

Notes from meeting of Carers Partnership 1st August, 2018 held at Liskeard Wesley Methodist Church

In attendance:

Sandra Ward (SW) - Carer and Chair
Nuala Kiely Partnership Boards Officer, Healthwatch Cornwall
Kelvin Yates (KY) - Cornwall Rural Community Charity (CRCC)
Rob Rotchell (RR) - Portfolio Holder, Health and Social Care, Cornwall Council (CC)
Stuart Cohen (SC) - Senior Manager, Adult Transformation and Commissioning, CC
Pauline Hardinges (PH) - Carer
Lynne Appleby (for Andy Fox) - CPFT
Gordon Lancaster (GL) - Carer
Michael May (MM) - Carer
Vivien Maxey (VM) - CRCC
Jayne Price (JP) - CRCC
Claire Martin (CM) (for Kim O'Keefe)- Deputy Chief Nurse, Royal Cornwall Hospitals
Trust (RCHT)
Liz Pagett (LP) - Carer
Wendy Gauntlett (WG) - Carer
Lynda Berry (LB) - Carer
Melanie Howes (MH) - Carer
Esther May (EM) - Alzheimer's Society
Neil Lindsay (NL) - Carer
Claire Jukes (CJ) - Patient Services Manager, Derriford Hospital
Celia Newcombe -Healthwatch Cornwall, minute taker

Apologies:

Sally Mollard
Gill Lovell
Susan Buckfield
Andy Fox
Helen Phillips
Janette Smith
Jane Glynn
Stacey Sleeman
Zoe Cooper
Carol Steer
Kate Mitchell
Kevin Downing
Angela Andrews.

1. Introductions and Apologies as above.
2. Minutes of meeting 5th July 2018 approval and update
 - 2.1. GL Proposed that in future minutes should indicate dates by when actions were to be performed. ACTION 1

- 2.2. NK gave apologies that Kate Mitchell and Neil Lindsay had been omitted from apologies. ACTION 2
- 2.3. Matters arising:
- 2.3.1. NK will be contacting SC re the content of the discussion re the Carer's Action plan discussed at the meeting and will give an update at the next meeting .ACTION 3
- 2.3.2. SW had a single copy of the RCHT carer's passport document; she invited members to collect/request these from Treliske, St Michaels or West Cornwall hospital if they wanted their own copies.
- 2.3.3. CM asked if the meeting had created a proposal re: a replacement for the word 'passport'. SW responded that it was an opinion from the last meeting small group discussion. NK said that a task and finish group could look into this issue if CC wished to take this matter further as part of the new Carers Strategy.
- 2.3.4. SC spoke about the Carers database (currently out to tender) and the Carers register which would be within the scope of the development of this carer's passport. The current proposal needs further development. SC will provide information .ACTION 4
- 2.3.5. SW has written to Sarah Newton, no reply received to date.
3. Actions from meeting 29th March, 2018
- 3.1. There was a question regarding whether the minutes from the meeting on 7.12.17 were distributed - this was confirmed.
- 3.2. Re Patient Transport - NK said that there is no decision that can be made in Cornwall - it is a Government national directive that a patient can be accompanied by one other maximum. SC said that these rules dictate how the NHS/Cornwall Council pays for transport support. All drivers must comply with these rules. SW said that if individual members wanted to complain they should do that to the Minister for Transport rather than the partnership board or Cornwall Council.
- 3.3. The meeting welcomed Mr Rob Rotchell to this meeting
- 3.4. There have been changes to the rules on Blue Badge eligibility for non-visible disabilities. KY said that new rules will apply from April next year. It will acknowledge mental health, LD and autism See link below.
<http://www.gov.uk/government/news/people-with-hidden-disabilities-could-enjoy-new-freedom-with-blue-badge-changes>
- 3.4.1. SC pointed out that of the two current application forms for blue badges there is one version relating to non-automatic approval applications. One version asks for 'other information' and this is where the details of the non-visible disability should be added and these are often approved.
- 3.5. NK is speaking with representatives from Continuing Health Care with regard to a presentation (September 2018?) to a joint partnerships board meeting. NK will supply details when available. ACTION 5
- 3.6. A carer reported back from a forum in St Austell that despite a carer being entitled to have respite, she was unable to find somewhere that had space to take their "cared for". SC will respond regarding respite care .ACTION 6
- 3.7. There was discussion re chiropody and podiatry support at home and the fact that if the treatment was required because a need was not medical but purely because of a physical disability/frailty this was a fine line and would

probably need to be paid for by the patient. Again each case was individual and the GP would be able to advise. EM said that there were no home visits for podiatry and a simple diabetes foot check could be done by a visiting practice nurse.

