

### All-Age Carers Partnership Board Meeting

**Date:** Thursday 3<sup>rd</sup> October 2024

**Time:** 18:00 – 20:00

**Venue:** Virtual meeting over Microsoft Teams

<b>Attendee</b>	<b>Role</b>
Charlotte Walton	CWAC Executive Director Adult Services/ Chair
Sue Walsh	Carer Representative/ Chair
Cllr Sheila Little	Cabinet Member for Adult Social Care
Victoria Shaw	CWAC Community and Prevention Commissioning Lead
Steve Henshaw	CWAC Strategic Commissioning Manager – Community and Prevention
Jennifer Williams	CWAC Commissioning Support Officer – Community and Prevention
Steven Arnold	CWAC Strategic Commissioning Programme Manager, Childrens and Families
Emma Cleminson	CWAC Portfolio Manager – Adult Social Care Transformation
Amy Lavery	CWAC Performance and Assurance Delivery Officer
Angharrad Walters	Carer Representative
Meleen Rivington	Care Co-ordinator, Chester East PCN and Carer Representative
John Violet	Carer Representative
Dorothy Jump	Carer Representative
Jane Colville	OPAL Services Trustee
David Harvey	Chief Executive Officer, Cheshire and Warrington Carers Trust
Laura Holden	Operations Manager, Cheshire and Warrington Carers Trust
Yvonne Johnson	Carer Support Worker, Making Space
Lydia Woodall	Manager, Making Space
Samantha Weston	Team Leader, Making Space
Toni Cottingham	Families Manager, Cheshire Autism Practical Support (CHAPS)
Jill Cox	Carer Support Worker, Hospice of the Good Shepherd
<b>Apologies</b>	
Alistair Jeffs	Director of Vivo Care Choices
Robert Jones	CWAC Equality and Diversity Officer
Tom Skerratt	NHS Project Manager (Ageing Well, Urgent and Emergency Care, Cheshire West)
Clare Wolff	St Lukes Hospice Representative
Ben Edson	Neuromuscular Centre Representative
Naomi Powell	Hospice of the Good Shepherd Representative
Geoff Blinston	Carer Representative
Clare Harrison	Cheshire West Voluntary Action Representative

Yolanda Baker	CWAC Children and Families Portfolio Lead
Katie Roebuck	Neurotherapy Centre Representative

	<b>Discussion</b>
	<b>Welcome and Apologies</b>
	<p><b>Care Quality Commission (CQC) Assurance and Enabling Great Lives – Charlotte Walton and Emma Cleminson</b></p> <p><b>The Launch of the Enabling Great Lives Strategy</b></p> <p>The Enabling Great Lives Strategy has now been launched. The launch included a pre-launch at the All-Age Carers Partnership Board Development Day, a full public communications campaign and partner communications campaign. The strategy was also launched with all care providers who attended the Market Shaping Conference, as well as Cheshire West and Chester (CWAC) Council colleagues who attended the Adult Social Care conference. All partnership board meetings have been attended to launch the strategy and Enabling Great Lives is available on the Council website.</p> <p><a href="#">Enabling Great Lives: Our Adult Social Care Strategy for 2024-28   Cheshire West and Chester Council</a></p> <p>A delivery plan has been developed with Cheshire Disabled People’s Panel which will be launched imminently. Regular updates will be brought to the CPB on this.</p> <p><b>Carers Assessments Performance</b></p> <p>The volume of carer assessments completed over Period 1 (April – end June) increased substantially and exceeded the target that was in place for this period. This positive increase is attributed to the partnership work with Cheshire and Warrington Carers Trust (CWCT) on the Carer Assessment Pilot.</p> <p><b>CQC Assurance</b></p> <p>The Health and Care Act 2022 gave CQC new regulatory powers to inspect Local Authorities from April 2023. The intention is to assess all Local Authorities within the next two years against the single assessment framework. Once inspected every Local Authority will be given a rating of either Outstanding, Good, Requires Improvement or Inadequate which will be published nationally alongside a report outlining the CQC’s findings.</p> <p>Cheshire West and Chester Council are currently undergoing an inspection from CQC of the Council’s Adult Social Care services after having received CQC notification in August 2024. The Council are at the stage of having submitted their information return and are awaiting notification of the next stage for an on-site visit. A staff engagement programme has been delivered over the summer period with 12 sessions offered and an opportunity for all staff to attend. The CPB will continue to be updated on the progress of the CQC inspection. CQC will want to speak to carers and partners as part of their onsite assurance visit and CPB members will be contacted to take part as soon as dates are known.</p>

### Adult Social Care Customer Experience Survey – Emma Cleminson and Amy Lavery

Cheshire West and Chester Council has introduced a new customer experience survey for Adult Social Care, gathering valuable feedback from people who access support to better understand their needs and continually improve the quality of services being offered. The survey will be open to those receiving support from Adult Social Care, as well as their family members, carers and advocates. The Survey went live on 17<sup>th</sup> September 2024 and will remain open indefinitely. There have been 34 responses since its launch. The Survey will be available in ways that are accessible to people's needs i.e. Online, paper copies, business cards, providing necessary links and QR codes via our website, will be available at our Let's Talk sites and provided to Social Workers to take on visits with them. An Easy Read version will also be available.

