



MEETING NOTES:	Meeting of the Carer's Partnership Board
DATE:	Thursday, 24 October 2024
LOCATION:	The Fibre Hub @ Redruth and on Microsoft Teams

ATTENDANCE (in person)

Name	Position	Organisation
Sandra Ward (SW) (stand-in Chair)	Lived Experience, Director of Parent Carers Cornwall and Chair of Carers Partnership Board	
Robert O'Leary (RO)	Partnership Boards Lived Experience Project Officer	Healthwatch Cornwall
Natalie Thompson (NT)	Research & Engagement Manager	Healthwatch Cornwall
Katherine Berriman (KB)	Commissions Officer for the Carer's Service	Cornwall Council
Kate Alcock (KA)	Head of Strategic Commissioning, Older People, Physical Disability and Carers	Cornwall Council

ATTENDANCE (via Microsoft Teams)

Name	Position	Organisation
Ben Uren (BU)	Work Placement	Healthwatch Cornwall
Lynda Berry (LB)	Lived Experience, Director	Cornwall Partners in Policymaking
Mike Hooper (MH)	Partnership Boards Coordinator	Healthwatch Cornwall
Jayne Price (JP)	Contract Lead	Carers in Cornwall
Gary Dymott (GD)	Community Connector in Bude and Launceston	MENCAP
Chris Watkin (CW)	Project Lead	Carer's Service
Martin Uren (MU)	Transformation Manager for Respite Services	CORSERV Care, Cornwall Council
Megan Nicholls (MN)	Patient Engagement Manager	Royal Cornwall Hospital Treliske
John Bastin (JB)	Cornwall Councillor and Chair of Health and Adult Social Care Overview and Scrutiny Committee	Cornwall Council
Claire Jukes (CJ)	Patient Service Manager and Carer's Lead	UHT Derriford
Jay Thompson (JT)	Work Placement	Healthwatch Cornwall
Purva Shrivastava (PS)	Patient Experience Manager	Royal Cornwall Hospital Treliske
[AI] Kaddy Thomas (KT)	Lived Experience, Carer	Elijah's Hope



Name	Position	Organisation
Fiona D		

APOLOGIES

Name
Kate Shields (KS)
Neil Lindsay (NL)
Joel Gregory (JG)
Mary Ashton (MA)
Bernie DeLord (BD)
Jenny Tarvit (JT)
Aaron Hooper (AH)
Ian Penhaligon (IP)
Nigel Cox (NC)
Kelvin Yates (KY)
Theresa Court (TC)
Wendy Gauntlett (WG)
Zoe Locke (ZL)

ACTIONS AGREED AT MEETINGS

Action	Responsible	Status
Co-Chairs, HWC are to continue to focus on the development of the 2025 board workplan.	HWC and all members	Update at next meeting
Share new PROMAS Posters digitally with the minutes	Bernie	Updates from PROMAS – Bernie and Jenny



Action	Responsible	Status
Cornwall voices Partnership would like to share new updates at the next meeting		Would like to share an update at the next meeting in 2025.
Jayne Price agreed that their new apprentices will include information on the Boards in the next newsletters and share experiences around carers network.	Jayne Price	Update on progress to be made at next meeting in 2025.
Cornwall Council Strategy co design.	Board Members	KA and the Board to support the co design of this new strategy in the New Year. Further discussions at the next meeting in 2025.
Members to share themes and ideas for the future workplan before the next meeting.	All	Ongoing

