

Healthwatch Kingston upon Thames

Community Care Task Group Meeting
 Wednesday 11th of February 2015 14:00-16:00
 At the KQC Large Committee Room

Present:

Nigel Spalding, Acting chair, Board Member	NS	Ann Macfarlane, Affiliate	AM
Caroline Cuntiffe, Affiliate	CC	Linda Webb, Affiliate	LW
Eleanor Levy, Affiliate	EL	Nancy Candlin, Director of Halo Home Care/ Affiliate	NC
Tulloch Kempe, Senior Manager, Staywell At Home Service/ Affiliate	TK	Christine Gardner, Affiliate	CG
Maurice McCullough, Affiliate	MM	Rianne Eimers, HWK staff	RE
Lin Hill, Commissioner of Care Agencies at RBK, guest	LH		

ITEM		Action
1.	<p>Welcome and Apologies NS, as Acting Chair, welcomed the Task Group members. Apologies were received from Keith Bullard, Clare Jefferies and Kirstie Cochrane. As some members were leaving early, NS offered the group the opportunity to raise any issues. CG reported that her mother, who receives care from RBK, had received a letter with regards to consultation sessions on care services. The first session took place the day after she received the letter which meant she was unable to attend. Several other members reported the same issue and concerns. The group agreed that RE should write on their behalf to raise this issue, as this would prevent service users from responding. CG agreed to share the letter with RE.</p>	<p>RE CG</p>
2.	<p>Notes of the Last Meeting held on 19/11/2014 The notes of the last meeting were agreed as an accurate record.</p>	
3.	<p>Research into RBK-Commissioned Care Agencies Lin Hill (LH) was invited to help the group with its research on RBK commissioned care agencies, as the commissioner of these services. She provided an overview of the current arrangements which sees three agencies being commissioned to provide care to approx. 500 clients. The hours provided are based on need, but they are moving away from the 'task and finish model' to an outcomes based model. She admitted there have been some issues around doubling up on care workers, and care workers not speaking English well enough. RBK has provided English conversation classes in addition to the basic English classes they have to attend, and they have also provided dementia training. Task group members felt that the agencies ought to provide this rather than RBK, but LH explained that the agencies have their own training; there was an opportunity to offer further training. LH explained how she monitors the three agencies by meeting with the contract monitoring officer, having monthly meetings with the agencies and also receiving monitoring data. She also carries out spot checks and shadows agency staff.</p>	

	<p>LW offered to provide specialist ME training for the agency staff; LH was very interested in exploring this further.</p> <p>EL asked how the new Care Act provisions would impact on the service provided. LH stated that all the agencies have attended Care Act training.</p> <p>CG asked how care workers who don't turn up are monitored, as she has personally experienced with her mother. LH confirmed that she does unannounced spot checks, and she is also looking at how care workers communicate to see what can be improved.</p> <p>MM asked if RBK has a page/ information to help better understand the services provided. LH agreed to send this to RE.</p> <p>NS asked how service user feedback is gathered, and if HWK can provide additional feedback. LH explained that there is an annual survey which goes to all service users by post and usually has a high return. LH is happy for HWK to see the draft survey once it has been approved, but before it is sent out so HWK can provide feedback. She agreed to share the results of the survey as well.</p> <p>AM suggested setting up a service user reference group who could help shape the service, test out new ideas and looking at issues. It would be good to have younger people on this group.</p> <p>MM asked if and how LH works with other boroughs to share ideas. LH confirmed she has contact with her equivalent in Sutton, Richmond and Wandsworth. They also share information about unsuitable care workers. There was a discussion about pay rates; it was agreed that this heavily influences the quality of care. The living wage is £9.15 per hour. RE agreed to find out what the three agencies charge per hour.</p> <p>LH agreed to come to future meetings where we can share further information and our findings and recommendations. NS thanked LH for her time and contribution to the meeting.</p>	<p>LW/ LH</p> <p>LH</p> <p>LH</p> <p>RE</p>
<p>4.</p>	<p>Feedback from scoping meeting & next steps</p> <p>RE reported that she, TK and NC had met just prior to Christmas to discuss how to gather evidence in addition to the research into the RBK commissioned care agencies; this was detailed in appendix A.</p> <p>The group endorsed the suggestions made, and made further suggestions to include in the surveys including outcomes and what this means to service users, care plans, person-centred care, diets, and budgets. AM confirmed that the agencies have little understanding of personalisation and independent living, and that this would be a good focus for the surveys.</p> <p>The group agreed that TK, NC and RE would pull together the suggestions and provide a draft to be sent out prior to the next meeting.</p> <p>NS confirmed the paper referring to the extract from the most recent H&W Board, is for information.</p>	<p>TK/ NC/ RE</p>
<p>5.</p>	<p>Annual Report and Priorities for 2015-16</p> <p>The group approved the report and agreed for the priorities to remain the same. EL agreed to present it to the Board at its meeting in public on the 12th of February.</p> <p>MM commended everyone for attending, stating that the group had really built up recently.</p>	<p>EL</p>
<p>6.</p>	<p>Enter & View visit of London Care Partnership, Surbiton</p> <p>RE reported that HWK has been approached to carry out an E&V visit at the London Care Partnership in Surbiton. At the most recent CQC inspection they were rated as 'good' but they wish to achieve 'outstanding' and would like our input.</p>	

	AM and CC volunteered for the E&V visit. RE will send this out to other active affiliates as well.	RE
7.	Terms of Reference NS explained that these were sent out as a reminder for task group members, particularly about reporting back on meetings attended and work completed. This helps the board keep an overview the work the task groups produce and of any joint working and sharing of information. Members were asked review the ToR and to pass on any comments or suggestions to RE.	ALL
8.	Any other business There was no other business.	
9.	Date of Next Meeting 25 th of March 2015, KQC large committee room	

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