

**Carers Partnership Board**  
**2 pm, Thursday, 19th August 2021 via**  
**Teams: [Click here to join the meeting](#)**

### Agenda

	Item	Lead
1	Teams Guidance and Meeting Etiquette (Page 2)	Chair
2	Apologies	Chair
3	Minutes of the Meeting Held on 13 <sup>th</sup> May 2021 (Pages 3-13)	Chair
4	Actions from Previous Meetings	Chair
5	Matters Arising	Chair
6	Update on the Carers Strategy	Ania Nicholls, Cornwall Council
7	Identifying Carers Needs Project Update	Ania Nicholls, Cornwall Council
8	Update on New Informal Carers Support Service (page 14-19)	Jayne Price, CRCC Kelvin Yates, Age UK Nigel Cox, Barnardo's Theresa Court, Disability Cornwall
9	Carers Work at Derriford	Claire Jukes, UHPT
10	Trust Carers Group Update (page 20)	Andy Fox
11	Parent Carers Cornwall	Sandra Ward
12	Falmouth University Research Project - Unpaid Carers (pages 21-27)	Gwynedd Williams, Falmouth University
13	Any Other Business	All
14	Future Meetings (via Teams):  2pm, Thursday 11 November 2021	Chair

## 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>	<b>Carers Partnership Board</b>
<b>DATE:</b>	<b>13 May 2021</b>
<b>LOCATION:</b>	<b>Via Teams</b>

## ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Chair)		Parent Carers Cornwall
Helen Newton (HN)	Administration Officer	Healthwatch Cornwall
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Andy Fox (AF)	Carers Lead, Cornwall Foundation Trust	Cornwall Partnership NHS Foundation Trust
Ania Nicholls (AN)	Strategic Commissioning Officer and Lead for Carers	Cornwall Council
Bernie DeLord (BD)	Director	Promas
Claire Jukes (CJ)	Patient Services Manager and Carers Lead	Plymouth NHS Trust
Deborah Came (DC)	Director and Carer	Healthwatch Cornwall
Gill Pipkin (GP)	Chief Executive	Citizens Advice Bureau
Gordon Lancaster (GL)	Carer	Liskeard Memory Café and Trust Carers Committee
Jenny Tarvit (JT)	Director	Promas
Jo Lovell (JL)	Carer for a young adult and employed carer	Cornwall Partners in Policymaking
Kirsty Luxton (KL)	Team Coordinator	Kernow Carers Service
Lynda Berry (LB)	Carer	Helston Carers Forum
Melanie Howes (MeH)	Dementia Friends Champion and Ex-Carer	Dementia Friends
Michaela Brewer (MB)	Patient Engagement Manager	Royal Cornwall Hospital
Natalie Swann (NS)	Research Manager	Healthwatch Cornwall
Rosalie James (RJ)	Social Worker	Cornwall Partnership NHS Foundation Trust
Serena Collins (SC)	Commissioning Manager for Young Carers and Young Adult Carers	Cornwall Council
Wendy Gauntlett (WG)	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board

## APOLOGIES

Name	Organisation	
Amanda Wilton	The Patient Council & Carer	University Hospitals Plymouth NHS Trust
Barbara Ellenbroek	Cornwall Councillor & Carer	Cornwall Council
Caroline Ellis	Admiral Nurse Clinical Lead	Royal Cornwall Hospitals Trust
Elizabeth Trew	Head of Risk, Safety and Patient Experience	Royal Cornwall Hospitals Trust
Sergeant Flo Linscott	Diverse Communities Team Lead	Devon and Cornwall Police
Gill Lovell	Carer	
Holly Kiernan	Patient Experience Manager	Royal Cornwall Hospitals Trust
Jayne Price	Manager of Carers Service and Aged Veterans Service	CRCC
Liz Pagett	Carer	
Liz Trewell	Head of Risk, Safety and Patient Experience	Royal Cornwall Hospitals NHS Trust
Neil Lindsay	Ex-Carer	Wadebridge Carers Forum and Trust Carers Committee
Pauline Hardinges	Ex-Carer	Liskeard Memory Café
Sally Mollard	Ex Carer	Liskeard Memory Café
Stuart Cohen	Commissioning Manager	NHS Kernow
Susan Butterfield	Carer	

### ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
N/A	Update on the work currently being undertaken at Derriford for carers.	CJ	Offer from CJ following 13/05/21 meeting. On agenda.
13/05/21	Update on Carers Strategy for circulation to Board at earliest opportunity and report to next meeting	AN	On agenda.
13/05/21	Clarification of the individual roles and responsibilities of the joint providers of the Informal Carers Support Service contract and report to next meeting.	AN	On agenda.
13/05/21 11/02/21	Revisit when AM replacement is in post.  Could summary care notes could be shared with out of county hospitals too, especially Derriford. Investigate and email MH/NK for circulation.	TBC	Ongoing.
11/02/21	Investigate if appointments at Derriford had been cancelled rather than deferred, requiring re-referrals.	NK	Investigated by NK. Unable to evidence.
07/11/19 01/08/19	Request proposals for suitable alternative venues for CPB meetings.  Board members to send NK suggestions for alternative meeting places	MH	Deferred due to Covid-19 restrictions.

