

Carers Partnership Board
2 pm, Thursday, 10th February 2022 via Teams:
[Click here to join the meeting](#)

Agenda

	Item	Lead
1	Teams Guidance and Meeting Etiquette (Page 3)	Chair
2	Introductions and Apologies	Chair
3	Actions from Previous Meetings	Chair
4	Minutes of the Meeting Held on 11 th November 2021 (Pages 4-16)	Chair
5	Matters Arising	Chair
6	Adult Social Care Critical Incident	Cornwall Council
7	Carers Work at Derriford	Claire Jukes, University Hospitals Plymouth NHS Trust
8	Update from Healthwatch Cornwall (pages 17-21)	Natalie Swann, Becky Harrison-Plastow, Healthwatch Cornwall
9	Update on the Informal Carers Support Service (pages 22-23)	Jayne Price, CRCC
10	NHSE/I Commitment to Carers Programme	Charlotte Harris, NHS England and NHS Improvement – South West
11	Delivering Better Care	Ann Smith, Ania Nicholls, Cornwall Council
12	Update on Day Services	Ann Smith, Cornwall Council
13	Parent Carers Cornwall Update	Sandra Ward
14	Falmouth University Research Project – Unpaid Carers	Gwynedd Williams, Falmouth University
15	Any Other Business	All
16	2022 Meetings (all Thursday, 2pm, via Microsoft Teams): 12 May, 11 August & 27 October	Chair

16	2022 Meetings (all Thursday, 2pm, via Microsoft Teams): 12 May, 11 August & 27 October	Chair
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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.

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	Ongoing. Holly Kiernan, Patient Experience Manager is now leading on this. The passport was completed awaiting sign off.
11/11/21	Share details of carers passports and emergency cards with WG for distribution to those without digital access.	JP	Complete. Agreed that the best route would be via the advisor team. The team give all carers information about the emergency card and passport and carers register and complete the application with them. There isn't a dedicated leaflet for the emergency card but detail and information about the provision can be provided via the advisor team.
11/11/21	Liaise with the advice line and website team regarding engagement opportunities.	JP	Complete. The carer feedback survey will be launched Feb/March. Each engagement event will be detailed and live on the website.
11/11/21	Share information on how to sign up for the newsletter.	JP	Complete. All carers coming through the advice line are asked about the newsletter and invited to sign up.
11/11/21	Meet with Carers Forum reps.	MH	Incomplete. A meeting with Forum reps, to discuss reporting lines to and from the CPB, will be held once clarification of their future structure is confirmed.
11/11/21	Representative from Age UK requested to attend the next meeting	JP	Ongoing. Age UK have confirmed attendance at the 10 February 2022 meeting.
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	Complete. JP met with KH, shared the slides for the service, CE has also been in contact with KH to share information on young carers. JP has offered to join further meetings to discuss the service and the support available. Attendance set for the 8 March.
11/11/21	Share new strategies at earliest opportunity.	AN	Ongoing. Update on Delivering Better Care on 10 February 2022 agenda.
11/11/21	Share details of Carer Experience of Hospital Discharge Project.	MH	Complete. Circulated following November 2021 meeting.
11/11/21	Circulate new carers and assessment figures, Trust Carers Group update, at earliest opportunity.	MH	Ongoing. Reports circulated as received until a CPFT Carers Lead is appointed and attends CPB meetings.
11/11/21	Falmouth University Research Project update to next meeting.	GW	Ongoing. Update on 10 February 2022 agenda.
11/11/21	CH to investigate.	CH	Complete. Updated provided and will be relayed at 10 February 2022 meeting.
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. Project currently on hold.
19/08/21	Update on the work currently being undertaken at Derriford for carers.	CJ	Ongoing. Update on 10 February 2022 agenda.

