

Older People's Partnership Board

6th December 2021

Zoom Meeting 11am-1pm

Minutes

Present

PB	Pam Blades	Independent member
SE	Susan Edmunds	Independent Member
GL	Graham Lewis	Healthwatch
PM	Paul McCloskey	Independent Member
DM	Debbie McQuade	Cambridgeshire County/Peterborough City Councils
MM	Margaret Moffatt	Independent Member, Vice Chair
JM	Joan Monk	Independent member
LN	Leneva Nwachukwu	Cambridgeshire County/Peterborough City Councils
LS	Lisa Sparkes	Cambridgeshire County/Peterborough City Councils
EP	Elaine Park	Cambridgeshire County/Peterborough City Councils
ST	Sophie Terrill	Think Communities
BW	Brian Walker	Independent Member, Chair
MW	Melanie Wicklen	Age UK Cambridgeshire and Peterborough

Apologies

KC	Ken Cheung	Independent member
WD	Wendy Dunne	Alzheimer's Society
LP	Lucy Peyton	Age UK Cambridgeshire and Peterborough
MS	Marion Shaer	Independent Member
SW	Susie Willis	Care Network

1 Welcome

GL Requested permission to record the meeting for the purpose of the minutes.

2 Feedback from Independent members

- # Concerns about getting appointments at GP's; length of time waiting on hold to speak to a receptionist; being offered a call back from a GP rather than an face to face appointment.
- # GP websites; many encourage people to make an online appointment or fill in a form to then get a response from a GP, the phone numbers are not very obvious.
- # Concern's relating to GP capacity as we come out of the pandemic and people start talking to their GP's about health issues that they had ignored at the time as recognised the pressures on the system, also about concerns relating to dealing with the aftereffects of having Covid-19. This also raised concerns about growing populations and the re-organisation of GP surgeries into Primary Care Networks.

Action: GL to flag with Healthwatch

3 Feedback from other meetings and Adult Social Care Forum

The Adult Social Care Forum has been discussing its priorities around Digital Exclusion, Communications and Transitions.

The Health and Care Forum's for Cambridge City & South Cambs, Fenland, Huntingdonshire and Peterborough have had presentations on the Shared Care

Record. This will enable health and care workers to access a person's records and see the information that is relevant to care that they need to deliver, but also to understand some of the bigger picture in relation to that person. Systems are in place to ensure that only people who need to know can access a person's records and that the system will log every time someone accesses their record. It is hoped that in future roll outs of the system that relevant Community and Voluntary Sector organisations will be able to access it and then patients themselves.

4 Update from Older People's Services

Elaine Park gave the update

Kirstin Clarke, Assistant Director, joined the council in the summer and has looked at the 'customer journey' as they use social care.

In Cambridgeshire, the Older People's Social Care Teams and the Adult Disabled People Teams are merging.

There is a recruitment drive for social workers in the Cambridge City area, although there are challenges due to cost of living and house prices. Providers (domiciliary care and care homes) are also experiencing recruitment issues.

More people are contacting social care, either in crisis or near crisis. This has resulted in extended waiting times for some people. All referrals are risk assessed and then priorities. In Cambridgeshire, the Early Help team carry out the assessment and referral to assessment is approximately 10 days. In Peterborough people can be waiting for up to 8 weeks.

5 Think Communities – Sophie Terrill

ST gave a presentation on 'Think Communities'. Each district area in Cambridgeshire and Peterborough has a Think Communities team.

Think Communities is an all-age place-based community approach to build resilient communities. It works in partnership with all levels of local government, voluntary and community sector, public sector, and local businesses.

By working together, they can all better support, strengthen and empower people living in the area. They can build communities that:

- Have the confidence to do more for themselves
- Are thriving, inclusive and take positive action
- Are proud of their local initiatives and invested in the future
- Where people have the skills, resources, services, knowledge, and expertise they need to help themselves
- Where people feel safe and are healthy

An example of Think Communities in action is the organic community response to the pandemic, when local communities stepped in to help neighbours with tasks such as shopping, collecting medications etc.

ST asked if people had particular ideas for projects?

Are young people getting involved?

ST Yes

MW Age UK have Community Wardens across the county, there is potential for intergenerational community work.

Action: GL to do an email of introduction to MW and ST

6 Discharge to Assessment – Debbie McQuade

The Care Act requires assessments, delays in assessments result in people remaining in hospital, so that when they can go home, they have a higher level of need.

Discharge to assessment enables people to be discharged when clinically appropriate, recovering in a place that is comfortable to them. Then they will be assessed for their long-term needs.

This was implemented during the first lock down, social care staff based at the hospitals were reorganised and worked virtually.

Healthwatch Cambridgeshire and Peterborough were commissioned by the Council's to carry out a survey on people who had been through the discharge to assessment process. The types of issues raised were that people did not necessarily have the equipment or resources that they needed.

The key recommendations were:

- Simple information sheet with contact numbers for when the person is home so they can contact social care if needed.
- Medication information and records updated
- Information about local voluntary and community sector organisations
- Improve referral to community pharmacy and community equipment services

Do you get warnings that discharge is going to happen?

DM Yes, wards do a discharge notification which is triaged to the right pathway

If the person is from outside Cambridgeshire and Peterborough, what info are they provided with?

DM Links are provided to the neighbouring local authorities

What about people who are from Cambridgeshire and Peterborough but are in an out of area hospital (eg Queen Elizabeth in Kings Lynn)

DM They are provided with appropriate information

Discharge to assessment was a concept that was discussed some years ago

DM yes, some of the pathways were previously developed, but they have been added to

Do people get re-assessed?

DM Yes, the initial assessment is about short term needs, and then at 4 weeks the next assessment is carried out to plan future support

7 Re-procurement of the Older People's Visiting Services in Cambridgeshire

Leneva Nwachukwu and Lisa Sparkes gave a presentation on the re-procurement of the service.

The service is provided by Cambridge City and South Cambs District Council's in their areas. It is delivered by Age UK in East Cambs, Huntingdonshire and Fenland District Council areas. This service will be going out to tender.

Action: GL to share slides, feedback from OPPB to be sent to GL to coordinate the response to LN and LS.

How do people refer to these services?

LN Self-referral via the providers

What about people who are digitally excluded?

What about people who have access to the internet but have limited data (eg via their smart phone) and as such have to pay extra for services.

LS Yes, we are aware of issues re connectivity, not just the payment for internet but also, the signal.

8 Minutes of the last meeting and Action Log

The minutes were agreed

Action 43 on the Action Log was completed.

9 Items for Highlight report

GP appointments

10 Any Other Business

Guide to Independent Living in Peterborough – any comments to be sent to Kelly Law.

Next Meeting

Date: Monday 14th March 2022

Time: 11am to 1pm (pre meeting for Independent Members from 10.30am)

Venue: Zoom