

Wheelchair Users Forum

24th June 2019

Dobbies Garden Centre Huntingdon

Minutes

1 Welcome, apologies and housekeeping

Present

MJB	MJ Black	Independent Member
KB	Kevin Bull	Independent member
BC	Bianca Cotterill	Independent Member
JG	Jane Goldsack	AJM healthcare
SH	Sue Honour	Independent Member- chaired meeting.
JL	John Lark	Independent member
GL	Graham Lewis	Healthwatch
JMcH	Jo McHattie	Healthwatch
SP	Sandra Pedley	Contracts Manager, CP CCG
FS	Frances Swann	Home Improvement Agency
WTC	Wendy Taylor-Creek	Independent Member
DD	Debbie Drew	Healthwatch
LS	Lindsey Shamchuk	AJM Healthcare
PS	Paul Stevenette	CCG- Community services

Apologies

PH	Peter Holden	Independent Member
VH	Victoria Holden	East Cambridgeshire Access Group
GE	Guy Eatherington	AJM Healthcare
TH	Tony Honour	Independent Member
RP	Ruth Palmer	Independent Member
MH	Mark Howell	County Councillor

GL Opened the meeting to explain that the Chair (TH) had had to send apologies due to ill health. SH (who Chairs the Carers Partnership Board) has offered to Chair the meeting, if the Forum agreeable. AGREED

1.Introductions

Sue welcomed the new people to the group and introductions were done.

2. Minutes of previous minutes- Action log

Minutes were approved.

Action log has been completed.

3. Recent experiences.

WTC- Arm on chair has been fixed however the process was not good. A man came out and before ordering the part said I had to do a driving test which I did and passed. However, I had not been warned they were coming.

The arm is not comfortable so need some adjustments. My footrest was repaired but it is loose and I still need some decent cushioning.

I am having problems with my chair not holding its charge and it broke down at Strawberry fair.

LS- we have been in contact and someone is going to come out and assess Wendy's need.

MJ- There appears to be something wrong with the way my chair charges. I sent an email out asking for someone to come out and look. I was asked for my NHS number which I gave then I heard nothing until one day there was a persistent knock on my door. I was unwell and I do not answer the door unless I know who is there. I was then left a voicemail message. I sent an email and I did hear back from Sarah who apologised.

I have had a couple of friends who have had similar experiences.

BC- daughter is in supported living. When they called to sort her WC out AJM arranged for her to have a reassessment. A good response for me.

MJ- is AJM only providing specific brands of wheelchair? A friend of mine was told that they could not have the brand they wanted as it was not the firm AJM dealt with.

LS- I will look into this for you.

ACTION- Lindsey will check out the situation regarding an alternative brand of chair.

JL- My daughter is in supported living. She has 2 chairs. She needs a moulded foam insert which Provide dealt with. However, the insert has not stopped her from tilting to the right like it was supposed to. Also, her manual chair she is now too big for.

LS- I can schedule a meeting.

ACTION- Lindsey to arrange meeting.

4. Wheelchair user forum update/ terms of reference- Graham Lewis Jo McHattie

GL as mentioned at the previous meeting the Cambridgeshire partnership boards are merging with Peterborough. There has not been a wheelchair user forum in

Peterborough so we will encompass Peterborough area too. The physical disability board will be splitting from the sensory impairment board in Cambridgeshire which brings it in line with the Peterborough boards.

There were no objections from the forum for Graham to amend the terms of reference to include Peterborough and to add as attendees, representation from contracts and commissioning as well as representation from the current wheelchair provider service.

ACTION GL to amend terms of reference as appropriate and circulate

Before this meeting there had been email conversation between Graham, Sandra and AJM Healthcare.

As AJM's contract states as part of their quality improvement it will attend 100% of user groups, they wondered whether they should take over the running of the wheelchair forum and do the minutes.

GL explained that although Healthwatch are not commissioned to run this forum they are an independent voice. The Forum have worked with CCG on the tendering process (something a provider could not do).

QU What about people who do not use AJM healthcare what would their position on the forum be if run by them?

QU Is there anyway that feedback from care providers could be brought in?

QU Is the agenda for the meetings on Healthwatch website?

ACTION GL and DD will ensure this happens for the future.

SH If there are any other ideas please feed them back to Graham.

ACTION: GL, SP and AJM Healthcare to discuss further and update the Forum at the next meeting

JG -AJM are setting up a dedicated website for users. This is for any wheelchair user to access. They are also producing some leaflets. We would like some feedback on these.

BC What about those who cannot access the internet?

JG Hopefully the leaflets will help with that.

MJ It would be good for people to be able to see what they are entitled to. It will help manage expectations. It should be done in bullet points, be clear for all types of user and it should include a clear description about seating assessments. Many people do not know they can have a seating assessment even if they have provided their own wheelchair.

