

MEETING NOTES:	Carers Partnership Board
DATE:	6th February 2020
LOCATION:	The Function Room, The White Hart Hotel, Church Street, St Austell

ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW) (Chair)		Parent Carers Cornwall
Mike Hooper (MH)	Partnership Boards Officer	Healthwatch Cornwall
Amanda Wilton (AW)	The Patient Council	University Hospitals Plymouth NHS Trust
Ania Nicholls (AN)	Commissioning Officer	Cornwall Council
Aoife Cavanagh (AC)	Deputy Director of Integrated Governance	Royal Cornwall Hospitals (Treliske) NHS Trust
Ben Seamarks (BS)	Commissioning Officer	Cornwall Council
Caroline Ellis (CE)	Admiral Nurse Service Lead	Royal Cornwall Hospitals (Treliske) NHS Trust
Derek Hoddinott (DH)	Consultant	Cornwall Council
Gill Lovell (GL)	Carer	Falmouth Carers Forum
Gordon Lancaster (GoL)	Dementia Carer	Liskeard Memory Cafe
Jayne Price (JP)	Manager of Carers Service and Aged Veterans Service	Cornwall Rural Community Charity
Jenna Grassick (JG)	Service Co-ordinator	Action for Children
Jo Lovell (JL)	Carer	Parent Carers Cornwall
Kevin Downing (KD)	Lead Practitioner	Action for Children
Lynda Berry (LB)	Carer	Helston Carers Forum
Mike May (MM)	Ex-carer	-
Neil Lindsay (NL)	Ex-Carer	Wadebridge Carers Forum & Trust Carers Committee
Pauline Hardinges (PH)	Ex-Carer	Memory Cafe
Sally Mollard (SM)	Carer	-
Wendy Gauntlett (WG)	Carer	Penzance Carers Forum

APOLOGIES

Name	Organisation
Donna Darby	Head of Client & Partnership Networks, Cornwall Care
Barbara Ellenbroek	Cornwall Councillor
Chris Elliot	
Chris Wolstencroft	Fire & Rescue
Claire Jukes	Plymouth NHS Trust
Kelvin Yates	Commissioning Manager, Cornwall Council
Kim O'Keefe	Director of Nursing, Royal Cornwall Hospitals (Treliske) NHS Trust
Liz Nicholls	Adult Social Care, Cornwall Council
Liz Paggett	-
Melanie Howes	Helston Carers Forum
Sarah Stevens	Partnership Coordinator, Pluss
Serena Collins	Commissioning Manager, Childrens & Family Services, Cornwall Council
Stacey Sleeman	People and Prosperity Manager, Cornwall Council
Stuart Cohen	Clinical Commissioning Group
Susan Butterfield	Carer
Teresa Parson	Alzheimers Society

ACTION LOG

<u>Meeting</u>	<u>ACTIONS CARRIED FORWARD</u>	<u>RESPONSIBLE</u>	<u>STATUS</u>
06/02/20	Update on Triangle of Care for circulation to the Board.	AC/MH	Complete. Included in minutes.
06/02/20	Find out why minutes of Dementia Partnership meetings aren't published online.	MH	Ongoing. Response from RJ included in minutes.
06/02/20	Liaise with Sarah Stevens, Pluss, regarding Action for Children services.	KD	Complete. KD confirmed he would liaise via email on 12/02/20.
06/02/20	Update for circulation to the Board re a new group at RCHT to address concerns for carers of those with autism/LDs.	AC/MH	Complete. Included in minutes.
06/02/20	EHCPs on next meeting agenda. Invite SENDIASS.	MH	Ongoing. May meeting cancelled.
06/02/20	Embrace Care - Agenda item for May meeting.	DH/MH	Ongoing. May meeting cancelled.
06/02/20	Embrace newsletter for circulation to Board.	DH/MH	Complete. Circulated with minutes.
06/02/20	Recirculate Carers Engagement Report to Board.	MH	Complete. Circulated with minutes.
06/02/20	Contact DWP re attendance and agenda item - Accessing Benefits (PIP).	MH	Ongoing. May meeting cancelled.
07/11/19	Circulate Kernow Young Carers film to Board.	MH	Complete.
07/11/19	HE to provide NK with a breakdown of the number of carers in Cornwall by location. NK to circulate to Board.	HE/MH	Complete. Link to map circulated with minutes.
07/11/19	Find out if the Cornwall Dementia Partnership minutes were available online.	MH	Complete. Minutes are not published online. However, minutes are now forwarded to CPB distribution list.
07/11/19	Circulate details of the Skills for Care survey to all on the distribution lists for the CPB, the Learning Disability Partnership Board and the Autism Partnership Board.	NK	Complete. Circulated by NK.
07/11/19	Request proposals for suitable alternative venues for CPB meetings.	MH	Ongoing. Email sent to all on distribution list requesting meeting venues. Only 2 responses were received.
01/08/19	Board members to send NK suggestions for alternative meeting places		Ongoing. Last discussed at 6 February 2020 meeting.
01/08/19	Circulate carers service map showing their reach to all Board members	JP/KL	Complete. KL to chase (07/11/19). See above.