Item	What was discussed	Action
1.	Welcome, introductions and apologies	
	<p>SW welcomed everyone to the meeting and asked that members online use the 'raise hand' function if they wished to speak.</p> <p>Expectations regarding meeting etiquette were outlined.</p> <p>There were "round table" introductions and RO read out apologies received, as detailed above.</p>	
2.	Minutes of and actions from the meeting held on 18 July 2024	
	<p>The notes of the previous meeting were confirmed as a true record.</p> <p>SW expressed her disappointment in being unable to attend the previous meeting. SW also noted the lack of comments or feedback in the previous minutes from the Partnership Board members regarding the "Hearing Families" video provided by Dr Hazel Lacohee and Jane Williams.</p> <p>SW decided that rather than discussing all other actions, the board would agree that focus should be on the workplan for next year, which would be formulated by the Co-Chairs, HWC and KA to then be approved by the board before circulation.</p> <p>KA recommended that a workplan for this financial year should</p>	<p>Co-Chairs, HWC and KA are to continue to focus on the workplan. The Workplan for this financial year should be made in addition to next year's workplan</p>



	<p>also be drafted to serve the purpose of showing board members the progress and impact that the board has made, stating that if people are giving up their time to attend board meetings, they deserve to know what outcomes have been reached.</p> <p>The board agreed.</p> <p>There were no other arising matters.</p>	
<p>3.</p>	<p>Updates from Members</p>	
	<p>SW shared that she had been invited to an event at Tregenna Castle Hotel in St Ives, alongside the Partners in Policymaking.</p> <p>SW also gave updates regarding Parents & Carers Cornwall (PCC), such as the Proud to Care project in which SW was elected to be on the judging panel. SW described reading the 259 nominations of carers and parents as “humbling” and outlined how positive the experience was.</p> <p>PCC will continue to deliver opportunities, such as events, to families whilst they’re still funded. SW described one such event which took place at the Eden Project near St Austell in September, with 40 providers in attendance, SW was thrilled with the atmosphere and outcomes and stated the next and final event of this financial year will be taking place in March 2025, once again at the Eden Project.</p> <p>Additionally, PCC will continue with training and talks for parents and carers, and SW is working closely with Tica? Pritchard and Joanna Grace, particularly focusing on individuals with neurodiversity and Autism, and their parents/carers.</p> <p>PCC will continue to support families until they have no funding left.</p> <p>SW raised a concern regarding a mailing error from the finance teams of service provider in which those whom the correspondence was not applicable to received letters regarding changes to the way payments were made. This correspondence was received on a Friday, meaning many vulnerable and unsure families were unable to contact the finance team until Monday, causing anxiety amongst families. The name of the company included within this correspondence contained the word “debtor”, which was agreed to be a strong word to use, particularly when towards vulnerable people or unpaid carers.</p>	



	<p>KA expressed understanding regarding these concerns and stated that there is a rule within her team against sending out important correspondence on Fridays due to the inability to answer concerns over the weekend. KA stated she will speak to Fiona and her team to remind them of this.</p> <p>Updates from PROMAS – Bernie and Jenny</p> <p>Bernie and Jenny were unable to attend the meeting today, however sent an update in which RO shared with the board.</p> <p>Various courses and activities for both carers and those cared for are available to be booked on the PROMAS website, such as Art Classes and Digital Appliance Lessons.</p> <p>This has been made possible after successful funding from Cornwall Community Foundation Trust</p> <p>Cognitive Stimulation activities are also available courtesy of Memory Matters CIC. The full list of activities and their locations can be found attached at the end of this document, along with the contact details for PROMAS</p> <p>See website for further details.</p> <p>Carers Voices Partnership – would like to share an update at the next meeting. Information will be shared once they have a plan.</p>	<p>Action: Share poster.</p> <p>Action: Would like to share an update at the next meeting in 2025.</p>
<p>4.</p>	<p>Healthwatch Cornwall Survey Results</p>	
	<p>RO gave an update on Healthwatch Cornwall Ageing Well Survey conducted across the community.</p> <p>Healthwatch Cornwall asked a series of questions designed to help form a work plan for the Carers Partnership Board and what we focus on, with the voice of lived experience always at the forefront.</p> <p>The Participation uptake was good and geographically spread across the county. The survey results were clear in themes, and that it reflected the Carers voice.</p>	



