

MEETING NOTES:	Carers Partnership Board
DATE:	19 August 2021
LOCATION:	Via Microsoft Teams

ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Chair)		Parent Carers Cornwall
Anne Oliver (AO)	Business Support Manager	Healthwatch Cornwall
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Alison Bartlett (AB)	Social Director	CPFT
Amanda Wilton (AW)	The Patient Council & Carer	University Hospitals Plymouth NHS Trust
Ania Nicholls (AN)	Commissioning Officer, Adult Carers	Cornwall Council
Bryony Quick (BQ)	Quality Improvement Officer	NHSE/I
Claire Martin (CM)	Deputy Director of Nursing	KCCG
Deborah Came (DC)	Healthwatch Cornwall Director and Carer	Healthwatch Cornwall
Gordon Lancaster (GL)	Carer & Treasurer	Liskeard Memory Cafe
Gwynned Williams (GW)	Research Fellow	Falmouth University
Holly Kiernan (HK)	Patient Experience Manager	RCHT
Jayne Price (JP)	Contract Lead for The Carers Service	CRCC
Lynda Berry (LB)	Carer	Helston Carers Forum
Melanie Howes (MeH)	Dementia Friends Champion and Ex-Carer	Dementia Friends
Michaela Brewer (MB)	Patient Engagement Manager	RCHT
Natalie Swann (NS)	Research Manager	Healthwatch Cornwall
Nigel Cox (NC)	Partner in The Carers Service	Barnardo's
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
Serena Collins (SC)	Commissioning Manager	Young Adult Carers
Theresa Court (TC)	Advice Services Manager	DisAbility Cornwall
Wendy Gauntlett (WG)	Carer	Penzance Carers Group, Penzance Carers Forum and Adult Safeguarding Board

APOLOGIES

Name	Position	Organisation
Andy Fox	Carers Lead, Cornwall Foundation Trust	CPFT
Bernie DeLord	Director	Promas Caring for People CIC
Carly Ellicott	Service Coordinator (Project Worker)	Barnardo's
Caroline Ellis	Admiral Nurse Clinical Lead	RHCT
Claire Jukes	Patient Services Manager and Carers Lead	Plymouth NHS Trust
Sgt Flo Linscott	Diverse Communities Team Lead (Cornwall)	Devon & Cornwall Police
Jenny Tarvit	Director	Promas Caring for People CIC
Kelvin Yates		Age UK
Neil Lindsay	Ex-Carer	Wadebridge Carers Forum and Trust Carers Committee
Stacey Sleeman		Cornwall Council
Susan Butterfield	Carer	
Tess Dean	Senior Administrator	Barnardo's

ACTION LOG

Meeting	ACTIONS CARRIED FORWARD	RESPONSIBLE	STATUS
19/08/21	BQ to investigate.	BQ	Incomplete.
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.		
19/08/21	Send minute to AN for inclusion in Adult Carers Strategy 2020-2025 Cabinet report.	AN	Completed 25/08/21. AN responded to say that she would not include the minute within the Cabinet report but would add a note to say that the Strategy had been supported by the Board. She also provided confirmation that the Strategy would be available in word format which could be printed in black and white. She added that the Council always have the disclaimer that different formats can be requested and that she therefore felt it unnecessary for the Board's recommendation with regard to accessibility and inclusivity to be included.
19/08/21	Ensure that the Board receives updates on the Identifying Carers Needs Project.	AN	Incomplete.
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.
19/08/21	Liaise with NM on continuation of Childrens Autism Service. Update AW	MH	Incomplete.

19/08/21	Promote recruitment of unpaid carers for Falmouth University research project.	NS / SW	Incomplete.
19/08/21	Circulate details of Cornwall Council's Changing Places funding and consultation.	MH	Completed. Circulated 23/08/21.
19/08/21	Update and resend 11/11/21 meeting invite to reflect change of start time.	MH	Completed. Circulated 02/09/21.
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 send NK suggestions for alternative meeting places		

	Item	Action
1	Teams Guidance and Meeting Etiquette	
	SW opened the meeting and reminded everyone of the meeting etiquette, asking that participation be constructive and respectful.	
2	Apologies	
	As above.	
3	Minutes of the Meeting Held on 13th May 2021	
	The minutes of the previous meeting were agreed as an accurate record.	
4	Actions from Previous Meetings	
	<p>It was noted there were currently no councillor representatives on the Partnerships Boards at present. New appointments were made through Council officers and through the same processes previously followed but the new administration then expressed a preference for the Boards to be formally recognised as Outside Bodies. Representatives would now be appointed through the Leader of the Council, hopefully in time for the next round of meetings.</p> <p>The sharing of summary care notes with out of county hospitals - Abbey Mulla of NHSE had raised this issue and undertaken to investigate. Following his change of role, BQ agreed to follow up.</p> <p>Nuala Kiely had recently left her role of Partnership Board Officer at Healthwatch Cornwall. On behalf of the Board, SW thanked Nuala for her commitment to the Carers Partnership Board and sent her best wishes for the future.</p> <p>Nuala Kiely had found no evidence that during the pandemic appointments at Derriford had been cancelled rather than deferred, resulting in re-referrals being required. AW confirmed that the individual concerned had been contacted and the matter resolved.</p>	BQ to investigate
5	Matters Arising	
	There were no matters arising from the previous minutes.	

