

## Minutes of the Board Meeting

**Date:** 16 July 2014

**Venue:** Over Conference & Community Centre,  
The Doles, Over, CB24 5NW

**Present:** Chair Ruth Rogers, NEDs Mike Andrews, Mike Hewins,  
Sue Westwood-Bate, Graham Jagger, Guarantor Anne  
Campbell and CEO Sandie Smith

**In attendance:** Angela Grief, HWC (minutes)

### 1 Introduction and Apologies

Chair Ruth Rogers opened the meeting and welcomed all present.

Apologies were received from NED David Neal, Guarantors Victor Lucas and Prof Mike Thorne.

### 2 Declarations of Interest

Sue Westwood-Bate declared her interest working in the Public Health Directorate for Cambridgeshire County Council.

Graham Jagger declared his interests of Care Quality Commission Expert by Experience and as a Foundation Trust Public Governor at Papworth.

### 3 Minutes of Previous Meeting 15 May 2014

Approved as a true record.

### 4 Matters Arising

The first Annual Report was presented to the Board at the Annual General Meeting.

**Action:** The Annual Report Summary to be shared with those people who attended the HWC launch, July 2013.

The draft report Engaging Women in the Provisions of Maternity Services in Cambridgeshire was amended to include the points made by the Board.

It has been circulated to relevant parties, including Healthwatch

England, NHS England Area Tea, the CCG and CQC.

## **5 Appointment of Non-Executive Directors**

The Board agreed the appointment of Karen Begg and Ruth McCallum. They were invited to join the Board at the table.

## **6 Compliance, Regulation & Contract Management Presentation by Ken Fairbairn, Adult Social Care and Supporting People, Cambridgeshire County Council**

KF talked about the commissioning landscape, regulations and how he felt Healthwatch could help to improve services.

The types of services commissioned by Cambridgeshire County Council (CCC) e.g. home care, residential and nursing care, support services and specialist services are complex and present challenges to commission quality services that provide good outcomes for people.

The CCC is working with providers to develop their services. Increasingly these are more outcome-focussed and Person-Centred. Tendering of services is fair, open and transparent.

The new Care Quality Commission (CQC) Regulation Framework introduces ratings and enables the CCC to be more proactive around intervention. CCC aims not to work with organisations that have an “inadequate” rating.

Contracts are managed by the Contracts Team which seeks to ensure compliance with CQC standards. It works closely with CCC Safeguarding Team.

The team also monitors those providers considered high risk and shares information with CQC through a regular information sharing meeting which is also attended by HWC. A Single Service Improvement Plan to address required improvements will be agreed and progressed with providers. If necessary residents will be moved for their safety.

The CCC is proactively working to improve services e.g. facilitating provider forums, developing a Workforce Strategy and working closely with the CCG.

Engagement with CCG on the Care Home Project highlighted issues regarding the recruitment and retention of core staff. Factors are travelling between calls in rural Cambridgeshire and the sector being mainly on the minimum wage.

KF raised the question of how do you incentivise prevention and develop leadership in the care market?

The need to create positive relationships and dialogue with providers is recognised.

KF invited questions from the Board:

**GJ Workforce is key to the delivery of quality care and services and the development of skills. How can we secure staff and skills on low pay?**

A challenge that needs to be addressed. Closer working with care homes to enhance skills is required. We need to demonstrate the value of staff and pay accordingly.

**MH How are providers being encouraged to improve? What are providers saying would help?**

Funding is a challenge. Could be seen that CCC is slow to innovate and needs to improve working with the market.

**MA What investment is made for the use of technology?**

Best use of resources is made. New technology is increasingly being used e.g. telehoists. A bid to expand resources is currently underway.

**RR Declared her interest as CEO for Red2Green.**

It is questionable how much voice people with learning disabilities have had. It is possible that, although well intentioned, care managers may have had a large say. To ensure that people are offered the best opportunities it is crucial that training and support is provided to staff offering choices.

KF agreed that more work is required to equip people to better understand the risks and inform decision making but questioned if the market is able to support this.

To improve efficiency and impact the CCC will continue to develop staff, increase collaboration with community organisations and implement measurable improvements. Services will be person-centred, anticipating future need and capacity. Families will also be required to play an active part.

**SWB How does the Contracts Team evaluate impact of services?**

The ADASS Regional Tool enables assessment of how providers meet essential standards and produces the Improvement Plan.

The Board thanked Ken Fairbairn for an interesting and informative talk.

## **7 CEO Report**

- 7.1 Following HWC escalation to the County Council regarding the waiting times for Older People's Social Care Assessments, significant progress has been made.
- 7.2 The joint consultation response to the CCG's Older People's Procurement was well received. This was an excellent bit of partnership work by Cambridgeshire, Peterborough, Northants and Hertfordshire.
- 7.3 HWC has been a core member of the Working Group to resolve the Lifeworks protest. We are now working alongside the service users and CPFT to help with the co-design of the new service.
- 7.4 As a result of escalating concerns regarding capacity, the CEO has been asked to represent HW England on the NICE Safe Staffing Working Group. She was also asked to deliver a workshop at the recent Healthwatch Conference 'Making Local Voices Heard at a National Level'.
- 7.5 HWC has received considerable positive feedback regarding all areas of communication. Feedback received confirms the website is contemporary and up to date.
- 7.6 We recognise the importance of positive relationships with the media to raise the profile of HWC.
- 7.7 More volunteers are required to help raise the profile of HWC and we are actively working to recruit more people. Co-ordinators attended Volunteers Week events in Wisbech and Ely and we continue to advertise as widely as possible.
- 7.8 We are working with other voluntary organisations to raise awareness of our work with their volunteers so that they can direct people appropriately to us if they have feedback from service users.
- 7.8 We have been working hard to extend our networks across a range of organisations and communities. Public engagement activities have proved successful in gathering feedback and raising our profile. Plans are in progress to extend these activities and to target partnership opportunities.
- 7.9 Staff are targeting attendance at strategic and core groups such as LCG

Board meetings, local Health & Wellbeing Partnerships and CCC Partnership Boards. Any assistance that can be provided by the Board in this regard would be very helpful.

- 7.10 During the past quarter we have written to all the publicly funded Care Homes (via the County Council), Patient Participation Groups, Registered Social Landlords and the county's Diversity & Equalities Network, explaining what we do and how we can work together.
- 7.11 Our intelligence gathering and distribution system is evolving to the next stage; all intelligence is recorded, compiled and feed into the appropriate channels. A report will be made to the Board at the next meeting.
- 7.12 The Board was presented with the finance report. Expenditure at the end of Quarter 1 is on track.

## **8 Public Questions**

A question was received regarding the lack of services provided for people with Aspergers Syndrome.

The questioner gave a detailed personal history of events involving a number of statutory agencies and the Ombudsman.

The Chair acknowledged that there are very few services available in Cambridgeshire.

### **Action:**

HWC will contact the CCC with regard to assessment, staff training and service provision. The response will be feedback to the questioner.

### **Date of next Meeting:**

Thursday 18th September 2014 at Red2Green, Harvey's Barn, Park End, Swaffham Bulbeck, Cambridge CB25 0NA