



Carers Partnership Board (CPB)
Meeting held via MS Teams video conferencing
Tuesday 11th February 2025, 10.30am – 12.30pm
M I N U T E S

| Attendee | Organisation | Role |
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| Adele Owen (AO) | GARAS | Director |
| Cathy Newman (CN) | GHC | Ambassador for Carer Practice |
| Cheryl Rhodes (CR) | Gloucestershire Young Carers | Chief Executive |
| Ellie Jackson (EJ) | GCC | Integrated Social Care Manager ASC Cotswolds |
| Helen Bond (HB) | Gloucestershire Parent Carer Forum | Chair of Directors |
| Jenny Hincks (JH) | Carers Response Group | Chair and Carer |
| Joanna Hall (Jo H) | GCC Children's | Senior Commissioning Manager, Children and Families |
| Joanna Davies (Jo D) (Chair) | ICB | Chair/ Coordinator for GPCF |
| Kim George (KG) | GCC/ICB | Senior Commissioning Manager – Older People (Carers) |
| Rebecca Fell (RF) | GHT | Patient and Carer Experience Improvement Manager |
| Simon Thomason (ST) | GCC | Commissioning Manager for Adult Advocacy |
| Suzie Compton (SC) | Healthwatch Gloucestershire | Engagement Officer |
| Nina Verle(NV) | GCC/ICB | Commissioning Officer – Older People (Carers) |
| Lisa Walker (LW) | Gloucestershire Carers Hub | Carer Services Manager |
| Jo Butt (Jo B) | Gloucestershire Carers Hub | Administrator |

| No | Agenda Item | Action |
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| 1. | Welcome, apologies and introduction – Jo Davies Welcome and introductions were made by all attendees. Jo updated the group on the sad passing of Keith Smith. Keith had been a member of the Carers Partnership Group and an advocate of unpaid carers. Apologies were received from: Anna Peacock, Blanche McCalla, Edel Keating, Ele Semadeni, Jenny Cooper, Julia Parr, Katherine Holland, Lena Maller, , Mandy Nelson, Naomi Adams, Nicky Wilson, Nikki Smith, and Saleha Moolla, prior to the meeting. There were no declarations of conflicts of interests. | |
| 2. | Minutes from previous meeting and review of actions - ALL The minutes were approved from the previous face to face event held on the 7 th of November 2024. The final versions will be available on the GCC CPB webpages – www.goucestershire.gov.uk/health-and-social-care/carers/carers-partnership-board/ Action: Approved copy to be sent to NV to add to CPB webpage. | Jo B |
| 3. | Update on process for Chair/Vice/Co Chairs roles - Kim The group agreed that Jo Davies will continue as Chair until March 2026 and once the review of all Partnership Boards is finalised. Action: Jo D to discuss with Vice Chairs (HB and JH) if happy to continue in their roles. Action: Update to be given at next meeting. | Jo D, HB, JH Jo D/KG |

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| | <p>Carers Partnership Board (CPB) /Carers Response Group (CRG) Website review and feedback – Kim</p> <p>We want CPB pages to be interesting, accessible and effective for all who access them, with this aim please can all Board members review the GCC webpages below provide feedback on how we can improve /develop these pages.</p> <p>www.goucestershire.gov.uk/health-and-social-care/carers/carers-partnership-board/</p> <p>https://www.goucestershire.gov.uk/health-and-social-care/carers/carers-response-group/</p> <p>Action: To review the websites and send feedback to Kim and Nina by end of February 2025</p> <p>Face-to-face Event on 15th of July 2025. ALL</p> <p>Jo asked the group for ideas/themes for the next face to face event.</p> <p>Suggestions for the day:</p> <ul style="list-style-type: none">• Venue with good parking. Time – does it need to be more compact? Information stands for stakeholders? Encourage senior stakeholders and influencers to attend and get involved. Invite Helen Goodey, Director of Primary Care & Place, ICB.• Must have a diverse range of carer's stories as these are very powerful and really highlight the challenges faced daily.• Feedback from carers on what works and doesn't work, their expectations and how the CPB influences these changes.• Information session from the Care and Advice Line• How to encourage people to recognise themselves as carers• How to ensure our services for carers are easily identified and accessible• Encouraging young carers to join the event.• Identifying young carers earlier and arranging support.• How services recognise carers and ensure that there are no barriers once identified. <p>Action: Venue to be identified and booked asap.</p> <p>Action: Follow up on arrangement for GP representative and someone from Helen Goodey's Team to regularly attend CPB meetings.</p> | ALL JoB/KG/NV KG/NV |
