



Carers Partnership Board (CPB)
Meeting held at the Friendship Café, Gloucester
Thursday 7th November 2024, 12.30pm – 4.30pm
M I N U T E S

Attendee	Organisation	Role
Adele Owen	GARAS	Director
Anna Peacock	Barnwood Trust	Engagement Coordinator
Cathy Newman	GHC	Ambassador for Carer Practice
Cheryl Rhodes	Gloucestershire Young Carers	Chief Executive
Ellen Rule	ICB/NHS Glos	Deputy CEO/Director of Strategy & Transformation
Helen Bond	Gloucestershire Parent Carer Forum	Chair of Directors
Jenny Cooper	GCC/ICB	Head of Integrated Commissioning for Older People
Joanna Hall	GCC Children's	Senior Commissioning Manager, Children and Families
Joanna Davies	ICB	Chair/ Coordinator for GPCF
Karen Longman	GCC	Customer Experience Manager, Adults Transformation Team
Katherine Holland	GHT	Head of Patient Experience
Kim George	GCC/ICB	Senior Commissioning Manager – Older People (Carers)
Leda Keating	ICB	Commissioning Officer
Julia Parr	Age UK Gloucestershire	Manager
Rebecca Fell	GHT	Patient and Carer Experience Improvement Manager
Saleha Moola	GCC	Representing Carers from Ethnic Minority Groups
Simon Thomason	GCC	Commissioning Manager for Adult Advocacy
Sarah Stripe	Gloucestershire Parent Carer Forum	Operations Manager
Suzie Compton	Healthwatch Gloucestershire	Engagement Officer
Nina Verle	GCC/ICB	Commissioning Officer – Older People (Carers)
J Moor	Gloucestershire Carers Hub	Marketing and Activities Facilitator
Lisa Walker	Gloucestershire Carers Hub	Carer Services Manager
Vicky Williams	GCC ASC	Transformation Officer
Paul Cooke	GCC Children's	Commissioning Officer – Children and Families Hub
Abbas Veshmia	GCC Transformation	Engagement & Participation Officer – Transformation Team
Lucy White	Healthwatch Gloucestershire	Healthwatch Gloucestershire Manager

No	Agenda Item	Action
1.	Welcome, apologies, introductions, and format for meeting – Jo Davies Welcome and introductions were made and apologies received from: Dominika Lipska-Rosecka, Sam Metcalfe, Blanche McCalla, Emily White, Lena Maller, Jan Marriott, Ele Semadeni, Nikki Smith, Jenny Hincks, Benedict Leigh, Mandy Nelson, Edel Keating	
2.	Minutes from previous meeting and approval of actions The minutes were approved from the previous meeting held on 16 th July 2024. The final versions will be available on the GCC CPB webpages – www.goucestershire.gov.uk/health-and-social-care/carers-partnership-board/	Jo B to circ final copy to Nina
3.	Carer Stories Helen, Jenny, Lisa and Grace spoke about the daily challenges that they faced along with the positive aspects of their caring roles.	