	Item	Action
1	<b>Teams Guidance and Meeting Etiquette</b>	
	Everyone was reminded of meeting etiquette and to use the chat function to make any comments but were requested to keep comments to the topic being discussed at the time and to keep all communication constructive and respectful.	
2	<b>Apologies</b>	
	<p>Apologies were noted.</p> <p>The Chair reported that Cllr Ellenbroek had been given the Cabinet position of Lead Member for Children, Wellbeing and Public Health so it was likely that a new Cornwall Council representative to the Board would be appointed.</p> <p>Cllr Andy Virr was the new Lead Cabinet Member for Adults, replacing Rob Rotchell. The Partnership Boards Officers would liaise with him with regard to his future participation.</p> <p>From July there would be new representatives on the Board following the award of the new informal carers contract. Thanks were expressed to Action for Children for its input over the years.</p>	
3	<b>Minutes of the meeting held on 11 February</b>	
	The minutes of the previous meeting were agreed as an accurate record.	
4	<b>Actions from Previous Meetings</b>	
	<p>Reviewed and updated, as detailed in the table above.</p> <ul style="list-style-type: none"> <li>• Details of the reopening of Day Services had been circulated at the start of April as soon as the Council announced it.</li> <li>• The sharing of summary care notes with out of county hospitals. Abbey Mulla of NHS England undertook to investigate but had since changed roles and his replacement was not yet in post.</li> <li>• Information on Covid vaccinations for carers had been circulated in February.</li> <li>• Applications for Covid Winter Grants were now closed.</li> <li>• Clarification of responsibilities for carers assessments under the new service - It had been confirmed that CFT would continue to provide them.</li> <li>• The Chair and Amanda Wilton had liaised to ensure that</li> </ul>	

	<p>carers packs could be provided to children from Cornwall on the Derriford Children's Ward.</p> <ul style="list-style-type: none"> <li>• Nuala Kiely, Healthwatch Cornwall, was still looking into the issue of whether or not appointments at Derriford had been cancelled rather than deferred during the pandemic.</li> <li>• Questions from Board members for the DWP had been requested at and following three consecutive meetings but none had been received. Following a recommendation from the Chair it was agreed to remove the action to invite DWP attendance at a future meeting, with a view to revisiting it, should the Board choose to, once face to face meetings could be held again.</li> </ul>	
<b>5</b>	<b>Matters Arising</b>	
	There were no matters arising.	
<b>6</b>	<b>Update on the Carers Strategy</b>	<b>Ania Nicholls, Cornwall Council</b>
	<p>The publication of the Carers Strategy had been further delayed due to the pandemic.</p> <p>The tender for the Carers Service had taken priority and the new providers had now been appointed and information communicated.</p> <p>The Strategy was currently going through the approval stages and had been approved by the Directorate Leadership Team in Adult Social Care. The next stage was for the NHS Kernow Board Finance Committee to approve it. At that point it would be shared.</p> <p>The version of the Strategy being considered for approval was not significantly different to the draft version that the Board had considered and commented on but did incorporate requested changes and feedback received from the survey and other conversations.</p> <p>The pre-election Purdah period had affected the progress of the Strategy through the Council's governance structure due to the lack of any Council meetings being held. The Strategy would be considered by Scrutiny during June or July and by the next meeting of this group a final version should be available.</p>	<p>AN to provide update on Carers Strategy at earliest opportunity and report to next meeting.</p>

<b>7</b>	<b>Update on Informal Carers Support Service</b>	<b>Ania Nicholls, Cornwall Council</b>
	<p>The outcome of the tender process for the new Informal Carers Support Service had been announced earlier that week and details of the joint providers had been circulated to the Board.</p> <p>Several carers had been involved in the evaluation of received tenders and the new contract would start in July.</p> <p>CRCC were the lead partner for the contract, with Barnardo's, Age UK, Disability Cornwall and Promas all working in partnership.</p> <p>SW asked for clarity over the individual roles and responsibilities of the providers. AN advised that details would be confirmed at a start-up meeting with providers and that the clarification would be provided at the earliest opportunity.</p>	AN to update PB at earliest opportunity and report to next meeting
<b>8</b>	<b>New Project - Identifying Carers Needs</b>	<b>Ania Nicholls, Cornwall Council</b>
	<p>Previous feedback from the Board, carers and practitioners had indicated that the current carer's assessment process for adult carers was not person centred and that few carers could access carers support services due to the inefficient way of delivering carer's assessments and the process not being user friendly or proportionate to carers' needs.</p> <p>The current model had changed very little over a long period, though the provision of health and social care had evolved significantly during that time. Therefore, there were many reasons to consider how the needs assessment for carers could be improved and adapted so that carers' outcomes could be met and more carers could access support.</p> <p>There was no extra funding to offer additional services and so part of the new service model would be around delivering a fair system and service in order for more carers to be supported in ways that suited their individual needs.</p> <p>There was an opportunity for carers to shape how the Council identified adult carers' needs and carry out carer's assessments.</p> <p>Two co-production sessions, to be held via Microsoft Teams, would be held on:</p> <p>Tuesday 25 May 9.30-11.30 Wednesday 2 June 9.30-11.30</p> <p>To join one of the sessions, members could email AN at <a href="mailto:ania.nicholls@cornwall.gov.uk">ania.nicholls@cornwall.gov.uk</a>. Those that couldn't make the</p>	



