

## OLDER PEOPLE'S PARTNERSHIP BOARD

MARCH 4<sup>TH</sup> 2019 10.30- 12.30

MAPLE CENTRE HUNTINGDON

### 1.Minutes

#### Present

JCW Jayne Crawford- White	Next Generation Technology
DD Debbie Drew	Healthwatch - note taker
SE Susan Edmunds	Independent member
JE Jenny Egbe	Independent Member
JG Jackie Galway	CCC
MH Mark Howell	County Councillor
GL Graham Lewis	Healthwatch
PM Paul McCloskey	Independent member
JM Jo Mc Hattie	Healthwatch
LOB Lynn O' Brien	Commissioner CCC
MM Margaret Moffat	Independent member
FR Flora Raffai	Cam Sight
PS Peter Shelton	CCC
MW Melanie Wicklen	Age Uk
BW Brian Walker	Independent Member - chair

#### Apologies

AB Anna Bailey
SW Susie Willis
RJ Rita Jones
FD Fiona Davies

### 2.Update

GL- Read a statement about future of Partnership boards from Gary Jones and Carol Williams. The Boards will be continuing in a similar format but will now include Peterborough. The meetings will still rotate around the county as before. Changes will start to happen once all the boards have been informed both for Peterborough and Cambridgeshire. Jo McHattie from Healthwatch and Graham will be working to make

this transition smooth for all involved and you will hear more from us at the next meeting.

This is a big area to cover and we are hoping that people maybe able to attend their local health and care forum that Healthwatch already run in Huntingdon, Fenland and Peterborough in between board meetings so they can still get their voice heard.

JM asked that present be sensitive as to who they share the news with as this is the first board to be told.

**Action** GL to share the statement with the minutes.

### **3.Feedback from Independent Members**

Two main issues discussed at pre-meeting were Promotion of exercises and transport franchises.

Concerns were raised around the transport changes taking place and whether there was any user involvement.

**Action** GL to research this. PS also said he will look at what is happening

MH The combined authority are doing a transport assessment at the moment and they have agreed in the meantime that all bus routes will stay the same for the next 12 months.

BW It would be good to see who is being consulted and who is involved with this.

PM It is great that CCC are picking this up for the time being, but it is possible that the service provided at present is not an adequate one. For example, making sure there are busses to and from the hospitals at suitable times and at weekends.

SE How does HACT fit into this?

GL They are a community transport scheme. Ely now have Total transport and they are trying to make this more accessible.

PM we should be encouraging people to use all these services.

**Action** GL to circulate information around community transport.

MW Some people need adapted transport.

MW We have been using the community transport to get people to our day centre. This is becoming more difficult as the busses are being used to get children to school thus not always available for the day centre. We are now being charged and this has to be passed on to the service user.

BW Aren't taxi firms supposed to have some suitable vehicles?

GL Cambs City have only just registered rear access taxis and Panther (the biggest provider) have said they can not be booked in advance until they build more capacity. There have been discussions around other options for booking these vehicles. Getting the balance is difficult.

JE The Super Six exercise leaflet is really good, but it does not seem to have been widely distributed. Do we know how widely it has been shared? Can we do something to share this more?

JCW The reablement service have shared this and CCC shared it with hospitals and the falls prevention team.

JE A group I spoke to had not seen it. It needs to go to Ever Active groups, GP surgeries etc not just to people who are already receiving a service. It is all about prevention.

PM It was put into our parish magazine after it had been seen.

JCW I believe there will be a future print run. If you could let us know where the gaps are.

JE Age UK could distribute and maybe any day centres.

MW It has been taken to some of the friendship clubs. Parish magazines sound like a good idea.

GL it could go into the carers magazine too.

#### **4.Enhanced Response Service- Jayne Crawford- White**

What is the Enhanced Response Service?

- Telecare alert: Practical assistance and reassurance for alarm holders if no key holder is available
- Part of the Reablement service working in synergy with TEC
- Covers 24 / 7 365 days a year -3 shifts per 24 hrs
- Covers the 5 Districts of Cambridgeshire
- Target response time 60 minutes
- Responding to standard lifelines and NGT

ERS remit

- Response equivalent to neighbour or family member
- Cover sheltered accommodation, dispersed alarms
- Extra care schemes for falls only
- CQC registered for Social Care
- Why is the Response Service needed?
- There is a high number of calls to Ambulance for people who need attention but who do not need an ambulance
- Hospital admissions for people who do not really need acute treatment Having a 24hr cover reduces deployment of costly overnight care

- Reduced recommendations for costly care when carers struggling to manage.

