



Physical Disability Partnership Board

18 August 2020

Zoom Meeting 11am-1pm

Minutes

Present

AT	Alena Taylor (Chair)	Independent member
GL	Graham Lewis	Healthwatch
DD	Debbie Drew	Healthwatch
RN	Rebecca Nuttall	Little People UK
RH	Russell Henke	Speak Out Leader - High Support Needs Committee
KP	Kirsten Pollock	Independent Member
PH	Paul Homewood	Independent Member
PAW	Philippa Avery-Walters	Cambridgeshire County Council- Team Manager
JR	Julia Rutherford	Voiceability
SC	Sue Clements	Headway CEO
KC	Karen Chambers	Commissioner (home and community support)

Apologies

WTC	Wendy Taylor-Creek	Independent member
RG	Raymond Griffiths	Independent member
JC	Jacky Cozens	Peterborough City Council
DSS	Deborah Stickler-Singh	Cambridgeshire County Council Team Manager

1. Introductions

Alena welcomed everyone. The recording will be kept purely for the purpose of minutes and deleted once the minutes were approved.

AT Mentioned that Lee McManus has now retired and asked if members thought a letter to Lee would be nice thanking him for his time/ support.

JR Voiceability had had a message from him.

ACTION GL and AT to write to Lee on behalf of the Board.

2. Minutes and Action Log

Minutes had been circulated prior to the meeting. The minutes were approved subject to a couple of alterations to name spelling and job titles.

Action log

73. GL had tried contacting Sandy from Disability Peterborough but had no reply it is possible staff are still furloughed.

ACTION GL to make a phone call to Disability Peterborough to see what the situation is.

76. RN sent details on the virtual balloon race for fundraising and this has been shared.

3. Updates from members

KP On the very hot day (7th August) there was a power cut. KP called UK Power Networks to check on the situation. As she is registered as a Priority Customer, she was assigned a named worker who called her hourly to update on the situation and check all was Okay for her. As time went on and the power was still not restored they checked on KP's mobile phone power and said they could bring her a charged alternative to borrow if the power ran below 30%, when the power was not on by 6pm and Kirsten cooks on all electric they told her to order a takeaway and they would cover the cost (they did). As KP has an electric bed they said if they did not get the power on by her bedtime they would either provide her with a generator or put her up in an accessible hotel for the night. KP was able to give positive feedback online.

A conversation around registering as a Priority Customer with utilities took place. It was agreed that this should be shared with service users.

ACTION CW to send details to GL for sharing.

SC reported that the Hub Services at Headway would be restarting on 24th September and that the horticultural services were already running.

DD reported that she had supported someone with a telephone PIP assessment, and it had felt quite comfortable. The outcome was good and had a decision had been made with 28 days when were told it would be about 8 weeks. Also, the award was until 2029.

AT Stated that PIP tribunals were being done over the phone for the foreseeable future.

4. Feedback Adult Social Care Forum and other meetings

There have been no meetings for this group, but one is planned for October. All Partnership Boards feed into this.

During the Covid-19 pandemic issues have been relayed directly to Carol Williams.

Other meetings, including Healthwatch meetings, have been happening online.

GL met with commissioners in Peterborough who will be joining the Boards. He talked to them about the structure of the Boards and the Partnership Board's timelines and how this works with the Commissioners forward planning process. He will be meeting with the Cambridgeshire commissioners in September.

DD The health and social care forums that Healthwatch run have been on Zoom. Meetings are open for anyone who lives, or who's organisation is, in the area to join. There are 4 forums- Greater Cambs, Fenland Huntingdonshire and Peterborough. The first 3 are every two months but Peterborough runs monthly.

5. Priorities for the Board

New Members-We have recruited 2 new independent members and are still trying to encourage some voluntary sector organisations to be involved. Many though are still on furlough, reduced activity or prioritising service user activity at this time.

Hate crime- Graham has made contact with the police and they are hoping someone will be able to come to a future meeting.

Digital exclusion/ resilience- both councils are doing some work on this and they hope to attend our October meeting. We are also planning that our annual event in Feb/ March will be on digital inclusion and technology.

RN Little People have been trying to get a grant to enable some of the older members to engage with technology.

AT It would be interesting to find out why people are wary of using technology.

JR The Speak Out Council have done some work around people using technology and why they may not use it.

ACTION JR to share last consultation results

SC The RAF Benevolent Fund have been doing some work with Granpads for those who are wary or lacking in technology skills. The gadgets are pre-programmed and there is 24hr technical support. People can just press a button on the gadget that will get them straight to the support. It is still quite a pricey thing at the moment.

