

Carers Partnership Board (CPB)
Meeting held via MS Teams video conferencing
Tuesday 16th July 2024, 10.30am – 12.30pm
M I N U T E S

Attendee	Organisation	Role
Joanna Davies (Jo D) (Chair)	ICB	Chair
Helen Bond (HB)	Gloucestershire Parent Carer Forum (GPCF)	Chair of Directors
Jenny Cooper (JC)	GCC/NHS Glos	Head of Integrated Commissioning for Older People
Kim George (KG)	GCC/NHS Glos	Senior Commissioning Manager – Older People (Carers)
James Barwell (JB)	GCC	Business Change Manager – Adult Transformation Team
Paul Cooke (PC)	GCC	Commissioning Officer – Children and Families Hub
Marit Endresen (ME)	Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT)	Patient Survey Manager
Katherine Holland (KH)	Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT)	Head of Patient Experience
Sarah James (SJ)	GCC	Your Circle
Edel Keating (EK)	GCC	Quality and Engagement Manager, SEND
Claire Lawrence (CL)	Gloucestershire Carers Hub (GCH)	Team Manager
Karen Longman (KL)	GCC (guest)	Customer Experience Manager - Adult Transformation Team
Blanch McCalla (BM)	Ebony Carers	Representing Carers from Ethnic Minority Groups
Saleha Moolla (SM)	GCC	Representing Carers from Ethnic Minority Groups
Cathy Newman (CN)	Gloucestershire Health and Care NHS Foundation Trust (GHC)	Ambassador for Carer Practice
Cheryl Rhodes (CR)	Gloucestershire Young Carers (GYC)	Chief Executive
Karen Sheridan (KS)	GCC	Manager for Disabled Children's Team
Nikki Smith (NS)	GCC/NHS Glos	Quality Manager - Adult Social Care Operations
Simon Thomason (ST)	GCC	Commissioning Manager for Adult Advocacy
Vicky Townsend (VT)	GCC	Commissioning Officer – Children and Families Hub
Nina Verle (NV)	GCC	Commissioning Officer – Older People (Carers)
Lisa Walker (LW)	Gloucestershire Carers Hub (GCH)	Carer Services Manager
Jo Butt (Jo B)	Gloucestershire Carers Hub (GCH)	Administrator

No	Agenda Item	Action
1.	<p>Welcome, apologies, introductions, and format for meeting.</p> <p>Welcome and introductions were made to everyone, and apologies were received from: Naomi Adams, Suzie Compton, Jenny Hincks, Mandy Nelson, Paula Morris and Ele Semadeni.</p>	
2.	<p>Minutes from previous meeting and approval of actions</p> <p>The Minutes were approved from the previous meeting held on the 30th of April 2024. The final versions will be available on the GCC CPB webpages – www.goucestershire.gov.uk/health-and-social-care/carers/carers-partnership-board/</p> <p>Action: Send link to previous minutes to Karen and James Action: Final copies of both documents approved to be sent to NV Action: Action log spreadsheet to be sent out with the Minutes Action: Review Actions and update progress.</p>	Jo B Jo B Jo B ALL

3.	<p>Collaborative Board feedback – Jo D</p> <ul style="list-style-type: none"> • Co production Charter <ul style="list-style-type: none"> ◦ The group discussed the importance of co-production. • Carers response group (CRG) structure <ul style="list-style-type: none"> ◦ The Board would like to thank Jenny Hincks for all the hard work that she puts into running the CRG. ◦ Looking at changing the format to increase the number of participants. • Place in the system. • Role of the Chair and Vice Chairs of the CPB – the way forward <p>Action: Send copy of Position Statement on co-production for SEND and Inclusion from the Local Area Partnership Board to Jo D</p> <p>Action: Co-production training/tool from GPCF to be sent to Jo D/KG</p> <p>Action: Co-production to be added as an agenda item to F2F meeting on 07/11/24</p>	AK HB KG/NV
4.	<p>Carers Service Provision updates from members</p> <ul style="list-style-type: none"> • GCC Adult Services – Carers Team - KG <ul style="list-style-type: none"> ◦ CQC <ul style="list-style-type: none"> ▪ CQC inspection to take place from 2nd September 2024. ▪ CQC assessment of Gloucestershire Adult Social Care Gloucestershire County Council ◦ Contracts <ul style="list-style-type: none"> ▪ In year 6 of 7 of GYC and GCH contracts and now starting the re-tender process, the first step is to develop an engagement plan. This will also link into other work including the action plan and ARF projects. ▪ Karen Longman is recruiting for a Participation and Engagement Officer to help with the ARF projects. ◦ Surveys <p>Gloucestershire County Council and NHS Gloucestershire invite unpaid carers and professionals to share their views on services to support adult carers aged 18+.</p> <p>Your feedback will help to shape future services and support for carers across the county.</p> <p>Carer definition: <i>“An unpaid carer provides support or looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, addiction, or disability.”</i> Regardless of whether a person receives Carers Allowance.</p> <ul style="list-style-type: none"> ✓ Carers have your say by visiting Carers Survey 2024 Have Your Say Gloucestershire (engagementhq.com) ✓ Professionals, who support carers, have your say by visiting Carers Professionals Survey 2024 Have Your Say Gloucestershire (engagementhq.com) 	