4.	<p>What would make a difference?</p> <p>Jo set the tables a task for discussing what would make a difference to carers based on the stories which were shared in the initial part of the session. Some of these areas are captured below. This will be reviewed along with the wider carer engagement work.</p> <ul style="list-style-type: none">• Identifying carers• Sharing information across the system• What matters to me – looking at it from a carer's perspective• Digitalising information for ease of use for some over paper format• Carer/patient choice on the way in which they are communicated with• GCC are currently recruiting for a Comms Officer who will look at how ASC are communicating with our population• How we gain information from carers about the services which their cared for are receiving - listening to both the carer and the individual(s) cared for to shape the quality of services• Listening• Language and terminology• Condition specific information, advice and training• How we help carers to share their stories and what would facilitate this, trust building• Carers only having to explain their situation once• Availability of information and whether in various formats• Curiosity - by asking questions people will get the support they need• Raising awareness of who carers truly are and breaking down the preconceptions of who they 'see' carers are• Triangle of Care for mental health - could reflect the whole health system, this is now across GHCT• Specific notebooks for carers to carry around with them• Cross-border communication with those living on the boarders of the county and how information is shared• Communication and the importance of it and how to feedback if you don't feel heard• How important peer support is around gaining understanding• Having the right support at the right time instead of waiting until crisis point, as things can be avoided if support is issued at the right time• Importance of stories and sharing those stories of what it is really like when services don't get things right• Registering with a GP as a carer - what does this mean?• Stopping silos in services• Ensuring that people are asked if they are caring for or supporting someone• Getting the right people involved at the implementation and planning stages to ensure carers are identified at all points within the system• Ensuring schools, GPs and other services are informed to enable signposting within the system and carer aware• Carers having their voices and experiences shared from young to old• Carers recognising the right people to share their experiences with and the involvement they have had with the person they are supporting• Identifying the carer early on to provide the support and information they need at the right time	<p>Action: GCC carers team to review as part of the preparation of the strategy.</p> <p>Commented [NV1]: May need to clarify?</p>
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5.	<p>CPB Action Plan, engagement update and carers contracts update from commissioners including - You Said We Did – Information and presentation shared with the group from Kim and Leda. To be attached to the Minutes.</p> <p>Group Activity given to tables and linked to CPB Action Plan and each priority. Aim to get each board member to think about the Action Plan and what each stakeholder has done to support carers and what they plan to do. You said, we did, we plan to do. These will all be collated and shared with everyone within the meeting.</p> <p>Kim also shared about the notebook which came from an idea from a carer via the Carers Response group, (JH), to use in their caring role to capture notes from conversations with professionals.</p> <p>Opportunity to discuss the Action Plan deliverables, All Age Carers Strategy and the Carers Contracts offered to all members in the room. Please contact kim.george@gloucestershire.gov.uk or leda.keating@nhs.net</p>	Action for GCC carers team ALL
6.	<p>Round up of the day</p> <p>Jo spoke in support of the action plan and how it will be revisited and developed following the meeting. The All-Age Carers Strategy is a work in progress and this will be developed within the next 12 months. There is a lot of work going on in the background including retender and review of legislation.</p> <p>Jo gave an overview of the GCC 5 partnership boards who work together and meet on a quarterly basis. These boards come together and feed into the Collaborative Partnership Board. As a collaborative, we need to ensure updates are shared with the right people. The partnership boards are the eyes and ears of what is happening in the local community. We need to ensure that the partnership boards stories are shared with the right people.</p> <p>The Chair and Co-Chair/Vice Chairs of the Boards job descriptions are being revised to ensure continuity. Jo will update on progress at our next meeting in January 2025.</p> <p>Thank you to everyone for supporting the Board.</p>	
7.	<p>AOB</p> <p>Lisa provided information about Attendance Allowance, highlighting that individuals over pension age may be eligible. Age UK representative has guidance notes to help complete the forms. In addition, Age UK are offering the Household Support Fund if needed.</p> <p>Age UK to share guidance notes with Gloucestershire Carers Hub <u>a-guide-on-how-to-complete-aa-forms-april-2024.pdf</u></p> <p>Kim added that GCH also have some household support funding to utilise.</p> <p>Adele – GARAS, advised that anyone with a physical document of their immigration status will need to apply for an eVisa by year end. Adele to send eVisa information to CPB <u>Online immigration status (eVisa) - GOV.UK</u></p>	



	<p>The impact of the things which are being completed to ensure that equality, diversity and inclusion are considered as part of the planning for everything (Health and equalities agenda).</p>	
8.	<p>Meeting dates for 2025:</p> <p>Tuesday, 28th January 2025 (10:30-12:30) - To be reviewed</p> <p>Action: Please let Jo B know any issues with the proposed dates/times above</p> <p>Action: Jo B to circulate invite for the same.</p> <p>Action: Please forward any information you wish shared with the Board prior to the meeting to jo.but@peopleplus.co.uk</p>	<p>ALL JB ALL</p>