

All-Age Carers Partnership Board Development Day 2024

Date: Tuesday 30th July 2024

Time: 09:30 – 13:00

Venue: G1, HQ Office Chester, 58 Nicholas Street, Chester, CH1 2NP

Attendee	Role
Sue Walsh	Carer Representative/ Chair
Charlotte Walton	CWAC Executive Director Adult Services/ 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
Natalie Abraham	Adult Social Care Strategy
Angharrad Walters	Carer Representative
Alan Jones	Operations Manager, Cheshire Young Carers
Meleen Rivington	Care Co-ordinator, Chester East PCN and Carer Representative
Yolanda Baker	CWAC Children and Families Portfolio Lead
John Violet	Carer Representative
Izzie Forbes-Hurst	Marketing and Communications Officer, Neurotherapy Centre
Dorothy Jump	Carer Representative
James George	Social Worker, Hospice of the Good Shepherd
Laura Holden	Operations Manager, Cheshire and Warrington Carers Trust
Jane Colville	OPAL Services Trustee
Apologies	
Steve Arnold	CWAC Strategic Commissioning Programme Manager, Children and Families
David Harvey	Chief Executive Officer, Cheshire and Warrington Carers Trust
Tom Skerratt	NHS Project Manager (Ageing Well, Urgent and Emergency Care, Cheshire West)
Shantele Sutherland	CHAWREC Representative
Robert Jones	CWAC Equality and Diversity Officer
Naomi Powell	Hospice of the Good Shepherd Representative
Mandy Gough	Alzheimer's UK Representative
Yvonne Johnson	Making Space Representative
Ben Edson	Neuromuscular Centre Representative
Frances Underhill	End of Life Partnership Representative
Alistair Jeffs	VIVO Representative
Katie Roebuck	Neurotherapy Centre Representative
Clare Wolff	St Lukes Hospice Representative
Jill Cox	Hospice of the Good Shepherd Representative

Jenine de Leie	Carer Representative
Aileen Doherty	Carer Representative
Sarah Murray	Head of Primary Care NHS Cheshire and Merseyside
Gemma Baxter	CWAC Live Well Co-ordinator
Carey Cavenagh	Cheshire Autism Representative
Mandy Gough	Alzheimer's UK Representative
Danielle Percival	The Joshua Tree Representative
Gilbert Martin	Making Space Representative
Rob Robertson	Carer Representative
Clare Harrison	Cheshire West Voluntary Action Representative
Julia Tickridge	Carer Representative

	Discussion
1.	Welcome and Apologies
2.	<p>Update and feedback of ASC Strategy – ‘Enabling Great Lives’ consultation and Community Led Support – Charlotte Walton and Natalie Abraham</p> <p>Update on the Enabling Great Lives consultation</p> <p>An update was given on the consultation of the Enabling Great Lives strategy which is due to go to cabinet 31st July 2024. The presentation shared the main findings from the consultation and how the feedback received has shaped the final version of the strategy. The consultation had a good level of response from Carers and feedback from Carers has influenced the final version of the strategy. Charlotte thanked everyone who has contributed to this work. Once approval has been received from Cabinet a full communications programme will support the launch of the strategy. Regular updates will be brought to the CPB. The strategy will also be launched with all care providers at the Adult Social Care Market Shaping Conference in September.</p> <p>Update on the Community Catalyst project</p> <p>The Community Catalyst project aims to build on local people’s strengths, supporting them to start up their own community micro-enterprises offering care and support to other local people. Since launching in January, the project has already supported 51 community micro-enterprise leaders to get set up.</p> <p>Small Good Stuff</p> <p>Let’s Talk</p> <p>Information shared on the Let’s Talk sites across the borough. Each site provides a warm welcome for residents who are facing challenging issues that are affecting their health and wellbeing. Support available includes access to community services, advice on managing activities relating to daily living, cost of living advice and support, carer support among many others.</p> <p>Let's Talk health and wellbeing Cheshire West and Chester Council</p>

3. Community Partnerships – Victoria Shaw

Cheshire West Voluntary Action host Community Partnerships across Cheshire West and Chester helping influence, address and understand shared objectives in each of the 7 Community Partnerships across the borough. Each staff member in the Community and Prevention Commissioning Team are assigned to attend a Community Partnership group. A discussion was held around how the board believes the Community Partnership Groups can best support and benefit unpaid carers. Answers included ensuring that there is representation from unpaid carers and making sure there is an equal support in all areas of the community across the borough.

VS also provided an update on the Carers Strategy Group priorities and recent achievements for each of the 5 priorities.

Launch of the Carers Charter – Jennifer Williams

The Carers Charter was officially launched on Friday 19th July 2024 and the launch was shared on the council's social media platforms, with local partners and providers, CWACs internal comms and was also featured in the Chester Standard newspaper.

Background information was given on the creation of the Carers Charter which started in January 2023 when a proposal for a Carers Charter was presented. The launch of the Carers Charter was postponed from being during carers week 2024 due to the pre-election period. There have been around 6 sign ups to the Charter to date and there are future plans of how this can be further promoted.