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| 4. | <p>Members updates – 3 key points</p> <p>Parent Carer Forum - Helen Annual SEND fair took place on 10th February 2025. The purpose of the fair was for Parent Carers to access information, advice and support. In attendance were:</p> <ul style="list-style-type: none">• a range of voluntary sector organisations• strategic partners• other relevant services <p>All sharing information on how they can support Parent Carers. The event was extremely successful, with the Director of Children's Services, the Director of Education, the Head of SEND Employment Education Team, the Assistant Director for Safeguarding and the Designated Medical Officer giving keynote speeches. Clinic appointments from the SENDIASS Team were available. The Education, Health and Care Plans (EHCP) Casework Team gave advice and support to parents of the most vulnerable children.</p> <p>Action: Please share PCF information whenever and wherever possible, especially the Families in Partnership newsletter, which is co-produced.</p> <p>Gloucestershire Young Carers - Cheryl</p> <ul style="list-style-type: none">• 103 referred in the last quarter, 88 of which were Young Carers and 15, Young Adult Carers• Referrals from Education rose again in the Autumn and now makes up for 50% of all referrals, however, referrals from Children's Services has fallen to 16%. Two of the new young carers are on an Education, Health and Care (EHC) plan, three are on Children In Need (CIN) plans, and three have Child Protection (CP) plans. This equates to nearly 10% having significant needs, which is a large percentage.• Twilight Conference took place in November 2024 and was led by young carers who organised 6 workshops around different issues that they were facing. One of the key points made was that it took around 3-4 years for them to be identified as young carers. Earlier identification could have made things a lot different for these young people.• Mosquito Mission sessions – These sessions, run by young carers, are to help newly qualified Social Workers and Teachers or those in training, understand the issues that they face. A 3-hour session was held for sixty primary early career teachers and twenty-two social care postgraduate and master students at the University of Gloucestershire.• Refreshing of development plan for the next one – three years. <p>Gloucestershire Carers Hub - Lisa</p> <ul style="list-style-type: none">• Carers Rights event at Shurdington in November was successful with good attendance at the presentations from Becky Fell and the Care Advice Line.• Carers Week 9th June 2025<ul style="list-style-type: none">○ This will take place at Dowty's Social Club, with 3 rooms booked including a quiet room for conversations | ALL |
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| | <ul style="list-style-type: none"> ○ A quiet hour will be implemented (request from carers), asking stall holders to be quieter, probably dimming the lights, etc to ensure the event is accessible. ● GCH will take part in the Big Health event on Friday 14th June 2025 of Carers Week ● GCH also taking part in Active April, an initiative from Carers UK. GCH has planned a varied programme including walks at Westonbirt Arboretum, the Rococo Gardens, as well as activities for mental and emotional wellbeing. ● The Mental Health Peer Support Lead for Cirencester won the BBC Gloucestershire Volunteer of the Year Award, a fantastic achievement and which carers to the wider community. ● There was a slight drop in referrals in November and December 2024, but it has picked up again in January 2025, returning to the mid-200s. ● GCH's highest number of carers is in the age range of 18 – 64, which is the working age bracket and not the older category as may have been expected. ● People are still not recognising themselves as being a carer. <p>Action: Please add 9th June Carers Week event to calendars</p> <p>Action: To provide a more detailed breakdown of the 18 – 64 age bracket of carers.</p> <p>Action: Meeting to be arranged to discuss the age of carers to aid Living Well strategy.