6	<p>Updates on the Carers Strategy</p>	
	<p>Ania Nicholls (AN), Commissioning Officer, Adult Care and Health Commissioning, Cornwall Council presented the final draft of the Adult Carers Strategy 2020-2025, which was due to be considered for approval by the Council’s Cabinet on 27 September 2021. Questions and comments were invited.</p> <p>Aesthetically, the document was very different to the versions previously received and supported by the Board but AN confirmed that the content was largely unchanged, with the main changes being the addition of two sentences focusing on safeguarding.</p> <p>The general consensus of the Board was that the new format was user friendly and easy to read but concerns were raised that it may not be accessible to all Carers. In order to be more inclusive, if the Council did not plan to provide hard copies, it was important that a plain black and white version in standard report format, without images, should be available online for people to print as cheaply as possible. A member commented that Carers without digital access would still be disenfranchised. Attention was drawn to the final page of the document, which provided details of how to request it in another format or language.</p> <p>The Board went on to discuss delivery of the Strategy through the Informal Carers Service and accountability for that.</p> <p>It was agreed that:</p> <ol style="list-style-type: none"> 1. the content of the final draft of the Adult Carers Strategy 2020-2025 be supported; and 2. it be recommended to Cornwall Council that in recognition of the need to ensure accessibility and inclusivity for all Carers, a printable black and white version of the Strategy in standard report format, without images, be available online alongside the approved version. 	<p>MH send minute to AN for inclusion in Cabinet report.</p>
7	<p>Identifying Carers Needs Project Update</p>	
	<p>AN reported that two co-production sessions had been held which had proven useful and informative. The subsequent report had been sent to senior managers at Adult Social Care who would lead on changes to the assessment process. She agreed that change was necessary as currently it was too lengthy and bureaucratic. The operational teams had the responsibility to lead, in conjunction with the re-design of the social care assessment, as part of its Business Plan. It was flagged as urgent but AN could not give a timescale, though she would keep monitoring progress.</p>	<p>AN to ensure that the Board remains updated.</p>

8	Update on New Informal Carers Support Service	
	<p>JP shared her presentation which had been circulated with the agenda. She highlighted the importance of the shared values of the partners and noted that the website which forms the main part of entry level 1 was still under development; with Level 2 being a well-being plan and support and Level 3 a Carers assessment and possibly personal budget. There were also various tools and resources available, including support for Young and Young Adult Carers and planned transition to Adult Carers services.</p> <p>The development of the service would be shaped by co-design on a regular basis and would incorporate an embedded review. There would be an emphasis on supporting change and shifting culture.</p> <p>Representatives of Promas, one of the partners, were unable to attend the meeting but had shared the following:</p> <p><i>‘Promas CIC are continuing to provide online, telephone training and support to unpaid carers. Since the beginning of the new contract we have seen an increase in referrals from carers requesting the new coaching and mentoring service. We are resuming face to face training courses in September but will continue to provide telephone training to those carers unable to attend face to face training or who cannot leave their cared for.</i></p> <p><i>We have launched a new dementia online course in addition to the generic caring for carers online courses. In September we will be starting a new two year activity project free for unpaid carers including swimming , photography and Tai Chi . We are delighted to be working in partnership delivering services to unpaid carers. For more details look at our website www.promas.co.uk’.</i></p> <p>Kelvin Yates had been due to attend to inform the Board of the work of Age Uk but was not present.</p> <p>TC gave a brief verbal update on the work of DisAbility Cornwall and provided the following more detailed information to share:</p> <ul style="list-style-type: none"> • <i>Since 1st July we have spoken with over 300 carers, creating nearly 800 actions.</i> • <i>We have 7 advisers, all of whom are, or have been, in a ‘caring’ role. The advice line is open 9-5 Monday to Friday and until 7pm on Tuesday and Thursday, we can be contacted via phone, text, email and webchat.</i> • <i>During our first few weeks most of the team completed the following training sessions:</i> <p><i>Benefits for carers Mental health first aid Safeguarding</i></p>	

*Making Every Contact Count
ASIST (suicide prevention)*

The following are still to be planned: Trauma Informed Practice, NVQ3 Advice & Guidance (for those advisers who don't already hold this qualification) and tailored in-house sessions for Dealing with Difficult Calls, Criteria for Accessing Carers Assessments and our 'Partner Organisations 'offers'.

