

OLDER PEOPLE'S PARTNERSHIP BOARD

9th December 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
KCg	Ken Chung	Independent Member
MS	Marion Shaer	Better Bretton
JNR	Janine Newby Robson	Healthwatch
KL	Kelly Law	Information team at PCC
LOB	Lynne O'Brien	Commissioner CCC
JG	Jackie Galwey	Safeguarding CCC
ZA	Zahra Abbas	Pharmacy team CCG
MW	Melanie Wicklen	Age UK

Apologies

JM	Joan Monk	Independent member
MM	Margaret Moffat	Independent member
JB	Janet Boston	Independent member
CH	Chris Harwood	Better Bretton
BC	Belinda Child	PCC
KS	Kathy Shaw	Better Bretton
SW	Susie Willis	Care Network

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

MS reported that when the Bretton practice closed, they had difficulty getting prescriptions. The phone number was not being answered although it was being diverted to another practice. In the end they tried another practice in the group (Westgate) who were very helpful.

MS Some patients had reported that having phone conversations with GPs was very difficult. They struggled to hear and if the GP had a strong accent even more so.

Action DD to log GP experience with Healthwatch team.

PMc The local council have produced a video on local information and there is a link to it on facebook.

3.Feedback from Other Meetings and Adult Social Care Forum.

The ASCF met a few weeks ago- it was very much a planning meeting and agreeing terms of reference. Communication between the board and the ASCF have still been happening though even without the meetings.

BW Attended The Greater Cambridge Health and Care Forum. The meeting raised the issue of continuing problems for people seeking dental care. Everyone health talked about Health checks and the fact they are being done on-line/by phone and video calls. There is a new post as health advisor for carers. Cambridge University hospitals have a new website.

4. Update from Older People's Services- Jackie Galwey and Lynne O'Brien

We are due to start the Covid-19 Vaccinations on Wednesday. The arrangements are complex and staff are working hard to be able to implement this. The first focus will be the over 80s with those able to attend the hospital in the first instance. We are looking at getting a recognisable number to call patients from so they know they are genuine calls. We don't want people ignoring the calls.

Care home work is ongoing with a need to keep residence and staff safe. We are helping homes look at ways to allow visitors and have involved the staff in this too.

We are using lateral flow tests in the homes if the homes want them. Some homes would find it difficult to administer these.

The advice to homes is to enable visits where possible. Any challenges to this will be looked at on a case-to-case process.

Discharge to Assess (D2A) (Alison Bourne)

In brief, when people are medically fit to leave hospital they will be discharged, and any social care assessments which need to be done will take place after discharge rather than whilst the person is in hospital. People will sometimes be coming home when they are still

poorly but are ok to leave hospital. This may mean that they have OT and physio assessments carried out when they are back home as well as assessments to determine if they need a longer term care package. The local authority has several “interim beds” which some people may go to for a short while (in most cases, 6 weeks max) whilst they get better before they go home.

In the longer term, we are looking to redesign the discharge offer, using a mixture of domiciliary care and short-stay beds in Care Homes, to maximise people’s independence.

Direct Payments (Graeme Hodgson)

Free PPE is available for anybody who employs a Personal Assistant using a Direct Payment. They will have received a letter outlining the process, but if they have any queries, they can contact ppe@cambridgeshire.gov.uk.

For other queries relating to Direct Payments and PAs, service users or family members should contact the commissioned Support Service in Cambs: People Plus on 0330 123 2815 or e-mail ilscambridgeshire@peopleplus.co.uk

Voluntary Sector Service Provision and Covid-19 Specific Volunteer Schemes (Carol Williams)

- The Team are waiting to hear back from Nikitta regarding the opening hours of the County/District Hubs during the Christmas/New Year period (this has been requested on behalf of community partners including the OP providers).
- The Christmas/New Year cover provided by the key OP/carer providers is attached (pages 1-4).
- The Team are waiting for a public-facing comms pack from Matthew Hall for the OP providers on general key Covid-19 messaging to push through their Twitter feeds, Facebook pages, websites etc. and they are also happy to provide hard copies to people they are supporting alongside their families/support networks, etc.
- The ASC Forum is following up on an issue raised at the September OPPB about how people can access information about social care/what’s available if they don’t have access to the internet. This is being done via the Public Information working group and also Graham Lewis has been asked to go back to the OPPB and other PBs for their views about where they would benefit from accessing information. Also have shared via the ASC Forum details of the new Digital Inclusion project model that community partners can bid to the Innovate & Cultivate Fund for in the next funding round (1 February 2021):

Day Services (Sarah Bye)

The majority of our services began to re-open from September onwards, although there is reduced capacity per day in some services due to social distancing and infection control measures those who want to return to services which have re-opened have been able to. Where people have decided not to return to the service providers have put in alternative support such as regular telephone contact or doorstep visits to maintain contact. There are a small number of services which have remained closed - these are more

complex circumstances such as the Day Service operating from a Care Home or a Community Centre where they are unable to access the venue. Where this is the case we are in touch to discuss the situation and to support them and look at alternative options in order for them to consider re-opening safely.