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>regarding engagement opportunities</i></p> <p><i>JP to share information on how to sign up for the newsletter</i></p>
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	<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</p>	

<p>and engagement</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>AN to share the new strategies for feedback as soon as available</i></p>
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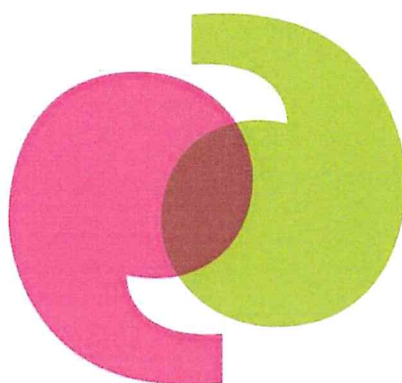
7	NHSEI and Healthwatch England Carer Experience of Hospital Discharge Project	
	<p>NS updated the Board on research that Healthwatch Cornwall was undertaking and requested support in recruiting people to take part.</p> <p>Healthwatch Cornwall were one of 7 local Healthwatches approached by Healthwatch 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>	<p><i>MH to circulate further information</i></p>
8	Trust Carers Group Update	
	<p>Nobody was in attendance to provide this update. MH would circulate up to date figures as soon as they were available.</p>	<p><i>MH to circulate updated figures</i></p>
9	Parent Carers Cornwall Update	
	<p>SW presented her update (circulated with the meeting papers) and noted that Parent Carers Cornwall were busier than ever.</p>	
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>	<p><i>GW to update at next meeting</i></p>

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.	

Report for Carers Partnership Board

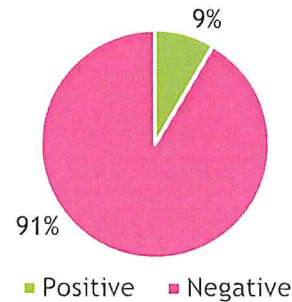
Healthwatch Cornwall Feedback

01 Jan - 31 Dec 2021



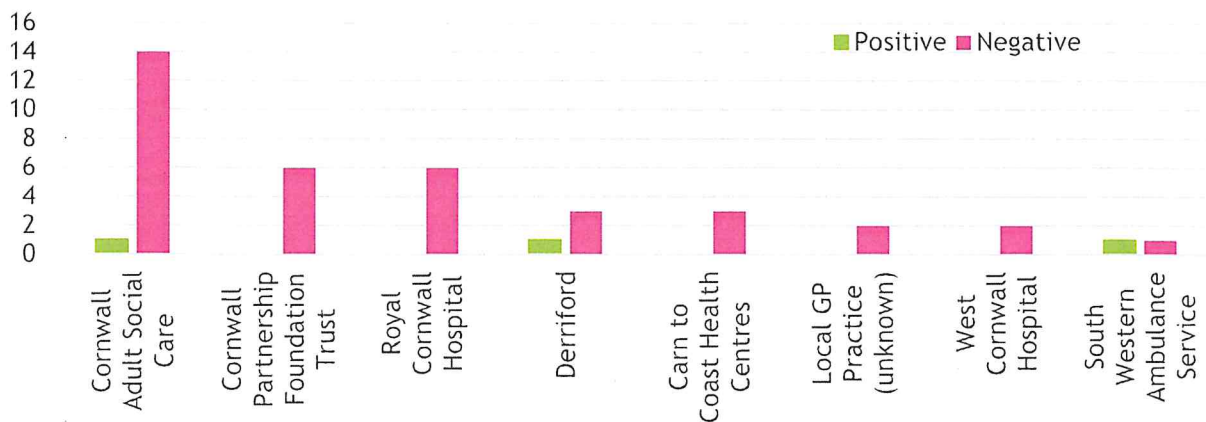
Feedback received from Carers between Jan 1st and Dec 31st 2021:

Healthwatch Cornwall received 47 pieces of feedback from Carers in the last 12 months. The majority of feedback was unsolicited (96%), received through our website, phonenumber and email. Two pieces of feedback were collected from Carers at engagement events. Unsolicited feedback tends to be negative in sentiment, so it is unsurprising to see that most feedback received (91%) was negative.



