

**Greater Cambridge Health and Care Forum**  
**Zoom Meeting 10-12**  
**3rd June 2020**

NOTES FROM MEETING

<b>Attending</b>	
Frances Dewhurst- chair	MJ Black
Caroline Tyrrell-Jones	Sue Allan
Debbie Drew	Katy Aprofirei
Miranda Knell	Vicky Haywood
Graham Lewis	Russell Henke
Bill Jones	Julia Rutherford
Joan Monk	Wendy Taylor- Creek
Mark Freeman	
<b>Apologies</b>	
Tracey Bingham	
Sue Harris	

**1.Welcome- introductions**

Frances welcomed everyone to the first Zoom Greater Cambridge Health and Care Forum and introductions were made.

GL explained that he would hold everyone except Himself, Debbie and Frances on mute until they wanted to speak and asked people to put their hand up. The meeting would be recorded but just for the purposes of minutes. Once minutes are approved at the next meeting it will be deleted.

**2.Minutes and actions raised.**

The minutes were approved. GL reported that all actions from previous meeting were completed.

**3. Reports from Groups and Experiences**

MJB raised a question around direct payments and what they can be used for during these changed times and what the increase can be used for.

**ACTION** DD to correspond with MJB after meeting

MJB Also said that he had been contacted by email and by letter. He said that it can be confusing knowing who is who. Also when the message says is there anything we can help you with its great to be asked but it would be easier if the message gave examples. He did not want to phone/ email for a request that was inappropriate.

**ACTION** GL to raise the point with Sandie who can share with CCVS?

WTC Had had to spend several weeks in hospital at the beginning of lockdown and was supposed to receive (the terms of being discharged) 4 x daily visits with 2 carers. However only one male carer turned up and was calling twice a day but wanted Wendy to go to bed at 7 which she was unwilling to do. She cancelled the care and her family have picked up the caring role. (already logged with Helathwatch).

#### **4. Care Quality Commission- Katy Aprofirei**

The presentation was shared before the meeting so people could read it. Katy went through the presentation.

JM You mentioned additional support, what have you been putting in place?

KA We have been doing a lot of signposting for services. We helped services get PPE from local authority, we have been giving daily updates on guidance, and when services have struggled with staff we have been able to help them link with the rehab teams from the council.

JM You said you were launching a campaign for the public to remind them to feed back experiences of care homes and services etc how will the public find out about this?

KA it will be on our website and providers should be able to share the information.

JM How will the public know to go and look? Many people do not use internet and even those that do would not necessarily go to your site.

**ACTION** KA will find out more about the launch and feedback to the group.

MK- have you had many requests for PPE?

KA we have from 2 services but one needed support 3 times.

FD Its great that you are having open and honest conversations with providers.

KA Definitely relationships are improving and evolving with support being asked for.

FD You mentioned the Insight Report is it local specific and are there any key findings?

KA It is from across the country

#### **5. Healthwatch Update- Caroline Tyrrell- Jones**

Here at Healthwatch we are still working, but from home. We are continuing most of our projects. We paused the forums and the partnership boards for a while to establish how we wanted to proceed. Technology has enabled us to restart these and has seen new people joining in. One casualty from Covid-19 has been our Cross-board event that was due to happen on 30<sup>th</sup> March. We are still collecting experiences and our information team are still taking enquiries. We have a survey that has been launched this week on our website asking for experience of health and care

during Covid-19 - this can be completed more than once if you have new experiences after the initial completion.

**ACTION** DD to share link after meeting.

We have seen some great working/ cooperation between different services and working together has seen some speedier responses. Some of the changes that have been made to services may well stay after Covid has gone such as some telephone/ digital appointments. We have to be mindful that this will not suit every service user so we are keen to see how people have found these changes.

We are in regular contact with our volunteers and although they can not go to events many are still in touch with groups/ services so can still feed stories back to us.

Healthwatch has been asked to look at specific groups of people and how they have been affected. Graham has been collating experiences from sensory impairment organisations and will be giving feedback to Helen Crowther tomorrow.

GL is joining in on a meeting tomorrow about people who have no recourse to public funds.

