

MINUTES



Kernow Carers Service

Meeting Title: CPB Meeting
Date: 2 March 2017
Time: 10.30 a.m. to 1.45 p.m.
Location: Polkyth Leisure Centre, Carlyon Road, St Austell PL25 4DB
Chaired By: Lynda Berry (LB)
Vice Chair: Susan Butterfield (SB)

Attendees:

Carers:
Wendy Gauntlett (WG)
Pauline Hardinges (PH)
Jo Lovell (JL)
Mike May (MM)
Sally Mollard (SM)
Neil Lindsay (NL)
Elizabeth Paget (EP)

Partner Organisations:
Kevin Downing (KD) Action for Children
Mark Pearson (MP) Children, Families and Adults
Jeanette Toy (JT) Children, Families and Adults

Others:
Zoe Cooper (ZC) Royal Cornwall Hospitals Trust
Jason Creed (JC) Dept of Work and Pensions
Andy Fox (AF) Cornwall Foundation Trust
Jayne Glynn (JG) Plymouth Hospitals NHS Trust
Sylvia Johnston (SJ) Kernow Carers Service
Ruth McLeod, (RM) Kernow Carers Service
Kate Mitchell (KM) NHS Kernow
Melissa Orchard (MO) NHS Kernow
Anna Passmore (AP) Cornwall Foundation Trust
Jayne Price (JP) Kernow Carers Service
Sandra Ward (SW) Parent Carer Council

Apologies:
Angela Andrews, Children Families and Adults
Tom Bevan, Carer
Rosie Foster, Action for Children
Tracey Frowde, RCHT

Cathy Glaser, Carer
Gill Lovell Carer
Rebecca Patterson, Family Information Services
Dr Sara Roberts, Public Health and Wellbeing
Kelvin Yates, Kernow Carers Service

1. Welcome, Introductions and Apologies

The Chair welcomed everyone to the meeting and introductions were made. Apologies were given as above.

The Chair advised that elections for the Partnership Board will be held at the end of May and ballot papers will be sent out shortly. The Terms of Reference are also due for review.

The Chair advised she will be standing down as Chair due to family commitments.

2. Minutes and Actions from Previous Meeting

The Minutes from the last meeting were agreed as a true record. Actions from that meeting were reported as follows:-

1. Concern over short breaks crisis; suggest Joanne Marks Commissioning Manager be invited to attend a CPB meeting – JT reported that Joanne had been unable to attend this meeting but either she or Joanne would attend a future meeting if Members wished. JT reported that she manages two external contracts and was unaware of a crisis, she asked for specific examples. SW to discuss with JT following the meeting.

2. Clarification on criteria for Blue Badge – JT had copies of this and has forwarded to SJ for circulation with the Minutes.

Action: SJ to include details on Blue Badge with Minutes.

3. Truro Forum member expressed concern re inappropriate discharge from hospital – Tracey Frowde RCHT gave information on discharge policy at the last CPB, however ZC to follow up a specific case.

Action: ZC to investigate Member's particular concern.

4. Loss of bus pass for Carers – KY has written to Councillor Bert Biscoe, JT advised that Dave Edwards from the Integrated Transport Unit would be able to offer advice: dedwards@cornwall.gov.uk Response from Mr Edwards included at Appendix A of these Minutes.

5. St Austell Forum concern re inappropriate timing of hospital discharges, MP has responded and this has been circulated to Forum Members.

6. Liskeard Forum concern over recent multi-disciplinary assessment – AA has contacted Member who raised this.

7. Copies of 'Power Pack' information brochure available at Treliske – KY was to bring copies to meeting. As KY had been unable to attend this meeting SJ to follow up with KY.

Action: SJ/KY

8. JL had raised concern regarding reported reduction in care packages in residential homes. JT has spoken with the Commissioning Manager who has requested specific examples.

Action: JL to advise JT of specific examples and she will then forward to Commissioning Manager for comment.