	<p>sessions could give feedback, either by email or by calling 07793584562.</p> <p>AN also offered support for Carers Forums in order for them to run sessions as part of their meetings, including questions to ask to prompt discussions.</p>	
<b>9</b>	<b>Kernow Young Carers Service Update</b>	
	<p>Jenna Grassick, Action for Children, was not in attendance but had submitted a short update:</p> <p>‘I can confirm that we have successfully delivered in schools, provided short breaks and additional emergency funding to families struggling financially due to COVID-19, ran 1:1 support to higher need young people and ran online activities.’</p>	
<b>10</b>	<b>Kernow Carers Service update</b>	<b>Kirsty Luxton</b>
	<p>KL presented the report circulated with the agenda.</p> <p>She added that the Covid Winter Grant Scheme had now closed but it would be followed by a Covid local support grant. The entitlement conditions were in line with the winter scheme.</p> <p>Additional support for people experiencing financial hardship, problems paying utility bills, school uniforms, food bills etc. was accessible via the Wellbeing Community Grant and details were available through Kernow Carers Service - more information could be found here - <a href="https://wellbeingcommunitygrants.org.uk/covid-local-support-grant/">https://wellbeingcommunitygrants.org.uk/covid-local-support-grant/</a> (full details were emailed to the Board following the meeting).</p> <p>AN added that Cornwall Council had been given a £20,000 fund from central government to for carers. AN will pass a communication to the PB team to circulate.</p> <p>GL asked why responses to issues raised at Carers Forums were not always addressed. MH could not respond on whether or not the concerns of individuals were followed up as responsibility lay with Kernow Carers. However, no issues raised at Forums had been considered by the Partnership Board at recent meetings as they had all appeared to be singular, isolated issues. No wider concerns or themes had been identified in order to investigate those issues in greater depth. KL confirmed that was the case.</p>	

11	<b>Promas update</b>	<b>Jenny Travitt Bernie DeLord</b>
	<p>Details of the latest courses being offered by Promas had been circulated to the Board.</p> <p>Promas would form a part of the new Informal Carers Support Service, providing their usual services, including self-awareness, training and support through face-to-face sessions.</p> <p>It offered very successful 1-1 telephone support, Zoom sessions and online courses and would be providing social and outdoor events when possible.</p> <p>Feedback showed that many people found it difficult to attend face to face sessions and attendance had increased online.</p>	
12	<b>Trust Carers Group update</b>	<b>Andy Fox</b>
	<p>AF presented the report circulated with the agenda.</p> <p>Over the last year, 82 new female carers and 47 new male carers had been registered with 100% take up on carer assessment arrangements.</p> <p>The Trust Carers Committee had not met throughout the pandemic but there were plans to restart the meetings as soon as practical.</p> <p>Cornwall Foundation Trust (CFT) were currently going through a period of change. There was a new Interim Chief Executive, Matthew Patrick, who was very experienced and had stepped in at very short notice following the departure of Phil Confue. Several other senior managers were also due to leave.</p> <p>Membership of the Triangle of Care continued but there was no update available on who would assume the role of the Trust Carers lead and attendance at the Committee. The Triangle of Care suggested that each agency or health trust should have an identified carers lead as a dedicated role.</p> <p>The current arrangement with the local authority was being scrutinised with a view to bringing it up to date with changes likely around June.</p> <p>RJ invited feedback from anyone who had experience of a loved one being cared for on an acute ward or a mental health ward, and in particular what had worked well or not so well.</p>	

13	Parent Carers Cornwall	Sandra Ward
	<p>Parent Carers Cornwall had continued to support parent carers since the start of the year with information, advice, and support. That have been in the form of:</p> <ul style="list-style-type: none"> <li>• ensuring that social media pages were updated daily with any forms of information that would be useful to parent carers, as well as ensuring that contact was available via the closed Facebook page;</li> <li>• coffee and chat sessions on a Monday and Thursday via Zoom, open to any parent carer who wanted to socialise, engage with others, ask questions, or request support led by a PCC steering group member;</li> <li>• E-bulletins - monthly being sent out to all registered parent carers via email and added to the PCC website;</li> <li>• a newsletter for the New Year and at Easter, again sent out to all registered parent carers, shared with Cornwall Council and added to the website;</li> <li>• reproducing 5,000 service guides which went out to all members and would be distributed to schools, early years, GPs etc;</li> <li>• 2 x Carers Resource packs that were sent out to members to promote health and wellbeing;</li> <li>• delivering training workshops via Zoom on SPD, PDA, ADHD and ASD. There was also a transport Q&amp;A seminar and a SEND EHCP seminar;</li> <li>• online karaoke sessions for young people and parent carers as part of the promotion of health and wellbeing;</li> <li>• leading on the Keyworker programme with CCG, which Cornwall was piloting to help reduce hospital admission for young people with mental health ASD/LD;</li> </ul> <p>SW added that concern was being raised by carers regarding the Lorna Wing, which undertook assessments for ASD. GPs could no longer make referrals for assessment with NHS funding. That was causing considerable stress to many families. PCC were looking further into the matter and working closely with NHS Kernow to identify where families could go now.</p>	
13	Any Other Business	
	<ul style="list-style-type: none"> <li>• NS updated the meeting on some work she has been involved in focusing on patient discharges in respect of the changes in policy resulting in a review of discharge processes at RCHT and CFT. Communication was highlighted as a key factor in terms of better involvement of carers. Half of carers did not feel involved in the processes around their loved one's stay and discharge.</li> </ul>	