</p> <p>Action: GYC to write up case study on collaborative working with GCH re. young adult needing help with caring for his Mum.</p> <p>Carers Response Group – voice of carers</p> <ul style="list-style-type: none"> ● Jenny Hincks updated the group on the new Carers Charter. Becky updated more in her presentation. <p>Carers have highlighted issues with the following:-</p> <ul style="list-style-type: none"> ● Issues with hospital discharge <ul style="list-style-type: none"> ○ No package of care offered as it is assumed partner or loved one will provide it. ○ Lack of equipment available and if equipment is provided, lack of servicing or replacements when broken. ● Carers feeling overwhelmed and being told to just get on with it. ● Difficulty with communication between organisations/services. <ul style="list-style-type: none"> ○ Carers feel that they are project managers for their cared for ○ Having to repeat information e.g. cared for diagnosis to every different professional that they deal with ○ No record of what treatment or conversations have taken place with District Nurses or Doctors. ● Cost of living crisis – Older carers not able to access Carers Allowance, some having to rely on food banks due to limited resources ● Respite beds <ul style="list-style-type: none"> ○ Availability issues with hospitals, using up carers respite allocation to fund these ○ Funding allocated from ASC not covering full cost, respite not being used as carers cannot afford to top up. <p>Action – KG/NV to arrange a meeting with ASC</p> <ul style="list-style-type: none"> ● Carers assessments | ALL LW LW/ST CR/LW NV/KG |
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| | <ul style="list-style-type: none"> ○ Carers often feel pressurised into being a carer, not realising that they can say no. ○ Could the questions in the assessment be asked in a different way, to enable the Carer to give a full and honest response. <p>Action – LW/ASC/KG/NV to arrange a meeting</p> <p>Next set of meeting dates:-</p> <p>Thursday, 13th March 2025 (11:00-12:00)</p> <p>Thursday, 1st May 2025 (11:00-12:00)</p> <p>Thursday, 10th July 2025 (11:00-12:00)</p> <p>Thursday, 2nd October 2025 (11:00-12:00)</p> <p>GHC - Cathy</p> <ul style="list-style-type: none"> ● Work has been going on to encourage staff to recognise themselves as a carer – 150 staff have registered so far, and this will be an ongoing piece of work. A group has been set up to support these carers. ● Carers handbooks <ul style="list-style-type: none"> ○ 5500 delivered since March 2024 ● Trust progression <ul style="list-style-type: none"> ○ Using Triangle of Care principles to improve engagement between staff and carers – opened up to 280 sites and services across the Trust. ● Working with the CAHMS Team and GYC to recognise that some patients in Wotton Lawn will have children who are supporting their parents and to help staff recognise this too. <p>Action: Share breakdown of working age carers with Cathy</p> <p>GCC Carers Team – CQC, Contracts & surveys - Kim</p> <ul style="list-style-type: none"> ● CQC Assessment <ul style="list-style-type: none"> ○ The report has been published, ASC is continuing to implement improvements and together with wider stakeholders, to ensure a better service. ○ Good feedback received regarding the GCH service and how they support carers. ○ Areas that need working on will form part of the ARF project including Co-production, how we communicate, the language used and Carers Assessments. ● Contracts <ul style="list-style-type: none"> ○ Information gathering has been taking place. ○ Seeking agreement to go out to procurement from the Cabinet in March 2025. Once approved we plan to go out to the Market in April/May 2025. ○ Both Adult and Young Carers specifications will align to the Carers Partnership Board Action Plan, which will blend with the overarching aims and objectives of the all age carer strategy. ● Surveys and Communications <ul style="list-style-type: none"> ○ The annual GCH survey has been distributed, seeking feedback and suggestions on improvements for service. | NV/KG |