There is a "Forces Connect" app which has lots of links to organisations to help people.

CW The libraries, through Adult Learning and Skills run sessions and they include computers.

6. Sue Clements- Headway- Covid effects on the brain.

Sue gave a presentation which highlighted the range of brain problems that Covid-19 has caused people. For some it may have increased a problem that they already had, others may be feeling effects of having near death experiences (i.e. being on ventilator). As Covid-19 effects peoples breathing this in turn could have reduced oxygen supply to the brain.

Professor Appleby has done a lot of work on this- 6 months post pandemics there is generally an increase in suicides. This is not solely due to the pandemic but due to the economic implications.

During this pandemic, many people have felt isolated. Those who are shielding/ elderly as well as carers who have found themselves without their usual support. It is important that a holistic approach is taken with rehabilitation.

CW The Kings Fund have been doing work around this. The Public Health team may be interested in the presentation/ information.

During lockdown Lifeline Plus, a mental health helpline, has been extended to cover more hours.

In the long term we may be seeing effects for several years.

ACTION SC to share links/ presentation with GL for him to forward.

7.Update from Commissioner-Physical Disability Team

PAW Assessments are being done virtually via video or phone. Where a face to face interaction is required individual risk-assessments are being carried out.

As lockdown is easing, we are seeing an increase in those who had stopped care now needing it reinstating. There is an increase in referrals particularly around rehabilitation.

Changes to the service- we are utilizing technology even more, we are working hard supporting staff with virtual meetings, training and supervision.

Karen Chambers-

KC is the commissioner for home and community support for both Cambridgeshire and Peterborough Council's. Karen has been attending Healthwatch forums to get people's views. Karen explained that the councils were looking at ways to improve home care and home care options for adults (mostly older people).

The councils want people's views on what is good home care provision. What works well and what does not. What do you think is important if you are designing the care for yourself?

The Councils are looking at the longer-term vision and plan to run a pilot in the Peterborough area.

They are doing work around micro enterprises so people who have direct payments or are self- funding may have different ways in which to tap into support.

ACTION- DD to share Karen's Details and to summarize.

JM Uses care organised by adult social care. Getting flexibility is difficult and I have had to change providers to try and improve the experience for myself. The new provider is 7/10 usual able to accommodate changes.

JM What is important is that the provider lets people know if there is a change of staff or time that they are calling. Also for the carer to message ahead if they are running late due to a previous visit.

GL When I was part of previous organisation, we asked people before the last tender process questions about what needed to improve. This seems to be the same issues.

KC The flexibility does seem to vary depending on area and provider.

JM Are service users represented at the provider forums? It would be good to get service users involved.

JM Once a year people are asked to give feedback on the service they are receiving- it would seem better practice for providers to check say quarterly.

8. Election of Chair and Vice Chair

No one has put themselves forward and so this has been postponed to the next meeting.

9. Experiences of Social Care during the pandemic - Carol Williams

CCC and PCC are wanting to collect people's experiences of social care during the pandemic. There is an online survey that is being distributed to all Partnership Boards, Network Teams, and Speak Out Councils for their views. A similar is being completed by council staff and by providers.

ACTION GL to share the link with all- there is an easy read version. GL will post to those who need a postal copy.

There are questions around what has worked well, what hasn't worked well etc.

The results will help determine what things are commissioned for the future.

The results will be fed back to the Adult Social Care Forum and then upwards to the Adults Committee and Scrutiny at the council.

10. Highlights of meeting

The advantage of registering as a priority customer has shown its worth- this should be encouraged generally. Maybe when assessments are being done these services can be mentioned.

INFORMATION

Ofgem requires all energy suppliers to have a scheme and outlines what it needs to cover:

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register>

UK Power Networks offer is here:

<https://www.ukpowernetworks.co.uk/power-cut/priority-services-register>

Cadent's offer is here:

<https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register>

Also water companies are involved, here are the ones for Cambridgeshire and Peterborough:

<https://www.cambridge-water.co.uk/household/extra-help/priority-services-register>

<https://www.anglianwater.co.uk/help-and-advice/water-care/priority-services/>

11.AOB

GL we have 2 more meetings running around transport. On Thursday 20th it is about public transport and on 24th it is on Community transport. All are welcome.

NEXT MEETING

10th November- 10.30-12.30 Zoom or Huntingdon Library.