	<p>Healthwatch Cornwall would continue to work with the Trusts and NS would report progress to future meetings.</p> <p>GL queried whether the review included Derriford, stating that a third of Cornwall residents used the hospital. NS advised that the report had been shared with the Patient Experience Manager at Plymouth. CJ noted that the Patient Council was currently looking into discharge and would ensure that it was incorporated into the work they were doing.</p> <ul style="list-style-type: none"> <li>• CJ highlighted the following upcoming engagement session with carers, details of which were circulated following the meeting:</li> </ul> <p><i>‘As discussed, here are the details for the engagement event. Although this is the Plymouth scheme (there is one coming for Cornwall) there are a number of patients who will access our services at Derriford and it would be great to get feedback as Carers will use some of the services who will be in the booklet.</i></p> <p><i>We need your help:</i></p> <p><i>Plymouth City Council, University Hospitals Plymouth NHS Trust, Livewell Southwest, St Luke’s Hospice, Carers Emergency response Service and Caring for Carers are working in partnership to create a passport for carers to use across our services.</i></p> <p><i>We have produced the resources needed for us to implement the passport and would like to consult with carers to finalise the design and content of the booklet.</i></p> <p><i>If you would like to join us on Friday 11<sup>th</sup> June from 2pm - 3pm please call 01752 201890 to get the Microsoft teams link.’</i></p> <ul style="list-style-type: none"> <li>• LB noted that Cornwall Partners in Policymaking had received funding to offer grants for people or organisations committed to providing creative personal support for people with learning disabilities.</li> </ul> <p>There were also plans to offer courses to help carers and people with disabilities to understand what information and support was available to them.</p> <ul style="list-style-type: none"> <li>• GL highlighted feedback he had received from people who were finding it very difficult to source care in South East Cornwall. MH asked that GL forward details to the Partnership Boards team for investigation.</li> <li>• GL asked about the restructure of the Partnership Boards. MH stated that a transparent recruitment process that was open to all was essential but that was difficult at the moment due to the restrictions caused by the pandemic. It was hoped that</li> </ul>	
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	<p>plans could be progressed by the autumn. The Partnership Board would be updated before any changes were made.</p> <ul style="list-style-type: none"> <li>GL asked about the future for Carers Forums. KL advised that they had continued to run but GL raised concerned that attendance had continued to fall. AN said that the continuation of Forums was included within the new service contract and that they fulfilled a crucial role. However, it was important that they became resilient and sustainable. AN would provide more information at a future meeting.</li> </ul> <p>MH relayed two matters on behalf of Amanda Wilton, Patient Council, UHP:</p> <ul style="list-style-type: none"> <li><i>‘With regard to the DUG (Derriford User Group) that UHP operate. I have recently been in contact with Saoirse Read, the LD and Autism Liaison Services Manager, and she said it would be great to hear any ideas to get better representation from people with a LD from Cornwall to join the group. We hope to have the next meeting in June, all being well. If anyone is interested then please let me know through Mike and Nuala. I will hopefully be attending the next meeting in June, which will be the first one since the Pandemic, which I believe will be a virtual meeting.’</i></li> <li>Secondly, the RESTORE2 toolkit for carers had previously been circulated via email. Members were urged to take a look at it, and the short films, if they hadn’t already.</li> </ul> <p>MH encouraged members to let the Partnership Boards team know about issues or events at the earliest opportunity and not to wait until meetings came around. The team could be contacted at <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a>.</p>	
<b>14</b>	<b>Future Meetings</b>	
	<p>Future meetings would be held via Teams at 2pm on:</p> <p>Thursday, 19 August 2021 Thursday, 11 November 2021</p>	

