

<b>MEETING NOTES:</b>	Carers Partnership Board
<b>DATE:</b>	11 February 2021
<b>LOCATION:</b>	Via Zoom

#### 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
Nuala Kiely (NK)	Partnership Boards Officer	Healthwatch Cornwall
Abbey Mulla (AM)	Carers Lead	NHS England for the South West
Adam Strowger (AS)	Team Co-ordinator	Kernow Carers Service
Amanda Wilton (AW)	The Patient Council & Carer	University Hospitals Plymouth NHS Trust
Andy Fox (AF)	Carers Lead, Cornwall Foundation Trust	Cornwall Partnership NHS Foundation Trust
Ania Nicholls (AN)	Commissioning Officer, Adult Carers	Cornwall Council
Barbara Ellenbroek (BE)	Councillor, member of Health and Adult Social Care Scrutiny Committee & Carer	Cornwall Council
Caroline Ellis (BE)	Admiral Nurse Clinical Lead	Royal Cornwall Hospitals Trust
Deborah Came (DC)	Healthwatch Cornwall Trustee and Carer	Healthwatch Cornwall
Donna Darby (DD)	Head of Client & Partnership Networks, Cornwall Care	Cornwall Care
Dylan Champion (DyC)	Embrace Programme Manager and Lead for Locality Commissioning	Cornwall Council
Jo Lovell (JL)	Carer for a young adult and employed carer	Parent Carers Cornwall
Kevin Downing (KD)	Lead Practitioner for Young Carers & Lead on Carers Contract, Action for Children	Action for Children
Lynda Berry (LB)	Carer	Helston Carers Forum
Melanie Howes (MeH)	Dementia Friends Champion and Ex-Carer	Dementia Friends
Nikki Taylor (NT)	Programme Manager	South West Academic Health Science Network
Pauline Hardinges (PH)	Ex-Carer	Liskeard Memory Café
Sally Mollard (SM)	Ex Carer	Liskeard Memory Café
Wendy Gauntlett (WG)	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board

## APOLOGIES

Name	Organisation	
Bernie DeLord	Director	Promas Caring for People CIC
Claire Jukes	Patient Services Manager	Plymouth NHS Trust
Gordon Lancaster	Ex-Carer	Liskeard Memory Cafe
Jenny Tarvit	Director	Promas Caring for People CIC
Kirsty Luxton	Team Coordinator	Kernow Carers Service
Neil Lindsay	Ex-Carer	Wadebridge Carers Forum and Trust Carers Committee
Rob Rotchell	Portfolio Holder for Adults	Cornwall Council
Serena Collins	Commissioning Manager for Young Carers and Young Adult Carers	Cornwall Council
Susan Butterfield	Carer	
Teresa Parsons	Interim Operations Manager	Alzheimer's Society
Bernadette George	Director of Integrative Governance	Royal Cornwall Hospitals Trust
Chris Wolstencroft	Fire & Rescue	Cornwall Fire & Rescue
Gill Lovell	Carer	
Gill Pipkin	Chief Executive	Citizens Advice Bureau
Jayne Price	Manager of Carers Service and Aged Veterans Service	CRCC
Jenna Grassick	Coordinator for Young Carers	Action for Children
John Groom	Director for Integrated Care	Cornwall Council/NHS Kernow
Liz Pagett	Carer	
Liz Trewell	Head of Risk, Safety and Patient Experience	Royal Cornwall Hospitals NHS Trust
Stuart Cohen	Commissioning Manager	NHS Kernow

### ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
11/02/21	Reopening of Day Services - seek update from CC for circulation.	MH/NK	Ongoing.
11/02/21	Could summary care notes could be shared with out of county hospitals too, especially Derriford. Investigate and email MH/NK for circulation.	AM	Ongoing.
11/02/21	Covid Vaccinations for carers - ask NHS colleagues if letters would be sent and email MH/NK.	AN	Complete. Update 23/02/21 - Carers are all going to be offered vaccine as part of Group 6. Contact will be via letter with a link to book online for large centres GP practices are also phoning.
11/02/21	Provide MH/NK with further information on Covid Winter grants, including eligibility criteria, for circulation.	AN	Ongoing.
11/02/21	Liaise with AN to provide clarification of responsibilities for carers assessments under the new service. Notify MH/NK for circulation.	AF	Ongoing. Update 23/02/21 - Meeting arranged between AN and AF. CFT will continue to provide assessments when the new Carers Service becomes operational
11/02/21	Liaise with AW re whether carers packs could also be sent to Derriford children's ward.	SW	Complete. Update 23/01/21 - Packs can be sent to children who reside in Cornwall.
11/02/21	Investigate if appointments at Derriford had been cancelled rather than deferred, requiring re-referrals.	NK	Ongoing.
11/02/21, 05/11/20 & 06/02/20	Members again invited to submit questions for DWP as none had been received.  Members requested to revisit the minutes of the February meeting and submit questions to inform the DWP of the information requested.  Contact DWP re attendance and agenda item - Accessing Benefits (PIP).	All	Ongoing.

07/11/19	Request proposals for suitable alternative venues for CPB meetings.		Deferred due to Covid-19 restrictions.
01/08/19	Board members to send NK suggestions for alternative meeting places	MH	

	Item	Action
1	<b>Teams Guidance and Meeting Etiquette</b>	
	SW opened the meeting and reminded everyone of the meeting etiquette.	
2	<b>Minutes of the Meeting Held on 5<sup>th</sup> November 2020</b>	
	The minutes of the previous meeting were agreed as an accurate record.	
3	<b>Actions from Previous Meetings</b>	
	<p>NK had responded to PH's query about transport for carers taking their cared for to hospital. NHS transport was only provided for the person receiving medical care, however, Age UK provided volunteer transport similar to a taxi service so there was no reason why a carer could not travel with their cared for. Covid rules meant that the carer was not permitted to enter the hospital unless there were exceptional circumstances.</p> <p>SW noted that no questions had been received for the DWP, as discussed at the last meeting. Questions should be emailed to <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a> as soon as possible in order to receive timely responses from the DWP.</p> <p>NK reported that day services for people with learning disabilities and Autism were still closed. Cornwall Council had sent a letter to carers and service users in December - which was also produced in Easy Read format in line with recommendations from the LD and Autism Partnership Boards - which stated that there would be a phased reopening of the Centres from January. Unfortunately, that had not been possible following the announcement of the current lockdown. The Partnership Boards team would request an update and inform the Board.</p> <p>Respite remained an issue and those in crisis, or anybody unable to look after the person they were caring for, were advised to phone the access line at Cornwall Council.</p> <p>A colleague of AM was looking for people who may have used summary care records - a way in which information could be transferred if a carer was not able to attend an appointment with their cared for. The system would allow for carers to pass on information regarding their cared for person in the form of a care record. AM said that during Covid it had been difficult for carers to accompany their cared for to hospital, but during the pandemic hospitals had been given access to an individual's summary care records, containing patient information, medical history,</p>	<p>All members - Questions for DWP</p> <p>MH/NK - Update Board as appropriate</p>

