

Item 4 - Updates from Members and Commissioners

The following updates were received from members and Commissioners in advance of the meeting.

Carer's Corner

Information received from Jo Dobson, Patient Engagement and Feedback Manager, Royal Cornwall Hospitals NHS Trust

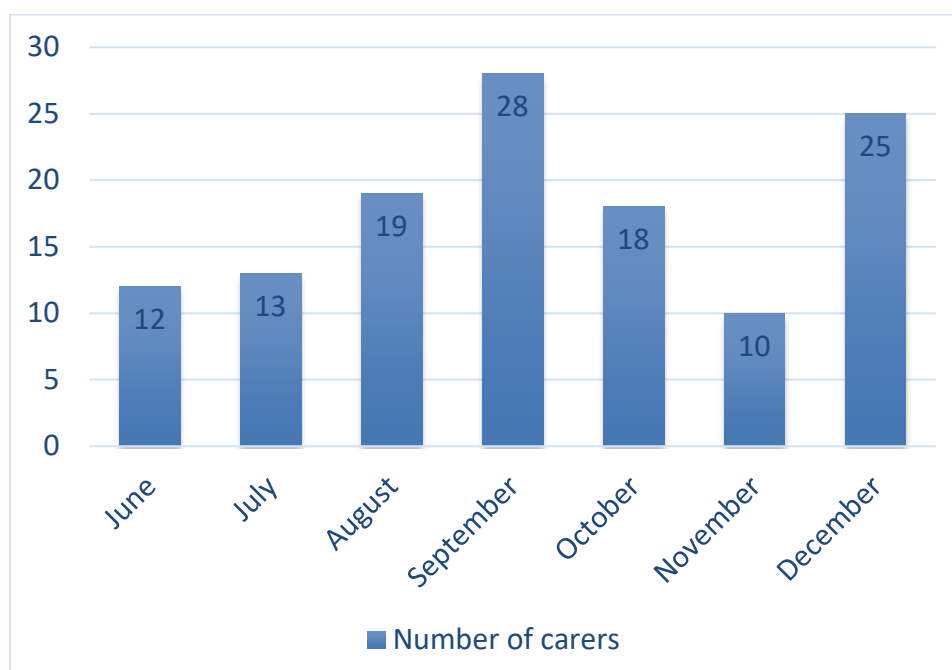
Treliske

Here is the breakdown over 08/06 – 19/11:

Carer's data:

Carers (who are staff)	10
Carers (visiting inpatients)	68
Carers (general)	29
Carers (visiting outpatients)	12
Carers (who have travelled in for the carer's corner)	5
TOTAL	124

14.5% were carer's looking after someone with a **dementia diagnosis** (18 carers).



On average we support 4 carers a week face to face through the carer's carer.

General information data:

We have also given out general information to the following:

Staff	8
General Public	15
TOTAL	23

Information carer's have received:

The information, advice, support, and guidance we've given out has been from a wide range of topic:

Admiral Nurse Service	18
Cornwall Carer's Service	74
Carer's Passport	40
Herbert Protocol	1
Promas	8
Butterfly Companions	3
Age UK	6
Carer's Information Booklet	68
Complains	1
Safeguarding	2
GP	2
Alzheimer's Society	5
Singing for the brain	1
Carer's Emergency Card	15
Memory Cafe	7

We have provided a total number of **50 meaningful, personal 1-1 conversations** with carers, which equals **40.3%** of the carers we've seen which wouldn't have been possible without the carer's corner not been available.

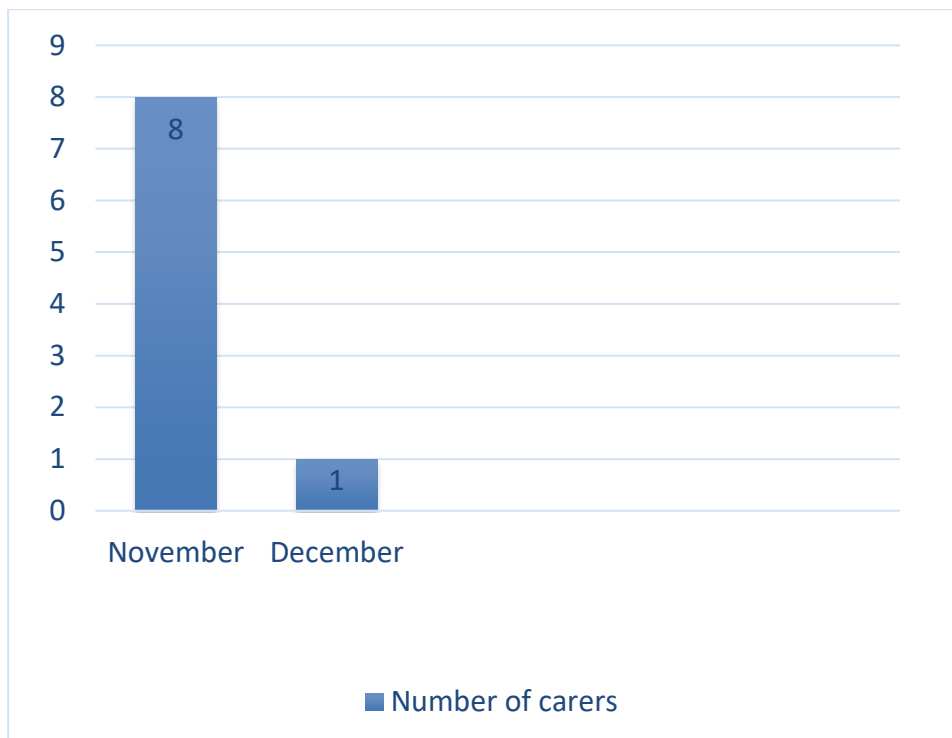
West Cornwall Hospital

Here is the breakdown of our Carer's Corner at WCH which takes place on the first Wednesday of each month, started in November 2023.

