

MEETING NOTES:	Carers Partnership Board
DATE:	11 November 2021
LOCATION:	Via Microsoft Teams

ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Chair)	Director	Parent Carers Cornwall
John Bastin (JB) (Co-Chair)	Cornwall Councillor and Chairman of Health and Adult Social Care Overview and Scrutiny Committee	Cornwall Council
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Helen Newton (HN)	Administration Officer	Healthwatch Cornwall
Amanda Wilton (AW)	The Patient Council & Carer	University Hospitals Plymouth NHS Trust
Ania Nicholls (AN)	Commissioning Officer, Adult Carers	Cornwall Council
Caroline Ellis (CE)	Admiral Nurse Clinical Lead	RCHT
Charlotte Harris (CH)	Regional Carers Leadership Support Manager	NHSE&I
Deborah Came (DC)	Healthwatch Cornwall Director and Carer	Healthwatch Cornwall
Gwynned Williams (GW)	Research Fellow	Falmouth University
Holly Kiernan (HK)	Patient Experience Manager	RCHT
Jayne Price (JP)	Contract Lead for The Carers Service	CRCC
Kirsty Dexter (KD)	Co-ordinator	Cornwall Memory Café Network
Lynda Berry (LB)	Carer	Helston Carers Forum
Melanie Howes (MeH)	Dementia Friends Champion and Ex-Carer	Dementia Friends
Natalie Swann (NS)	Research Manager	Healthwatch Cornwall
Nick Cook (NC)	Assistant Director	Barnardo's
Sally Mollard (SM)	Ex Carer	Liskeard Memory Café
Serena Collins (SC)	Commissioning Manager	Young Adult Carers
Wendy Gauntlett (WG)	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board

APOLOGIES

Name	Position	Organisation
Alison Bartlett	Social Director	CPFT
Andy Fox	Carers Lead, Cornwall Foundation Trust	CPFT
Bernie DeLord	Director	Promas Caring for People CIC
Bryony Quick	Quality Improvement Officer	NHSE/I
Carly Ellicott	Service Coordinator (Project Worker)	Barnardo's
Claire Jukes	Patient Services Manager and Carers Lead	Plymouth NHS Trust
Claire Martin	Deputy Director of Nursing	KCCG
Gordon Lancaster	Carer & Treasurer	Liskeard Memory Cafe
Jenny Tarvit	Director	Promas Caring for People CIC
Kim O'Keefe	Director of nursing and allied health professionals	Cornwall Partnership NHS Foundation Trust
Liz Pagett	Ex-Carer	
Michaela Brewer	Patient Engagement Manager	RCHT
Neil Lindsay	Ex-Carer	Wadebridge Carers Forum and Trust Carers Committee
Nigel Cox	Partner in The Carers Service	Barnardo's
Nikki Taylor	Programme Manager	South West Academic Health Science Network
Pauline Hardinges	Ex-Carer	Liskeard Memory Café
Sgt Flo Linscott	Diverse Communities Team Lead (Cornwall)	Devon & Cornwall Police
Stacey Sleeman		Cornwall Council
Susan Butterfield	Carer	
Tess Dean	Senior Administrator	Barnardo's
Theresa Court	Advice Services Manager	DisAbility Cornwall

ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
11/11/21	Discuss promotion of the Carers Passport with MB.	JP	Incomplete
11/11/21	Share details of carers passports and emergency cards with WG for distribution to those without digital access.	JP	Incomplete.
11/11/21	Liaise with the advice line and website team regarding engagement opportunities.	JP	Incomplete.
11/11/21	Share information on how to sign up for the newsletter.	JP	Incomplete.
11/11/21	Meet with Carers Forum reps.	MH	Incomplete.
11/11/21	Representative from Age UK requested to attend the next meeting	JP	Incomplete.
11/11/21	NC to provide Parent Carers Cornwall with a statement to be shared re the new contract and eligibility.	NC	Incomplete.
11/11/21	JP to share more information on the new service and comms with the Parent Carer Council.	JP	Incomplete.
11/11/21	Share new strategies at earliest opportunity.	AN	Incomplete.
11/11/21	Share details of Carer Experience of Hospital Discharge Project.	MH	Complete.

