

MEETING NOTES:	Carers Partnership Board
DATE:	February 05, 13.30pm - 15.30pm
LOCATION:	Epiphany House, Kenwyn Church Road, Truro, TR1 3DR

ATTENDANCE

Name	Position	Organisation
Sandra Ward (SW)	Carer and Chair	Parent Carers Cornwall
Sophie Smith	Data Officer	Healthwatch Cornwall
Andy Fox (AF)	Chief Social Worker	Cornwall PFT
Kelvin Yates (KY)	Kernow Carers Service Manager	CRCC
Amy Claridge (AC)	Commissioning Manager	Cornwall Council
Vivien Maxey (VM)	Carers Support Coordinator	CRCC
Gill Lovell (GiL)	Carer	Falmouth Carers Forum
Wendy Gauntlett (WG)	Carer	Penzance Carers Forum
Lynda Berry (LB)	Carer	Helston Carers Forum
Michael May (MM)	Carer	Truro Carers Forum, MS Society
Gordon Lancaster (GoL)	Carer	Liskeard Carers Forum
Neil Lindsay (NL)	Carer	Wadebridge & North Cornwall Carers Forum
Jo Lovell	Carer	
Pauline Hardinges (PH)	Carer	Liskeard and Saltash Carers Forums
Esther Way	Dementia Adviser	Alzheimer's Society
Serena Collins	Commissioner for Young Carers	Cornwall Council
Kirsty Luxton	Bude Carers Group	CRCC
Karen Barnard	Carers Support Worker	CRCC
Stuart Cohen (SC)	Commissioning Manager	NHS Kernow

APOLOGIES

Name	Organisation
Nuala Kiely	Healthwatch Cornwall
Teresa Parsons	Alzheimer's Society
Janette Smith	Cornwall Council
Jayne Glynn	Plymouth University Hospitals NHS Trust
Stacey Sleeman	Cornwall Council
Zoe Cooper	Royal Cornwall Hospital
Carol Steer	NHS Kernow
Jason Creed	Department for Work & Pensions
Kay Henry	Carer
Kevin Downing	Action for Children
Mark James	Cornwall Council
Elizabeth Digweed	Action for Children
Kim Hager	Cornwall Council
Helen Phillips	Action for Children
Jayne Price	CRCC
Gill Pipkin	Citizens Advice Cornwall
Melanie Howes	Helston Carers Forum
Susan Butterfield	Carer
Kim Mabon	Department of Work and Pensions
Kim O'Keeffe	Royal Cornwall Hospital
Rob Rotchell	Cornwall Council
Nicola McMinn	Plymouth Hospitals University NHS Trust
Marie Whitley	Plymouth Hospitals University NHS Trust
Liz Pagett	Carer
Sally Mollard	Carer
Mike Dann	Department for Work & Pensions
Claire Jukes	Plymouth Hospitals University NHS Trust

Please note that notes in italics have been added in answer to questions, as an adjunct to comments and to clarify points of accuracy by NK.