	<p>Key points from the presentation:</p> <ul style="list-style-type: none"> • The age range of participants to overall survey were primarily 50 or over • We identified that there is an ageing population caring for an ageing population and all the challenges that can present. • There is a Lack of support knowledge available or access to support across the county however this is not driven by lack of access to technology. <p>JP asked a question around the findings and agreed with everyone in the room that what the data from the presentation shows is that it is matching up with the national data that Cares rights UK are collating. What they do know is the data and the link between older person and carer roles is there is still a huge amount of work still to do to raise awareness and access the support.</p> <p>The Carers Register. Carers Passport and Emergency cards are all still useful tools for carers to use and be aware of.</p> <p>The overall data and Information locally are on par with national data with 68% carers cutting back on personal and leisure activities. 60% reduced time seeing family and friends and the impact this has on Mental Health.</p> <p>JP also highlighted the topic Digital Exclusion and Inclusion – Since covid there has been a shift to more digital support. Some have had no choice and now there is a margin/gap in the skills people may/may not have. However, there is funding and support out there to learn and develop those skills.</p> <p>Connectivity is also a difficult challenge and cost to some people around Cornwall and needs to be addressed.</p>	
<p>5</p>	<p>Carers Service Update.</p>	
	<p>Presentation Overview: JP shared an update on the Carers Service.</p> <p>Engagement and Participation:</p> <ul style="list-style-type: none"> • A team member, an unpaid carer with lived experience, 	



	<p>participated in the Proud to Care Awards panel. The evening was a celebration of care, where colleagues, carers, and stakeholders came together to highlight the value of care in Cornwall.</p> <ul style="list-style-type: none"> The partnership has been actively engaging in various events, including the SAP (a space for professionals to provide unpaid carers with information and access to services). Additionally, they attended several health and wellbeing events across Cornwall and Cornwall Council staff conferences. <p>Andi Hub:</p> <ul style="list-style-type: none"> The launch of the Andi Hub was successful, generating good initial interest. There are still places available, and the team encourages individuals who could benefit from the resource to get in touch. <p>Support Provided:</p> <ul style="list-style-type: none"> The service supported a significant number of individuals throughout the year. <p>PROMAS Funding:</p> <ul style="list-style-type: none"> Promas has received funding for new monthly social events, which will help to boost engagement and introduce new activities. All carers are encouraged to participate. <p>Board Representation:</p> <ul style="list-style-type: none"> Sandra raised a concern regarding the low number of carers on the board (only two present). She urged everyone to explore different ways to engage carers and ensure their voices are heard through weekly newsletters, social media, and shared experiences. <p>Strategic Development:</p> <ul style="list-style-type: none"> Helen Bennett has invited Sandra to join the new strategy group focused on the CQC inspection. This group aims to strengthen engagement and recruit more individuals with lived experience to participate in meetings. KA emphasised that the board must represent the community and become a forum for discussion and strategic development. 	<p>Action: Jayne Price agreed to take this forward. Their new apprentice to include information on newsletters and share experiences around carers.</p>
10-minute break		
<p>6</p>	<p>Co- Production – listening to lived experience</p> <p>The board members were presented with a recent video of co production in Cornwall. Getting it right together, for Cornwall Residents.</p>	



	<p>Sandra wanted it noted that all the lived experience within the video are getting paid for their rolls and skills to support the strategy.</p>	
<p>7</p>	<p>STAR Project – Respite for Carers Scheme (see appendix)</p> <p>Presentation Overview: JP presented the STAR Project (Supporting Time Away and Respite), a Direct Access Emergency Respite service for carers.</p> <p>Background: A recent review highlighted that carers in Cornwall feel there is more that can be done by the Health and Care system to support them in taking regular, consistent, and reliable breaks from their caregiving responsibilities. This need was also identified in the Survey of Adult Carers in England (SACE), which found that carers require access to respite care services that allow breaks of 1-24 hours, or on short notice, especially in emergency situations.</p> <p>Project Timeline: The project will run from October 2024 to March 31, 2025.</p> <p>Respite Care Availability:</p> <ul style="list-style-type: none"> • Care Homes (3 Respite Beds Across Cornwall): <ol style="list-style-type: none"> 1. East: Addison Park, Callington 2. Mid: Trecarrel, Par 3. West: Trewidden, St Ives • 1 Learning Disability (LD) Respite Bed: Lowena, Truro • Home Care Support: Up to 24 hours of home care through Home Care Alliances. <p>Additional Services: MU noted that Corserv Care offers emergency respite services in St Austell.</p> <p>Partnerships: JP is collaborating with the Admiral Care Nurse team to support individuals experiencing care burnout or breakdown, emphasising the value of this resource.</p> <p>Funding and Future Plans: KA highlighted that the funding for the project is temporary, derived from previous projects and trials. The goal is to assess the best use of these funds to support ongoing care services.</p>	