11/11/21	Circulate new carers and assessment figures, Trust Carers Group update, at earliest opportunity.	MH	Complete.
11/11/21	Falmouth University Research Project update to next meeting.	GW	Incomplete.
11/11/21	CE to investigate.	CE	Incomplete.
19/08/21	BQ to investigate.		
13/05/21	Revisit when AM replacement is in post.		
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.		
11/11/21 19/08/21	Ensure that the Board receives updates on the Identifying Carers Needs Project.	AN	Ongoing
19/08/21	Update on the work currently being undertaken at Derriford for carers.	CJ	Offer from CJ following 13/05/21 meeting. Item deferred to 11/11/21 meeting. Item deferred to first 2022 meeting.
07/11/19	Request proposals for suitable alternative venues for CPB meetings.	MH	Deferred due to Covid-19 restrictions.
01/08/19	Board members to email suggestions for alternative meeting places to: partnershipboards@healthwatchcornwall.co.uk		

	Item	Action
1	Teams Guidance and Meeting Etiquette	
	<p>SW opened the meeting and reminded everyone of meeting etiquette, asking that participation be constructive and respectful at all times.</p> <p>SW introduced the new co-Chair, Councillor John Bastin, Cornwall Councillor for Constantine, Mabe and Mawnan and the Chair of the Health and Adult Social Care Overview and Scrutiny Committee. He has over 30 years experience in nurse education, working with nurses, midwives, and junior doctors and also has a background in medical scientist. He has lived experience of caring for his disabled son.</p> <p>Charlotte Harris also joined the group from NHS England and NHS Improvement, replacing Abby Mulla.</p>	
2	Minutes of the Meeting Held on 19 August	
	<p>The minutes of the previous meeting were agreed as an accurate record.</p> <p>Everyone was reminded that it was National Carers Rights Day 2021 on 25 November, aimed at ensuring that carers were aware of their rights and that they knew where to get help and support, and to raise awareness of the needs of carers. There was also a campaign for Carers Allowance to be increased in line with the uplift in the National living wage</p> <p>Everyone was encouraged to take part in the unpaid carers survey.</p>	
4	Actions from Previous Meetings	
	<p>Summary Care notes being shared with out of county hospitals</p> <p>CH would follow the matter up.</p> <p>Adult Carers Strategy 2020-2025</p> <p>Cornwall Council’s Cabinet had agreed the Strategy at its meeting held on 22 September.</p> <p>AN had decided not to include the minute from the 19 August CPB meeting within the Cabinet report but had added a note to say that the Strategy had been supported by the Board. She provided confirmation that the Strategy would be available in word format which could be printed in black and white, adding that the Council</p>	<p><i>CH to investigate and report back</i></p>

	<p>always had the disclaimer that different formats could be requested and that she had therefore felt it unnecessary for the Board’s recommendation with regard to accessibility and inclusivity to be included.</p> <p>Identifying Carers Needs Project</p> <p>This Cornwall Council project had been put on hold. AN would update later in the meeting.</p> <p>Derriford LD Team Update</p> <p>CJ would update at the next meeting.</p> <p>Derriford Autism Service</p> <p>KCCG had confirmed its funding contribution for the childrens Autism service for one year. The service would continue for the next three years and recruitment was underway to replace Kate Bamforth, Autism Spectrum Lead Nurse.</p> <p>Changing Places</p> <p>This project was now complete. Feedback as to the locations of the facilities would be sought.</p>	<p><i>CJ to update the next meeting</i></p>
<p>5</p>	<p>Update on the Informal Carers Support Service</p>	
	<p>MH reminded the meeting that one of the key roles of the Carers Partnership Board was to scrutinise the implementation of the Informal Carers Service.</p> <p>Jayne Price shared a tabular report detailing progress made against the contractual obligations of the service. Full details can be viewed within the agenda filed with these minutes on the Healthwatch Cornwall website (Link).</p> <p>JP reported that the new carers passport was now live and could be accessed through the Cornwall Carers website. <i>Note: Following the meeting it was acknowledged that this information was incorrect. Due to a technical hitch, the Emergency Carers Card application went live on the website on 24 November. The Carers passport & Emergency Carers Card would be on the same card and more detail about the passport and benefits of it would be added to the website very soon.</i></p> <p>More promotion needed to be undertaken and JP would discuss further with Michaela Brewer, Engagement Manager Patient + Family Experience Team, RCHT</p> <p>AW asked whether promotion could be shared with Derriford as a high proportion of patients from East Cornwall accessed Derriford</p>	<p><i>JP to discuss promotion of the Carers Passport with Michaela</i></p>