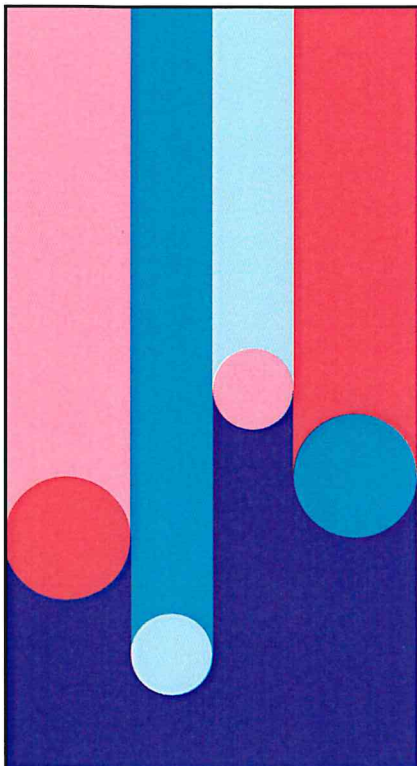


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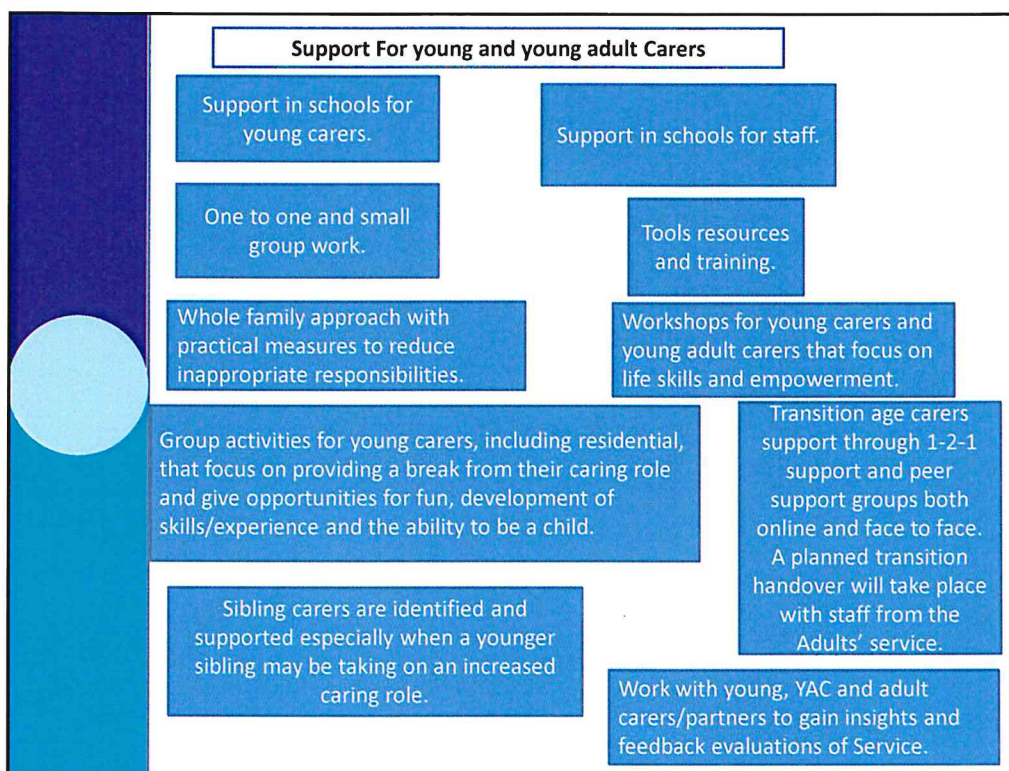
## What are our Values ?

- Collaboration
- Diversity
- Learning
- Sharing
- Participation
- Self-efficacy /empowerment
  - Self-care
- Transparency
  - Agency
  - Creativity
- Social Action
  - Respect

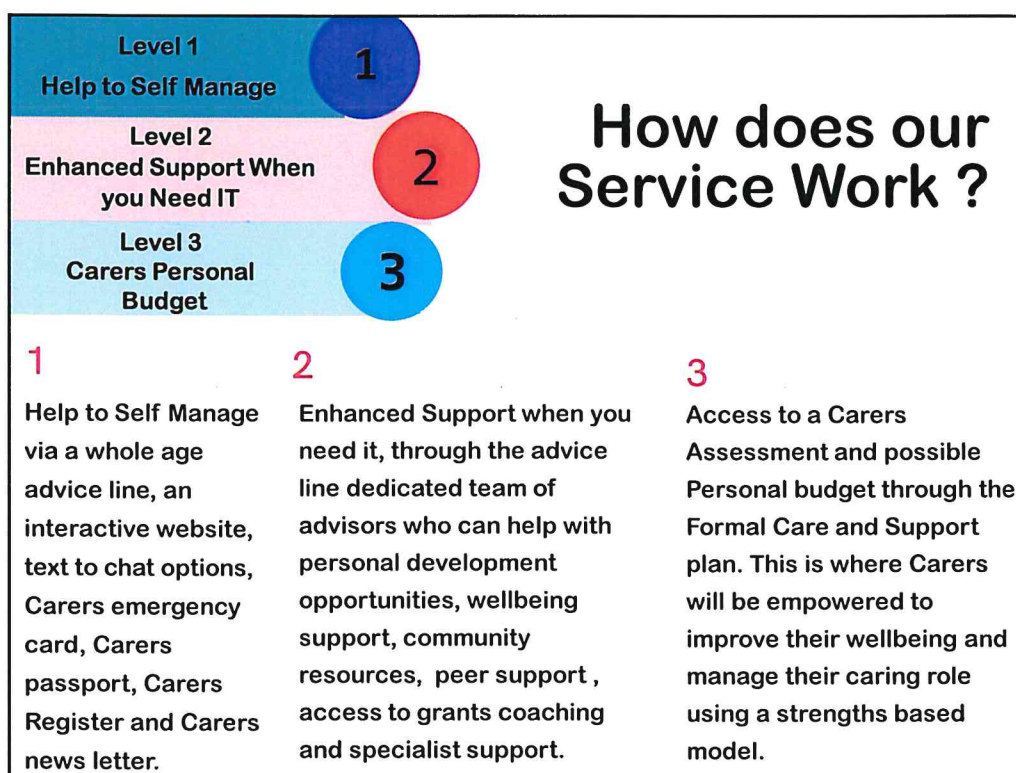
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4



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6



## referral pathway



7

## Truly Integrated & Working Together

Working together to take responsibility for making sense of what we want to achieve as a whole age inclusive service. This includes establishing starting points, managing our journey and communicating our guiding principles with each other.

Supporting better outcomes for ALL Carers in Cornwall by reducing gaps in support and developing efficiencies that support better outcomes that are important to Carers.