Voluntary Sector (Age UK, Care Network, British Red Cross etc) -We are meeting regularly with the OP Vol Sector providers to get an update on their services and to support them through any changes in guidance around C19. Providers are operating as usual and have been able to maintain services through the most recent national restrictions and into the new tier arrangements. The most recent period of restrictions did not impact as much on referral levels or additional requests for help, partly because a lot of people had support arrangements already in place to get things such as prescriptions and shopping this time and from the provider side, they are well prepared (from their earlier experiences through the first lockdown period and beyond) so have more support processes in place and can step services up/down as needed.

Older People's Needs Assessment (Lynne O'Brien)

The Council has been compiling an accommodation needs assessment for older people and adults with physical disabilities across Cambridgeshire and Peterborough to ensure sufficient, affordable and quality accommodation is available to meet demand up to 2036. The needs assessment focused on older people aged 65+ (OP) (including OP with mental health needs) and adults with physical disabilities aged 18 and over. Primarily focused on demand for local authority funded accommodation, it does consider potential self- funders and health funded demand. Accommodation settings included were residential and nursing care homes, Extra Care schemes, Care Suites and any other form of supported living / home with care. The next phase of the project will be engagement with stakeholders i.e. Health, other local authorities, partnership boards and providers across the sector which will be carried out between February - July 2021.

5.GP Website- Janine Newby-Robson

JNB's presentation was circulated before the meeting.

JNB explained that 14 volunteers had looked at GP websites to see how accessible they were. (96 sites in total). The full report can be seen on Healthwatch website.

The next steps is a tool kit for GPs so they know what people would like to see.

The websites will be revisited in about 6 months to see what improvements have been made.

6. Pharmacy CCG -Zahra Abbas

People have been concerned that there may be drug shortages when the Brexit process officially finishes on 31st December. This is not a problem the wholesalers and manufacturers have plenty of stock. Any potential shortages are cascaded down as an alert to GPs.

The Flu vaccine- all that are eligible should be able to get them now. If anyone is having problems getting one they should contact the Patient Experience Team who should be able to tell them where to get their free vaccine. All care homes should have been contacted and they are being supported to get staff and residents vaccinated.

Structured medicine reviews are being done for all patients. Those patients on 10 meds or more are statistically more likely to be admitted to hospital. We are working closely with GPs to reduce meds where possible.

Vitamin D- there is a central approach to this, and all clinically vulnerable patients will be given vitamin D for 4 months from January. At the moment you have to register for these online, but they are hoping to have a phone number available soon.

GL Prior to Covid many patients on long term prescriptions were given 2 months at a time. This seems to have stopped now so for those paying it can be quite expensive.

ZA This has never been for all patients and was not about stopping the 2 monthly supply. The GPs will make their own decisions.

KC I am on a 2 monthly supply but wife on 1 monthly. We order ours online and it will not let you order more than a week before they are due. It works well and the prescriptions are at the chemist when we need them.

BW This is probably a good reason for prescription reviews.

ZA Yes reviews are needed as sometimes meds are not needed anymore. Sometimes new ones have been added they may have contra-indications with previously prescribed ones.

DD Has the wastage gone down?

ZA No but we are still trying to reduce this.

7.Update on Priorities

The transport report is still a work in progress.

Digital inclusion/exclusion- we are hoping to bring together some interested parties for discussion possible by the end of March.

8.Terms of Reference

These were circulated with the papers. This was updated to include both areas. It was put in place for an initial 12 months.

A vote was taken to continue with these for the next 2 years. Everyone agreed.

9. Minutes of previous meeting and action log.

Minutes were approved. Action log completed.

10. To take to ASCF

Nothing was raised to take forward

11. AOB

Melanie Wicklen- Day opportunities started to reopen with a phased return since October-to keep Covid-19 secure numbers had to be reduced.

Telephone befriending calls are still taking place. We have managed to get some funding for a new member of staff.

There will be phones manned over Christmas and New Year.

Age UK have been looking nationally at the impact of Covid on older people

ACTION MW to send link to the report for sharing.

Date of next meeting

8th March 2021, 10.30-12.30, on zoom