	<p>conditions etc., which was normally held by GP. NHSE wanted the practice to continue as it had been working well.</p> <p>NHSE would like to hear feedback on lived experiences of using the system. Members willing to share a case-study should email <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a> to help inform the strategy.</p> <p>JL asked whether summary care notes could be shared with out of county hospitals too, especially in cases where appointments are carried out at Derriford.</p> <p>NK reported that the Healthwatch Cornwall Coronavirus survey, which had gathered people’s experiences of health and social care through the pandemic, had been extremely successful. A follow up survey with an element focussed specifically on carers would soon go live. A link would be circulated to the Board.</p> <p>AN added that she had met with colleagues at RCHT to discuss the merging of emergency cards and carers passports into one card which would offer more benefits for carers. All South West Councils were currently working together to unify processes.</p>	<p>AM - investigate and update NK/MH for circulation to Board.</p>
<p><b>4</b></p>	<p><b>Matters Arising</b></p>	
	<p>There were no matters arising from the minutes of the last meeting.</p>	
<p><b>5</b></p>	<p><b>Updates from Cornwall Council</b></p>	
	<p>AN provided the following updates.</p> <p><b>Update on the Carers Strategy</b></p> <p>The Carers Strategy was currently being finalised and was with senior management for comment. It was hoped that the final version of the strategy could be circulated very soon.</p> <p><b>New Informal Carers Support Service</b></p> <p>The tender for new services for informal carers had been published on schedule. The new service would commence from 1 July 2020, offering a wider range of support for carers, including a helpline, wellbeing support, emotional support, training, advice on financial support and peer group support in the local area.</p> <p>The service would bring a new approach to carers assessments and personal budgets. Unfortunately, there was no increase in the budget to provide services to the 63,000+ carers in Cornwall and, with increased demand, it was essential to maximise funding. It was expected that fewer carers would access assessments but they may need advice on accessing carers allowances etc. Assessments would still be available to those that required them, however not</p>	

<p>everyone would be eligible for a carers personal budget.</p> <p>As detailed in an email circulated by the Partnership Boards Officers, there was an opportunity for three current carers to be involved in the evaluation of the new tender. Participants would be provided with training and would need to attend a presentation from each provider.</p> <p>Current carers covering three different criteria were sought:</p> <p>One working age carer; One carer over 65; One carer who was looking after a person with hidden disabilities e.g. mental health, autism etc.</p> <p>Places would be available on first come first served basis - anyone interested should email <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a>.</p> <p>The presentations would take place on 26 and 29 March.</p> <p>Regarding the tender and specification, SW asked whether any carers had reviewed the specification before it was issued. AN advised that carers did not have direct input into the service specification but they were engaged in the co-design of the new service strategy, which was incorporated into the specification for the tender.</p> <p><b>Covid-19 Vaccinations for Carers</b></p> <p>Cornwall Council were working with NHS Kernow colleagues to issue communications to inform all carers when they could register for a vaccine.</p> <p>Carers information would be shared with GPs who would contact individuals direct to book their vaccine. There was no need for individuals to contact their GP.</p> <p>AW queried whether the form for carers to register for vaccines would be online. AN advised that it would be online and that there would be a phone number to call. If carers were registered as such with their GP and/or on the Carers Register they would not need to complete the form.</p> <p>AW stressed that many carers do not have access to digital technology.</p> <p>The vaccine was due to be available the following week so time to send letters was short. It was likely that GPs would phone people to book appointments. Cornwall Council were trying to help to ensure as many carers as possible could be reached. Kernow Carers Service would also be in contact with those carers who were registered with them.</p>	<p>AN to ask NHS colleagues if letters would be sent</p>
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	<p><b>Winter Grants</b></p> <p>Cornwall Council had secured a Covid winter grant to support people in financial hardship due to the pandemic. 80% of the pot was for families and 20% for adults. £50,000 was specifically available for carers.</p>	<p>AN to provide further information inc. eligibility criteria</p>
<p><b>6</b></p>	<p><b>Embrace Care Update</b></p>	
	<p>DyC updated on the Embrace Programme, a key piece of partnership working between CFT, RCHT, Cornwall Council and other health and care partners.</p> <p>It particularly focused on looking at the outcomes older people were receiving from Adults Social Care, Community Hospitals and Acute Hospitals.</p> <p>Some of the key findings were quite sobering, with 43% of people not getting the right outcome, too many people being transferred into long term residential care homes unnecessarily and people spending too long in hospital beds.</p> <p>Embrace was aiming to establish integrated community teams in 17 different Primary Care Networks across Cornwall, joining NHS and adults social care teams at a local level to work with people from community organisations in providing more care, more locally.</p> <p>That work had stopped due to the Covid pandemic but in April the set-up of the local teams would be restarted and there would be more engagement and discussion with local people at that time.</p> <p>One of the key groups of people to engage with would be carers. DyC was keen to get the Board’s view on how best to engage, what would work best and how people with caring responsibilities could be involved.</p> <p>PH highlighted an issue of carers not being consulted when their cared for were discharged from hospital, meaning that the necessary support was not always in place. DyC stated that it was essential to ensure that individuals were not discharged without support and part of the work due to start in April would be around understanding what needed to be done to ensure that carers were involved in designing processes like hospital discharge.</p> <p>He cited one of the more detailed findings from 2019. One of the main reasons that people did not receive the right outcomes, in 18% of cases, was the right type of care not being available. 7% of the cases of people not getting the right outcomes were because the right conversations did not take place with families and carers.</p> <p>He stressed that there was not, nor should there be, a single offer for carers or families. There needed to be a much more nuanced</p>	