- *We changed the Emergency Carers Card system and artwork. The card reference number now matches the case management ID number and details of the emergency contacts are kept on a separate excel spread sheet. If the contacts change we only need to update the spreadsheet and not the card, therefore saving money on reprinting cards and postage.*
- *The paper system for requesting a card was over complicated, we now take the details over the phone or directly via an online form, we don't require signatures for the emergency contacts, we verbally check with the carer that their emergency contacts are willing to be contacted.*

We are in the process of ensuring all the carers who have old cards will be transferred to the new data base. We have completed 39 new requests and reprinted 74 cards from the old data base which still has over 700 people on the list.

- *Since 30th July our Communications and Engagement Administrator has increased our social media presence, has posted 10 relevant stories which have reached 2,385 people and received 200 'likes'. In the last 7 days we have 4 'new followers'.*
- *We have dealt with the back log from the previous contract holder along with anticipating over 2,000 carers on the Local Authority's Mosaic system who need contacting.*
- *Case examples:*
 - *We obtained a grant of £345 towards a camping holiday for a young family*
 - *£100 towards school uniform*
 - *Supported a parent carer to apply for DLA for her child*
 - *Carer supporting his wife with terminal cancer with no support. I called the GP surgery asking for support, the following day they had carers coming in, Marie Curie had made contact and the GP had visited*
 - *Client suddenly needed to care for Grandmother and is new to the area, we signposted to local community groups and training with Promas*
 - *Client's pension had been suspended, called the pension service on her behalf, it was reinstated, and she received a back payment*

- *Client tested positive for Covid so is unable to visit her dad. dC advertised for a PA and will carry out a welfare check until a PA is in place.*

To ensure GDPR was adhered to, adult carers on the old database were being contacted for explicit consent to be moved to the new one. The Young and Young Adult Carers list was now being worked through.

PH asked where support could come from for Carers who could not get agency carers even though they had a care support package. JP said that there was a lot happening at the moment to promote recruitment to social care roles and it was important to understand what carers needed to move forward. She urged individuals to give the advice line a call.

CM asked if there was an evaluation strategy around promotion as a lot of young people no longer used Facebook and found apps such as Instagram and Twitter more relevant. TC said their communications officer would be collecting feedback and they were looking to facilitate a WhatsApp group. BQ said that NHSE/I could give advice on how to reach people through social media. JP was in the process of recruiting for a media role at CRCC and would ensure that the successful candidate was linked in with NHSE/I.

GL emphasised the need to ensure that there was a plan in place to report back both objectively and subjectively to the Council, and to the Carers Partnership Board, providing an overview in advance so that questions could be prepared. MH and JP were due to meet to discuss the best format to report to the Board on the progress of the new service in order to meet the remit of the Board to scrutinise the implementation of the Carers Strategy.

AW asked for more details about the newsletter. At the moment the focus was on the emergency cards, but there were plans for a live newsfeed and an e-newsletter. The service wanted to work with carers to resource devices and provide links to support to use these. A newsletter could be sent out if necessary but they would want to understand the reasons why people could not connect digitally - there were grants available. The e-version would be through the Cornwall Carers website.

AW also raised the issue of the emergency card and passport. The service was in discussion with RCHT and the expectation was that the card would include the passport logo and that engagement was taking place with carers to see what they wanted to get from the card and passport. AW felt it should be universally recognised across the peninsular. MB said she had only recently taken on the portfolio but she was looking to establish focus groups with the aim of ensuring that the emergency card was the carer's proof without the need for further paperwork. For reference, MB was the main contact for this matter. AW said they should be working with

Derriford, whose own passport was work-in-progress. She reminded the group that 1/3 of people who attended Derriford were from Cornwall. MB agreed that all cards should mirror each other as far as possible so the offer was the same. The card would be the passport, with a leaflet explaining what was offered.

SC noted that Young and Young Adult carers needed to be considered within the emergency card and passport system. This was part of the strategy and work had been done for a different format, with the intention for it to go to Scrutiny in October. It was really important to recognise their caring role and the impact on families if anything happened to them. SW endorsed the importance of this.

NC then gave update on Kernow Young Carers, the name being retained as Young Carers had requested continuity. A small team of 5 have been TUPEd across from the previous provider, bringing knowledge and experience. Focus was currently on induction and priorities and recruitment for 2 vacancies within the team.

Holiday activities for the summer had focused on the 200 young carers identified as those with the highest need. Contact had been made with all families as, although some of the 200 had taken up offers, some had found support elsewhere. Half of those attending were sibling carers, so focus was on more than one cohort. The team had started one to one contact with those identified as highest need.