Each council area uses a different Telecare Service, there are 6 call centre and an emergency duty team.

999 calls can be triaged into the service as well as the 111 service.

There has been a gradual increase in the number of calls.

Call outs vary- assist to lift from floor, getting people mobilized, personal care, reassurance sometimes to make a drink or make a sandwich.

Sometimes no assistance is needed.

45% of the calls the people have no other social care package.

3415 calls in 2018

116 callers called more than 10 times.

DD Is there a cost for these lifelines? Does it come from someone's care plan if they have them as it saves money?

JWC CCC did agree to pay the first 6 weeks and cover the cost of a key safe then the individual has to pick up the cost.

MH I was told by Cross keys they were not taking on any new clients? What happens to those in that area?

JWC I have not heard this, and as Cross keys are the biggest provider in Peterborough this is surprising.

QU Do you still need to have 2 named people to respond?

JWC This used to be the case previously but not now.

## **Next Generation Tech Project- Jayne Crawford- White**

### **Care at Home Pro**

This is an initial one-year trial project.

The intelligent life lines have the ability to establish normal daily activities and then trigger activation if normal routines deviate. Informal carers can have the app on their phone so they can see what is happening.

Many people benefit from having the life line systems and this is the next step forward.

Movement detectors can be fitted around the home lounge, bed, kitchen, bathroom, front door.

All the technology is linked together ie smoke detector is lined into the system too.

We are hoping to sign up 180 people during this trial period. People can be referred in via professionals. They need to live alone, may have the need to summon assistance, may not have a family to support.

An example of how it has already worked- an elderly lady was deemed needing this extra technology for her support needs and because of the technology they were able to see that she went wandering outside her home at 3am in the morning. This was an unknown issue.

PM Does the Care at Home Pro package take into consideration those who are hearing impaired?

ANS Yes, we have worked with the sensory teams so we can have the appropriate alarms.

QU Does this system incorporate a carbon monoxide monitor?

ANS Not at the moment.

## **5. Cam Sight- Flora Raffai**

There are some 2million people living in UK with sight loss and 250 people per day start to lose their sight.

21K in Cambridgeshire

18k Partial sight loss

Most of these are over 65 and often sight loss comes with other health needs.

1240 falls a year are attributed to sight loss.

1912 people have been supported with low vision and blindness. Helping them to remain independent, helping them keep well and helping them with inclusion.

We have 2 centres one in Cambridge and one in Wisbech.

We have a magnification clinic, technology training service, home visiting service (small daily living skills, help with benefit forms) and daily living skills- monthly sessions to build skills.

On wellbeing side, we offer emotional support and counselling and sports and fitness sessions.

With inclusion we run peer support groups and friendship networks for free.

We run a befriending telephone ring around service and last year we introduced outings (there is a charge for this)

MH Do you have a fundraising team?

FR We need to raise ½ m a year and some of that comes from the council. We have a community fundraiser P/T and my-self.

PM if someone wanted to set up a new sporting activity is there money to do this?

FR we could not do this unless we have found a pot of money to support it.

## **6. Adult Social care Forum- Graham Lewis**

The key item from this meeting was from Lee McManus who talked about the ongoing review for the prevention services around the county. All current services had had their funding extended for a year to enable this review to be undertaken without losing a service in the meantime. Its hope it will make it easier for smaller organisations to get a share of the monies available. Sometimes for these groups the long and time- consuming tendering process is not worth the effort that is put into it.

## **7. Action Log**

Action 8,10 and 11 completed. Just action 9 for Age UK to attend to be completed.

## **8. AOB**

JM The ten-year NHS plan has been announced and here at Healthwatch we are running some focus groups and we have questionnaires that you can take or complete today. This is the first group to see it.

GL Healthwatch are hosting a production of Phyllis on 15<sup>th</sup> March and Empowerment at the End of Life event on 27<sup>th</sup> March. Both events are filling fast.

SE apologised in advance that she cannot attend the next 2 meetings.

Next meeting

Monday 3<sup>rd</sup> June

Facet-Marwick Centre 21 Marwick Rd, March PE158PH

When nearing the venue (Marwick Rd) it will seem like you are entering an industrial area. At the end of the road you will need to go through the gates to the centre around the back of the venue. It is approximately 10 minutes from the train station.