	<p>The carers survey closes on Wednesday 4 September 2024</p> <p><u>If you would like further information or support to complete the survey, please email the Carers Commissioning Team at CommissioningHubAdults@gloucestershire.gov.uk</u></p> <p>We welcome individual, meeting, or group discussions in August/September 2024 to gather detailed carer feedback. Please email CommissioningHubAdults@gloucestershire.gov.uk to arrange.</p> <p>Action: Board Members to circulate surveys as widely as possible Action: Send any possible stakeholders names to Kim or Nina Action: Kim/Nina to liaise with Edel re adding surveys to families in partnership publication</p> <ul style="list-style-type: none"> • Gloucestershire Carers Hub (GCH) – LW <ul style="list-style-type: none"> ○ Since contract commencement in April 2019- 14283 Carer have been registered with the Carers Hub ○ 621 new referrals received in Q1 ○ 491 Carers re-referred to Hub ○ Average waiting time for Carers Assessment- 10 working days ○ Professionals and NHS top two categories of where self-referrals were made aware of Hub ○ Carer Discount Scheme continuing to grow in discount providers and Carer requests for Cards • Gloucestershire Young Carers (GYC) - ES <ul style="list-style-type: none"> ○ Cheryl gave an update and Ele's update report was distributed to members before the meeting and will be attached to the Draft Minutes. • Gloucestershire Parent Carer Forum (GPCF) - HB <ul style="list-style-type: none"> ○ Over 200 people attended Preparation for Adulthood event on 2nd July 2024 at Skill Zone. • Carers Response Group (CRG) – Voice of Carers - JH <ul style="list-style-type: none"> ○ Kim gave feedback from Jenny who was unable to attend. ○ Priority is on encouraging participants. • Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT) - KH <ul style="list-style-type: none"> ○ Started to capture data around patients experience predominantly through the friends and family test. ○ Becky Fell will be starting as the patient and Carer Experience Manager on 22/07/24. 	<p>ALL ALL KG/NV</p> <p>Jo B</p> <p>ALL</p>
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	<ul style="list-style-type: none"> • Gloucestershire Health and Care NHS Foundation Trust (GHC) – CN and ME <ul style="list-style-type: none"> ○ Carers Charter has now been shared widely. ○ Triangle of Care – on-going work and trying to recruit carers champions. ○ Friends and Family Test <p>Action: Presentation to be sent out with Draft Minutes.</p> <p>Action: Saleha and Katherine to meet to find some strategies and ideas on engaging with /feedback from Ethnic Minority Groups</p>	Jo B SM/KH
5.	<p>Sarah James – Your Circle Sarah introduced the Your Circle Directory. Home YourCircle</p> <p>Action: Your Circle Presentation to be sent out with Draft Minutes.</p>	Jo B
6.	<p>Carer Aware Update - KG</p> <ul style="list-style-type: none"> ○ Discussed Action Plan/Strategy The 6 Themes: <ul style="list-style-type: none"> • To Be Heard • To Be Recognised • To Be Informed • Be Prepared • Be Connected • Be Reached ○ ARF projects The 4 projects are: Further Development of the Carer Aware Action Plan Information, Advice and Guidance for Carers Development of digital Assessments Hospital – communicating with carers ○ Carer Aware Training Package ○ Pledges <p>Action: How can members pledge support to the Action Plan, how can we measure improvements? Feedback requested from all Board members.</p> <p>Action: Please promote the Carer Aware Training Package and encourage completing it</p> <p>Action: All Members to send in their pledges to Kim/Nina</p>	ALL ALL ALL
7.	<p>AOB</p> <ul style="list-style-type: none"> ○ Market Position Statement Link now available online. https://www.goucestershire.gov.uk/MPS ○ Next F2F event – proposed date 7th November <p>Action: Respond to Jacky Martel's (Access Charity) email and invite them to Carers Response Group meeting</p>	HB/KG

8.	<p>Meeting dates for 2024/25:</p> <p>Thursday 7th November 2024, Face to Face event – Venue to be confirmed Tuesday, 28th January 2025 (10:30-12:30)</p> <p>Action: Please let Jo B know any issues with the proposed dates/times above Action: Please forward any information you wished shared with the Board prior to the meeting to jo.butts@peopleplus.co.uk</p>	ALL ALL
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