> <p>PH requested that the dates of Saltash Carers Forum be considered when setting Board meetings. NK replied that clashes could not be avoided.</p> <p>BE stated that she was quite sure that she had raised the issue of hidden carers at the Council’s Health and Adult Social Care Overview and Scrutiny Committee.</p> <p>Completed actions from previous meetings, as detailed in the updated table in the minute, were noted. Outstanding actions are detailed in the table above.</p> <p>NK had included the following link in the minutes of the previous meeting for information on how to apply for 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</p> <p>Ofsted had recently rated Cornwall Council’s childrens social care services as the best in the South West. Trevor Doughty, Strategic Director for Together for Families, had emailed Parent Carers Cornwall to express thanks for its positive input.</p>	
4	<p>Sharing Good Practice</p> <p>NK reported that there had recently been a meeting, attended by herself, MH, CJ, AW, Zoe Cooper (RCHT Consultant Nurse), Caroline Ellis (RCHT Admiral Nurse) and Kelvin Yates (Commissioning Officer, Cornwall Council), to discuss sharing good practice. The following summary of discussions was provided:</p> <ul style="list-style-type: none"> • Carers Policy at RCHT - A policy had been in place for many years and a revision was in draft. It was out for comment at present and had been widely distributed. • Carers Support workers - At present there were three in Derriford. They were funded through the local Carers Service. They worked at preventing admission where admission may be precipitated by carer burn-out. They were also part of the complex discharge team. There 	

was also a Veterans Carer Support Worker funded through VCS. The Admiral nurse at RCHT filled a similar role with carers of patients with dementia. RCHT were very interested in finding out more from University Hospitals Plymouth NHS Trust (UHP).

- Car-parking was free for carers at UHP. RCHT did not provide that.
- At UHP, carers received a daily £5 food voucher plus drinks off the trolley. RCHT were moving towards carers receiving food off a trolley and it already provided drinks.
- Carers Rights Day was on 21st November. UHP were using this to identify carers on the wards with a tea and talk trolley service.
- RCHT operated a Staff Carers Group, with HR involved. UHP were to revisit the idea.
- Staff training - identifying carers was seen as a priority for both UHP and RCHT.
- Emergency Card for Carers - this was provided via Kernow Carers Service in Cornwall.

The Board further discussed the need to ensure that good practice was shared, with the following being stated:

- A Carers Group for RCHT staff was in development.
- A meeting was to be held on 11 December regarding the experiences of users of the Emergency Department at Derriford.
- Work needed to be done to make people recognise that they were carers and all that it entails. Something as simple as a leaflet could be greatly beneficial. A recent effort to address had seen the use of a tea trolley on wards at Derriford. Through that, 30 carers had been identified in one week. That meant that they could be provided with carers packs that detailed what assistance could be available to them, as well as ID cards that allowed staff to instantly recognise them as carers.
- It was also key from a financial point of view to identify carers at the earliest stage as the knock on effect was costly ie. Being provided with helpline numbers could reduce unnecessary visits to A&E.
- ID cards for carers were available in the Emergency Department at RCHT but were not sufficiently promoted so people were unaware of their existence.
- Whilst implementing improvements for carers, it was important to recognise the patient right to confidentiality. It should not be assumed that a carer was privy to all information.
- The Welcome Centre on level 6 at Derriford asked questions regarding the roles that people played in order to identify carers.