01/08/19	GiL to give an update at the next Board meeting about a new group at RCHT to address concerns for carers of those with autism/LDs	GiL	Complete. See 6 February 2020 minutes.
02/05/19	Jayne Price to share information about veterans' services in Cornwall with NK to circulate.	JP	Complete. See 6 February 2020 minutes.
05/02/19	Liaise with Healthwatch Cornwall to see if forum questions can be presented before the next meeting and answers brought.	KY	Ongoing. Dependant on raising of questions. Improved communication with Forums included in 2020 review of Partnership Boards.

Item	What was discussed?	Action
1	<p>Minutes of the Meeting Held on 7th November 2019 and Matters Arising</p> <p>MH provided an update on plans for the development of the Partnership Boards managed by Healthwatch Cornwall (Carers, Older Persons, Autism and Learning Disability). It was intended that implementation would be achieved by early summer and would include:</p> <ul style="list-style-type: none"> • Reviewed member role descriptions and Board member interviews to gain an improved mix of the various types of carers and professionals. • Reviewed Terms of Reference for each Board. • Singular primary Cornwall Council contacts for each Board. • An overarching Board which would provide a formal body for the Partnership Boards to feed their views and recommendations to. <p>The minutes of the meeting held on 1st August 2019 were confirmed as a true record subject to the following:</p> <ul style="list-style-type: none"> • Minute 4, Sharing Good Practice - To clarify, unpaid carers were providing a significant amount of care to inpatients. • Minute 4, Sharing Good Practice, bullet point 4 - To clarify, carers would be offered food off trolleys if there was any left after patients had been served. • Minute 4, Sharing Good Practice - To clarify, Carers ID Cards were used to allow identify unpaid carers on wards. • Minute 8, Annual Health Checks for People with a Learning Disability - Typographical error - SW, not AW, provided the information. <p>The status of actions from previous meetings, as detailed in the updated table, above, were discussed and noted.</p> <p>GL requested an update on the Triangle of Care, referenced in minute 4, Sharing Good Practice. AC provided the following update after the meeting:</p> <p><i>‘The ‘Triangle of Care’ is a working collaboration, or “therapeutic alliance” between the service user, professional and carer that promotes safety, supports recovery and sustains well-being. It was originally developed for mental health services so I think RCHT may have been mixed up with CFT in this instance. However, as detailed later in these minutes, you can see that we have a number of initiatives underway for our Carers across the organisation.’</i></p>	<p>AC to provide MH with update on Triangle of Care for circulation to the Board</p>

403 veterans and their carers and family had been supported through Changing Lives Plymouth.

Carers service activity over the last quarter:



AW added that it was hoped that a veteran could be included on the Patient Council.