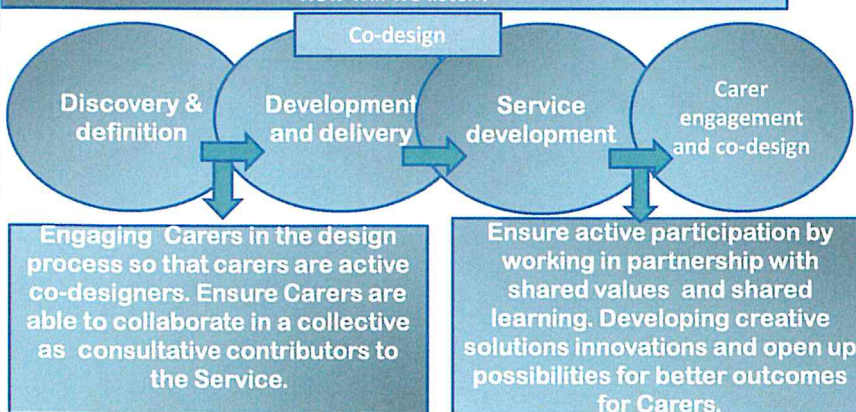
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## Sharing discoveries and shaping the service by co-design and co-development

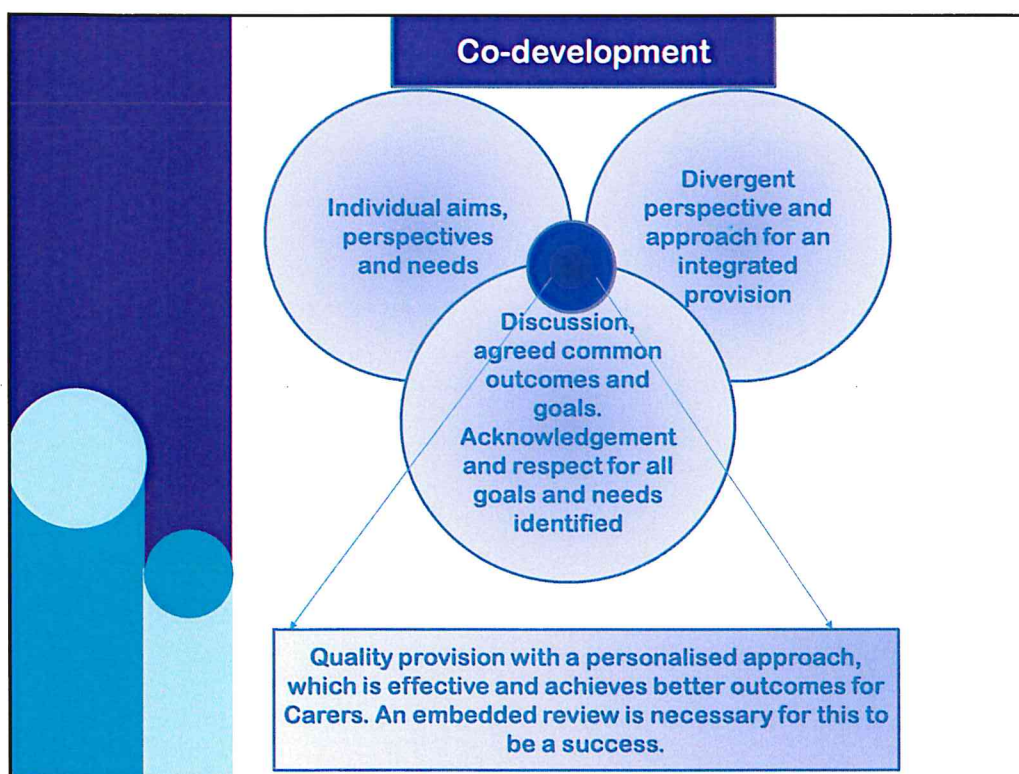
A key feature of our guiding principles, values, and a theme throughout our service is commitment to welcoming feedback to inform our learning. This will help us develop a service which is personalised and agile to meet the needs of Carers in Cornwall.

We also will create opportunities for co-design and co-development.

How will it work?  
What do we mean?  
How will we listen?



9



10



## Supporting change and shifts in culture

As part of our service we are commissioned to support changes in culture within systems promoting prevention and delay of statutory provision. Using our model for co-development we will work with our wider sector partners to actively support and promote that shift in culture

Service Lead's key team members across the sector

Building strong relationships supporting motivation and participation

Integration, Aims, perspectives and needs

Quality, personalised, effective provision that supports better outcomes for Carers

11

We aim to empower Carers to improve their health and wellbeing, life chances and opportunities, reducing the impact of managing a caring role.

We aim to ensure that Carers have the opportunity to engage with us in co- design and development in order that our service meet the needs of Carers in Cornwall.

We recognise the vital contribution Carers make in improving the quality of life and wellbeing for people they support and their communities.