	<p>approach, which was why the work beginning in April was so important. The project wanted to hear about lived experiences to help inform their work.</p> <p>WG queried whether Embrace were working with Carers Support Workers. DyC said that the current focus was to gather details of the key people to engage with and undertook to add Carers Support Workers to the list of people to speak with when the design work commenced.</p> <p>MH circulated a presentation by DyC which provided further detail. It could also be accessed with the meeting agenda, on the Healthwatch Cornwall website, <a href="#">here</a>.</p>	
<p><b>7</b></p>	<p><b>Kernow Young Carers Update</b></p>	
	<p>KD highlighted the key points from his previously circulated report to the Board.</p> <p>Services had been restructured during Covid and face to face activities that were planned from October through to December were changed to online. Around 15 activities were completed, with families joining Teams meetings, including yoga, dancing, comedy workshop etc and resources were delivered direct to families e.g. gingerbread house making at Christmas.</p> <p>Some face to face activities had taken place, particularly with young adult carers, including a socially distanced Christmas meal.</p> <p>156 one to one sessions had been delivered in a socially distanced way, taking young people outside, wearing masks etc. These had been targeted toward higher need cases.</p> <p>84 families received food hampers and gifts at Christmas and 60 families had accessed a Covid winter fund, with an additional £10,000 of funding being brought into the service.</p> <p>70 carers received £10 vouchers provided by Penzance Rotary Club, 10 families were supported through the Mothers Union and 13 families had received help through the Education Fund.</p> <p>In the October to December quarter the referral rate rose to 104, which was comparable with pre-Covid numbers.</p>	

8	<b>Kernow Carers Service Update</b>	
	<p>AS ran through the key points of the October to December quarterly update, as circulated to the Board.</p> <p>NK asked about take up of the virtual forums. AS stated that take up was improving with numbers getting close to pre-Covid attendance.</p> <p>The Forums were scheduled up until the end of June and more information could be found on the Facebook page.</p>	
9	<b>Promas Update</b>	
	<p>Jenny Tarvit and Bernie DeLord of Promas had submitted apologies.</p>	
10	<b>Trust Carers Group Update</b>	
	<p>AF discussed the report circulated with the agenda.</p> <p>Since the beginning of the year, 103 new carers had come online for CFT and there had been 100% take up of the carers assessments offered.</p> <p>January had seen a marked increase in the number of female carers compared to males and there was an increase in emergency mental health cases, including carer breakdowns.</p> <p>There were ongoing issues regarding pressure on beds to support hospital discharges.</p> <p>NK queried who would be carrying out carers assessments under the new service. AF was unclear as to how that had been taken into consideration - under the Section 75 agreement, the Trust Carers Group had done assessments for those aged between 18 and 65 with mental health arrangements and assessments for older people had been done by Kernow Carers Service. This was something that needed to be clarified.</p>	<p>AF to liaise with AN to provide clarification</p>
11	<b>Parent Carers Cornwall</b>	
	<p>SW detailed the content of the Parent Carers report which was circulated by MH during the meeting.</p> <p>The organisation had become more flexible in delivering support to parent/carers during the pandemic.</p> <p>Social media had been used to keep in contact with carers and included a closed Facebook group which offered support for many isolated carers.</p>	