AC undertook to send an update to MH to circulate to the Board regarding a new group at RCHT to address concerns for carers of those with autism and/or learning disabilities (action previously attributed to GL at 01/08/19 meeting). The following update was provided:

- *RCHT has a Carer's passport in place. This allows open access to the wards for our Carers to visit their loved ones. It also contains the detail of the care that the Carer can provide to the patient and the care the ward staff should be providing.*
- *A Carer's folder is currently being trialled on two wards. This includes a Communications Sheet. If a Carer has a question for the team or, for example, wasn't able to be there at the time of the ward round, the Carer can write down any questions or concerns they may have and the staff will respond to this in the folder so the information is available for the next time the Carer visits. If the team are told of other Carers outside of these two wards they can arrange for a folder to be brought to them also.*
- *RCHT wants to establish an 'Always Group'. The idea is that this is a group for Carers to come together with the team at RCHT and work on a specific project to improve things for our patients and their Carers.*
- *A Carer's study day was held last year and well attended. This is an opportunity for Carers to attend the Trust for a day to get information, signposting and to talk about the care they provide to their loved ones. Speakers also attend this day to share information*

AC update to MH for circulation to the Board re a new group at RCHT to address concerns for carers of those with autism/LDs.

	<p><i>relevant to our Carers. Once the date for this year has been identified, we will share this with the Carers Partnership Board.'</i></p> <p>SW fed back on the outcomes of the Parent Carers Cornwall Health and Social Care Survey.</p> <p>79 families had responded and a number of concerns had been highlighted in relation to the perceived negativity displayed by Children's Services, matters that were contrary to the Ofsted report and the large increase in exclusions and off-rolling.</p> <p>SW proposed that Education, Health and Care Plans (EHCPs) be considered at the next meeting, with a representative of Special Educational Needs & Disability Information, Advice & Support Service (SENDIASS) to be invited to share their knowledge of supporting parents with their educational issues, particularly around entitlement to an EHCP for their child as well as exclusions and Home Education.</p>	<p>EHCPs on next meeting agenda. Invite SENDIASS.</p>
<p>2</p>	<p>Day Opportunities and Usage of Council-owned Buildings</p> <p>The Chair had requested that day opportunities be discussed at the meeting, specifically, the number of Council owned buildings that were not currently being utilised, including respite centres which were vacant during the daytime. Lowena was cited as a space that wasn't being used effectively, with bids for day services being turned down due to it being a respite centre. There was seemingly a need to encourage different departments within the Council to communicate more effectively with one another to ensure that suitable spaces weren't being left unused.</p> <p>BS cited the problem of day services not operating beyond 5pm, as well as the need to address the issue of meaningful activities being lost outside of term time as colleges were closed. He said that it was important that local knowledge of suitable resources was fed back to the Council so they could link in with them.</p> <p>A commonly heard message was that there were not enough day opportunities available. Also, the needs throughout Cornwall differed greatly so it was necessary to identify gaps, shortcomings and the appropriate products to fill them. It was acknowledged that commissioners needed to ensure that venues were not put in a position where they were in opposition to one another and that there was a need to upskill staff in some areas.</p>	

	<p>BS encouraged members to email him at Ben.Seamarks@cornwall.gov.uk with details of under-utilised spaces for him to investigate. PH suggested the One Stop Shop in St Austell.</p>	
3	<p>Embrace Programme and Reducing Unmet Demand for Home Care</p> <p>DH gave a presentation on Embrace Care, circulated with these minutes, providing findings and timelines for progression.</p> <p>It was agreed that the Board receive an update at its next meeting.</p> <p>In addition to the information contained within the presentation, DH stated the following:</p> <ul style="list-style-type: none"> • Some patients, or their families, wanted healthcare despite the patient having been identified as being safely cared for at home. • The remaining 2% on the Diagnostic pie chart related to issues for which there were no attributable causes that would allow for grouping. • Most patients wanted to return home and to be around their family. • It was felt that an alerts system created crises. • Around 350 individuals had eligible homecare needs but the appropriate support had not been identified, which led to a knock on effect for beds. • People became dis-abled through the use of temporary beds, leading to long term issues. • People with Direct Payments that employed personal assistants had not been factored into the care workforce figures. • When addressing the elements to make better use of existing resources it was necessary to consider the levels of unmet need, the clustering in four distinct areas and current, inappropriate care settings. • The Council used a Dynamic purchasing system but it had not always been possible to find the right providers. Internal processes were to be looked at. • That would include a pilot scheme with providers working closer together and collating resources to meet more need. • Improved rota planning would decrease hours driving. • The very small profit margins for the homecare market were problematic. • The Council was working with Cornwall Partners in Care to run workshops in each part of the county. • The first trials would be launched in the next few weeks. 	<p>MH/DH - Agenda item for May meeting.</p>