3. Forums Presentation: Ruth McLeod and Jayne Price, Team Leaders KCS

The Actions from the Forums in west Cornwall were read and noted.

Issues arising from west Cornwall Forums were as follows:

Penzance – none

Redruth:-

1. Withdrawal of Cognitive Stimulation Therapy (CST) locally: JT reported she has visited Reflections Day Centre and CST sessions are still being held however Carers are no longer able to attend with their cared for due to capacity. Reflections are due to move soon and will promote the sessions again once the move has taken place. KM advised that Cornwall Partnership Foundation Trust (CPFT) is only commissioned to provide eight weeks of CST for anyone with dementia, this follows NICE guidelines.

2. Lack of public toilets for disabled. JT advised that should the Board wish to make representation regarding this, the portfolio holder is Joyce Duffin; jmduffin@cornwall.gov.uk. (as reported at item 2.4 on page 2 of these Minutes). KM advised that responsibility for public toilets rests with Parish Councils.

Action: Raise with KY.

Helston:-

1. Inappropriate scoring system for fitness to work assessments.

JC spoke on this subject answering questions from Members. He explained that often further information only becomes evident at appeal stage and stressed the need for including as much information as possible at the assessment stage. He also explained the benefit of having someone to offer support.

The Actions from the Forums in mid Cornwall were read and noted.

Issues arising from mid Cornwall Forums were as follows:

Newquay – none

Falmouth - none

Truro:-

1. Refusal of ATOS to carry out home visits; JC advised that ATOS will explore options and look at ways to help the customer get to the Centre. A GP's letter is required for anyone unable to attend however should there still be problems in getting a home visit, JC advised customers to make a complaint to ATOS.

2. Carers' bus pass – this has been raised with Councillor McKenna who has now stepped down from the Cabinet, JT advised that Dave Edwards in the Integrated Transport Unit might be a good contact: dedwards@cornwall.gov.uk

NB: *Since the meeting a response has been received by KY from Mr Edwards, this is attached to these Minutes at Appendix B*

3. Continuing issues with discharges from Treliske Hospital. ZC is looking at this as reported at Item 2.3 on page 2 of these Minutes.

Actions from east Cornwall were read out for noting.

Issues arising from east Cornwall were as follows:-

St Austell – none

Wadebridge:-

1. Concern over the Decision Support Tool (DST) assessment. KM explained that the DST is within a national framework set by the Department of Health. The Continuing Health Care (CHC) is a separate part of the commission and KM has taken this to the CHC team. KM to advise SJ of the CHC Managers for each area, this will then be forwarded to Members.

Action KM

Forum Members had requested that a representative from KCCG be invited to some Forums to explain the process.

Action SJ to supply KM with Forum dates.

2. concern that persons are assessed as being able to carry out tasks when this is not the case and, in fact, their carer is undertaking the tasks – KM explained that the Nurse Assessor should take the information from what is being said and what is in the Care Plan and send this back to the carer or representative to check it is correct. JP spoke about the various feedback surrounding this. NL reported instances where DST meetings have been scheduled for a specific time and the Carer arrives to find the meeting has taken place without them present. KM agreed to feed this back.

Action: KM

4. Kernow Carers Service Report: Rosie Foster, Kelvin Yates and Rebecca Patterson.

KY, RF and RP had been unable to attend therefore their reports were read out by JP and KD. Copies included with these Minutes.

5. Updates from Parent Carer/Young Carer/Transitional Carer; Kevin Downing and Sandra Ward

KD reported on the continuing work being carried out with Young Adult Carers and emphasised the value of this work to Young Carers.

Update from SW, Parent Carer

- SW expressed concern regarding the public consultation regarding the proposal that costs for transport to schools and colleges for those over 16 be stopped. SW spoke about the implications for parents and their cared for and the effect this will have. SW urged everyone to take part in this consultation which can be viewed at <http://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/post-16-transport/post-16-transport-consultation/> The consultation ends on 17 March 2017.