	<p>Weekly e-bulletins had been issued containing signposting information and details of support available etc.</p> <p>Zoom coffee and chat sessions were being held twice a week and there was also a phonenumber available to carers to call for support.</p> <p>The group had continued meetings with Health, Education and Social Care, with 66 meetings attended in Cornwall and 8 nationally between October and December.</p> <p>Carers packs continued to be sent out with another 500 packs due to go out to members.</p> <p>AW asked whether some of the packs being sent to GP surgeries could also be sent to Derriford children’s ward as those living in South East Cornwall were more likely to access Derriford than Treliske.</p> <p>The Parent 4 Parent service had continued to be busy offering virtual support with completion of forms etc.</p>	<p>SW to liaise with AW</p>
<p><b>12</b></p>	<p><b>Any Other Business</b></p>	
	<p><b>Admiral Nurse Service Update</b></p> <p>CE updated that the Admiral Nurse service was originally based at RCHT to support families of those diagnosed with dementia.</p> <p>The service had been adapted and extended since March and now supported families both if the person was admitted, and also if they lived in their own home.</p> <p>A telephone liaison support service was now offered to families of anyone who had received a formal diagnosis of dementia. This had been working very well and there had been a significant increase in referrals - 100% since last March.</p> <p>Several projects had been put in place through the year, including the Herbert Protocol form now being available in every Co-op store across Cornwall and the Isles of Scilly. Families could complete the form, containing valuable information about an individual with dementia, and keep it in a safe place in the home to be given to search and rescue teams to help find a person if they got lost.</p> <p>Ride the Wave was a pilot scheme due to be launched in March/April, providing a goody bag for families of someone with dementia. The bag would contain a mug, hot chocolate, a note pad and pen and a booklet with all the information they may need about resources in the community. Its purpose was to try and minimise the number of social admissions that were still happening.</p> <p>CE was open to receive referrals - the inclusive criteria being that</p>	

	<p>the person cared for had a formal diagnosis of dementia and the family member consented to the referral.</p> <p>CE was also working with AM on the Carers Passport.</p> <p>NK asked about vaccinations for those people who were not able to give consent and how that was managed. CE advised that the psychiatric liaison team had been doing a lot of work in that area and the dementia falls and practitioner worker had also been working closely on it. CE provided support to the family and the individual through the process.</p> <p>Following a question from AW, SW provided reassurance that for those who were carers of adults with profound learning disabilities there was some planned worked with a team of primary care liaison nurses from CFT, to support the carer and their cared for to get a Covid vaccine.</p> <p>She added that each GP practice had a protocol for desensitisation. However, there would be some individuals who that would not work for and who would require additional support.</p> <p>JL stated that some people had hospital scan appointments booked in January but decided not to go ahead due to the lockdown. However, it appeared that the hospitals had made the decision that those appointments should be cancelled completely, and the individuals would need to be re-referred rather than their appointment being deferred. NK advised that as far as she was aware that was not standard practice and related to a particular specialism. JL said that it was Derriford hospital that had advised patients cancelling a scan that they would need to be re-referred.</p>	<p>NK to investigate.</p>
<p><b>13</b></p>	<p><b>Future Meetings</b></p>	
	<p>All present agreed that Teams was preferable to Zoom and it was agreed to continue with the use of Teams for future meetings.</p> <p>If members had items that they would like the Board to consider they should email MH and NK at <a href="mailto:partnershipboards@healthwatchcornwall.co.uk">partnershipboards@healthwatchcornwall.co.uk</a>.</p> <p>Future meetings would be held at 2pm on:</p> <p>Thursday, 13 May 2020 Thursday, 19 August 2020 Thursday, 11 November 2020</p>	