

Older People's Partnership Board

13th June 2022

Hybrid Meeting: Zoom and Maple Centre, Huntingdon

Minutes

Present

SA	Safia Akram	Sue Ryder
PB	Pamela Blades	Independent member
SE	Susan Edmunds	Independent Member
GL	Graham Lewis	Healthwatch
PMc	Paul McCloskey	Independent Member
EP	Elaine Park	Adult Social care PCC
SS	Sandie Smith	Healthwatch
SW	Susie Willis	Care Network
MW	Melanie Wicklen	Age UK

Apologies

LA	Laura Adcock	Cambridge City Council
KC	Ken Cheung	Independent member
WD	Wendy Dunne	Alzheimer's Society
MM	Melissa Mills	Healthwatch
MMo	Margaret Moffatt	Independent Member, Vice Chair
JM	Joan Monk	Independent member
LO'B	Lynne O'Brien	Commissioner
BW	Brian Walker	Chair

1 Introductions

GL Requested permission to record the meeting for the purpose of the minutes and also activated the speech to text system.

GL Noted that both the Chair and Vice-Chair had sent their apologies to today's meeting. GL asked if anybody would like to Chair this meeting. The Partnership Board invited Sandie Smith (CEO, Healthwatch) to chair the meeting. Sandie was attending to observe a hybrid meeting.

2 Feedback from Independent Members

None

3 Sue Ryder – Safia Akram

Safia talked through her presentation on the work of Sue Ryder Care, a provider of hospice care. Sue Ryder Care work closely with Arthur Rank and the Children's Hospices in Cambridgeshire and Peterborough.

Sue Ryder Care are aware that many people who use their services are white and are concerned to make sure that people and their families from minority communities get the help and support they need at the difficult time as they enter the final stages of their life.

The communities Safia will be working with include carers, people from ethnic communities, Asylum Seekers, and Gypsy, Roma and Travellers. Safia is keen to develop relationships and regularly talks about '3 cups of tea' – the first time you meet someone you consider making them a cup of tea, the second time you meet you offer a cup of tea, the third time, you have tea and talk for a long time.

Safia is promoting the services and also learning about the barriers people have and working to tackle these.

4 Feedback from other meetings and the Adult Social Care Forum

The Adult Social Care Forum brings together the voice organisations (Partnership Boards, SUN Network, Speak Out Council, Network Team) have access to senior management of Social Care. The concerns raised recently are access to GP appointments, waiting times for social care in Peterborough (8 weeks in

Peterborough, but only 10 days in Cambridgeshire). The Forum has been looking at issues raised by the Partnership Boards, including Digital Inclusion, and content and tone of letters to people from Social Care. Sandie asked how the Social Care Forum handles issues that are related to health. Graham explained that Commissioning from the Clinical Commissioning Group are part of the meeting.

The Health and Care Forums have been having presentations and discussions on Cambridge Cancer Research Hospital, Medicine waste from the Chief Pharmacist of the Clinical Commissioning Group, managing health and social care in the new communities that are being established around the area, such as Waterbeach and Northstowe.

Graham reported that he had been to a meeting called 'Market Shaping' which is an East of England regional meeting of social care directors, looking at the provision of services such as day opportunities, domiciliary care and care homes, and the human resources needed to meet the needs of services and people accessing them.

Sandie reported that the Healthwatch Cambridgeshire and Peterborough Board Meeting will be on 29th June 2022 (online).

Melissa reminded us that 'Championing Access', the Cross Board Event of the Partnership Boards is taking place on 7th July. There are workshops (Mental Health, Accessible Information Standard etc), keynote speeches from Louise Ansari (National Director of Healthwatch England) and John O'Brian, Chair of the Integrated Care System. The event is at the Kings Gate centre in Peterborough.

5 Update from Older People's Services – Elaine Park, Social Care

The Older People's Teams and the Physical Disability Teams in Cambridgeshire have merged to become Adult Social Care Teams. There is also a new Living in a Care Home team which is to support people who are older or have physical disabilities living in a care home.

Waiting times in Cambridgeshire are from referral to assessment are currently 10 days. Waiting times in Peterborough from referral to assessment is 7 weeks. They

have staffing related issues that are impacting on capacity. Referrals are triaged so urgent issues are dealt with as soon as possible. Also have changed internal pathways to escalate referrals to long term help.

Melanie (Age UK) raised that the 7 week waiting time in Peterborough is a long time. Elaine said that Senior Managers are looking at this. A project is running to make sure that Every Contact Counts and Strength Based Conversations are taking place. The Voluntary and Community Sector organisations are willing to help in discussions with Social Care to explore how service can be improved.

Melanie asked if Social Care have a target in which they need to respond. Elaine said that initial response has to be given within 24 hours, this is an acknowledgement and also safeguarding conversation. There used to be targets of assessment within 28 days, this is no longer a national target but is one that locally is kept in mind.

Both authorities are overdue for delivering annual reviews to people accessing social care, an external agency has been commissioned to support both authorities in this.

Melanie asked if 'Care and Repair' in Peterborough is now delivering a full service, or is it still reduced?

Action: Elaine will check and report back.

6 Priorities

At the last meeting GL had explained that the OPPB had set priorities for 2020-2021 and these were Transport and Digital Inclusion and the Partnership Board had decided to keep these as priorities. They had agreed that they also wanted to explore access to GP surgeries.

At today's meeting the issues of the Cost-of-Living crisis were raised. It was noted that people are highly concerned about the significant increase in the costs of gas and electricity, along with food. It is feared that people will be making decisions about heating or eating and making decisions that impact on their physical and mental health and wellbeing.

The Partnership Board also focussed their thinking on access to GP surgeries, to that of getting through to the Surgery by phone and a face-to-face appointment with a GP. They also wondered how GPs fitted in to the structure as we moved from the Clinical Commissioning Group to the Integrated Care Partnership.

The subject of transport was also further developed with a focus to rural transport and the ability of people to get from the villages and rural towns to services based in the main cities and towns.

7 Minutes from last meeting

Minutes of the meeting held on 6th December 2021 were agreed.

The minutes of the meeting held on 21st March were agreed – subject to amendments re Parnwell Surgery and Disclosure and Barring Service.

8 Highlights of the meeting for ASCF

The key highlights were that of rural transport and GP appointments. Also, the concerns about waiting times in Peterborough. As well as Accessible Information Standard and GP websites.

9 AOB

Living Well Strategy will be at the September meeting.

Sandie told Healthwatch England National Director, Louise Ansari, about our Partnership Boards. Nationally, Healthwatch's don't get much feedback on social care. The Partnership Boards produce a lot of feedback on people's experiences of social care.

Next Meeting

Date: 12th September 2022

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

Venue: Hybrid from the Maple Centre - Zoom