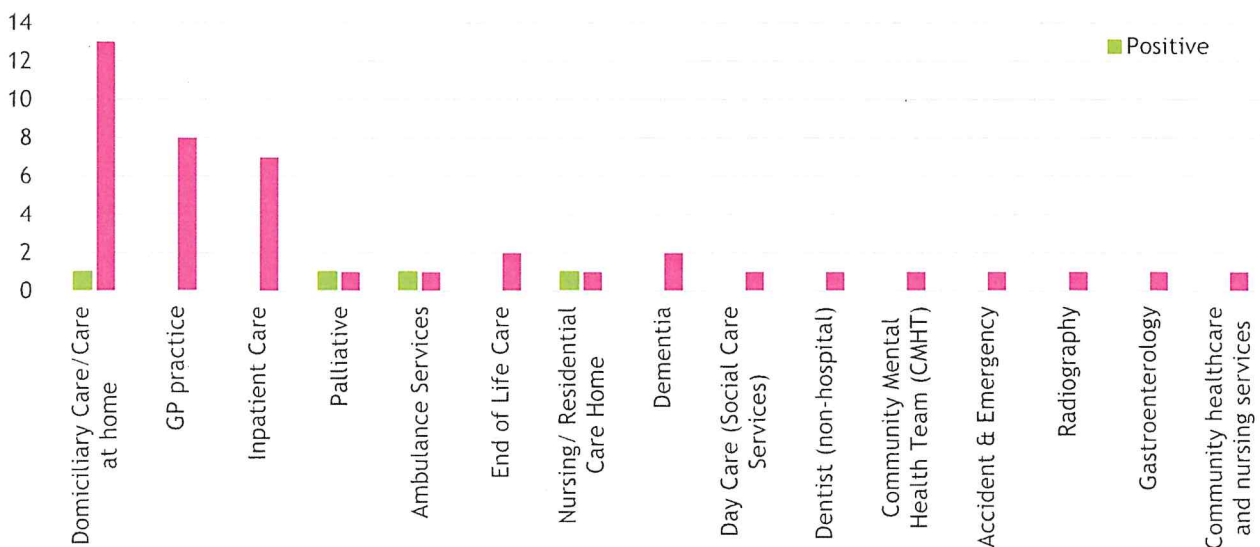
Feedback by organisation (47 pieces in total)

Organisations with two or more pieces of feedback are included in the chart below. Complaints about Cornwall Adult Social Care domiciliary care packages were most common.



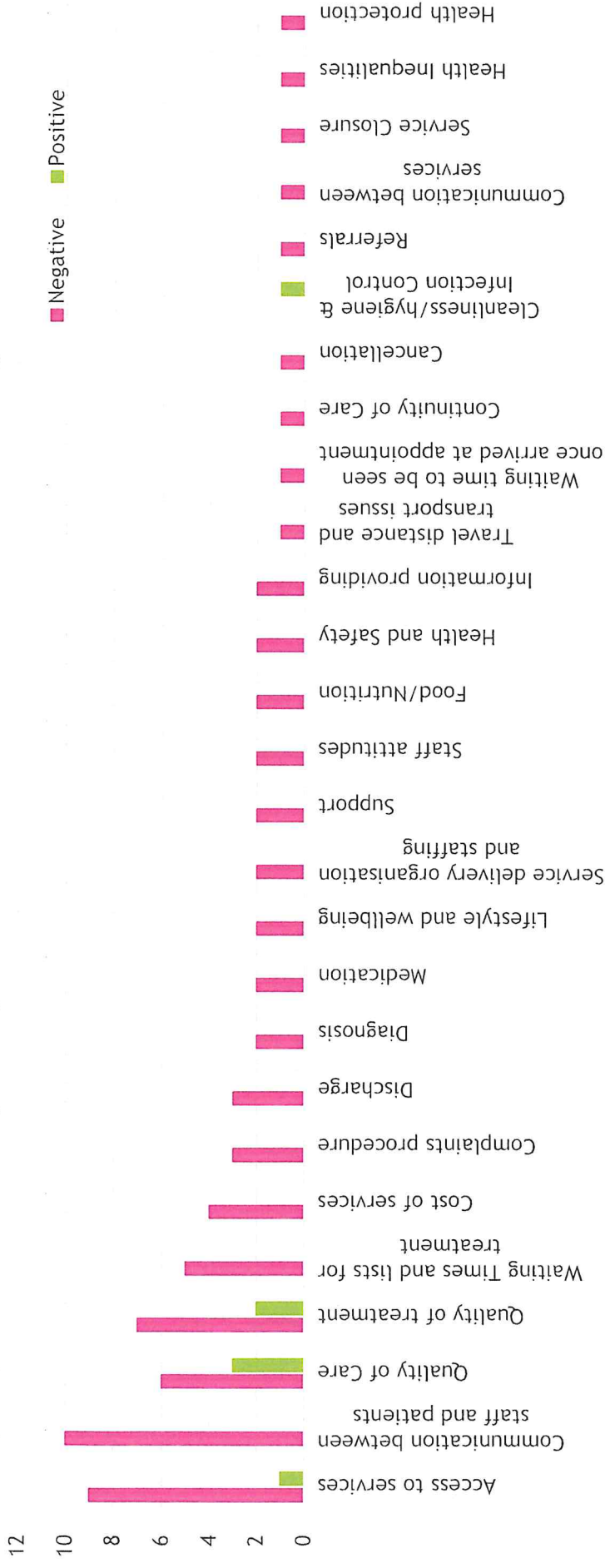
Feedback by Service (47 pieces in total)