5. Cambridgeshire Home Improvement Agency- Frances Swann

Cambs Home Improvement Agency is a shared council service working across Cambridge City Council, South Cambs and Huntingdonshire.

We co-ordinate adaptations for disabled children, adults and older people. The Disabled Facilities Grant budget for our districts this year is £3.5m. We can also offer other grants to repair homes and improve energy efficiency.

The allocation across the area is

- 2.4 Million Huntingdonshire (under resourced)
- 700k City + 100k
- 700+100k South Cambs

Although other pots of money are available Hunts already, are putting in extra money so can not afford to do repairs.

Referrals come in from an OT and only happen after a consultation with social worker. We are aware this has been a lengthy process. We have given all our staff training in the Trustee Assessor Course so they can undertake assessments thus speeding up the process.

Several things have made the waiting lists long/ delays long.

We identified there were people on our system who were still down as needing assessment when it was no longer required so we now only keep cases on system for four months if there has been no response.

Regulations- Getting landlord consent for adaptations can be from 2 weeks to several months. We need to confirm ownership and check land registry and liaise with building control.

In the last 2 years, our major works time has improved by half and our small works by 30%. Major works are things like garage conversions/kitchens, minor works are stair lifts, level access showers.

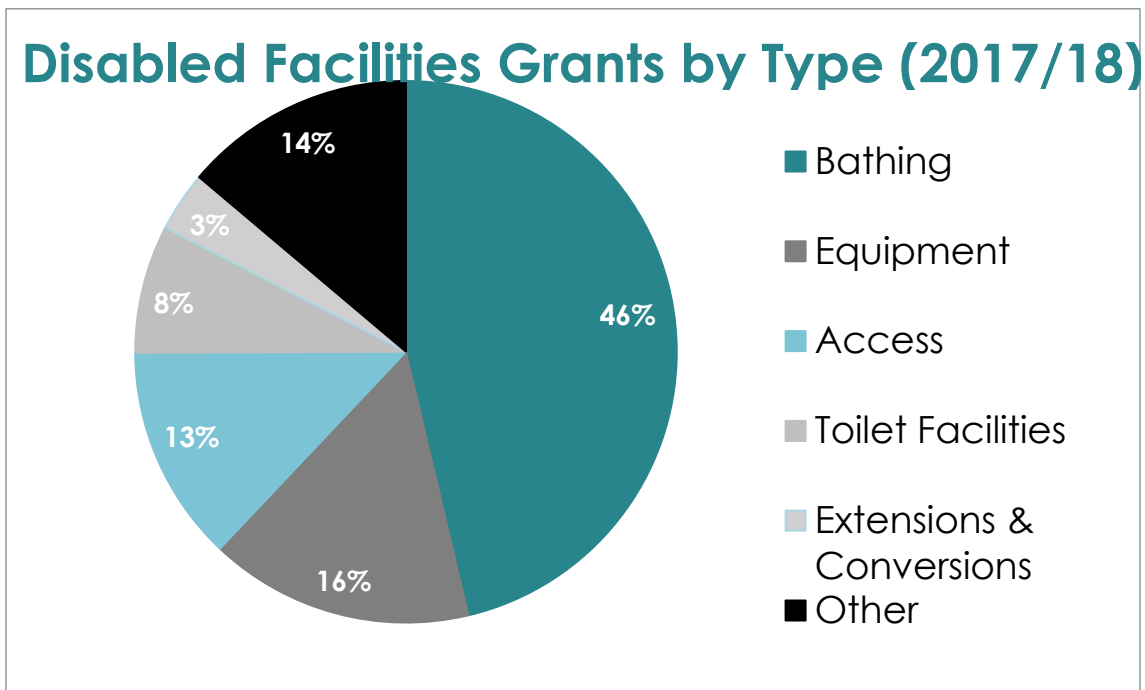
There are four types of assistance

MANDATORY DISABLED FACILITIES GRANT - used to adapt disabled people's homes

TOP UP ASSISTANCE (FOR A DFG) - helps to fund DFG grants above the max £30k grant

RELOCATIONS ASSISTANCE - helps disabled people move to a more suitable home

SPECIAL PURPOSES GRANT - for repairs or other minor works or interventions in the home



When our staff visit, we will also talk to our clients about you're their wider needs. We refer people on to other services.

WTC- Last year I had a shower, ramp and patio done and the work was done well except that some of the tradesmen just let themselves in.

FS - Great to hear that the work was done well. Tradespeople should not just knock and enter, they should knock and wait.

6. Any Other Business

Healthwatch AGM is in Sawtry on 10th July- all are welcome.

SH this coming weekend is the NEC Motability show. One Big Day (Motorbility) is happening at East of England showground on 7th September

JG-We are looking for people who would be willing to moderate our Social media site. If interested send your details to Graham who will forward them.

7. Next Meeting 23rd September 2019, **12:30 - 2:30** March Library, City road, March PE15 9LT.

Please note different time of **12:30 - 2:30**