

Healthwatch Kingston upon Thames

Community Care Task Group Meeting  
 Wednesday 13<sup>th</sup> May 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
Tulloch Kempe, Staywell	TK	Jenny Pitt, HWK Staff	JP
Victoria Anaele, Affiliate	VA	Nancy Candlin, Halo	NC
Santosh Beharry, Peer Advocate, LD Parliament	SB	Nancy Magid, Facilitator, LD Parliament	NM
Philip Hitchen, Peer Advocate, LD Parliament	PH	Caroline Cunliffe, Affiliate	CC

ITEM	Action
<p><b>1. Welcome and Apologies</b>            NS introduced the new chair, Eleanor Levy. Introductions were made and apologies received from Linda Webb and Anne MacFarlane.</p>	
<p><b>2. Notes of the Last Meeting held on 25/03/2015</b>            The notes of the last meeting were agreed as an accurate record. All actions were completed.</p>	
<p><b>3. Research into RBK Commissioned Care Homes</b>  <u>Sub group update:</u> NC &amp; TK reported that the draft survey needed to be agreed by the group, and that it was intended to go out to a snapshot of users, around 100. All agreed with the final version (and the letter which accompanies it), which incorporates a question about carers. Lin Hill explained to HWK staff that RBK had recently sent out survey to those who use care agencies, which means the HWK survey will be delayed. TK pointed out that it was agreed that HWK would have some consultation over that RBK survey - which didn't happen. EL suggested the group compares the two surveys and analyse RBK survey results to inform any survey revision. NS felt that sending out the HWK survey could take place in Sept. TK said that there was an agreement that HWK could send out surveys via the RBK postal system.  <u>Choose a lead for the project:</u> NC and TK agreed to co-chair the sub group.</p>	
<p><b>4. Feedback Enter &amp; View Visit to Groves Medical Centre</b>            JP gave an outline to the report, and the responses received from the Groves. CC felt that the tone of the response could have been more friendly. TK suggested that as part of the Enter &amp; View visit to a GP practice, questions could be asked about the practice itself, about its signposting, staffing, support for learning disability, carers groups etc to get an overview. AB suggested that a survey question should tackle the equality of carers. JP to circulate Groves report and response to Trustees and put up on HWK website. NS pointed out that the group needs to now target less well performing GP practices, and the group need to work out how to best identify them. NS also suggested that task group members pass on any research in this area to JP to collate.</p>	<p>JP</p> <p>All/JP</p>

5.	<p><b>Enter &amp; View visit to London Care Partnership Care Home, Surbiton</b> JP outlined upcoming plans for HWK staff to visit the care home on 29<sup>th</sup> May to meet with the manager. HWK has been “invited” to carry out the Enter &amp; view visit to help the care home understand how it can improve, as it hopes to reach an “outstanding” grade with the CQC. TK suggested we agree to carrying out Enter and View, on the basis that the care home doesn’t know when we would go in. JP will liaise with Sophie Bird, colleagues from the LD Parliament and Kingston Mencap trustees over appropriate survey questions. SH felt it was important to understand how the young men were encouraged in their independent living, how their future aspirations were managed. EL asked that consultation was extended to the Mental Health Task Group.</p>	JP JP
6.	<p><b>Any Other Business</b> <u>Letter to RBK:</u> NS felt that HWK could claim some credit for halting the care charge fee rise, as our letter to Sue Redmond formally pointed out our concerns about the flawed consultation process. AB reported that she had attended a meeting on 11<sup>th</sup> May around this issue and there may be more activity around this in September. PH commented that with funds being taken away, people are unable to retain their independence. <u>Care Act:</u> AB reported that nationally there is a different interpretation of the Care Act Consultation, and that there is a role for Healthwatch to be involved as an independent advocate. CC reported that she had experience of being dissuaded from having a social services assessment (in Oxfordshire) for her mother and directed to “My Care, My Home” - she would be interested to know if this re-direction takes place in Kingston. <u>End of Life Care:</u> EL is sourcing feedback on Kingston’s response to the EoL Alliance. She will send the response out to members to consider. <b>TK reported that a recent CCG document has an End of Life section and EL requested the web link to the doc go in here.</b> VA reported that she has considerable experience caring in this area. She would be happy to put HWK in touch with those families who have been through it for case studies and information. <u>CAB Advice and Info Pilot:</u> SH will circulate papers to task group members on a pilot being led by the Citizen’s Advice Bureau. It will be an independent voice on how effective services have been. He has suggested to the CAB that specific groups need to be targeted, such as older people and those with learning disability. SH will produce a brief on this for the group to discuss further. <u>Priorities:</u> NS suggested the group reassesses its priorities for the upcoming year, looking at the sequence of topics and considering our resources and capacity. <u>Dates of meetings:</u> next meetings are 24 June, 12 August, 30 Sept, 25 Nov - all 2pm-4pm at Kingston Quaker Centre.</p>	EL JP VA SH
7.	<p><b>Date of Next Meeting</b> 24<sup>th</sup> June 2015, 2pm-4pm, KQC large committee room</p>	