	<p>DH provided the following responses to questions from the Board:</p> <ul style="list-style-type: none"> • It could be very worthwhile to gain feedback on the Community Intervention Offer element. • The Embrace newsletter could be circulated to the Board. • ‘Older people’ referred to those of 65 years and above. • Currently, there were no plans for similar work on younger people coming out of hospital. Embrace was a two year programme which would test the principles of linking across systems and ensure that lessons could be learned for future work. • It was a data driven exercise guided by data scientists (Newton Europe). Trials would be informed by data up to the current day. • Levels of support for individuals was dependent on their care needs, which it was recognised changed over time. • He would pass on concerns that there were communication issues with Devon due to them operating on different systems. • Packages of Care could only be handed back with the Council’s agreement. BS added that 28 days notice had to be provided and it had to be ratified by a senior officer. He invited people to email details of their individual cases to contractsadult@cornwall.gov.uk, in order for the Council to gain ground level knowledge. • A map detailing how homecare goes out to market could be circulated. He would welcome the opportunity to meet and discuss it with groups. 	<p>DH to send Embrace newsletter to MH for circulation.</p>
<p>4</p>	<p>Kernow Young Carers Update</p> <p>Kevin Downing and Jenna Grassick, Action for Children, provided an update on kernow Young Carers.</p> <p>KD opened by saying that he hoped that some young carers could attend a future meeting but, in the meantime, if Board Members had any questions that they would like him to put to them, were welcome to email him at Kevin.Downing@actionforchildren.org.uk. Some members expressed concern that behaviours displayed at Board meetings may make it an inappropriate environment to invite young people into.</p> <p>Last quarter figures were provided, including:</p> <ul style="list-style-type: none"> • There were approximately 1500 young carers being supported. • 643 young adult carers. 	

	<ul style="list-style-type: none"> • 385 had short breaks between October and December. • Through the Falmouth Rotary Club, 150 from Falmouth and Penryn had visited the cinema. • 113 new referrals, further increasing the strain on services. • 115 one to one sessions. • 25 secondary schools had groups. • 2 Wellbeing Practitioner students at Exeter University. <p>Kernow Young Carers were proud to be supported by a number of local organisations and businesses, including Falmouth University, the Truro Mayor’s Charity and the Threemilestone Co-op.</p> <p>Funding pots were available for school, attainment and educational needs, including, for example, clothes for interviews.</p> <p>Feedback gained from young carers had been very positive, with a common comment being that the service helped them to feel less isolated.</p> <p>KD informed the Board that a young carer from St Ives was to appear on the Victoria Derbyshire show on the BBC (<i>MH emailed to the Board a link to the show, available on the BBC iPlayer, on 20/02/20</i>).</p> <p>Due to the meeting overrunning, there wasn’t time to show a short film about Billy, a 14 year old carer who supported his older brother, who was autistic, and his mum, who had a connective tissue disorder (<i>MH emailed to the Board this link to the film on the Kernow Young Carers Facebook page on 20/02/20</i>).</p>	
	<p>Shaping the Future Carers Service in Cornwall</p> <p>Ania Nicholls, Commissioning Officer, Cornwall Council, presented the Carers Engagement Report (previously circulated to the Board), detailing the results of the carers engagement activities carried out between august and October 2019.</p> <p>It was agreed that the Carers Engagement Report be re-circulated to the Board.</p> <p>AN stated that the next steps would be to produce a draft Carers Strategy, commissioning intentions and service models. The Board would then be further engaged in the process.</p>	<p>MH to resend the CER to the Board</p>