ACTION LOG

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Contact NHS Kernow about specialist dentistry in Cornwall and circulate it amongst the board <i>Email has been sent to NHS England by HC. We are waiting for a reply</i>	Healthwatch	Outstanding
2. Let SW know if you would like an emergency carers card and she will bring some to next meeting. <i>A free Emergency Carers Card is available to those on the Carers Register. Application can be made online via Kernow Carers Service.</i> <i>read:</i> https://www.supportincornwall.org.uk/kb5/cornwall/directory/advice.page?id=H42jVLyFBx0	SW	NK 14/2/19
3. To find out who commissions NHS Dentistry - NHS Kernow or NHS England? <i>All dentistry services are commissioned by NHS England. Specialist Dentistry is commissioned from a department within NHS England</i>	NK	NK 14/2/19
4. To find out whether the Falmouth NHS Dentist that stopped offering NHS treatment stopped because of the commissioner or that the individual dentists' decided to change. <i>Members of the public can ring 03330063300 for answers to general dentistry enquiries.</i>	GiL	NK 25/2/19
5. Change the next CPB meeting to allow Councillors to attend	NK	NK Changed to May 2 nd with venue at Wesley Halls.
6. Liaise with Healthwatch Cornwall to see if forum questions can be presented before the next meeting and answers brought	KY	NK: Questions which are unable to be answered via KCS can be discussed with HC and JP.
7. Distribute answers to CHC questions from KCCG amongst board members.	NK	Sent out 1 st March
8. Distribute paragraph clarifying the working group's position and updates. <i>Please see the Update document attached and Points of Accuracy in the minutes.</i>	NK	See info from NK Attached.
9. Find out about the difference between the LDPB and other boards and feedback back at the next meeting <i>Please see the Update document attached and Points of Accuracy in the minutes.</i>	AC	See info from NK attached
10. Circulate SW and AC's email addresses with the board	NK	Within the minutes
11. Book venue more suited to discussions for the next meeting	NK	Wesley Halls booked for 2 nd May 2019 1pm refreshments 1.30-3.30pm

Item	What was discussed?	Action
1	<p>Updates for the board and previous minutes:</p> <p>GoL - Would like to say last meeting I arrived at the time that was on the previous minutes and told this was the wrong time. The venue this time was also changed at short notice. Could we have more advanced notice with a fixed venue and correct time for the next meeting?</p> <p><i>Venues and times do not always stay the same as on the previous meetings' minutes but are accurate on the papers going out with the agenda. This can be because the venue is cancelled at short notice. Apologies to Gordon for this inaccuracy.</i></p> <p>SW - A new specialist dentist is due to come into post in April under Smile Together in Harley Road, Bodmin. Smile Together's contact details are: 0333 405 0290 smile.together@nhs.net</p> <p><i>Healthwatch Cornwall has since heard from Smile Together that they have not filled the vacant position for a specialist dentist in Cornwall but are trying. We are trying to get an official position from NHS Kernow on the matter and will circulate it to the board ASAP.</i></p> <p>SW - Lack of respite care was mentioned at the last meeting. There is a new respite facility opening in St Austell. It is called In Caring Hands. Contact details and website are as follows: 01872 302222 m.german@in-caring-hands.co.uk www.in-caring-hands.co.uk</p> <p>AC - I am planning to go out and meet them. Cornwall Council (CC) doesn't contract them directly but we will be in regular contact with them.</p> <p>SW - Would like to make sure that everyone who is a carer has their emergency carers card? If you do not have one let us know and we will bring some next time.</p>	<p>Healthwatch Cornwall - To contact NHS Kernow about specialist dentistry in Cornwall and circulate it amongst the board</p> <p>All - Let Healthwatch Cornwall know if you do not have an emergency carers card</p>
2	<p>2.1 Kernow Carers Service - Forums Update</p> <p>a. Garner Ward. (This is the County's specialist dementia ward based in Bodmin) Patients are reported as being sent out of county. Is this the</p>	

<p>case? If so, under what circumstances and why?</p> <p>SC - There's been an increase in the number of patients with complex needs and so they don't have enough beds. Part of the reason people are being sent out of county is the need for specialist support which can be delivered elsewhere. Others are waiting for nursing/residential care beds, Cornwall has lost a number of social care beds in last few years. It also isn't just the number of beds, it is the number of specialist staff available to care. That is why there have been out-of-county placements, we are working to reduce this.</p> <p>b. Members were concerned that their dentist in Falmouth had discontinued national health treatment because the contract had been cancelled by the NHS. Members would like to know why contracts are being cancelled when there is already a shortage of NHS Dentists</p> <p>SC - I will find out where dentistry sits, I think it is the KCCG. Some services may be commissioned directly from NHS England</p> <p>GiL - I have heard there is an NHS dentist in Falmouth that is taking on new patients, but that the reason why the mentioned NHS dentist had discontinued NHS treatment was because the practice changed to private care</p> <p>SC - So there is a point to clarify there, is the practice cancelling the contract or is it the commissioner cancelling the contract?</p> <p>GiL - I will find out from Falmouth forum (where the issue was raised) whether the practice changed to a private practice or whether the decision came from the commissioner</p> <p>c. Of general concern to all forums is the route to raise issues with the CPB. Is there still a forum representative at the CPB is their function within the new design similar to previous. Where individuals want the CPB to consider specific issues how will they voice these concerns to the partnership board.</p> <p>VM - After coming here I can see that there are lots of forum representatives at the board.</p> <p>KY - This does tie into a point made by GoL that the forums are fed back to effectively so that they know their issues</p>	<p>SC - To find out who commissions NHS Dentistry - NHS Kernow or NHS England?</p> <p>(answer in action point)</p> <p>GiL - To find out whether the Falmouth NHS Dentist that stopped offering NHS treatment stopped because of the commissioner or they changed to private care</p>
--	--