	<ul style="list-style-type: none"> • Caring for Carers was holding an event at the Crowne Plaza Hotel, Plymouth for carers and their families to attend from 11am - 2pm on Thursday, 21st November 2019, Carers Rights Day. • Lots of activities had been held during Carers Week, in June, which had highlighted that many carers did not recognise themselves as such. • GPs were to be reminded of the requirements of accurate referrals. • The CPFT were signed up to the Triangle of Care, which allowed for a formal cascading of information. The Carers Trust were currently working on a business case for The Royal College of Nursing to take the lead, with a view to integration into nursing training and formal roll-out. Plans for carers could be measured and evaluated. It would be important for all wards and services to sign up to it. • “Pockets” of RCHT were signed up to the Triangle of Care. It was expected that it would be pushed out further. • Benefit could be gained from a Council-led carers group. 	
3	<p>Young Carers Update and Video</p> <p>The Board watched a short film on the Kernow Young Carers Project, led by Action for Children.</p> <p>Information provided in the film included:</p> <ul style="list-style-type: none"> • 1 in 10 young people have a caring role at home. • 3 in 5 people will be carers at some point in their lives. • The wellbeing benefits gained by young carers through taking part in Kernow Young Carers activities. <p>The Board applauded the project and NK undertook to circulate the film with the minutes.</p>	NK - Circulate film to Board.
5	<p>Carers Strategy Update</p> <p>In the absence of Kelvin Yates, Commissioning Manager, Cornwall Council, HE gave a presentation which stated the following:</p> <ul style="list-style-type: none"> • While people in Cornwall lived longer on average than elsewhere, they spent less of their lives in good health and often relied on informal & unpaid carers. • There were approximately 66,000 informal and unpaid carers in Cornwall. • Carers saved the UK economy £132 billion (€153.3bn) each year (Cornwall £1.3 million / €1.5m). 	

- Cornwall Council and NHS Kernow pool funded the provision of support services for carers in Cornwall.
- The current contract would expire on 30 June 2021.
- The commissioning process had commenced ahead of July 2021.
- The early phase of public engagement had just been completed (CPB members could provide feedback to the survey questions until 15 November 2019).
- Engagement responses / wider carer evidence would be collated to inform draft strategy and commissioning intentions. The Draft Strategy would be subject to engagement.
- Service specification would be determined following engagement and there was an intention to work with a Carers Partnership Board task and finish group to help inform development.
- Service Specification would follow Cornwall Council and NHS Kernow governance process.
- The Service Specification tender would be published.
- Tender submissions will be evaluated and a service commissioned for July 2021.

Nationally and locally Carers had responded to say the following:

- They wanted to be recognised and respected in discussions / decisions about the person they were caring for.
- They needed support in accessing entitlements such as welfare benefits and blue badges.
- They wanted to have more active involvement when the person they cared for was in hospital and to be involved in discussions about care and transfers to home.
- They wanted to have easy access to accurate and consistent information.
- They wanted to be seen as their own person and have their skills recognised, rather than being seen as “X’s carer”.

In addition, HE stated the following:

- There was a recognition of the need to raise awareness of carers.
- To fund all of the informal carers in the UK would cost as much as the total budget of the NHS.
- Funding for the Carers Strategy came from the Better Care Fund.
- Thanks were extended to all who participated and particularly to Kernow Carers.
- If the CPB wanted to detail what it would like to be fed into the Strategy, those suggestions would be welcomed.
- The CPB was to form a task and finish group to look into the Strategy.

