

Older Peoples Partnership Board

Monday 10th October 2022, 10.30am- 12noon. Online Meeting (Zoom).

1 Present

Attending

AB	Ashling Bannon	Integrated Neighbourhood, Programme Manager (Cambs)
KB	Karen Berkley	Care Together Programme Commissioner CCC & PCC
SE	Susan Edmunds	Independent Member
LJ	Leila Farjani	Voiceability Independent Advocacy Service
GL	Graham Lewis	Partnership Development Manager Healthwatch
EL	Erin Lilley	Integrated Neighbourhood, Director of Development & Transformation (South & East Cambs)
PMc	Paul McCloskey	Healthwatch Volunteer & Cambs Deaf Association
DM	Diana Mooney	Supporting Adults area of the Local Information Services PCC
HT	Helen Tunster	Senior Partnership Manager, Public Health Directorate CCC (Cover Peterborough too)
RSG	Rebecca Spalding-Green	Healthwatch Administration Officer
BW	Brian Walker	Chair & Healthwatch Volunteer
MW	Melanie Wicklen	Chief Executive Age UK Peterborough and Cambridgeshire

Apologies

WD	Wendy Dunne	Alzheimers Society
KC	Ken Chung	Independent Member
LB	Lynne O'Brien	Commissioner

1 Introductions

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

GL Due to the Chair having technical difficulties, GL asked if Paul McCloskey would like to lead the meeting. PMC agreed.

2 Feedback from Independent Members

Discussion on the rise of Covid cases, with concerns about support for care homes and people living independently. The general popular view that Covid is over, is not necessarily reality, and whilst it is a weaker variant, the impact is not milder in all circumstances i.e. vulnerable groups and already struggling care homes etc. No action, just continue with making people aware.

E-Scooter Pilot project run by Voi in Cambridge City. This pilot must be coming to an end, raising several questions, when is legislation coming into place? What will the rules be? Following up GL will contact Combined Authority for Cambridgeshire and Peterborough for an update.

Susan wanted to recognize the outstanding service she received from Lifeline, the ambulance service, Hinchingsbrooke critical care unit and Papworth when taken unwell.

3 Feedback from other meetings – Graham Lewis

On the Cambridge and South Cambridgeshire Health and Care Forum emergency personal alarms were discussed, after a resident was advised that any that have been arranged with Cambridgeshire County Council, will no longer be provided as of March 2023. A letter has been received listing alternative companies (including Age UK) that offer this service. Age UK, representatives on forums unaware of this and will feedback. Raises lots of questions, could this be a contractual change rather than removing the service? If the service is being removed how many people will this affect and what are the financial implications of this, who is eligible for assistance etc.?

Action: GL to follow up with an email to the relevant commissioner

Post meeting note: After investigation it is Cambridge City Council who will not be continuing to provide the Lifeline service. They are working with people who use their service to help them transfer to a new service.

Also discussed on the Cambridge Forum was a story on how a person was discharged from hospital and the 6-week care plan was followed, as part of this they received physio. After the 6-week care plan had ended, the physio visits have been very irregular. The person is now struggling to get out of bed and requires more care than when receiving regular physio. The forum suggested that the GP surgery be contacted to speak with a social prescriber and also to see if they have a physio attached to the surgery. Healthwatch will raise the point that are all people being assisted to remain as independent as possible and if that's not happening, what extra supports are in place at a system level.

Additionally in the Cambridge Forum a presentation was given by Jane Coulson on the Health and Wellbeing Integrated Care Board Strategy. The main objective is to get organisations working together better and to focus on various local, key issues based on local resident's feedback. Discussing the Let's Talk – your health and wellbeing piece of engagement, that in 6 weeks' time will be used to inform a new strategy, based entirely on what people say. This survey has been sent to all Partnership Boards.

The Physical and Disability Partnership Board is holding a task and finish meeting, all independent board members from across partnership boards are invited to attend. It has come from the ongoing concerns about needs of people with a range of disabilities not always being incorporated in the planning applications for developments, new insights most welcome. GL will email the info to all.