<p>are raised and answered</p> <p>NL - We do seem to have lost representation from NHS staff</p> <p>SW - We do need to have correct representation here and we need the representatives to keep attending</p> <p>SC - The first Tuesday of the month is generally for Council meetings and so councillors are unlikely to attend</p> <p>Feeling in the room to move the next CPB so councillors can attend</p> <p>GoL - If a point is raised at a forum next week, when will it hear its answer back from the board? Should Healthwatch arrive to the next meeting with answers prepared?</p> <p>KY - We usually wait until the board to present the points as the question remains whether the board will want to take it forwards. Maybe we can look at arriving with answers with Healthwatch Cornwall before the next meeting</p> <p>2.2 Kernow Carers Service Report</p> <p>KY - This report was sent to the Carers Trust. It looks at:</p> <ul style="list-style-type: none"> - Remodelling the forums so that they feed into all PBs not just the Carers PB - The Carers Trust reform. Giles Myer from Mencap is taking over as CEO and the Trust want the forums' intelligence to inform funding - The forums need to mature first in order to help with the above. Even if we as KCS are no longer part of the Trust we will still feed into it and not lose our network - You may hear us refer to "digital advocacy". This is the traditional form-filling to apply for benefits, assessments, but most are done online now. KCS is looking for volunteers to help people with these online forms - digital advocacy <p>KY - This is my last meeting as KCS manager, I will be working at the Council. I would like to say thank you to all for helping shape KCS's services. Jeremy Hibbard is also taking over as CEO of CRCC. He has a media background as CRCC wanted a more outward-facing role.</p> <p>PH - I have fed this back to KY and the KCS but splitting the forums doesn't work. There used to be good</p>	<p>Healthwatch Cornwall - To look at changing the next CPB meeting to allow councillors to attend</p> <p>KY - To liaise with Healthwatch Cornwall to see if forum questions can be presented before the next meeting and answers brought</p>
--	--

	<p>attendance at joint Liskeard and Saltash forum but since splitting them they are poorly attended</p> <p>KY - This is noted. We will wait for a new CPB structure to be decided upon before we move ahead with changing the forums</p>	
3	<p>3.1 Continuing Healthcare - reviewing answers and questions sent to all the board in November 2018</p> <p>SW - We are looking at another event with the same panel in Spring 2019 as everyone found this one so useful. We are awaiting answers from KCCG.</p> <p>NL - I raised an important point at the event. I'd like to raise it again here. I spoke to a carer whose father was in a care funded through CHC. The carer was the legal advocate for their father and needed to be present at all meetings between KCCG and their father and had expressed this. However, decisions were being made by KCCG on behalf of their father without the carer's opinion being consulted and without them present. I expressed this to Mick Byrne, the representative of the care home, who managed to appoint a social worker and facilitated a much greater degree of communication between the carer and KCCG. However, after these conversations were had and Mick Byrne intervened, the carer walked in on a meeting between the KCCG and their father that was happening without their knowledge. In my experience, KCCG making decisions without involving the patient's representative is not unusual.</p> <p>MM - My wife has been in Treliske recently. My experience of dealing with hospital was very similar. Things were changed in my wife's routine by staff and doctors without me knowing, despite taking evidence of what her own dietician recommends. I also went up slightly out of hours to see how things were and I found something unsatisfactory. I got frustrated and was told a few days later by staff they should have called the police as I had "raised my fists" although it was just an expression of my frustration. The issue was a feeding pump, I said it should have been at a certain rate, it was running twice the rate it should've and it put her at risk, she should have been out of hospital 2 days earlier otherwise. I had had a meeting with a consultant on the Friday, everything was in place, went in on Saturday morning and it had changed. When I went to try to talk to somebody I was ignored</p> <p>NL - As carers we have experienced frustration at dealing with KCCG and a lack of apparent awareness by them that</p>	<p>Healthwatch Cornwall - To distribute answers to CHC questions from KCCG amongst board members</p>