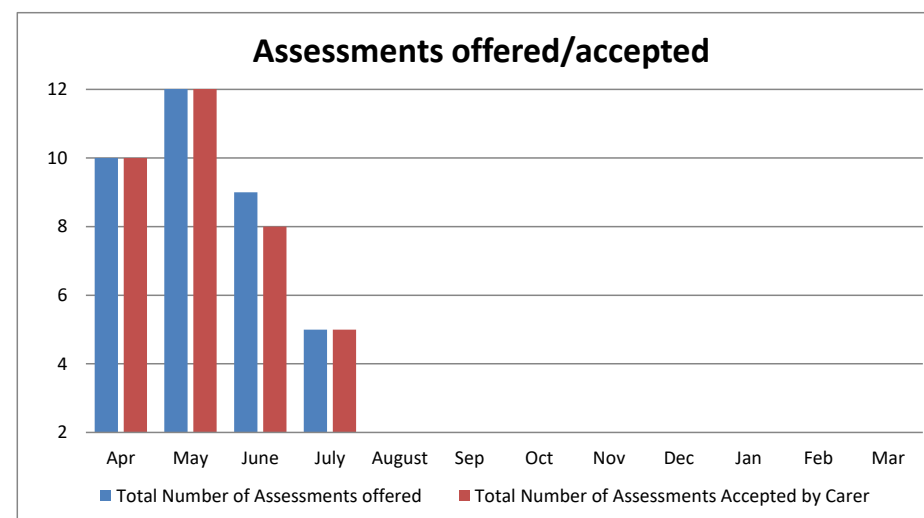
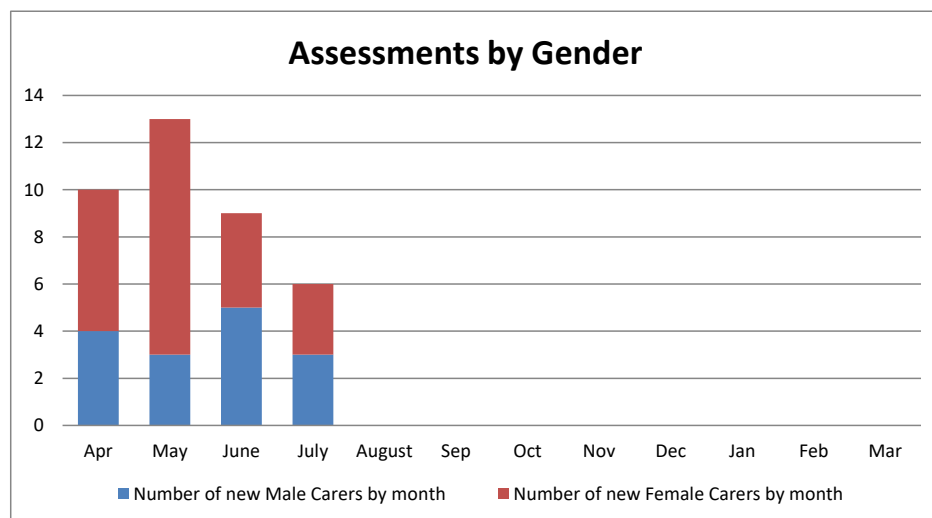
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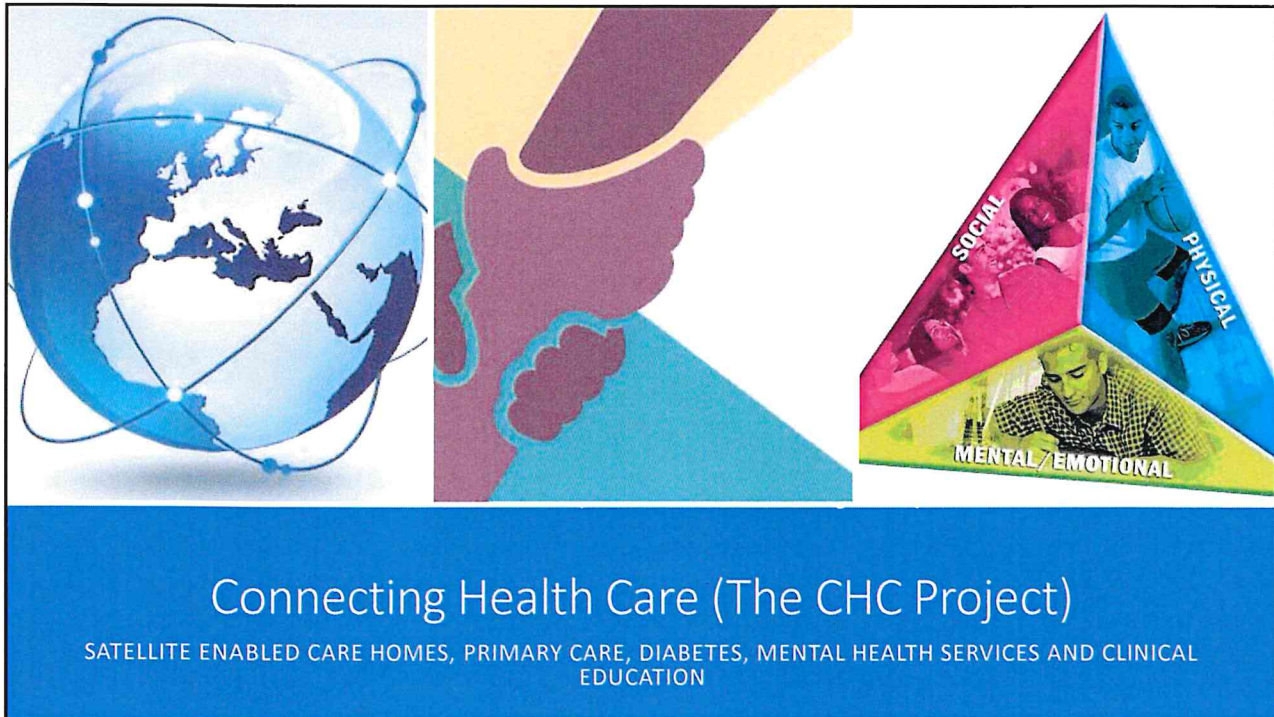
## NEW CARERS &amp; ASSESSMENTS 2021-2022