Alongside Domiciliary Care, GPs and Inpatient Care were services that we received the most negative feedback about.



Feedback by Theme (for all 47 pieces of feedback)

Please note, one piece of feedback may be assigned more than one theme so counts of themes are higher than counts of feedback.



The most common negative themes were ‘Communication between staff and patients’, ‘Access to services’, ‘Quality of treatment’ and ‘Quality of Care’. The theme of ‘Communication between staff and patients’ was assigned to feedback about a range of services and organisations. Examples include social workers not responding to emails and phone calls; contradictory information being given about care costs; difficulties communicating with a relative in a care home; and difficulties getting updates from staff on their relative in hospital. ‘Access to Services’ was most often about difficulties accessing an appropriate package of domiciliary care, but also included difficulties accessing a GP and dentist.

Relative had care package which has since stopped. Adult Social Care not providing equivalent care and will not increase it or do a new review.

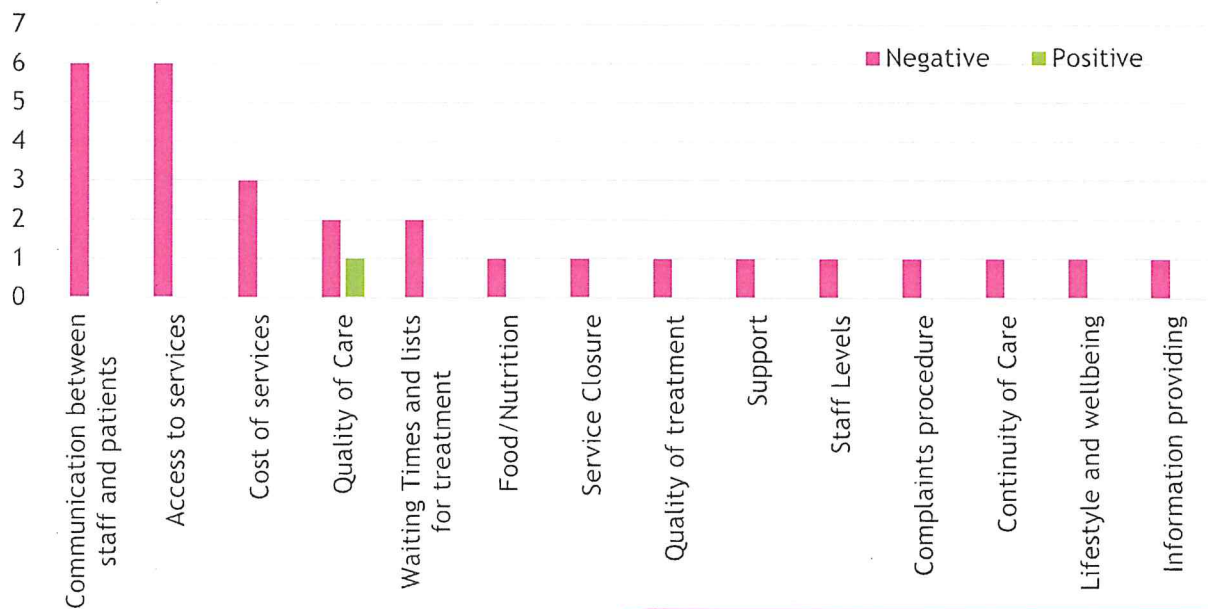
Organisation/Service: Cornwall Adult Social Care / Domiciliary Care
Themes: Access to Services; Lifestyle & Wellbeing

Caller wants to make it very clear that everyone that was involved in their spouse’s care was wonderful and feels like the system let her down. and does not want this to happen to anyone else.