there are procedures they should be following but they've treated us with disdain, we've been rebuffed and ignored. We feel KCCG have been paying little more than lip service and going ahead and doing what they would do in the first place regardless of us. May sound a bit bitter but there seems to be a huge gulf between what we expect of KCCG or CHC, those who are responsible for administering it, and the realities that they face in delivering the CHC funding or care. Is there any way we can bridge that gap?

SW - I have taken this issue to the TCP and ASC on behalf of Parent Carers Cornwall but I have not been encouraged. In fact I did not return to the next TCP meeting due to the attitude towards our concerns the meeting before. I encourage everyone here to carry a picture or copy of the Family Charter with them and if met with resistance point out that it has been signed off by all caregiving bodies, and this point says "all organisations must listen to family feedback". Helen Childs, the COO has acknowledged my concerns now and affirmed they will and must listen to carers.

WG - who runs KCCG?

AC - Helen Childs is Chief Operating Officer

Please Note: NHS Kernow has a Governing Body. The Chief Accountable Officer is Jackie Pendleton. Other members are shown via this link.

<https://www.kernowccg.nhs.uk/about-us/who-we-are-and-what-we-do/the-gov>

SW - if you want to take this further, NL, make request to KCCG to attend one of their board meetings and to speak. I did that last August. They do want to hear what we have to say.

NL - last thing I wanted to say was who are KCCG accountable to?

SW - NHS England

3.2 PH - Can we know why Cornwall has the lowest dementia diagnostic rates in the country?

EW - Much of the reason is that GPs aren't confident to make diagnosis, you'll have a case that's very simple, patient in late 80s/early 90s with memory issues, but instead of diagnosing a GP will send the person through memory service which can take a while. The memory

	<p>service is now flooded with referrals. SC is working hard encouraging GPs to have the confidence to make diagnoses. Once diagnosis is reached, where does support come from? That's another thing that's being looked at, support from the surgery for people, carers and at home. Other staff at surgeries also being trained.</p> <p>NL - It took 4 years from referral to diagnosis for us. In that time, the consultant psychiatrist never saw the patient</p> <p>EW - This happens a lot. It can be because the GP personally doesn't see any benefit in the person receiving a diagnosis, obviously it is beneficial as a diagnosis provides access to support and services. If you have any questions about what the issues are on the ground in GP surgeries, please let me know. <i>(Please pass any questions along to Healthwatch Cornwall and we will put you in touch with Esther Way and Stuart Cohen)</i></p> <p>EW - There is a good piece of news for the Saltash area - if a carer or the person with a diagnosis is registered at Saltash Health Centre, the last Thursday of every month at health centre will be a dementia advisory clinic, a drop-in session where you can access information about benefits, support, or respite. People can liaise with your GP on your behalf, if you have memory worries I can signpost for bloods and the memory service. Bloods are taken to rule out other possible causes of symptoms such as memory loss. The next session is Thursday 28th February. East Cornwall uses support workers from the Alzheimer's Society as opposed to primary care dementia practitioners which are used in surgeries throughout the rest of Cornwall.</p>	
<p>4</p>	<p>4.1 Transforming the Boards - Update</p> <p>GoL - No one, as far as I am aware, has been told who is part of the working group despite us receiving assurances that we would be</p> <p>SW - It has been difficult to know what to feed back but we are now at a point where we can share our progress. The members of the working group are:</p> <p>Nuala Kiely - Partnership Boards Officer, Healthwatch Cornwall</p> <p>Jody Wilson - Engagement and Volunteering Manager,</p>	