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| | <ul style="list-style-type: none"> ○ The survey of Adult Carers in England (SACE) – coming out later in year. This is a national survey that has a set of key questions, which will give GCC ASC a ranking across England from a carers support perspective. Gloucestershire ranked well in the last survey, particularly with regards to Information, Advice and Guidance. The hope is to improve on last year's results. <p>Action: Share the link to the CQC report – https://www.cqc.org.uk/care-services/local-authority-assessment-reports/gloucestershire-0125</p> <p>Action: Share the link to the GCHs annual survey – https://gloucestershirecarershub.co.uk/news/annual-survey-2025/</p> <p>Advocacy – Simon</p> <ul style="list-style-type: none"> • Mapping of non-statutory advocacy <ul style="list-style-type: none"> ○ A piece of work is being undertaken around the mapping of non-statutory advocacy support around the county. ○ Once all information has been collated, a forum will be set up around what support the organisations and community groups want and how this can be delivered. <p>Action: Email advocacy@gloucestershire.gov.uk with names of any community groups providing non-statutory advocacy.</p> <p>Action: Flyer to be sent to Lisa for distribution to community groups and organisations.</p> <p>Healthwatch Gloucestershire - Suzie</p> <ul style="list-style-type: none"> • Report on Community Pharmacy <ul style="list-style-type: none"> ○ Still in draft format but a highlight from the report is that of 440 people spoken to, 26% of people identified themselves as a carer. <p>Barnwood Trust – Anna</p> <ul style="list-style-type: none"> • Barnwood Trust's outreach work, AP would like to hear more from carers on issues that matter to them, so will be attending the Hucclecote Carers Cafe on 17th March if anyone would like to join her. Alternatively, she would be happy to visit any other Carers hubs/cafes if any groups would be interested in her coming along. | Jo B Jo B AllST |
| 5. | <p>Comfort Break</p> <p>Everyone agreed to forego the break to give Becky time to complete her presentation</p> | |
| 6. | <p>Update from Rebecca Fell - Patient and Carer Experience Improvement Manager - GHT</p> <p>Becky gave an update on her role and the progress she has made since starting in post in July 2024.</p> <p>Launching Carers Charter on 17th February. GHNHSFT committed to recognising the valuable role of carers and working with them as partners to deliver exceptional carers. The charter outlines what carers can expect and how carers can help.</p> | |



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| | <p>Action: Copy of Becky Fells presentation to be distributed with minutes.</p> | |
| 7. | <p>Carer Aware - Kim</p> <p>Action Plan/Strategy – Impact</p> <ul style="list-style-type: none">Feedback from multiple channels has confirmed that the Action Plan is still “fit for purpose”. We will continue to develop this alongside the strategy. Looking at tangible deliverable to demonstrate impacts. <p>ARF projects – Coproduction Partner</p> <ul style="list-style-type: none">Money has been received from Department of Health to develop Gloucestershire's action plan and strategy, and particular focus on Information, Advice and Guidance (IAG), digital self-assessments, as well as hospital processes and ensuring carers are listened to.Co-production partnership between GCC and GCH teams started on 1st February 2025 for twelve months. First task is to map out current position.Two new members of GCC helping with projects.One of the key outcomes is to identify carers earlier and ensure that they have support in place to reduce the number of carers coming through at crisis stage. <p>Carer Aware Training Package</p> <ul style="list-style-type: none">Originally came about from a suggestion by a carer and was developed and tested with carers.Now looking at how this can be developed, and people made more aware. | Jo B |
| 8. | <p>AOB:</p> <p>No other business was raised.</p> <p>Jo thanked everyone for attending and closed the meeting.</p> | |
| 9. | <p>Meeting dates for 2025/2026:</p> <ul style="list-style-type: none">6 May 2025 (10:30-12:30) - Online15 July 2025 (10:30-14:30) – Face-to-face7 October 2025 (10:30-12:30) - Online27 January 2026 (10:30-12:30) - Online14 April 2026 (10:30-12:30) – Online <p>Action: Please let Jo B know any issues with the proposed dates/times above</p> <p>Action: Jo B to circulate invites</p> <p>Action: Please forward any information you wish shared with the Board prior to the meeting to jo.but@peopleplus.co.uk</p> | ALL JB ALL |