<p>8</p>	<p>Cornwall Council</p> <p>KA provided an update on the Adult Care Strategy, which is set to end in 2025, and the Young Carers Strategy, which will conclude in 2026. The decision moving forward is to align both strategies and create an All-Age Carers Strategy. This will involve co-producing with carers and relevant boards. Several new objectives will be published, along with an additional delivery plan to bridge the current strategy with the new one.</p> <p>KA emphasised the importance of ensuring the board is comfortable with the new review document. The new strategy will outline the principles for the future Carers Service. As the Carers contract ends in 2026, a new service delivery model will need to be developed. Additionally, a review will be conducted to assess various parts of the service, ensuring they meet the needs and expectations of carers.</p> <p>FD highlighted a question as a parent carer of an adult with they have the opportunities as well to feed into the development of the strategy?</p> <p>KA explained that the Carers Partnership Board will serve as the platform to drive co-production and support, ensuring the voices of carers are heard. Focus groups, boards, and online surveys will be made available to all, and an engagement plan will be developed in collaboration with board members.</p>	<p>Action: KA and the Board to support the co design of this strategy.</p>
<p>9</p>	<p>Healthwatch Cornwall Updates</p> <p>RO discussed the need for a rolling workplan for the board, which should be informed by lived experience. The survey has identified key subject areas that need to be themed. Robert asked the board for suggestions on how this should be approached, with ideas and proposals to be brought forward in the next week. Additionally, it is important to celebrate successes and achievements.</p> <p>There was also a call for more lived experience to be included in the board's discussions.</p> <p>NS emphasized the need for 2025 meetings to remain focused,</p>	<p>Action: Members to share themes and ideas for the future workplan.</p>



	<p>reviewing achievements from previous meetings and setting actions for future ones. This will involve the development of an action plan and clear meeting outcomes.</p> <p>JP said she would welcome some review and would like as a service to see how we celebrate successes and identify emerging concerns and issues.</p> <p>NT highlighted the need to gather feedback from relevant stakeholders at these board meetings to ensure comprehensive insights and to inform further decision-making.</p>	
<p>10</p>	<p>Any other Business</p> <p>JP – Noted that we have recently been awarded an allocation to support carers and individuals in socially isolated locations, approximately 6 areas. Financial support is available for heating, fuel, etc., during the winter. Access to information can be obtained through the advice line.</p> <p>FD – Raised the topic of training for carers, particularly on issues related to capacity. She questioned whether carers would appreciate quality training on how to navigate capacity-related challenges, as some services are still using the concept of capacity incorrectly.</p> <p>JP – Offered to share her contact details to provide support.</p> <p>RO – concluded that this was the last meeting for 2024.</p> <p>2025 DATES TO BE PUBLISHED WITH MINUTES.</p>	

The meeting dates for 2025:

- Meeting 1: 14th January Truro Library 1:30pm – 3:30pm
- Meeting 2: 23rd April Bodmin Shire Hall 1:30pm – 3:30pm
- Meeting 3: 8th July ***Truro library** 1:30pm – 3:30pm
- Meeting 4: 15th October Camborne 1:30pm – 3:30pm

**Currently looking at one of these meetings to be run in the evening. (6pm start). Awaiting approval of board members. To be discussed at meeting 1.*