Organisation/Service: Derriford/Palliative Theme: Quality of Care

Some positive feedback was received about ‘Quality of Care’, ‘Quality of treatment’ and ‘Access to services’.

Domiciliary Care: Feedback by Theme (14 pieces of feedback)



Spouse has Alzheimer's, waiting for needs assessment, also needs respite care for themselves. Needs wheelchair and doesn't know where to start.

Organisation/Service: Cornwall Adult Social Care / Domiciliary Care

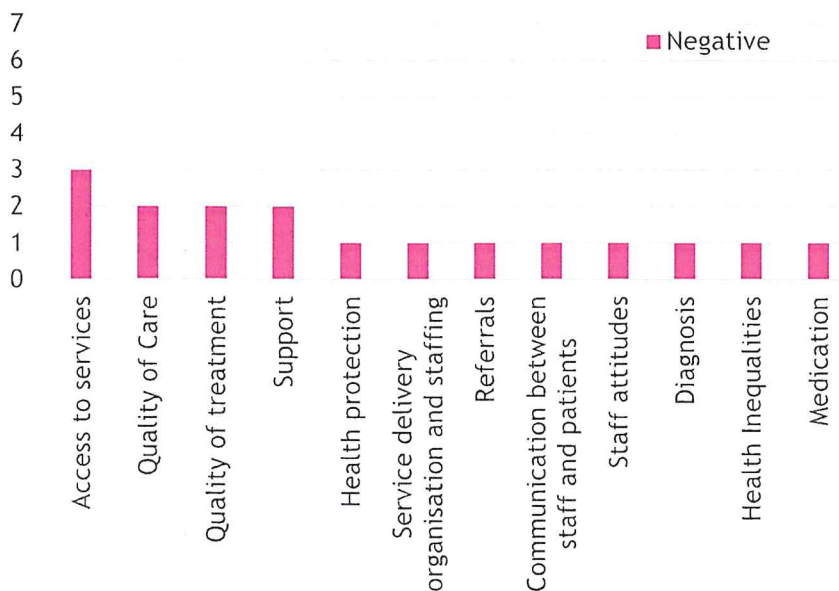
Themes: Waiting times and lists for treatment

Spouse had a fall and ended up in hospital. Was finally discharged with a care package in place, and was told they would not have to pay for care. Caller has now been advised they will be charged retrospectively by Cornwall Council for care provided to spouse following hospital discharge having previously told it would be paid by Government due to Covid.

Organisation/Service: Cornwall Adult Social Care / Domiciliary Care

Themes: Communication between staff and patients; Cost of services

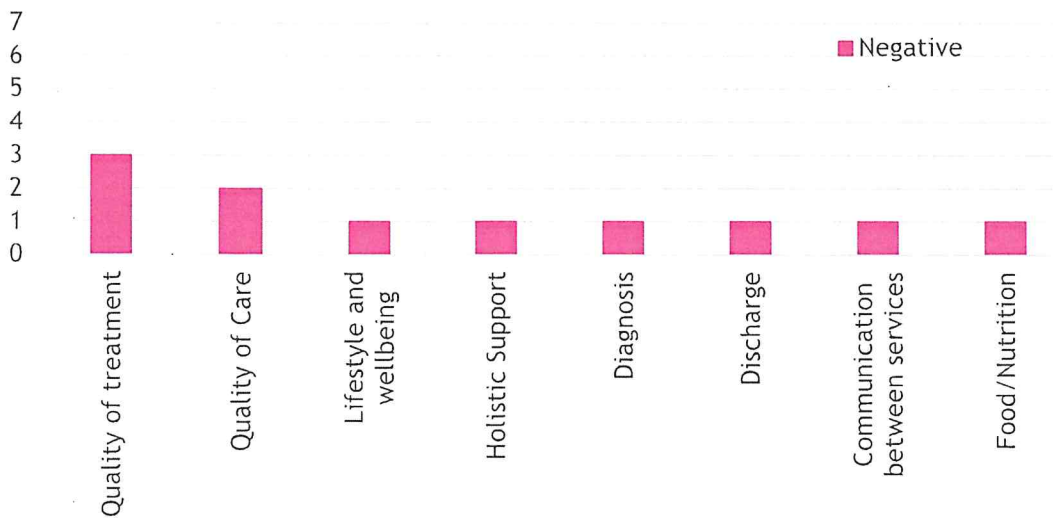
GPs: Feedback by Theme (8 pieces of feedback)



