

Healthwatch Kingston upon Thames

Community Care Task Group Meeting
 Wednesday 24th June 2015 14:00-16:00
 At the KQC Large Committee Room

Present:

Eleanor Levy, Chair	EL	Anne Blanche, Care UK Ambassador	AB
Nigel Spalding, Board Member	NS	Steve Hardisty, HWK Manager	SH
Linda Webb, affiliate	LW	Jenny Pitt, HWK Staff	JP
Nancy Candlin, Halo	NC		

ITEM		Action
1.	Welcome and Apologies EL welcomed the group and received apologies from Tulloch Kempe and Caroline Cunliffe.	
2.	Notes of the Last Meeting held on 13th May 2015 The notes of the last meeting were agreed as an accurate record. All actions were completed or are ongoing.	
3.	RBK Commissioned Care Agencies JP circulated surveys that were sent out by RBK, for discussion. NS commented that the questions didn't concentrate on quality of services, and identified this an area on which HWK could focus. EL pointed out the lack of aspiration in the survey, there was no question about the hopes for people who are in receipt of services. AB said that the survey made no mention of carers, and so was not getting a full range of opinions. LW commented that there is an assumption on Page 1 that a person can contact social services for help, and NC pointed out that there is a lack of questions about what would contribute to wellbeing. NS said that it would be helpful to know how many people took part, and also when the results will be available. JP to ask Sue Conley, RBK Strategic Business. JP to ask Lin Hill when services are going to be recommissioned, so that HWK contribute to the decision making. SH commented that we need to understand how our survey will add value and how it will influence commissioning. HWK needs to influence pre-procurement and EL agreed that we need to do more work to remind the commissioners of our role. EL will draft a letter to send out to commissioners to introduce herself and her role. JP will send out on her behalf. For the Group's reference, LW will email to JP a document from Richmond CCG which listed specific commissioning outcomes such as reducing non-elective admissions, and self care plans for long term conditions. JP will circulate.	JP JP JP LW JP
4.	Enter & View Visit to London Care Partnership JP gave an overview of the recent visit to the LCP care home in Surbiton with Sophie Bird. EL suggested that survey questions should be simple and straightforward, she will have a look at drafting them and send to JP to circulate for members' input. Agreed to have a small E&V team, one staff, EL, plus a member of the LD parliament (plus their facilitator).	EL/JP

5.	<p>Citizen's Advice Bureau Advice & Info Pilot SH explained that CAB has been given money to implement this pilot as part of the Care Act provision. There is a lack of emphasis on engaging with specific groups of people but has been informed that this will take place in Phase 2. AB will share research with SH she holds from last year. NS questioned what exactly has CAB been paid to provide? Is there a specification? SH will distribute this to the group. EL commented that the pilot should fulfil its statutory responsibility. SH suggested that we invite Pippa Mackie, CAB CEO to the next Task Group Meeting, and submit questions in advance for her to address. NS requested that Task Group members receive written info about the pilot and the delivery in advance. JP to circulate.</p>	AB SH JP/SH/EL JP
6.	<p>Priorities <u>GP Services:</u> SH proposed a plan for a 2-3 year programme to visit all practices. The group needs to agree a schedule and mechanics of how that would operate. There will need to be a core group of volunteers who have experience of E&V visits, and who can provide peer support. We need to work jointly with the CQC so we can see their schedule of visits, so that we can plan ours. SH is meeting Emma Dove from CQC to develop a protocol for joint working. EL requested that we gather feedback from affiliates about their views on what they like about their GP surgery, so that we know what to aim for. JP to send out email. <u>Care homes:</u> NS suggested we operate a similar schedule for care homes. SH agreed and said that we would liaise with Adult Safeguarding to co-ordinate visits. EL stressed that we should focus on good practice amongst care homes and GP surgeries, concentrating on what's good and focusing on the positives. All task group members present agreed in principle to the proposal. SH to write up the plan and distribute to the Task Group members, and contact active affiliate to assess people's commitment. <u>End of Life Care:</u> EL explained that the End of Life Care Alliance had contacted CCGs about their plans for EOL care and Kingston had responded - albeit superficially. The Alliance will hold Kingston to their word. EL also explained that EOL care is a good way to examine care integration and co-ordination. EL suggested that work around EOL care could be co-ordinated between the three Task Groups. EL will send JP information to circulate. LW suggested incorporating EOL Care in our work with care homes and GP surgeries. We could check that they are aware of the London-wide protocol.</p>	JP SH EL/JP
7.	<p>Any Other Business Request that carers are on next agenda as a Task Group priority.</p>	JP
	<p>Date of Next Meeting 12th August 2015, 2pm-4pm, KQC large committee room</p>	