<ul style="list-style-type: none"> • Funding had been approved for a 1 day per week support worker role at RCHT. <p>NK said that Healthwatch Cornwall had not been consulted with regard to running a task and finish group, that was the first she had heard of it, but it would be considered.</p> <p>Members of the Board made the following comments on the Strategy:</p> <ul style="list-style-type: none"> • There should be more emphasis on parent carers that wanted to continue to work. • It appeared to be heavily focused on the elderly. • There needed to be recognition of the ever-growing number of “sandwich” carers, as well as the fact that they only received one grant. • It could be very difficult for carers to complete surveys as they needed to be in a stable mental state to do so. • It would be useful to see a breakdown of the number of carers in Cornwall by location. Some related information was detailed within the Carers Needs Assessment, which informed the Strategy, for example, the identification of areas in which carers were more likely to be in poor health. However, much of the data had been obtained from the Census so was now 8 years old. <p>With regard to the Support Worker (SW) role at Treliske, CM said that effective communication was essential to its success and ability to ensure that services were available for the remaining 6 days per week. It was noted that a messaging service was in operation for similar roles at Derriford.</p> <p>DD provided information on the Trusted Assessor (TA) roles, which were now fully staffed by three fulltime employees. Cornwall Care had 651 residents with whom the TAs would work with to help them to return home quickly. Non-commissioned carers were also supported. In addition, help could be requested from the Onward Care Team, though that was not well known.</p> <p>HE commended the TAs, saying that they were very experienced nurses. It was important for the SW to link effectively with the TAs and to raise the profile of the role. It was anticipated that, once the role was established, it could be extended beyond a one day a week position.</p> <p>So far, approximately 350 people had completed the survey, which was deemed to be a very good response rate and helped to identify and give recognition to carers. SC</p>	<p>HE to provide NK with a breakdown of the number of carers in Cornwall by location. NK to circulate to Board.</p>
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	<p>added that the National Carers Survey also allowed valuable information to be obtained from around 2000 people across Cornwall.</p> <p>From the responses received, over 50% of carers were providing more than 50 hours of care per week. Over 80% were looking after family members but figures could be understated as many did not consider the care given to spouses.</p> <p>GL emphasised the need to promote caring as a job and a profession, stating that when carers were looked after they were able to care for longer. HE replied that it was a national problem but one that was more prevalent on the edges of the country. Cornwall had the additional dynamics of having a constantly moving population and a small pool of professionals from which to recruit, which contributed to recruitment problems at all levels. It was widely acknowledged that there was a need to elevate the perception of health and social care roles to encourage new entrants.</p> <p>NK closed the item by saying that whilst the professional representation on the Board was sufficient, there was a need to reach out beyond the current representation of carers to ensure that it was representative of all types of carers.</p>	
<p>6</p>	<p>Kernow Carers Service Update</p> <p>LB provided an update on the Kernow Carers Service (KCS).</p> <p>During September, KCS completed 201 carers assessments, generating a total of £63,700 in personal budgets for carers, equating to an average personal budget of £371.</p> <p>The last quarter had been spent promoting the Cornwall Council Carers Survey to carers in the county and encouraging attendance to the consultation days.</p> <p>The Truro Methodist Church carol service would be held on 12 December 2019 between 2pm-4pm and refreshments would be provided. It was one of a number of winter events that carers were encouraged to attend at which information about Carers Rights (linked into Carers Rights Day) would be shared.</p> <p>30 creams teas at Boscastle and 10 meals paid for at a Promas Event had been quickly taken up by carers and there was also an opportunity for carers to enter a draw to receive spa and wellbeing opportunities. Prizes included a St Austell Brewery experience for two, two family VIP passes for the National Lobster Hatchery, a day out and</p>	

	<p>tea for two at Trebah, entry for two to Pencarrow house and gardens, two Merlin Cinema tickets and many more. Carers could call 0800 587 8191 to enter, closing date 13 December 2019.</p> <p>In response to a question from NK, LB said that the target number for carers assessments was up considerably on the last quarter, from 160 to 201.</p> <p>It was very difficult to estimate waiting times for assessments but there were currently just under 2300 on the waiting list.</p> <p>It was acknowledged that Care Support Workers had large workloads and that their capacity to undertake visits could be limited. However, they did aim to make visits quarterly and visits were prioritised over telephone conversations when necessary. NK suggested that such matters could be considered when looking at the Strategy. CJ added that there would also be value in investigating provision for Support Workers funded by Cornwall being based at Derriford.</p>	
7	<p>Dementia Partnership</p> <p>NK shared information from an email received from StC:</p> <p>In response to feedback, the CCG would be holding three smaller scale Living Well with Dementia workshops, spread across the county, to identify actions that could be taken together to do more within communities to help people to live with dementia:</p> <ul style="list-style-type: none"> • 10 December - St Austell Conference Centre, St Austell Business Park, St Austell PL25 4FD (1pm - 3pm) • 12 December - Heartlands, Film Room, Robinson's Shaft, Dudnace Lane, Redruth TR15 3QY (1pm - 3pm) • 30 January - Eliot House, Liskeard, Castle Street, Liskeard PL14 3AU (1pm - 3pm) <p>Spaces could be reserved by contacting Ben Mitchell at benmitchell@nhs.net.</p> <p>GL asked where the minutes of meetings of the Cornwall Dementia Partnership were published online. NK undertook to find out.</p> <p><i>Note following meeting: Dementia Partnership minutes will now forwarded to all on the Carers Partnership Board Distribution list.</i></p>	<p>NK to find out if the Cornwall Dementia Partnership minutes were available online.</p>

<p>8</p>	<p>Any Other Business</p> <p>Safeguarding</p> <p>SD gave an example of a flaw in the safeguarding process whereby volunteers could not make referrals via the telephone number provided by Cornwall Council. Instead, they had to complete a 5 page online document, which could be off-putting to some.</p> <p>NK replied that Healthwatch Cornwall (HC) were currently undertaking an Adult Safeguarding Engagement Project with the aim of giving people who had been safeguarded the chance to tell someone about what went well when they were supported and what could have been done better.</p> <p>HC was looking for people to join a group, which would meet around 3 times, that would plan how people could tell of their experience of being safeguarded through looking at things like:</p> <ul style="list-style-type: none"> • what a good experience of safeguarding look like; and • what questions individuals should be asked to find out what their experience was like. <p>It would also consider how the findings should be presented to Cornwall Council.</p> <p>Those interested in taking part or wanting to find out more could call Becky Harrison-Plastow on 01872 302025, who could tell you more about it on the phone or meet you for a coffee.</p> <p>Flyers and role outlines for group members were made available.</p> <p>Direct Payments</p> <p>Copies of the following written statement from Derek Hoddinott, Cornwall Council, were made available :</p> <p><i>‘Cornwall Council completed a review of Direct Payments in April 2019 and agreed that a new policy should be introduced. The aim of the new policy is to make clear:</i></p> <ul style="list-style-type: none"> • <i>What Direct Payments are</i> • <i>Who can get them</i> • <i>How to get a Direct Payment</i> • <i>How the budget is calculated</i> • <i>What the money can be spent on</i> • <i>Options for how the money is received</i> 	
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<ul style="list-style-type: none"> • How the Councils monitors the Direct Payment • What happens if things go wrong <p>The draft policy was developed following an initial meeting attended by 60 people, including existing Direct Payment holders, carers and Voluntary and Community sector organisations. We then checked with people that the language used was clear.</p> <p>Health and Social Care Overview and Scrutiny Committee endorsed the policy for consultation on 4 September 2019. Consultation started on 10 September 2019</p> <p>Consultation closes on 15 November 2019. The consultation page is at: https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/direct-payments/direct-payment-policy-consultation/. This page has a separate link to the policy and an on-line survey to register comments.</p> <p>Health and Social Care Overview and Scrutiny Committee will receive a report on the consultation in January 2020 and a decision on adopting the policy will be taken by Cabinet on 12 February 2020</p> <p>Some people may have attended the consultation workshops we held (x 6) or a drop in session (x 3).</p> <p>If people prefer, they can complete a paper survey and send that to us.'</p> <p>Paper copies of the survey and the Draft Direct Payments Policy were made available. NK urged people to complete the survey.</p> <p>Annual Health Checks for People with a Learning Disability</p> <p>AW encouraged Board members to complete a short survey run by Skills for Care.</p> <p>Its purpose was to find out why some people with a learning disability were more likely to get an annual health check than others, and what could be done to encourage more people to access a free health check.</p> <p>It would ask what you already knew about annual health checks and any barriers or challenges to accessing them.</p> <p>It hoped to hear from:</p> <ul style="list-style-type: none"> • people with a learning disability, families, carers and/or friends; 	<p>NK to circulate details of the survey.</p>
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	<ul style="list-style-type: none"> • GPs and those who worked in GP surgeries (both in surgeries that did and those that didn't offer annual health checks); • health and social care providers that support people with a learning disability. <p>The survey would close at 17.00 on Monday, 25th November 2019.</p> <p>NK would circulate details to all on the distribution lists for the Carers Partnership Board, the Learning Disability Partnership Board and the Autism Partnership Board.</p> <p>Restructure of the Partnership Boards</p> <p>NK confirmed that Healthwatch Cornwall were in the process of restructuring the Partnership Boards and had recently recruited an additional Partnership Boards Officer.</p> <p>Meeting Venues</p> <p>CJ requested that future meetings of the Carers Partnership Board be held at different venues around Cornwall, rather than only in the South West of the county, to make it easier for people to attend. NK undertook to look for suitable venues close to public transport facilities.</p>	<p>NK to seek alternative meeting venues.</p>
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NEXT MEETING	1.30pm - 3.30pm (refreshments from 1pm)
DATE	Thursday, 6 February 2020
LOCATION	The Function Room, The White Hart Hotel, Church Street, St Austell PL25 4AT