Issues around digital exclusion will be raised at the Adult Social Care Forum.

JR Those with learning disabilities have also been having problems some have equipment but not good Wi-Fi.

## **6. Voluntary and Community Sector- Mark Freeman**

Mark reported that he has been impressed and humbled by how many services have adapted to the new situation and managed to keep running.

Contacts are still being made in the traditional ways too ie over the phone. The big issues have been around a bigger digital gap than people thought there was. We would like to hear from people who have been using voluntary sector organisations as to how these contacts now feel.

If there are individuals needing some digital support then let the CCVS know as there are different things available in different parts of the county with their being more opportunities for help in the City rather than Fenland. Different groups fair better too young people for help with study for example. Age UK have been doing some work with the elderly and Little Miracles have given out 100 pieces of technology.

JR asked for Mark's contact details

**ACTION** GL to share JR and Mark's details.

## **7. Hub update-Vicky Haywood**

The framework model is that the County Council have a statutory duty to look after the shielding people and those who are in receipt of care. The City council has picked up those who are vulnerable and need support.

Very quickly thousands of people volunteered their help and not all have been needed.

Residents of neighbourhoods set up support links and worked at a very local level some have been offering shopping support, dog walking, posting letters collecting prescriptions etc. The role of the city council has been to help them coordinate well with other services and make sure they have the best information.

The City council have also taken on some more complex cases. Work was done to identify people from different data sets ie those on benefits, those with health needs and those already in contact with registered services. They were then looked at to see what the best way to contact these people. 700 door knocks happened in a week to offer support where needed and for high risk clients over 1000 phone calls were made. We have encouraged people to be proactive and contact us to see if there is anyway support could be given.

JM Do you have links with the housing associations?

VH We have been assured that the housing associations have been contacting their tenants.

JM Are they aware of the information you are giving out and making sure the information tallys?

VH Yes- we have also given voluntary sector organisations some training too.

7 new food hubs have been set up and these are not means tested and do not need vouchers.

We are also getting ready to get involved with the track and trace.

VH After some issues were raised for the hearing impaired the council has taken out a contract with Sign Live to help and it is on the website.

South Cambs- Mark Freeman gave an insight

It is very different geographically. Each parish has been encouraged to set up their own support. Histon for example has 200 street coordinators and a small food bank. But this is not replicated through each village.

There is a form on the website and phone number if you need extra support. South Cambs staff have been used to distribute support.

SH At Everyone Health we thought we were going to be used at the community hubs but no one has been asked. Now we are this far into the pandemic are we likely to be asked?

**ACTION** Vicky will make enquiries and feedback.

JM Track and Trace is this in addition to the government employed people?

VH The Track and Trace scheme will be national however once those needing to isolate have been contacted the local council will make contact to see if those people need any support.

## **8.Provider updates**

Cambridgeshire Community Services NHS Trust - Tracey Bingham sent an update.

1. Health Visitors, Schools Nurses and the Family Nurse Partnership in Cambridgeshire and Peterborough are introducing online appointments for families in addition to home visits in the next week. These are on a secure appointment system called Attend Anywhere where a family is sent a weblink to join a waiting room where the clinician invites them into a one to one video conference.

2. Since launching the ChatHealth digital promotion on Instagram and Facebook, we have seen a large increase in the use of the confidential text messaging service by young people over all of our localities. We would be very grateful if anyone could share any of the digital promotions by following our links @CambsPboroCYP and liking our Facebook page and sharing content .

3. We are in the process of setting up online focus groups for young people and would appreciate any help in getting young people to join us in discussions from next month. The groups are designed to look at the community services of School Nursing and the Mental Health Support Team which is a new school based initiative.

We were expecting Gillian Langley to join us so Graham will ask her for an update.

**ACTION** Graham to contact Gillian

**AOB**

MK if any organisations want resources to promote the survey they can contact Miranda or Graham.

SA Thanked everyone for allowing her to join. Everyone Health is having contacts via video/ virtual and phone for exercise and weight management etc but there are no NHS healthchecks.

Frances thanked everyone

Next Meeting August 5th