<p>newsletters and updates and it was important for them to be able to engage and shape the communication going forward. JP would liaise with the advice line and website teams so that people were aware where there were opportunities for engagement.</p> <p>JP would circulate details of how people could sign up to the newsletter.</p> <p>LB had received feedback expressing concern about the organisation of venues and who would represent Cornwall Carers/the professionals at the Carers Forum and provide information as they did not necessarily have the required information to run the meetings. JP offered to attend meetings in whatever capacity was required. They did not have the accountability to organise and facilitate the meetings but could support the Forums to be able to continue to the point where they were able to do that themselves.</p> <p>WG noted that very few people attended Forums whereas they were happy to attend group meetings. JP suggested that Cornwall Carers would be happy to attend group meetings if that is where the audience was likely to be.</p> <p>SW suggested that the way forward may be to combine the carers group and the forum.</p> <p>Some carers had asked what mechanism would be used to feed back to Healthwatch Cornwall if forums did not exist. MH noted that if the Carers Service provide the forums with the information it could be disseminated among the attendees. Any issues that become wider, as opposed to isolated issues, could be referred to the Board.</p> <p>SC asked about the reorganisation of the Partnership Board as that links with the future of forums. MH said that the lack of success of forums in recent years had meant that information was not effectively gathered or fed through to the CPB. The restructure of the Boards was planned for the end of March 2020 but the Covid pandemic made that impossible as the recruitment process would not have been fair and open to all. Healthwatch Cornwall were in constant dialogue with Council Commissioners with regard to best future fit and progression of the restructure post-Covid.</p> <p>Healthwatch Cornwall had internal systems to ensure issues raised by carers both through the Board and direct to the organisation were recorded to ensure that common themes could be identified.</p> <p>AN added that it was the Council’s intention to commission services that were outcomes focused, moving away from detailed specifications and directing providers in how they must deliver services. They would rather service users determined how services needed to be run. Likewise, the forums should be carer led. Forum members should inspire other carers and co-design the way that</p>	<p><i>and website team regarding engagement opportunities</i></p> <p><i>JP to share information on how to sign up for the newsletter</i></p>
---	--

	<p>forums could be run. These groups could be called whatever the members would like, they did not need to be known as forums.</p> <p>MH suggested organising a meeting between Forum reps and Healthwatch Cornwall in January to move this forward.</p> <p>He added that the Boards need to be focused on achieving their objectives and if issues were not being addressed in a timely way then there was scope to raise that at a higher level.</p> <p>It was suggested that it would be helpful to have a representative in attendance at the Board from each appropriate partner organisation from the Informal Carers Service to update on outstanding or incomplete actions, in particular somebody from Age UK, who had not yet attended a meeting since the formation of the service.</p> <p>NC updated that Barnardo's had been subcontracted by CRCC to deliver the young carers element of the Informal Carers Service incorporating Kernow Young Carers and Cornwall Young Adult Carers. The contract was very different to the previous contract and the approach would be different. The service would be fully integrated with a priority focus on supporting whole families to reduce the impact of caring on children and young people.</p> <p>SW added that since the launch of the new Carers Service, Parent Carers Cornwall were no longer qualifying for the support they previously received and there had been a number of concerns expressed and issues around communication, especially in the promotion of the recent Young Carers Reference Group meeting. NC accepted that mistakes had been made with promotion and communication for that meeting.</p> <p>SW requested a statement be provided for cascade to the 2,000+ member families of Parent Carers Cornwall to allay any concerns over the changes to the contract and eligibility.</p> <p>JP had an action to reach out to the PCC to share information on the new service and talk about communications etc.</p> <p>NC added that they would be using other services to provide support and would be working with schools to enhance support to young carers and identify at a much earlier age where there might be caring responsibilities. Other funding opportunities were also being explored to enable enhancements to the offer.</p>	<p><i>MH to arrange a meeting</i></p> <p><i>Representative from Age UK requested to attend the next meeting</i></p> <p><i>NC to provide Parent Carers Cornwall with a statement to be shared</i></p> <p><i>JP to share more information with the Parent Carer Council</i></p>
<p>6</p>	<p>Delivering Better Care</p>	
	<p>AN advised that there had been a delay in the release of the Strategy, which should now be ready to share in the next few days.</p> <p>The new strategies had been informed by a recent consultation and engagement</p>	<p><i>AN to share the new strategies for feedback as</i></p>