- SW reported on the problems relating to disabled parking spaces outside the home. JL reported that the Council is to make a charge of £3500 for a designated space outside the house but that this can be used by anyone with a Blue Badge.

Action: MP and JT to investigate

NB Update since the meeting is included in the Action List page 7 Item 9 of these Minutes.

- SW advised of a Cornwall Council study which took place last year on Special Educational Needs. Details can be viewed and feedback given at : <https://www.cornwall.gov.uk/education-and-learning/schools-and-colleges/special-educational-needs-file/send-forms-and-guidance/>

6. Update on Visiting Criteria for Home Visits/Welfare Reform. Jason Creed DWP.

- JC spoke about home visits, explaining the aim is to enable any customers unable to use the normal channels to receive a home visit. The referral process was explained and avenues of support available were discussed. JC gave out the email for the department which is : VisitingSouthern.BookingTeam1@DWP.GSI.GOV.UK Tel: 0121 410 8001
- Universal Credit was discussed, this being the new benefit which will replace existing benefits. All claims will be made and managed online. Some Members raised the concern that not everyone will be able to access online services and JC advised that the DWP and Job Centres are looking at ways to facilitate support. Initially this will apply to new claimants only, it is expected that this will come into practice at a later stage for existing customers.

10. Any Other Business

- LB reported that she has received an email from Colin Wilson of Cornwall Home Solutions (CHS). CHS assists people of all ages with disabilities to have their homes adapted to better meet their needs. Most of the works are paid for through a Disabled Facilities Grant. The company is setting up a Service Users Forum to seek feedback from customers and partners and have asked whether a representative of the CPB would like to attend. The inaugural meeting will be held on Tuesday 25th April at Tolvaddon. SW expressed interest in attending, for anyone else wishing to attend Colin's email is colinwilson@cornwall.gov.uk.
- LB reported that she has received an email from Debby Lewis of the Equality and Inclusion Steering Group within RCHT. The Group would like to invite a patient or carer representative and Debby has asked whether anyone from CPB would be interesting in attending. SW advised she will be attending.
- The Carers' Carol Service had been a great success with many young carers able to attend as the service had been moved to take place during school/college holidays.
- JT gave a brief update on the Care at Home (Domiciliary Care) Tender. Consultations are taking place between now and July and the Commissioning

Team would welcome feedback from Carers. Any Carers who would like to be involved to contact Karen Hooper – Karen.hooper@cornwall.gov.uk or 01872 323541. SB expressed interest. It was suggested this be taken to Forums.

Action: SJ to raise at Forums

- PH had attended a meeting at Derriford Hospital Carers' Hub and felt this was an excellent facility. JG advised that a space within the hospital had been identified and is manned by staff from Kernow Carers Service and Plymouth Carers who are able to provide support and guidance to Carers.
- SB reported that Phil Confue CEO Cornwall Partnership Foundation Trust, has been engaging in consultation with NHS England regarding out of county placements for children. AF advised that the Commissioners have asked the CFT to look at ways of avoiding this.

AF gave the following update:-

- A new support group for Carers is being set up at Trelill Court Bodmin.
- The Trust is looking at setting up support groups at local resource centres in West Cornwall for Carers who have received Assessments.
- Care Quality Commission will be carrying out a one day visit to look at the prevalence of mental health detentions, looking at the process by which people are admitted.
- Policing and Crime Act – any persons with mental health problems will not now be able to be held in custody cells – this means alternative places of safety need to be provided.
- Sustainability Transformation Plan is moving forward.

There being no further business the meeting closed at 1.45 pm.