Following a discussion, suggestions were made of how it could be improved. Members of the board said it isn't made completely clear what organisations are signing up to or how they can support unpaid carer employees through signing up. Ideas of what being signed up to the charter could include are

- Providing employees with information on carers rights and signposting to relevant carers support services
- Proposed that sign up should direct organisations to the Carer's Trust so that links are made
- It could be improved by including measurable points that an organisation is agreeing to do to support unpaid carers and these would need to be able to be supported through evidence
- It needs to be made fully clear what the incentives are for an organisation to sign up to it, and the idea of a certificate to download immediately after signing up, a website logo or sticker could be a good idea so organisations can display that they are signed up to the charter

Action: Discuss the Carers Charter further with the All-Age Carers Strategy Group and within the commissioning team of what changes could be made.

5. Empowerment – What it means to carers and how it can be achieved – Sue Walsh

The All-Age Carers' Strategy Group Annual Report

This is being prepared and will be taken to the Strategy Group meeting and then to the next PB meeting.

Last year it was agreed that we would include more data showing the effectiveness of our processes in the implementation of the action plan. We have data regarding KPIs, and the strategy group will continue to keep our focus on monitoring and implementing the strategy.

Carers' feedback informing the policy is at the heart of this process and we also value that of the PB and the wider community.

The number of carers continues to grow with many not registered. What do we know about how they are managing? How is empowerment happening and what barriers are there?

SW pointed out that PB attendees all had experience of the things that help and hinder this and asked for everyone to contribute to the activity.

SW posed this as a question: Empowerment – What it means to carers and how can it be achieved?

Sue shared an article with the group: "What is empowerment in Health and Social Care?"

[What Is Empowerment In Health And Social Care? - Care Learning](#)

An exercise was completed where the board was asked for their thoughts and ideas on empowerment for carers. There was a high volume of answers given from this exercise which can be used to inform the 2023-24 All-Age Carers Strategy Annual Report. The responses from this exercise will be collated and shared back with the board.

6. Update from Cheshire Young Carers and Young Carers Portfolio – Alan Jones and Yolanda Baker

Young Carers Portfolio Update – YB

The current young carers service contract with Cheshire Young Carers has had agreement to be extended to 31/03/2026. This extension will allow a thorough consultation and engagement in the development of the young carers service.

Yolanda feedback on the recent Ofsted inspection, the outcome of which is not yet known. During their visit, Ofsted were supplied with the number of young carers currently identified on our social care system and also those on our system who access the Young Carers Service. Commissioning Officers have also put together a young carer update in preparation for when CQC carry out their assurance inspection of Adult Social Care which includes front of house processes for identifying young carers, current processes and work being done to enhance the recording of young carers within Social Services.

Following an audit of the recording practices, a bespoke young carers section of the social care system has been developed. Initially this section will be to record young carers and add notes about their role and their needs and how these are being met. Following this initial roll out, a specific young carers assessment will

then be created. Further updates will follow via the All-Age Carers Strategy Group.

YB also shared that in January 2023, young carers were added to the school census for the first time. In Spring 2023, 275 young carers were identified in the census across Cheshire West and Chester, and in 2024, 482 young carers have been identified which is a big increase in the space of 1 year.

Cheshire Young Carers Update – AJ

CYC are currently delivering their summer programme of over 25 events accessed by young carers within Cheshire West and Chester. Additional ICB funding and Carer Breaks funding have given CYC the opportunity to build on the CWaC offer for young carers.

Young carers presented 'wants' to Executive Safeguarding Children Partnership and Ofsted met with young carers to understand their story and explore young carer experiences within Cheshire West and Chester.

AJ also shared updates on the Cost of Living Support, Household Support Fund and Family Support.

- Cost of Living Support: CWaC funding will, after direct consultation with young carers, be used for clothing they can wear to activities throughout the year. There will also be a pot as part of the funding that will be allocated to support families with cost of living related challenges.
- Household Support Fund: Distributed by Cheshire and Warrington Carers' Trust, CYC helped allocate funding through contributing to typical family costs and food shopping etc. aiming for 100 families.
- Family Support: Ongoing family support from CYC staff, helping to deliver practical family support at times of crisis and need, or signposting to relevant services to assist families.

7. Update from Cheshire and Warrington Carers Trust – Laura Holden

LH provided an update on recent Cheshire and Warrington Carers Trust activities including Carers Week 2024. 25 event activities took place during Carers Week across Cheshire West, Cheshire East and Warrington, including the celebration event at Abbeywood Estate. LH shared some stats for the recent quarter including 1824 carers accessed support, 39 Essential Fund awards, 78 Personal Budget awards and 222 Information, Advice and Support appointments.

LH shared an update on the carer assessment pilot and that is currently in phase 2, and the majority of care support workers have now been trained up to complete carer assessments. An update was also given on the community home first service supporting carers when the person they care for has been in hospital - there are 2 workers dedicated to that project. It was identified people may not be ready for support straight away and it can be more effective to contact people after a few weeks.

	<p>LH also shared that this year an in-depth carers survey was conducted to get feedback on the service and which received overall positive feedback. A report will be shared with the board once complete.</p> <p>In November, Cheshire and Warrington Carers Trust will be celebrating their 30th anniversary.</p>
8.	<p>Date of Next Meeting: Date: 3rd October 2024 Time: 6-8pm Venue: Microsoft Teams</p>