[Council launches customer experience survey for Adult Social Care | Cheshire West and Chester Council](#)

### All-Age Carers Strategy Update – Susan Walsh

The All-Age Carers Strategy Group have completed their annual report 2023-2024 which was sent to the board prior to the meeting. Sue welcomed comments and questions from the board on the report. As can be seen at 4.2 on the report, the tables depict the actions set against the strategy's five priorities with a Red, Amber, Green (RAG) rating. Year 3, 2023-2024 is the first year to show no 'red' actions (actions which have not yet been started) which is excellent progress.

The next Carers Strategy Group meeting is on 2<sup>nd</sup> December which will be focused on the strategy and the action plan.



All-Age Carers  
Strategy Annual Repo

### Commissioning Update – Tori Shaw and Jen Williams

#### Carers Charter

At the All-Age Carers Partnership Board Development Day there was a discussion surrounding the Carers Charter and some amendments were proposed by the board. Tori and Jen thanked the board for their feedback at this meeting which was helpful. There have been low sign-up numbers to the Carers Charter since its launch in July. Since the last meeting, the Community and Prevention team have been working on implementing some of these proposed changes. This includes:

- Specific suggestions on how employers can support employees who are carers upon sign up to the charter
- Amending wording on the Carers Charter on the CWAC website to ensure clarity
- Drafting an automated email to be sent to employers immediately upon sign up to the Charter detailing next steps and support they can signpost towards

- Highlighting the benefits for employers to sign up to the Charter
- Creating a logo/ certificate for employers to display that they are signed up to the Charter

The Community and Prevention team are working with the comms team to implement these changes and are looking at a 're-launch' around the time of Carers Rights Day (21<sup>st</sup> November) once these changes have been implemented to promote the charter and increase sign-up numbers. The CPB will be kept updated with any further updates.

### **Community Led Care and Carers Service (CLCC)**

The Council are currently commissioning a new Community Led Care and Carers Service which will include support for carers, older adults and a hospital discharge service. Bids for this contract closed on 8<sup>th</sup> September and 8 bids were received. The evaluation process is complete and the successful provider has been chosen. The successful provider will be informed imminently and hopefully by the next CPB meeting there will be further updates to share with the board.

### **Cheshire and Warrington Carers Trust (CWCT) Update – David Harvey**

In January 2025, after 7 years, the Cheshire West Carer Support Service will come to an end. During this time the service has supported more than 10,000 carers across Cheshire West and Chester through CWCT and local partner organisations.

Carers Rights Day is on 21<sup>st</sup> November and CWCT are hosting an event at Chester Zoo on this date 10:00 – 13:00 with 50 places for carers. Carers will have access to the zoo following the event. Please contact CWCT to book a place on this event.

### **Young Carers Update – Steven Arnold**

The Young Carers Service will be with Cheshire Young Carers until 31<sup>st</sup> March 2026. The Children and Families Commissioning Team are currently undertaking scoping exercises for a new young carers service to start in 2026. Alan Jones, Operations Manager at Cheshire Young Carers has recently left Cheshire Young Carers, with Clare Worth now taking over this role.

Earlier this year Cheshire Young Carers completed a residential trip for 35 young carers from Cheshire West and Chester to go to Disneyland. Cheshire Young Carers are hosting an event on 13<sup>th</sup> October to gain feedback on this trip.

### **Accelerated Reform Fund (ARF) Update – Steven Arnold**

In early 2024, the Department for Health and Social Care asked Local Authorities to think about ways to help to identify and support Carers across the Cheshire and Merseyside area. One option that was chosen by all nine Local Authorities was an app; an online tool that would be made available free of charge to anyone in the area. The app would use technologies to pull together information from social services departments, doctors, hospitals and other local organisations to "join together" information. The aim is to stop

organisations from asking carers the same questions over and over again each time carers talk about their caring responsibilities and activities.

The tool is also designed to provide carers with accurate, relevant information about places and services that can help carers – should they want support. This can include things to do, places to go, where to get help with specific things, short breaks or ways to look after yourself.

A digital platform demonstration event took place on 30<sup>th</sup> August with 2 carer representatives from Cheshire West and Chester in attendance, where two organisations demonstrated their online apps and the carers were asked to provide feedback on which product they preferred and why. This feedback then fed back into the moderation of the bids.

It was shared with the board today that Mobilise were awarded the contract and are currently in the mobilisation period.

[Online support for unpaid carers | Mobilise \(mobiliseonline.co.uk\)](https://mobiliseonline.co.uk)

#### **AOB**

- John Violet raised that the CWAC website for carers is currently out of date. Tori Shaw advised this is currently being looked into and is going through the process of being updated. Advised CWAC are also working on making LiveWell more accessible and easier to navigate.
- Charlotte raised that there was a lot covered during today's meeting and a lot going on for carers at the moment. If members of the board would like to set up a sub-meeting, or wish to ask questions or provide any updates before the board meets for the next CPB meeting to please email Jen:  
[jennifer.williams@cheshirewestandchester.gov.uk](mailto:jennifer.williams@cheshirewestandchester.gov.uk)

#### **Date of Next Meeting:**

Date: 21/01/2025

Time: 18:00 – 20:00

Venue: Microsoft Teams