Date of next meeting: **Thursday 25 May 2017.**

Venue: Polkyth Leisure Centre, Carlyon Road, St Austell PL25 4DB

Time: **10.30 am to 1.45 pm**

Further dates for 2017 are as follows:-

Thursday 7 September 2017

Thursday 7 December 2017

**ACTION LIST FROM CPB MEETING
2 March 2017**

General	Action	Who	Update	Date
1	Details of Blue Badge scheme to be included with Minutes	SJ	Actioned	
2	Follow on from Meeting dated 24.11.16. Member's particular concern re inappropriate discharge from hospital. ZC to follow up.	ZC		
3	Follow on from Meeting dated 24.11.16: Copies of Power Pack information brochure to be brought to next meeting	KY		
4	Concern raised by JL re reported reduction in care packages in residential homes - JL to advise JT of specific examples for forwarding to Commissioning Manager.	JL/JT		
5	Follow on from Meeting dated 24.11.16: Lack of public toilets for the disabled, KY has written to Councillor Biscoe. JT has advised portfolio holder is Joyce Duffin jmduffin@cornwall.gov.uk . Board requested KY contact her.	KY		
6	Concern regarding DST assessments. KM has taken to CHC and will advise SJ of CHC Managers for each area. KM will also feed back concerns and comments of Members.	KM		
7	Some Forum members requested that a rep from KCCG attends Forums to explain DST process. SJ to provide KM with list of Forums.	SJ		
8	JL raised query re disabled parking space outside her home. Has been advised cost would be £3,500 and space can be used by anyone with a Blue Badge. MP and JT to investigate.	MP/JT	Update received from JT since the meeting: Below is the link for the information including a link to the application form. There is a cost of £3,300 involved due to the requirement for a traffic regulation order. http://www.cornwall.gov.uk/transport-and-streets/parking/disabled-parking/disabled-parking-bay-residential/	

APPENDIX A

Response received from David Edwards, Passenger Transportation Service, Cornwall Council following contact initially made to Councillor Biscoe by Kelvin Yates, Kernow Carers Service.

'Councillor Biscoe has forwarded your enquiry to me.

With respect, your message implies that Carers bus passes have only recently been removed; however Cornwall Council has not issued such passes since 2010.

As you know, the English National Concessionary Travel Scheme (ENCTS) is statutory and allows persons of pensionable age and those with certain impairments to travel free on eligible local bus services at off-peak times, defined as between 0930 and 2300 Monday-Friday and at all times on weekends and Bank Holidays. Local Authorities managing the concessionary travel scheme have the discretion to offer free travel beyond these times and also to offer free passes to persons needing to accompany one with an impairment to travel as a companion.

When the Concessionary Fare Scheme was first introduced in 2008, additional funding allowed Local Authorities to offer discretionary travel, and Cornwall issued 'Companion Passes'; we also allowed free travel on 'non-eligible' services such as Community Buses. Sadly we found that the discretion for 'companion passes' was abused by companions travelling alone and even lending their passes to others.

In 2011, the funding made available to support Concessionary Bus Travel in Cornwall was reduced by nearly 50%. Faced with the need to reduce the spend on Concessionary Fares, the Council had to reluctantly reduce the re-imbusement rate paid to bus companies and remove all discretionary services to bring the scheme back to its minimum statutory requirements; so we stopped issuing companion passes and have gradually removed ineligible bus services. Nevertheless, Cornwall still spends over £5m each year supporting its concessionary travel scheme. A growing number of Local Authorities have had to remove the discretionary allowances.

However, to end on a more positive note, Cornwall Council is undertaking a project "One Public Transport System for Cornwall" which is looking at how we can improve and enhance rail and bus travel to encourage more use of public transport. It will also consider, along with colleagues from Health and Social Care, the benefits of social inclusion brought about by giving people access to transport. One cannot say at this stage that as a result there will be further free, or even reduced cost, travel available, and again funding will undoubtedly dictate the final outcome, it does mean though that the Concessionary Fares Scheme is very much part of the project.

Regards

David Edwards Group Leader - Passenger Transport Transportation Service, Cornwall Council'