During the first lock down I had pain in my shoulder. GP's surgery said you can't come here, and couldn't refer me to physio as they weren't available. After two months I was referred to physio but by phone only. I was left in excruciating pain with virtually no help. I am a carer for my adult Autistic learning disabled child, and I am disabled myself. In the entire year I received one phone call from the surgery to see if myself and my child were ok. More input would have been welcome.

Organisation/Service: GP (unknown)
Themes: Access to services; Support

Inpatient Care: Feedback by Theme (7 pieces of feedback)



My spouse was admitted to Treliske hospital with a fractured shoulder plus vascular dementia. Whilst in their care my spouse fell and broke their hip. This was not discovered until following morning also fractured their arm which was not discovered until weeks later. My spouse was later transferred to a community hospital and whilst there developed a serious condition which now needs constant care, I am heartbroken and angry.

Organisation/Service: Royal Cornwall Hospital; Cornwall Partnership Foundation Trust
Themes: Quality of Care; Quality of Treatment

No	Contractual Obligation	In support of which Key Outcome? (state 1-12)	Responsible partner(s)	Action taken to meet obligation	Current status (complete, not started or ongoing)	Timescale
Level 1 - Help to self-manage your caring role > To help you stay as independent as possible > To help achieve outcomes 1-9						
1	Develop guidelines and training for health, social care and wellbeing practitioners	3	All partners, but dC at first point of contact, support from CC and NHSK	As Described per last quarter update this element of our service is ongoing throughout. During this quarter we have set a schedule for delivering information and support with a focus on health and hospital teams. We are meeting with a range of key professionals delivering information around support available from the service. Toolkits and training sessions for schools are developed with a schedule planned for delivery of these sessions. We have packages of support which I have been delivering across health and social care teams that support teams with early identification of carers routeways and pathways for referral. Resources for carers both locally and national. Identification of working carers. the design model and features of the carers service. Barnardo's team have created and shared tool kits and packages of support for schools, both primary and secondary schools. On going plans include the development of tool kits for employers including offer of support to develop and implement Carer aware policy for their business. These will be launched January 2022. Training opportunities and shared learning opportunities for wellbeing practitioners. We will run some co design sessions with Carers to influence the design of these tools and resources.	ongoing	Sep-21
2	Develop Carers emergency card/Carers passport	9	disability Cornwall, CRCC, support from C and NHSK	The Carers Emergency Card and Carers passport is in place. All Carers have been migrated from the previous service and new up to date carers emergency cards are being rolled out. We have completed work with the team at Trelisk to develop the Carers passport offer in hospitals, we are aligned to the universal peninsular Carers emergency card combined carers passport. This work is ongoing as the carers passport has many elements and must be developed with a wide range of organisations including education community and employment and mental health trusts. To be inline with the government recommendations around Carers Passport. In Cornwall there is clear need to further develop recognition and use of carers passport in Education community employers and mental health Trusts. While the Carers passport is in place there is there is on going development planned through out 2022 to better engage schools and education employers and mental health trusts with recognition use and imbedding Carers passport as a fundamental tool to support Carers.	complete with elements of ongoing work	Sep-21
3	Establish a single point of access to information and guidance	2	disability Cornwall	As per previous this element is in place and running effectively, the website is continuing to be developed to better meet the needs of carers and improve up on accessibility. The Single point of access into the Service is via the advice Line this is live and in place. Key to this is the Website for information and self management options. The website is in development with Text to chat and live Chat being implemented by November 30th 2021		Jul-21
4	Support and establish peer support groups	5	Age UK, CRCC, Carers	The offer to peer support groups remains in place and accessible to groups. During the quarter we have seen a number of groups applying to the grant for support to maintain their group. Peer support groups is in place with various methods in place to develop and maintain peer support Groups. This includes advice on setting up and running peer support groups and governance, Grants to support respite and short breaks from the caring role. within the young adult provision there is activity to support young adults to establish peer support groups with input from a worker to include 12 targeted themes to support young adults.	complete with elements of ongoing work	in place
5	Develop carers awareness training	10	Promas	During the Quarter Promas continue to deliver their schedule of training and courses, including face to face zoom telephone options. Feedback remains positive and informative helping guide and shape future resources. During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.	complete	Jul-22
6	Develop shared confidentiality protocols		CC, NHSK, CRCC	In place we have a joint privacy agreement and protocol in place.	complete	Jul-22
7	Develop training for professionals so they are "carer aware"	6	CRCC	A further 6 sessions planned in for this quarter. This links to item 1. and is part of the tool kit to date 6 sessions have been delivered.	ongoing	Jul-22