Number of Carers on RIO since April 2021		Apr	May	June	July	August	Sep	Oct	Nov	Dec	Jan	Feb	Mar
15	Number of new Male Carers by month	4	3	5	3								
23	Number of new Female Carers by month	6	10	4	3								
38	Total Number of new Carers on Rio (2021/22)	10	13	9	6	0	0	0	0	0	0	0	0
	Total New Carers - Cumulative (2021/22)	10	23	32	38								

37	Total Number of Assessments offered	10	13	9	5								
95.83%	Percentage of Carers offered an Assessment	100.00%	100.00%	100.00%	83.33%								

36	Total Number of Assessments Accepted by Carer	10	13	8	5								
97.22%	Percentage of Carers Accepting an Assessment	100.00%	100.00%	88.89%	100.00%								

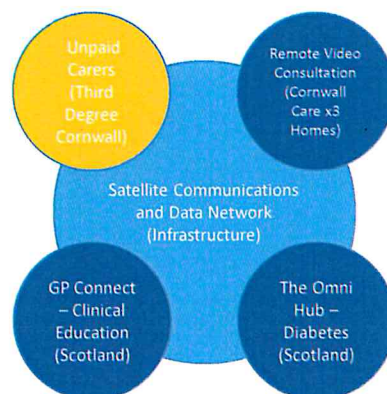




1

## A Celtic Collaboration - Cornwall and Scotland optimising satellite technology to transform the rural health landscape

- We will deliver a secure satellite connected infrastructure to complement/plug the gap in existing connectivity within and between health and care settings.
- Through this we will deploy e – health applications to the areas of care home support, mental health, diabetes and clinical education in primary/secondary care and community settings
- We will implement a “Test and Learn” approach and evaluate the potential clinical and commercial value of a secure satellite connected infrastructure in improving, accessibility, efficiency and quality within the health sector



2

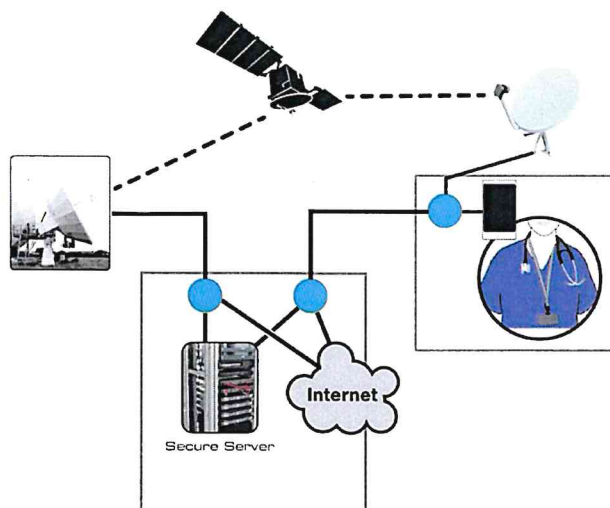


## The Partnership



3

## The solution infrastructure



- Provides connectivity where no fibre
- Circumvents bandwidth limitations on existing fibre
- Addresses network congestion – prioritisation of urgent data & delay tolerant networking
- Additional security for sensitive data
- In line w/ NHS “Cloud First” policy
- Complements existing terrestrial systems
- Future transfer of technology to other sectors (e.g., emergency/rescue services)

4

## Unpaid Carers – qualitative study

- To access and amplify the voices of unpaid carers across Cornwall
- To use natural language processing, form of artificial intelligence, from data collected via mobile technology for insight and personalised SMS messaging
- To theme common issues in real-time using a web-based dashboard



5

## Research Development

- Review of existing studies to understand knowledge & gaps
- Recruitment of carers to inform development – 2 unpaid carers review of proposal and input into research resources
- Ethics Review – Health Research Authority full ethics committee on 15<sup>th</sup> September 2021

6

## Who Can take part?

- Any Adult (18+) unpaid carer
- Provides at least 1 hour of care per week
- Resident of Cornwall, UK
- English

7

## What would taking part involve?

- Initial on-line survey (paper process to encourage participation with those less likely to have / use internet)
- The main study will involve participating in but not limited to weekly text-messaging for a period of approximately 6 months or until data collection is deemed complete
- Text messaging will be free text and participants will decide what they want to text into the project relating to their role as a carer.
- A prompt message will be sent once a week to encourage a weekly text but participants are not limited to the number of times they text into the project.

8



## What will we do with data?

- A computer programme will be trained to code data using natural language processing a form of Artificial Intelligence
- All messages will be manual read by the researchers
- Data will be themed
- Data will be presented via a dashboard which can be presented to clinicians / social care / commissioners or third sector

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## At the end of the study

- A short survey will be sent to understand if mobile technology is an acceptable way of reaching unpaid carers
- A report study will be available to participants, clinicians and interested organisations

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## Safeguarding

- The observational nature of the research means that the risk of harm is low.
- Researchers reviewing data will be Mental Health First Aid trained and will contact participants where text indicates any safeguarding issues
- Where safeguarding issues are identified a referral to Cornwall Council safeguarding team will be made

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## Next Steps

- Await Ethics outcome (15<sup>th</sup> Sept)
- Recruitment to start once ethics approval via GP practices, Voluntary Sector Forum, Healthwatch Cornwall, Cornwall Rural Community Charity, Sensory Trust, Age UK, Carers.org, Kernow Carers Services, Disability Cornwall, Cornwall Cares Partnership Board, PROMAS and any other relevant network.

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Thank you for listening

Any questions?

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