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

Unfortunately, apologies were received from the Older People's service at Social Care.

5 Ageing Well Strategy – Erin Lilley & Ashling Bannon, Integrated Neighbourhood (IN)

Starting with a brief explanation of what the Integrated Care System (ICS) is, how it is made up the Integrated Care Board (replacing Clinical Commission Board) and the Integrated Care Partnership Board. The priority focus areas are:

- Children – Prepping them for entering & exiting education, & next stage of life.
- Reducing poverty – Through better employment and better housing.
- Prevention and Intervention – encouraging early prevention and intervention measures to improve mental health and wellbeing.
- Environments – creating environments that give people opportunities to be as healthy as possible.

The neighbourhood, local approach is focused on these priorities as whilst it is recognised that access to good healthcare is a significant factor, there are plenty of other factors locally and nationally that also impact health. A shared focus on these priorities allows better collaboration, better services and hopefully more improvements across several areas. The Cambridgeshire vision is for ‘healthier futures & a thriving South place’ with people ‘enjoying healthy lives in strong, connected communities’. This will be driven through a better collaboration between a wide variety of partners voluntary & community organisations, district and city councils, NHS providers and lots more.

The IN are developing an Ageing Well Strategy for several reasons:

- With a growing older population there are more opportunities to better support people.
- Whilst there’s lots of happening, it doesn’t always feel organisations are joined up, with over lapping or sometimes gaps where this no support or service.
- It’s a topic that unites a lot of people together and with lots of interest this can help really push this agenda forward.

The Ageing Well Strategy is focused on what local communities and residents have said about wanting to live in a place “where people can be healthy, active, connected, safe, happy and doing what they enjoy: able to get help with their health and care needs when, and if needed close to where they live”.

Key themes from discussions with locals was:

- Having choice in life,
- Feeling valued & having a role in community,
- Feeling connected to family, friends or local communities.

Presenting The World Health Organization Age Friendly Neighbourhood Framework (stay safe, stay home, stay social, stay inclusive, stay engaged, stay connected, stay healthy, stay independent and stay mobile), I N would like to ask the board members to discuss whether it is a good framework to develop their Ageing Strategy? Would these strategy help identify gaps and opportunities? What health, care and support is important to have as close to home as possible? How would you like be involved as a partnership board in developing the strategy?

GL suggested there is a lot of information & jargon to get your head around so lets arrange have another meeting or workshop at a later date to gather some meaningful information.

Questions & Comments

PMc asked if the Peterborough/ North Cambs are doing the same sort of activity? EL stated that although some neighbourhoods are more advanced than others, all are implementing the I N programme but recognised that there is a difference in the Ageing Well Strategies between the North and South due to different local area issues.

KB commented that similarly to Integrated Neighbourhood, Care Together Programme (CTP) is pulling communities together and specifically looking at making sure older people stay independent for longer. Asking as could they therefore have a chat outside the meeting and grab some contacts for South Cambs and in particular Huntingdonshire.

PMc says that a lot of communities already have something in place, like what has been discussed today. Questioning that as funding for things like transport and housing are strategic decisions being made elsewhere, should these things be in the mix as not in the gift of the local community to do much about? PMc asked whether this needs a wider audience of people who are at the core of the community & decision making, with the funding ie parish councils.

EL recognised that although the I N does not have control on big picture issues, increasingly getting invited to more meetings regarding these issues so there repeated presence can have a stronger influence & better ability to represent the community needs. In some communities there are champions who take things forward and act on things, but this is not the case everywhere. Some of this work is about understanding where things are working well and where things need more support, conversations and better conjoined work.

Melanie Age UK suggested it would be good to contact people using the reach out day centres, as those people are utilising the services so should offer a lot of info.