8	Develop carers support in hospitals	7	disAbility Cornwall (hosted role) CRCC	Carers passport is in place a new lead at Treiske. I will have a conversation around a launch. Recruitment is in process to the hospital support roles, support in the system is in place via the 3 levels of the service. Carers emergency and carers passport links to this, with resource and support available to carers via the passport scheme. The Dedicated role is in a recruitment phase. (I can share additional information around the requirement for recruitment if required)	ongoing	in place
9	Provide clear information on the differences in provision between children's and adults services	2	DisAbility Cornwall, Barnardo's and CRCC	As per previous The Website being integral to the single point of entry clearly defines the elements of the service provision with clearly defined and specific areas for young and young adult Carers adult carers and the other elements of the service available to Carers. Ongoing development around Carer engagement activities to co design and influence promotional materials and Service Identity including engagement with young people around Kernow Young Carers Website as a sister Website which is dedicated to young carers.	ongoing	Sep-21
10	Develop guidance for employers so they are "carer aware"	8	CRCC	Linked to 1. we have planned a scheduled update to create animations and videos. We have commissioned our lead in this area to develop this resource. Links to number 1. to be launched January 2022	ongoing	Jul-22
Level 2 - Enhanced support when you need it > To help you to be as resilient as possible > To help you achieve outcomes 8-12						
11	Establish 121 support for carers	8	Age UK, CRCC, Carers	In place and going well with over 1200 individuals supported to date through this level of support. In place with level 1 and 2 includes one to one support delivered to 554 Adult carers 377 Carers supported at level 3. a total of 2,575 unique interventions recorded at level 1 and 2.	complete	in place
12	Offer proportionate carer's assessments when appropriate, using strength based approach	11	disAbility Cornwall, CRCC	158 statutory carers assessments completed. This would be an early indicator that the three levels of support is a successful model. 377 Statutory Carers needs assessments completed during quarter one with 99 Carers receiving level 3 support not requiring statutory assessment.	complete	in place
13	Offer training opportunities for carers	10	Promas	As above. During quarter 1. 22 telephone training events 8 coaching and mentoring events 18 online training events and 10 face to face events have been delivered. With a planned schedule for activity in place and one social event planned.	complete	in place
14	Offer self-help and emergency funds	9	CRCC, disAbility Cornwall	All grants open plus additional added value grants. Grants open.	complete	in place
Level 3 - Formal Carer's Assessment and Support Plan > To meet any additional needs you may have > To help you achieve any outcomes that can't be met by the above offer						
15	Offer carers one off Carers Personal Budget to eligible carers	4	CRCC	A total of 56,200.00 awarded in the quarter with an average personal budget of £370.00 to individuals. A total of 44,000.00 have been awarded during quarter one in one off personal budget outcomes. With an average award of £383.00.	complete	in place
16	Create a safeguarding offer for carers with SAB		SAB, commissioners	On going and continual. On going.	ongoing	