<p>Healthwatch Cornwall</p> <p>Sandra Ward - Parent Carers Cornwall</p> <p>Vaughan Temby - Support Planning Lead, DisAbility Cornwall</p> <p>Suzanne Wixey - Service Director for Adult Social Care Services and Support, Cornwall Council</p> <p>Valerie Smith - Service Development Manager, Adult Transformation and Commissioning, Cornwall Council</p> <p>Laura Truswell - Support Worker, Mencap</p> <p>Rachel Brown - Clinical Psychologist, Spectrum</p> <p>Stuart Cohen (up until December 2018) - Commissioning Manager, NHS Kernow (previously Commissioning Manager, Cornwall Council)</p> <p>At the last PB working group meeting we discussed:</p> <ul style="list-style-type: none"> - Different issues with each of the boards: the LDPB is too large and not representative, the OPPB doesn't have enough professional and the Autism PB has a disproportionate amount of professionals and not enough service users. A recommended effective Board membership should be 15 people maximum. - Updating the Terms of Reference for each of the boards but keeping in mind the four original TORs - Widening the board's aims to encompass, e.g., housing, and possibly their names being changed to reflect this to for example a "Wellbeing board. This is with the caveat that it shouldn't be too wide that it loses focus - Strengthening connections with and commitment from KCCG to meet those the boards have with the Council - Agreeing that the boards should be "task and finish" groups, looking at how results can be communicated to the boards and after membership is changed how everyone will still have a voice and input - <i>(NB. Point of accuracy-Working group is a task and finish group but PBs are ongoing and may include smaller task and finish groups for specific topics. NK)</i> - - Changing wording of documents and agreeing what a "service user" is - How to make expenses a more efficient process for 	
--	--

5	<p>5.1 - Any Other Business</p> <p>GoL - I would like to be able to have everyone on the board's email address in case I want to get in touch with them. I don't have Sandra's email.</p> <p>SW - We can't share everyone's due to GDPR constraints but I give my permission for my email to be shared with everyone SW email address is besowsa.farm@yahoo.co.uk</p> <p>AC - I also am happy for my email address to be shared AC email address is amy.claridge@cornwallcouncil.gov.uk</p> <p>AF - The CQC are visiting CPFT for full inspection between 5-7 March mainland and 12-14 on Isles of Scilly. They are focussing on CAMHS, Garner Ward for dementia care, adult inpatient services, end of life care, community nursing and MIUs. Followed up by review on 2-3 April. It looks like the CQC may start including how well organisations include carers' opinions and expertise in care of a patient as a part of their triangle of observations. This may start from next year. We at CPFT are meeting this Thursday to review our own triangle of care within CPFT and are hoping to expand it out into our community services. We have produced winter pamphlets shared here at the board, do contact us if you need more to share.</p> <p>NL - I would like to note that this venue is not ideal as tables in a circle is preferred for discussions.</p> <p>SW - We will note this, the next venue will not be at the same place.</p> <p>SW - The Board would like to congratulate Sandra Tregidgo of Carnon Downs Carers Group and who is a Trustee of CRCC who was awarded a BEM in the 2018 New Year's honours for her work in the community.</p>	<p>10. Healthwatch Cornwall - To circulate SW and AC's email addresses with the board</p> <p>11. NK Next meeting venue is Wesley Halls.</p>
---	---	---

NEXT MEETING	1.30pm - 3.30pm (Refreshments from 1pm)
DATE	Thursday 2nd May 2019
LOCATION	Wesley Halls, Wesley Street, Redruth, TR15 2EG