	<p>Relating back to the earlier discussion regarding underutilised properties, AN suggested that it could be worth investigating use for peer support for carers, led by local groups. Peer support was wanted to help to promote how and where support could be accessed.</p> <p>The following responses were provided to questions from the Board:</p> <ul style="list-style-type: none"> AN acknowledged a report of a Care Support Worker (CSW) in Penzance who had said that she now had reduced her capacity for assessments and also CSWs no longer attending local Forums. She said that the priority was to reach as many hidden carers who hadn't had assessments and accessed support, as possible. She was very positive about the Penzance Carers Forum and the peer support that they could provide, which was an example that she hoped others would follow. Going forward, CSWs would not be expected to attend every single support group. New ways for ensuring that groups had access to necessary information needed to be developed. <p>JP added that the service did now look different. Previously it had a focus on visiting support groups but the current contract had an assessment focus. CSWs chose how to prioritise their time to ensure that all local groups were visited.</p> <ul style="list-style-type: none"> Regarding the referral process, JP encouraged use of the helpline, which allowed needs to be evaluated and prioritised and help allocated. It was acknowledged that meant that some people had longer waits than others. She invited members to provide her with individual examples outside of the meeting. <p><i>Note: Concerns regarding behaviours displayed by some members during consideration of this item, including aggressiveness and negative, backward facing comments, were raised by a number of attendees following the meeting.</i></p>	
	<p>Direct Payments</p> <p>Derek Hoddinott, Commissioning Manager, Cornwall Council, presented the Draft Adult Social Care Direct Payments Policy, which had been to the Council's Health and Adult Social Care Overview and Scrutiny Committee in January and was due to be considered by the Council's Cabinet on 12 February 2020.</p> <p>Particular attention was drawn to the following:</p>	

	<ul style="list-style-type: none"> • The vital role played by disAbility Cornwall & Isles of Scilly. • The Policy was written in the manner that it was also a guide, including links to background information, easier to understand language and less duplication. • The budget calculation element had been completely rewritten as it had not been well understood previously. • The need to support innovation in how Direct Payments could be used to meet eligible needs. • The assistance of Age UK regarding language used. • The disAbility Cornwall reference group was being reformed to enable continued post-consultation. • Future drop-in sessions would be more accessible and cover wider areas of assistance. <p><i>Note: The Cabinet approved the Policy for implementation with effect from 1 April 2020. The report and decision can be accessed here:</i></p> <p>https://democracy.cornwall.gov.uk/ieListDocuments.aspx?CId=577&MId=8916&Ver=4</p>	
5	<p>Any Other Business</p> <p>Adult Social Care Draft Charging Policy</p> <p>Derek Hoddinott, Commissioning Manager, Cornwall Council, provided a summary of the Adult Social Care Draft Charging Policy, which was due to be considered by the Health and Adult Social Care Overview and Scrutiny Committee on 11 March 2020. The full report could be accessed at:</p> <p>https://democracy.cornwall.gov.uk/ieListDocuments.aspx?CId=1153&MId=8955&Ver=4</p> <p>DH acknowledged the mistakes made when a new policy was drafted in 2017 but withdrawn following concerns regarding the consultation process.</p> <p>The following responses were provided to questions from the Board:</p> <ul style="list-style-type: none"> • DH would feed back concerns that the Social Worker role was not as specialised as it had been previously and would seek feedback from operational colleagues regarding the role moving forward. He also highlighted the geographical challenges faced in Cornwall in attracting and retaining staff both in the public and private sectors. AN added that the whole care sector was affected and work would be done to further encourage volunteer work. 	

	<ul style="list-style-type: none"> • DH had advised Cornwall Council that its Transport Policy needed to be reviewed. It sat within the Charging Policy but was a separate document. <p>Accessing Benefits</p> <p>PH highlighted concerns regarding Personal Independence Payment telephone lines, citing a two hour wait and the lack of appropriate options. MH would liaise with the Department for Work and Pensions to ask that it sends a regular attendee to Board meetings and that the matter be discussed at a future.</p> <p>Future Meeting Venues</p> <p>It was agreed that the preferred venue for the next meeting was the One-stop Shop, St Austell or Truro Library.</p> <p><i>Note: The 7 May 2020 meeting was cancelled due to the Covid-19 outbreak.</i></p>	<p>MH to contact DWP re attendance and agenda item.</p>
<p><i>The meeting started at 13:35 and closed at 15:55.</i></p>		