

OLDER PEOPLE'S PARTNERSHIP BOARD

8th June 2020

Zoom meeting

1) Welcome, present and apologies

Present

DD	Debbie Drew	Healthwatch - note taker
GL	Graham Lewis	Healthwatch
BW	Brian Walker	Independent Member - Chair
PMc	Paul McCloskey	Independent member
SE	Susan Edmunds	Independent member
JM	Joan Monk	Independent member
JB	Janet Boston	Independent member
MM	Margaret Moffat	Independent member
KC	Ken Chung	Independent Member
RH	Richard Howitt	Cambs Hearing Help
MJ	Mike Jenkins	Camsight
LO	Lynne O'Brien	CCC/PCC
MW	Melanie Wicklen	Age UK Cambridgeshire and Peterborough
SW	Susie Willis	Care Network
JG	Jackie Galwey	CCC/PCC
HT	Helen Tunster	Falls prevention
ES	Emily Smith	Public Health

Apologies

Kelly Law	PCC
Belinda Child	PCC
Laura Adcock	Cambridge City Council

Introductions were made and Graham explained the meeting would be recorded for the purpose of minutes. The recording would not be shared and would be deleted as soon as the minutes are approved.

2) Feedback from Independent Members

KC Has been making calls on behalf of Age UK and has 3 regular ladies that he chats to. He has only been out to do shopping.

MM Has stayed at home but is Chairman of National NHS Retirement Fellowship and there have been no reported problems.

JB has been doing her shopping in the time slots reserved for older people. The housing association has contacted every tenant to see if they need anything. They have picked up a few vulnerable tenants and have been able to get extra support in.

JM has been going out for daily walk. She has managed to do all her shopping online. She had offered to do well being calls (on phone but has not been asked to do any yet. She has also been doing online shopping for others who do not know how to do it.

PMc Has been working in his parish. There have been lots of small groups setting up to help people out. There is a concern that vulnerable people may not know which sources of information are the reliable ones.

PMc is also worried that there are moves under way to look at transport particularly in rural areas and is keen that the public get to have a say. This may get lost with all the Covid19 Changes happening.

BW Has mainly stayed at home. He has been making some regular calls for a few people.

3) Feedback from Other Meetings

The ASCF has not taken place since lockdown. Discussions are taking place to see how these meetings can be reinstated.

2/4 locality Healthwatch Health and Care Forums have taken place. There has been a presentation from the CQC on how they have been working during the Covid19 lockdown. Being on zoom has attracted some new people.

ACTION GL to forward the CQC presentation

GL took part in a meeting regarding those without recourse to government funds.

RH 270 calls have been made. People are needing the normal audiology services to be reinstated. Some emergencies are being seen but there have been problems in the community for people needing to get hearing aids repaired.

DD asked if RH could encourage clients to log experiences with Healthwatch.

SW The organisation has received 800 more calls than they would normally expect.

Sometimes form the older person not wanting to be a burden to their families. They have been wanting to discuss their feelings, fears, and experiences. Families have also been calling when they are unable to offer the support.

We have been looking at health inequalities and have been working with community groups to forward information to Age UK.

KC said he had had a test for Covid19 it took 4 days to get result. RH had Covid19 and was in hospital. MW had a test which took 36 hrs to get result.

4) Coping with isolation

SE took part in Channel 4 programme - Old, Alone and in Isolation. She featured only for a few moments - she felt she was too cheerful.

SE sets herself tasks to achieve by the end of the day. Many things she had not had time to do before. She has done jigsaws, read loads of books and has been playing the piano. She has shopped online; she has received calls from the council and has kept in touch with family online or on the phone. She has not been bored and has been grateful that she has a garden.

SE has had a pacemaker fitted and had to return to Papworth for an ablation. At Papworth the people in the clinic had masks but there were plenty of people wandering around without them in the hospital.

JM has felt positive even though she is used to being in places where you get lots of people contact. She has been using Skype - even to do a crossword with her friend and reading to her grandchildren. With the restrictions being relaxed she has started to have a couple of friends around in the garden. She has continued to work on the finances for the foodbank from home.

BW has missed the physical contact with people even though he has been doing calls and online chats etc.

KC has been finding jobs to do including painting the fence and has visited the garden centre.

PMc has kept busy. He thanked GL for sharing the information about the exercises which he will share with his Parish.

HT The information has been shared to all parishes and hubs now.

DD There seems to be plenty to access if you have internet or ability to use it. Many people still do not have this.

HT This has been picked up by the council and a computer resilience group has been set up to look at this.

PMc the local hubs groups are pretty aware of who has access to IT so have made an extra effort to inform those who do not.