Carer's data:

Carers (who are staff)	0
Carers (visiting inpatients)	0
Carers (general)	0
Carers (visiting outpatients)	0
Carers (who have travelled in for the carer's corner)	9
TOTAL	9

3 referrals to Admiral Nurse Service – November 2023.



Information carer's have received:

The information, advice, support, and guidance we've given out has been from a wide range of topic:

Admiral Nurse Service	5
Cornwall Carer's Service	2
Carer's Passport	1
Herbert Protocol	0
Promas	0
Butterfly Companions	0
Age UK	0
Carer's Information Booklet	0
Complains	0

Safeguarding	0
GP	1
Alzheimer's Society	1
Singing for the brain	0
Carer's Emergency Card	0
Memory Cafe	1

We have provided a total number of **8 meaningful, personal 1-1 conversations** with carers, which equals **88.8%** of the carers we've seen which wouldn't have been possible without the carer's corner not been available.

Healthwatch Cornwall

Outside of the Partnership Boards, only three pieces of feedback specific to carers had been received in the last quarter.

Discharge from hospital x 1

An individual who had a fall at home, was admitted to hospital and was then discharged home without any support. The person then had another fall so was readmitted to hospital, leading to being transferred to Derriford without any communication with the family.

Dentistry x 2

- No NHS dentist available in Cornwall and unable to afford private one.
- NHS dentist has now gone private and cannot afford to pay privately.

Day Opportunities & Inclusion Support (DOIS) and Supported Employment Services

Update provided by Cheryl Bridges, Strategic Commissioning Manager, People Commissioning (Care & Wellbeing), Cornwall Council.

Day Opportunities & Inclusion Support (DOIS) and Supported Employment Services are progressing through our recommissioning process.

We have received positive engagement in regards to our surveys and codesign (with current and future service users and their families, service providers and care workers), which have now concluded.

An external organisation, the NDTi, was commissioned to coproduce the service design element which is informing the future delivery model of day services. This approach recognises that people who use the services (and their families), and those who deliver or are involved with them, have knowledge, experience and expertise that can be used to help achieve their goals and aspirations.

The NDTi trained local people with lived experience to act as facilitators and the engagement opportunities included visits, focus groups, hybrid workshops, surveys and self-led activities. The results and analysis provided by the NDTi has been used to inform the way we commission these services going forward.

In addition, a series of themed workshops to engage with the care and support provider market to codesign day opportunities has taken place, informing the business case and draft service

The Key aspects of the proposed service model approach include a clear Vision of Day Opportunities and Inclusion Support (DOIS) being “flexible community-based activities, supporting people to live full meaningful lives, included in their local community.”

To realise the vision services will transform over the life of the contract. The proposed model includes;

- Opportunities codesigned with People who use services, ensuring they support the outcomes people want to achieve
- The provision of a wide range of outcome-focused opportunities,
- Employment opportunities will be promoted to all that want to pursue this,
- Opportunities to be offered across the week and in the evenings to meet People’s outcomes,
- People will have choice and control of activities,
- Maximise People’s independence,
- Enabling access to local opportunities,
- People included in local communities,

To realise the vision and the model we are proposing People who use the service, Providers and commissioners work together to achieve the following;

- Development of the Cornwall Day Opportunities Forums

- Develop Local community networks, to embed and realise a local community offer
- Opportunities will be promoted through a DOIS Directory providing People to have choice and flexibility.

During February we will continue to engage on these key aspects of the specification seeking feedback which will inform the final specification. If anyone would like to be involved in the specification development email us at adultscommissioning@cornwall.gov.uk to express your interest.

The Business Case will be presented to Cabinet in March 2024 and we anticipate the new contract will commence in October 2024.

Supported Housing Strategy

From Sarah Keast, Commissioning Manager, Adult Care and Wellbeing, People Commissioning, Cornwall Council.

We are now focussing on delivery of the Strategy and have set up various working groups to drive things forward – one for older people, one for working aged adults, one for homelessness, one for young people etc.

Progress will be reported to the Board.

Promas CIC

We have now organised all of our courses and activities that are available free for unpaid carers for the year ahead. The Partnership Boards team have circulated them to the Board. In addition they are all on our website.

We have run the first dementia course for carers in one room and the cared for in another room, having activities and cognitive stimulation provided by Memory Matters which was very well received and evaluated .

More of these are being run in March, April, July and September across Cornwall . We have a range of monthly free activities for carers and all welcome to apply. For application and or booking please contact info@promas.co.uk for more details.