6 Falls Prevention Strategy – Helen Tunster, Public Health Directorate

This Falls Prevention Strategy is a one-year plan, developed by Cambridgeshire and Peterborough Falls Strategy Group which incorporates lots of groups and partners. Through close collaboration, the aim is to prevent an increase in falls and in falls related injuries, to enable people to have active and filling lives.

The priorities for this strategy are:

- Prevention and early identification of people who are at risk of falls.
- To ensure people who have fallen have timely access to services, interventions and opportunities that will support a reduction in the risk of falls and injurious falls.
- To minimise the risk of hospital falls, repeat falls & re-admissions.
- To prevent, reduce and manage falls in nursing & residential homes, reducing the risks and consequences of fragility fractures, improve quality of life.
- To ensure early identification & management of falls and osteoporosis risk factors to prevent fragility fractures and provide optimal support after a fragility fractures.
- To work on reducing pressure on services by encouraging more coproducing and better organisation.

One idea is to train volunteers, to go out and do some strength & balance exercises with individuals at home who because of the pandemic have muscle strength loss or have lost confidence to leave the home. MW explained that this work is supported by Age UK research.

Questions and Comments

HT asked for feedback on the strategy, does it fit with peoples understanding of the challenges & issues in the system around falls prevention? Is anything missing? This presentation has been sent out and HT encouraged all to share it as are keen to grab more older people voices and suggestions welcome.

PMc suggested that people should make use local parish councils who have already made exercise classes available and could potentially arrange any that aren't already running. HT agreed local parishes have an important role to play in sign posting the services available and the age well strategy will provide additional specific services that are not always available.

7 Advocacy Service – Leila Farjani

Voicability is an independent service, commissioned by the Cambridgeshire County and Peterborough City Council. The aim of advocacy is to support people to better understand their rights, support their understanding of their options and processes, to assist in challenging decisions and to help communicate their views and wishes. This helps make sure people are as involved as much as possible in decisions about their health and care, and they are represented when possible.

This service supports different people's needs by offering downloadable information and guides, a phone and email helpline, as well as a complimentary service provided by a mixture of trained volunteers and independent advocates.

KB mentioned that this service is being re-contracted in October 2023 and so requests anyone who has used an advocacy service to give their insights.

Action: GL to circulate information about the Advocacy Service and the survey.

8 Market Position Statement – Karen Berkley (covering for Alison Bourne)

KB explained all local authorities have Market Position Statements, that they are focused on what support & care services are available and how these are provided to residents. Considering what will future funding look like for care support locally?

A new statement is needed now as post covid a lot of services have changed, with a lot of varying external changes including: the cost-of-living crisis, an increased aging population and a growth in population. In putting together a new Market Position Statement, asking for feedback and thoughts.

Action: GL to distribute the Market Position Statement and Alison Bourn's contact details.

9 Minutes from last meeting

Minutes of the meeting held on 13th June 2022 were agreed.

See Action Log for outstanding issue about 'Care and Repair' service.

10 Highlights of the meeting for Adult Social Care Forum

The key points to raise were the personal alarms issue and the rise in covid cases & the need to ensure this information is put across, especially regarding the effect it has on services that are already under pressure. Additionally, to raise the need to contact the combined authority about the e-scooter pilot.

11 AOB

MW Household Support Fund update, Age UK, are administering this through Cambridgeshire and Peterborough to older people. Household Support 2 ended September, and they are working their way through it. A reminder that there are additional grants ie filling up heating oil and some payments are made through Bacs and it is not a con, best thing to do is look at information. There is a Household Support 3 coming and can make self-referrals now. GL sent out information for this.

PMc asked if in a separate meeting could we expand to a wider audience to capture more views and thoughts in discussions on the Ageing Well Strategy in a follow up meeting with Erin Lilley.

Action: GL will follow up.

Next Meeting

12th December 2022, 11am to 1pm (pre meeting for Independent Members from 10.30am) Hybrid from the Maple Centre – Zoom.

Aim to hybrid all older people partnership boards in future, venue suggestions with really good technical kit welcome.