5) Priorities for the board

All the boards have been asked to highlight some priorities for the year ahead. These can be added to or changed and small sub-groups of people could be set up to work on these if necessary.

During the meeting 2 areas had naturally been discussed. All agreed the following would be a good start point for the board:

Digital inclusion- looking at what the trend for the use of digital appointments, bookings, benefits etc is and to make sure that those without digital capability can either access this or are not forgotten when services restructure. During these uncertain times organisations have used digital access far more than previously.

There is a risk that some people will avoid using services if digital becomes the “normal” way to communicate and their health and wellbeing will be at risk.

Transport - This subject comes up across our boards both from Cambridgeshire end and Peterborough. There needs to be a way to ensure that the service users are involved in consultation when services change and that adequate impact assessments have been done.

SW raised the issue for community transport schemes. People must book appointments in advance so are booking for hospital appointments etc then at the last minute those appointments get cancelled thus a space is wasted on the community transport which could have been used for someone else

BW Talked about issues with digital banking for some older people who are used to using cash. It has been a lot more difficult since lockdown for people to access cash and as they are not all digitally enabled this has caused worry.

GL asked all if these were some areas that could be looked at. All agreed.

ACTION- for all to always ask “what about those without digital access” when any service mentions online. Also, to start to listen out for changes within services that are expecting people to go digital and to report to Graham/ the board any scenarios so we can start logging these experiences.

ACTION- PMc to see what changes have been rumbling within public transport and see if there is a way the board could have a presence.

6) Election of Chair and deputy chair.

A brief discussion took place about the role. It had been agreed that the position of chair and deputy chair would be looked at once the combined board had been running for 6 months.

ACTION GL to redistribute the role of both.

Anyone who is interested please speak to Graham before the next board meeting.

7) Update Older People’s Services- Lynne O’Brien/ Jackie Galwey

On the commissioning side support has been being given to Care providers and Care homes who the council hold contracts with. Conference calls have been held with care providers across the county.

It has been an “interesting 3 months” with the radical change to government guidance and services have had to adapt quickly.

There has been restructure of hospital discharge process and at the beginning many patients needed to be discharged into care homes before being assessed in full to go home. There was a massive spike in work at the beginning of lockdown as was expected. It would be good to see if any of the new processes can be carried forward for the future.

Healthwatch are capturing user experience around hospital discharge during this period so please get people to feed their stories back to us.

In Cambridgeshire 48% of care homes have had a coronavirus outbreak. The council have put in support ie finding PPE and in some cases putting social workers in for support.

We have set up dedicated health teams for each care home. This includes a named GP pharmacy lead, social care lead etc and the care homes get a weekly check in.

The Government has pledged £600M for care homes. The councils have to allocate 75% of this direct to the homes. In this area that means £991 per person. This helps towards the cost of PPE and extra staffing.

The Carers support team have contacted nearly 1000 carers and we plan to revisit these again. We have not been doing any home visits except where it is essential. We are keen to look at how we can look at digital resilience for the older communities.

KC it seems that some care homes have been charging self-funders extra fees for PPE is the funding just for state funded care?

JG No the funding is for anyone in care provision. I will try and find out if this extra charge is being levied in this area.

ACTION JG to try and find out if the care homes have increased charges for PPE.

JM Were people that were discharged into care homes tested for corona virus?

JG Patients with symptoms were checked before discharge and Addenbrookes were very good at keeping patients in until they were clear.

DD There was a freedom of information request asking Addenbrookes and other hospitals if patients had been sent to care homes without testing. Addenbrookes said they had sent people out in the beginning who had no symptoms because they were only able to test those with symptoms but now all are tested before being discharged.

MM As some of the care homes that are being supported are private businesses is there help going to dentists?

JG The dentists come under NHS

Emily Smith introduced herself. She has joined council 4 weeks ago and is working on public health - mainly healthy ageing.

8) Minutes of last meeting- actions

Minutes of the meeting held on 2nd March 2020 were approved.

Action log

22. Only Ken has joined from independent members from Peterborough. Once things get back to normal Graham and Debbie will be promoting the board in Peterborough to get new members.

24. Complete

25. Sati has been invited but due to lockdown etc this has been delayed.

26/27 Completed.

ACTION KC to see if he can contact past members.

9) ASCF

GL will let the ASCF know of the highlights of today's meeting.

10) AOB

GL has circulated an email with a Healthwatch survey that aims to capture health and care experiences during the coronavirus period. This can be filled in more than once for example you may have a new experience after completing it the first time.

Next meeting 21st September- City College Peterborough or Zoom