

**Meeting note:** Community Care Task Group (CCTG)

**Date:** 20.8.18      **Time:** 1.45pm - 2.45 pm

**Name of note taker:** Laila (LA), HWK Projects & Outreach Officer

### 1. Who attended?

Ann Macfarlane (AM), CCTG Chair, Nigel Spalding (NS), Task Group Member & HWK Trustee, Sarah King (SK), Krisztina Dodo (KD), Dramatize, Scotty McLeod (SM), Task group Member, Jon Hatherly (JH), Task group Member / KCIL.

### 2. What was discussed? (Headline bullet points)

- 2.1 The Chair welcomed all attendees to the meeting and everyone introduced themselves. AM advised the group that she is stepping down as Chair from September 2018.
- 2.2 AM was thanked by the group for all of her work as Chair of the CCTG.
- 2.3 NS provided the group with 'My Life, My Plan' and 'Kingston Co-ordinated Care Survey' which are two sample surveys used by other organisations. The group discussed the pros and cons of the survey formats. KD suggested that the sections where text is used would require support from a carer for some people with LD. The group agreed that if these questions were to be used for someone unable to read they would need to be in an interview format. KD highlighted that the Community Health Passport would be useful to use ahead of time in these situations as in the Passport it states whether the person uses Makaton, PECs, words etc. Everyone in the meeting agreed on the importance of taking account of all needs to ensure the survey is accessible.
- 2.4 The group agreed that some further questions need to be raised and directed back to Andrew Osborne, who is part of the team working on Connected Kingston which include:
  - Regarding the 'Kingston Co-ordinated Care Survey' questionnaire - how do you intend to use it i.e. how and when would it be circulated and to whom?
  - Accessibility; will the form be available in other formats? How are disabilities and health needs taken into account?
  - What is the level of control / training that Connected Kingston have over the recruitment of Connectors via Staywell.
  - What are the involvement of carers in the referral process for SP?
- 2.5 The main project of the group, the evaluation of 'Connected Kingston' was discussed. NS advised the group that the name of Connect Well Kingston has now

- been changed to 'Connected Kingston'. NS presented the group with 'Evaluating Connected Kingston', which lists some ideas on how to move the project forwards
- 2.6 It was agreed that HWK and the CCTG will work with the provider (Connected Kingston), but that the questionnaire will be independent.
  - 2.7 There was a discussion about whether the evaluation project should have a focus on tier 2 support level focus, or be kept broad. The group agreed that the tier 1 level of support was just as important to review as tier 2, as tier 1 support can be preventative of people needing tier 2, which is central to assess the aims of Social Prescribing.
  - 2.8 The group felt that various methods of delivery would be useful for the survey, including focus groups, online / paper surveys and telephone interviews. Mystery shopping was also raised as an option. With focus groups it would also be important to tell people that they are invited to the event and welcome to bring someone to support them.
  - 2.9 Some other elements to consider for inclusion in the survey were raised by the group, including: What were the things that made the service easy or hard to get to? How was the website? How was the Connector? Did you feel better as a result? Other factors re. survey structure discussed included: Open ended or closed questions? How many questions should the survey have? How long will it take? What are the involvement of carers in the referral process for SP? It was also highlighted that we should ask about things around the event itself and consider that it will not always be easy for people to get to the service referred to, or they may not have the confidence to.
  - 2.10 In terms of gathering details of people who used the service the group decided that they would like Connected Kingston to ask people if they would be happy to provide their details, or as another alternative, the question could be passed on by Connected Kingston though this option was not preferred. There was mention of contacting people who came to the last home care event run by HWK, but issues of obtaining these details following GDPR were raised which would likely prevent this. It was decided that the best route would be to ask Connected Kingston to write to all who use the Connected Kingston Service.
  - 2.11 Members of the HSTG reviewed the actions of the meeting held on 22.04.18.

### **3 What are the actions, by who and by when? (Headline bullet points with a date for completion)**

- 3.1 Email to be drafted for AO by LA, NS and AM and circulated to task group members for input.
- 3.2 Further talks with AM / staff team about creating volunteering leaflet that mentions the 5 key work areas HWK focus on this year, highlight links to looking at Connected Kingston.

Signed as accurate by the Chair:

Date: