



MEETING:	Carers Partnership Board (CPB)
DATE:	Thursday, 24 April 2025
LOCATION:	Bodmin Shire House and on Microsoft Teams

ATTENDANCE (in person)

Name	Position	Organisation
John Bastin (JB)	Chair of the Meeting	Cornwall Council
Robert O'Leary (RO)	Partnership Boards Lived Experience Engagement Officer	Healthwatch Cornwall
Jay Thompson (JT)	Partnership Boards Administrator	Healthwatch Cornwall
Debbie Gilbert (DG)	CEO / Executive Director	Healthwatch Cornwall
Jayne Price (JP)	Contract Lead	Cornwall Carer's Service
Chris Watkin (CW)	Project Lead	Cornwall Carer's Service
Lee Mitchell (LM)	Marketing Apprentice, Lived Experience	Cornwall Carer's Service
Heather Brumby (HB)	Strategic Commissioning Lead Older People and Carers	Cornwall Council
Pauline Hardinges (PH)	Lived Experience	Liskeard Memory Café
Neil Lindsay (NL)	Lived Experience	-

ATTENDANCE (via Microsoft Teams)

Name	Position	Organisation
Wendy Gauntlett (WG)	Lived Experience	Penzance Carer's Support Group
Lynda Berry (LB)	Lived Experience	Cornwall Partners in Policymaking
Angela Cornwall (AC)	Lived Experience	-
Amanda Wilton (AW)	Lived Experience	UHPT Patient Council
Claire Jukes (CJ)	Patient Services Manager, Carers Lead	UHPT



APOLOGIES

Name	Organisation
Bernie Delord	PROMAS
Jenny	PROMAS
Hussein Rujak	Cornwall Council
Errol Cordle	NHS Cornwall & Isles of Scilly ICB
Chris Ballett	MENCAP
Sandra Ward	Lived Experience
Sally Mollard	Lived Experience

MINUTES

Item	What was discussed	Action
1.	Welcome, introductions and apologies	
	<p>The meeting commenced at 13:55 due to disruptions and technical faults at Bodmin Shire House</p> <p>JB welcomed everyone to the meeting and the virtual attendees were informed that the meeting will be recorded for internal use and asked that members online use the 'raise hand' function if they wished to speak.</p> <p>Expectations regarding meeting etiquette were outlined.</p> <p>There were "round table" introductions and JB read out apologies received, as detailed above.</p>	



2.	Minutes of and actions from the meeting held on 24 October 2024	
	<p>JB led a review of the previous meeting's minutes, ensuring accuracy and alignment with discussions.</p> <p>RO addressed the actions from the previous meeting. Full details of the action and outcomes can be found in the action log.</p> <p>The board agreed that Carol Green, a commissioner from the NHS Cornwall and Isles of Scilly ICB will attend the next meeting to speak regarding Continuing Healthcare.</p> <p>All members confirmed their agreement with the recorded minutes and actions, with no amendments requested.</p>	Carol Green to discuss CHC at the next CPB
3.	Carers Partnership Board – Co-chair Recruitment Process	
	<p>JB informed the board he would not standing for re-election as a Cornwall Councillor and thus would no longer be the chair of the Carers Partnership Board.</p> <p>DG extended gratitude to JB for his contribution to the CPB and that requests for an elected member appointment for a new Co-chair had been made to Cornwall Council.</p> <p>DG from Healthwatch Cornwall introduced the Co-Chair role to the board through a PowerPoint presentation.</p> <p>DG highlighted the various aspects of being a Co-Chair, such as:</p> <ul style="list-style-type: none"> • Main Co-chair Activities • Personal Qualities and Skills of a Co-chair • What will you benefit from being a Co-chair <p>DG requested a discussion regarding how a Co-Chair would be elected, proposing a nomination process as a potential direction, suggesting Nominees partake in a 'Q&A'.</p> <p>AC mentioned that she had dyslexia and whilst she is creative and a 'good talker', that writing may be struggle if she wanted to self-nominate for the role.</p>	



	<p>DG stated that some members of staff at Healthwatch Cornwall have dyslexia, and arrangements are made to support them. This will extend to the co-chair role wherein the needs of all nominees will be addressed and catered to.</p> <p>DG stated that due to Safer Recruitment processes, the role would still be advertised externally.</p> <p>JP offered to support Healthwatch Cornwall through the Carers Support Service on their website and the Communities Forum.</p> <p>PH enquired regarding the timeframe of the recruitment process for a Lived Experience Co-chair. DG stated that there has not been a Co-chair for some time and that it would be beneficial to decide a Co-chair at the next meeting in July at Truro Community Library.</p> <p>AC reiterated that it should be advertised that carers should be informed of the measures that Healthwatch Cornwall will offer to support carers in the Co-chair role. DG agreed.</p> <p><i>The PowerPoint presentation shown to the board will be available in conjunction to this document</i></p>	<p>HWC to distribute Co-chair documents and nomination forms</p>
4.	Cornwall Carers Service – End of Year Updates	
	<p>JP and CW from the Cornwall Carers Service offered an update on what the Carers Support Service have achieved in the year.</p> <p>The following outcomes and statistics were outlined. The full content will be available via the Presentation shown to the board which will be distributed with these minutes.</p> <p>Strategic Outcomes & Service Highlights</p> <ul style="list-style-type: none"> • The Cornwall Carers Service continues to meet strategic outcomes through partnership and collaboration. • 60% of carers are now taking up the Carers Emergency Card, which links to the Carers Register and the Hospital Passport. • Ongoing support needs remain high, with carers returning for advice and resources. 	



The Impact that Carers Face

Carers feel that the support available is unsuitable and thus face high levels of stress and anxiety as well as depression. JP also outlined how the effect of poverty and the cost of living exacerbate this. The full statistics are available with the attached Presentation.

STAR Project

- **Supported Time Away and Respite (STAR)** project offers respite either in-home or via residential care and development in collaboration with the local authority has helped meet carers needs.
- **300 carers** reported avoided burnout and improved wellbeing due to the STAR project.
- A **10% reduction in depression symptoms** amongst carers accessing STAR has been observed.

Safeguarding

- CCS has further developed partnerships with Cornwall's Adult Social Care safeguarding teams.
- Any safeguarding alert involving a carer now triggers a direct referral to the Cornwall Carer Service.
- CCS is an ongoing active participant in the annual Safeguarding Conference.

Community Forums:

CCS has launched a new online community forum to encourage peer support and provide access to resources.

LM will provide a presentation/leaflet with all the links to CCS services and signposting.

Carers Assessment

- 253 needs assessments completed last quarter.
- Work in partnership with the local authority to create a pathway to quicker access to personal budgets.

BREAK – 10 minutes



5	Carers Partnership Board – Workplan Discussion	
	<p>DG from Healthwatch Cornwall opened a discussion regarding the proposed workplan for the Carers Partnership Board. The proposed themes and schedule for the draft workplan is as follows:</p> <ul style="list-style-type: none"> July 2025 – Supporting Carers’ Mental Health Discussions regarding access to mental health support for carers, emotional wellbeing initiatives for carers and tackling isolation. Representatives from local mental health services and carers with lived experience of mental health challenges would lead the discussions. October 2025 – Financial Pressures and Cost of Living Discussions regarding financial assistance programs, benefits and entitlements and employment rights and flexibility. Representatives from the Department of Work and Pensions and Local Authority Carer Support Officers would lead the discussions. January 2026 – Respite and Support Services for Carers Discussions regarding the accessibility and quality of respite services, emergency respite and peer support networks. Representatives from respite care providers and carers with experience of how to manage respite would lead the discussions. April 2026 – Young Carers & Transition Support Discussions regarding supporting young carers during education and work, the transition from a child to an adult carer and emotional resilience for young carers. Representatives from the Young Carers Support Service and those with lived experience of being a young carer would lead the discussions. <p>DG additionally explained that there is intention to have smaller meetings in-between each Partnership Board meetings to discuss and prepare the next meeting theme such as who will present at each meeting and facilitate the discussions.</p>	



HB from Cornwall Council proposed that the proposed theme of January 2026 (Respite and Support Services) be moved to July 2025, explaining that the Cornwall Council Older People and Carers Team will be collating data and evidence in July for the initial draft of the All-Ages Carers Strategy and therefore would be able to lead and present discussions regarding carers support services and respite at the meeting in July, additionally stating that the initial draft/evidence for the All-ages Carers Strategy would be under governance during January 2026 and thus would be too late.

JT from Healthwatch Cornwall suggested that the proposed theme of October 2025 (Financial Pressure & Cost of Living) be moved to April 2026 as this would be the start of the 2026 financial year which may introduce systematic changes that increase financial pressure or negatively impact the cost of living. DG stated that due to previous discussions regarding financial support for carers that this should be discussed as soon as possible. PH, AW and JP agreed, stating that financial struggles and access to equipment is 'immediate' and should be discussed as soon as possible.

AW additionally explained that the Cornwall Council offer equipment loan services that can provide equipment to carers in immediate need. AW additionally enquired whether there would be enough time within meetings, particularly in July's meeting wherein Carol Green from the NHS Cornwall and Isles of Scilly ICB would be leading a discussion regarding Continuing Healthcare.

RO stated that Healthwatch Cornwall is working on streamlining the agendas for the Partnership Boards to ensure enough time is allowed for discussions, including receiving member's updates prior to each meeting rather than receiving them live in a meeting.

RO and DG reiterated that Carol Green's representation is not to address individual stories or concerns but rather to establish a relationship with NHS Cornwall and Isles of Scilly ICB and to discuss prevalent themes established through either working groups or feedback.



	<p>AW requested clarity on how feedback and key themes surrounding Continuing Healthcare will be gathered prior to the Carers Partnership Board meeting in July.</p> <p>DG proposed that Healthwatch Cornwall create and distribute a survey or document where the members of the Carers Partnership Board can share their individual stories. Healthwatch Cornwall can then collate and establish themes and discussion points to highlight at the next meeting.</p> <p>NL stated the importance of ensuring those who share their views are reassured that their testimonies will not be lost or left unaddressed. DG agreed that this is extremely important for Healthwatch Cornwall to ensure individuals' views are recognised.</p> <p>WG enquired regarding the distribution of a feedback form and share this with the Penzance Carers group. Due to connection problems online, this was not able to be properly discussed with the board and so RO will discuss this with WG outside the meeting.</p> <p>Returning to the discussion surrounding the Carers Partnership Board workplan, the board agreed on a new schedule for the workplan. The agreed amendment is as follows:</p> <ul style="list-style-type: none"> • July 2025 – Respite and Support Services for Carers • October 2025 – Financial Pressures and Cost of Living • January 2026 – Supporting Carers' Mental Health • April 2026 – Young Carers and Transition Support 	<p>RO to contact WG to liaise</p>
6	Cornwall Council – All-ages Carers Strategy	
	<p>HB from the Cornwall Council Older People and Carers Team offered an insight into how their team will be co-producing the All-ages Carers Strategy and the timeframe of evidence gathering and producing a draft of this strategy. Additionally, HB mentioned that her team were working on a tender for Cornwall Carers Support Service.</p> <p>Regarding the co-production of the All-ages Carers Strategy, HB and Kat Berriman have commenced engagement work with Dementia Cafés, Macmillan and stroke support groups.</p>	



	<p>However, HB wanted to 'ramp up' this engagement through a sub-group of the Carers Partnership Board, meeting on a monthly basis via Microsoft Teams or in-person, in preparation for the draft of the All-ages Carers Strategy in July 2025.</p> <p>HB also informed the board that they would be committed to engagement during Carer's Week, working with JP and CW to produce engagement activities for Carers.</p> <p>Due to time constraints, HB summarised a request for co-production and offered to distribute a presentation, leaflet or video presentation regarding this request.</p> <p>WG directed a question at RO, enquiring whether the Penzance Carers Group would still be involved with the co-production of the All-ages Carers Strategy, as per an external conversation had previously with RO during an engagement activity. RO will discuss with WG outside of this meeting</p> <p>AW enquired regarding how evidence for the All-ages Carers Strategy would be collected, and whether digital exclusion will be considered. HB stated that their team had produced paper surveys for use at GP Surgeries, as well as in-person engagement at various support groups. The strategy would be shared with those involved via a 'you said – we did' style report.</p>	HB to share presentation/ video with HWC
7	Any other Business	
	Due to time constraints, JB requested that members updates or any other business be shared with HWC. No updates were received.	
END OF MINUTES		

Upcoming Meeting Dates:

- Meeting 3: 10th July Truro Library
- Meeting 4: 15th October Online / HWC – Evening? (TBC)

END OF DOCUMENT