NC acknowledged that the transfer of services had caused some change and they were trying to respond to this.

The intention was to focus on working with schools from September. One area of change was a focus on primary schools for early intervention but secondary schools could be reassured that support and link workers would still be available.

NC would follow up with CRCC about emergency cards and passports.

A new Kernow Young Carers website was in development. It was not fully functional yet but did have a link to relevant phone numbers and e-mails. An e-newsletter would be sent to all young and young adult carers as soon as the mailmerge option was working and they would seek to post hard copies where needed.

Part of the specification was to reduce numbers of young carers but also to ensure young adult carers got the right support through transition. Kernow Young Carers were working closely with CRCC on this.

SW said that Action for Children had set up lots of activities and asked why the transfer could not have been smoother. NC said they started on 1st July, which was very close to the summer

	<p>holidays and restricted options. They were already thinking about ways to improve activity offers in holidays to come. SC said that Covid had affected a cross-over and gave a massive thanks to NC for the one to one support and tickets that had been made available. It was important that the contract continued beyond 12 months or the same issues would occur again in July 2022. The service was new and different and engagement with young and young adult carers was taking place to ensure that the correct provisions were on offer and to identifying gaps.</p> <p>DC followed up PH’s question about support for those losing agency support. She stressed how important it was to publicise the service. She could foresee a lot of involuntary carers requiring support due to the lack of domiciliary care and the solutions to “bed blocking” by asking families to take people home from hospital. She asked what would be in place to let people know there was a service to support people in such situations. JP agreed it was a really important issue and that early identification was key. She was taking the presentation across the System to encourage referrals and also contacting social prescribers within localities and communities. SW asked JP to circulate to Care Forums to ensure coverage across the County.</p> <p>WG said there is a new Carers Group starting in Autumn and that leaflets and promotional information would be produced to hand out to carers. The service was currently working in partnership with carers around content and development of leaflets.</p>	
<p>9</p>	<p>Carers Work at Derriford</p>	
	<p>Claire Jukes, Patient Services Manager, UHPT had been due to present an update on the work currently being undertaken at Derriford for carers. Unfortunately, she had to submit apologies immediately prior to the meeting due to service pressures. It was agreed that the item be deferred to the next meeting.</p> <p>AW took the opportunity to provide updates.</p> <p>The Carers support work (Caring for Carers) was improving links and ready to send referrals to Cornwall.</p> <p>Autism children’s service and 7 day service - Healthwatch Cornwall had written to KCCG and other partners on behalf of the Board to express its commitment to it should Cornwall fund part of the service. Devon County Council and Plymouth City Council had agreed to fund the service but a reply from KCCG was awaited. If there was no commitment from it the service would go ahead on a reduced basis, though it would be hard to exclude people from Cornwall.</p>	<p>CJ to present to next meeting.</p> <p>MH to liaise with Nory and update AW</p>

10	Trust Carers Group Update	
	<p>Andy Fox was unable to attend the meeting but had reported the following:</p> <p><i>'We are still in recess awaiting the arrival of a new CEO to CFT in October. We are still finalising who will be the next Trust Carers Lead and also have an invite to the next Triangle of Care meeting which is also rejuvenating. In the operational world of MH it has never been busier or more pressured for all.'</i></p> <p>The figures for new carers and assessments, circulated with the agenda, were noted.</p>	
11	Parent Carers Cornwall	
	<p>The Parent Carers Cornwall Update report had been circulated prior to the meeting.</p> <p>SW drew particular attention to the exciting Keyworker pilot programme and their work with the Isles of Scilly.</p>	
12	Falmouth University Research Project - Unpaid Carers	
	<p>GW gave a presentation about this project, as circulated with the agenda.</p> <p>If members wished to participate or learn more about the project they could contact GW at Gwynedd.williams@falmouth.ac.uk.</p> <p>AW commented that the name of the project CHC could be confused with Continuing Health Care. GW said that the title had been agreed some time ago in collaboration with partners in Scotland.</p> <p>NS commented that local Healthwatch could be included in recruitment of unpaid carers and she would arrange for this to be put out on Healthwatch Cornwall's social media. SW would also publicise through Parent Carers Cornwall.</p>	<p>NS and SW to promote recruitment for project</p>
13	Any Other Business	
	<p>There was more funding for Changing Places in Cornwall. There would be a consultation letter going out to lots of groups to seek feedback on where extra resource was needed. MH was awaiting final details and an Easy Read version to become available before circulating.</p>	<p>MH to circulate letter</p>

14	Future Meetings	
	Thursday, 11 November 2021, via Teams. The Board agreed that the start time be brought forward from 2pm to 1pm.	MH to update and resend meeting invite