	<p>Once the strategies were available they would be shared for feedback.</p> <p>Services needed to change because Adult Social Care and Cornwall Council had significant budget pressures and services needed to be remodelled to ensure they were fit for purpose, met everyone’s required outcomes, were as efficient as they could be and delivered in budget.</p> <p>The strategies were not about cutting services but rather reshaping them, looking at services that were available in the community and making sure that people were supported to live independently in their own homes.</p> <p>There were two workshops coming up which Board members were welcome to attend. In particular they would like to hear from people over 65.</p> <p>DC queried whether, with the increased reliance on them for support, any analysis had been conducted to look at the capacity of community and voluntary organisations and individuals to meet demand. A lot of people had found themselves unable to access care services that they would have qualified for and many people would not be aware what support was available to them.</p> <p>AN advised that frequent exercises were carried out looking at people who were waiting for an assessment or had been assessed but the hours they needed were not available, as well as looking at whether they could be supported by services within the community. They had identified that quite a few people could be supported by existing services in the community. The Council wanted to be able to support the most complex individuals who may not be able to access support in a timely way.</p> <p>DC added that ongoing analysis would be extremely helpful and that she understood that Volunteer Cornwall were struggling to meet existing demand from people coming out of hospital etc., because informal carers do not want to be trained to be formal carers. The impact on informal carers is likely to be more noticeable at best and catastrophic at worst.</p> <p>AN pointed out that it is not intended for volunteers to deliver all services but that voluntary sector organisations have skilled workers who are used to supporting people with complex needs. The new Carers Service is about supporting carers to support each other and help them deliver their caring role.</p>	<p><i>soon as available</i></p>
<p>7</p>	<p>NHSEI and Healthwatch England Carer Experience of Hospital Discharge Project</p>	
	<p>NS updated the Board on research that Healthwatch Cornwall was undertaking and requested support in recruiting people to take part.</p>	

	<p>Healthwatch Cornwall were one of 7 local Healthwatches approached by Healthwatch England to interview carers with recent experiences of their cared for being discharged from hospital.</p> <p>The work would help to inform future regulation, policy change and identify what best practice should look like.</p> <p>There was a very tight timescale for completion of the interviews and MH would circulate more information.</p> <p>The Board were asked to share the information with carers who may be interested in taking part and/or put forward names of individuals who would be willing to be interviewed. Details could be emailed to admin@healthwtchcornwall.co.uk or NS could be contacted direct for further information at Natalie.swann@healthwatchcornwall.co.uk</p>	<i>MH to circulate more information</i>
8	Trust Carers Group Update	
	Nobody was in attendance to provide this update. MH would circulate up to date figures as soon as they were available.	<i>MH to circulate updated figures</i>
9	Parent Carers Cornwall Update	
	SW presented her update (circulated with the meeting papers) and noted that Parent Carers Cornwall were busier than ever.	
10	Falmouth University Research Project - Unpaid Carers	
	<p>GW provided a summary of this research project into mobile technology as a method of reaching adult unpaid carers across Cornwall.</p> <p>The project had gained full NHS ethics approval and was sponsored by CPFT.</p> <p>MH had circulated a flyer and the team were looking to recruit carers to the project and promote the work.</p> <p>BBC Spotlight had expressed an interest in running a piece and would like to speak to a carer who was either participating in the study or was going to take part. Members were asked to provide GW with details of anyone willing to be interviewed.</p> <p>GW would present a further update at the next meeting.</p>	<i>GW to update again at the next meeting</i>
11	Any Other Business	
	WG updated the Board that she was due to undergo an operation next week and hoped to be well enough to attend the next	

	meeting. SW passed on everyone's best wishes for a full and speedy recovery.	
12	Future Meetings	
	Invites for 2022 meetings would be circulated in December.	