3.8. Action 9 was complete

4. Partnership Board Development (brought forward in agenda)

4.1. NK continued discussions with colleagues and her report had been published. Two overwhelmingly clear conclusions regarding all current partnership boards

4.1.1. Boards need to be more inclusive (in this case need to include all types and ages of carers)

4.1.2. Boards need to be more effective, words leading to actions

4.2. NK has set up a working group to look into how changes might be implemented across all Partnership boards, to see what needs to be assessed, reworked etc. This will look at the people and groups who do/do not attend each board to ensure equalities and inclusive practice. The original Terms of Reference are no longer being adhered to - she will send details to all members before the next meeting. **ACTION 7**

This will mean a new start for all boards.

4.2.1 NK is creating a form, which will allow collection of information about all current PB attendees to avoid duplication and to evaluate whether the invitation list is going to the right groups and individuals

4.2.2 NK is talking with IT developers to create a single webpage relating to each partnership which will be a 'go to' place for information that will be helpful in the community. Currently there are many different websites and the information is often inaccurate and difficult to access. GL asked whether information for/from Carers forums could go on there. NK said that she aimed to make the webpages suitable for both members and non-members. It may be possible to provide a link to information about individual forums dependent on logistics and the availability of websites for individual forums which did not currently exist.

4.2.3 NK was looking at the role of non-paid professionals. Healthwatch Cornwall will be looking into the support required by and to be provided to these members, she is also looking to appoint self-advocates/service users into the roles of co-chairs for all partnership boards.

4.2.4 NK assured those present that the next carers partnership meeting would take place (November 2018) and at that meeting there would be discussions about future meetings following on from that. **ACTION 8**

5. Update from Kelvin Yates re Kernow Carers Service

5.1. Now in year 3 of current carers support contract. Partnership board review is timely with regard to this fact. If a +1 year contract is approved this will give KCS a chance to review how forums are better used and to test out some proposed ideas.

5.2. Re core contract CRCC is currently going through a recruitment process relating to Adult Care and Support.

5.2.1. There is a pilot project taking place in mid-Cornwall providing assistance with form filling. This is to compliment the carer's

assessments. SW asked whether this would be for all types of forms (DWP benefits and PIP), this was confirmed by KY.

- 5.2.2. JP has met with Family Information Service with regard to how referrals to this service are actually progressed.
 - 5.2.3. Re support for Young and Young adult carers - there was originally a concern that there would be insufficient numbers subscribing to the service but it was now oversubscribed and very popular with carers staying with the service as they become older. They received support at this time of extra need.
 - 5.2.4. A lot of feedback is still received from carer support forums but these still were unable to access working carers. There is a need to make forums more accessible for working carers. WG said updates and attendance from CRCC personnel at forums, were always welcome especially to help new members and their many questions. KY and JP both said that it was often difficult to find resources for staff to attend meetings but they did aim to attend 3 monthly and respond to requests for support in between.
 - 5.2.5. Mark Cox is aiming to set up a carers support group specifically for those caring for people with Mental Health issues. NK confirmed that Mark has asked him to help with this.
6. Update from Jayne Price re carers forums - see: attached presentation.
- 6.1. NK suggested that the Partnership Board should not cover the items that had previously been discussed at forums. KY asked why even though many of the items presented had been resolved at forum level, they were part of the presentation as if still outstanding? JP acknowledged this.
 - 6.2. There was discussion regards the use of on-line facilities to discuss carers' issues. CM asked if twitter is used by forum members. NK said that the it wasn't. At present the first priority re communication would be the PB website (discussed earlier) and then social media could be considered. JP pointed out that many forum members also attended the Trust carers committee. KY asked whether additional courses might help with many of the frequent issues/questions raised and CM said she though RCHT volunteers may be able to help with regard to this sort of thing. There was discussion around the value of Promas courses and how good it would be to hear more about these. ACTION 9
7. Update from Stuart Cohen, Cornwall Council
- 7.1. SC will follow up re the issues around respite. NL commented that there was a right to respite but there was no-one for anyone to go to get this. SC said that he lacks knowledge re the deficiencies and requested help with this. It was acknowledged generally that the specialisms required often caused extra problems with allocating suitable respite. JP offered to canvas forum members. SC said that he would speak with Joanne Marks at Cornwall Council to avoid duplication of effort. NK suggested a three way discussion to see how this collection of information would work. ACTION 10
 - 7.2. SC spoke about the Strategy update. The Carers Action Plan as discussed at the meeting on 5th July has just been published which has delayed the finalisation of CC Carers strategy and a decision is required as to whether

the new strategy should be for the next five years (or shorter) and for specific local issues. NK said she felt that the strategy should involve a Partnership Board working group. This linked with the expressions of interest that she had originally requested at the Next steps meeting at the end of June. SC will confirm what it is he needs and the PB can work out what help they can offer.

8. Any other business

8.1. Question from GL raised in her absence. There had been issues around an adult relative with a LD accessing specialist routine dental care. This can mean that sedation is required to look in the individuals' mouth and clean the teeth. She had been told by West Country dental service operating in Truro Health Park, that they don't have enough specialist dentists and cannot offer this service anymore. Emergencies still go to Treliske. NK said that West Country Dental Service may be breaking their contract with the CCG by dentists not doing this work? She asked LB to write the question down. ACTION 11

8.2.. SW said that she has been asked to speak at the next KCCG governing body meeting re her experiences of her daughter's care with Royal Cornwall Hospital Trust; she will also talk about Cornwall Mental Health Trust and the Transforming Care Programme. They have said they would appreciate her full story.

SW has also been invited to join the LeDeR project and she will be taking part in the training that they have set up to interview families. The project is looking at the causes and circumstances surrounding deaths in those with a learning disability.

Regards transition, there was discussion about yesterday's news that students with special needs will only get three rather than five days a week tuition at college. This will have a major effect on working parents and was effectively discrimination, saving money in one area and that having the onward effect of expense in another. SC said that Cornwall council are currently doing a trial of courses for autistic young adults to help them be able to attend University.

8.3. EM said that Alzheimer's Society were taking an active part in the planning of the social prescribing hub that will open in September

8.4. SW reminded members to collect a copy of the Cornwall Carers Service Directory from their local One-Stop-Shop

8.5. NK will distribute minutes from this meeting by 15th August ACTION 12

9. Date and location of next meeting

6th November Wesley Memorial Hall Redruth

Action List from Carers Partnership meeting 1st August 2018

	Action	By whom	By when
1	Further action points to be incorporated in minutes	NK/CN	Immediate
2	2 apologies missed from minutes of 5/07/18 will be added to minutes.	NK/CN	By 15/08/18
3	NK to discuss Carers Action Plan with SC and report back to next meeting	NK	Next meeting 6/11/18
4	Provide further information about the Carers database which is currently out for tender	NK or SC	By end of September 2018
5	Finalise details re a presentation to a joint partnerships board meeting by a representative from Continuing Health Care department	NK	As soon as information is available. Likely by 15 th August
6	Investigate and respond regarding respite care	SC	15/8/18
7	Send details about the Terms of Reference and what changes are necessary/discussed	NK	Pre 6/11/18
8	Ensure that agenda for next meeting included discussions re future meetings	NK	Pre 6/11/18
9	Speak to Promas organisation re information available about their services in Cornwall	NK	Pre 6/11/18
10	NK and SC to discuss with Joanna Marks at CC the best way to collect information re respite care and the problems encountered	SC/NK	20/08/18
11	LB to provide details re question from Gill Lovell and dentists not treating people with Learning disabilities, NK to respond	LB/NK	Pre 22/8/18
12	Distribute minutes of this meeting	NK	By 15/8/18