

Healthwatch Kingston upon Thames
Community Care Task Group Meeting
24.05.17 At Kingston Quaker Centre

Present:

Anne Macfarlane (Chair)	AM	Alasdair McNabb	AMN
Monica Quinton	MQ	Sophie Bird, (HWK Staff)	SB
Nigel Spalding (HWK Trustee)	NS		

ITEM		Action
1.	<p>Notes and actions of the last meeting</p> <p>1.1 Regarding the HWK Home Care report, SB reported that it was not possible to compare and contrast the results of the various Kingston Home Care providers, as the numbers of responses from the providers varied greatly.</p> <p>1.2 SB is to invite Phil Levick to the next Community Care Task Group. He now is an employee of KCIL (Kingston Centre for Independent Living)</p>	SB
2.	<p>Healthwatch Kingston Home Care survey</p> <p>2.1 The Task Group discussed the draft home care report. The two main Home Care agencies contracted by Kingston council are Alpen Best and Supreme Care, there are another 5 agencies which the Council is spot purchasing. The HWK Home Care survey was sent out widely to be completed by anyone who receives care at home in Kingston whether private or Council funded. 66 respondents completed the survey from a range of different agencies.</p> <p>2.2 It was raised that it has been a challenge to gain the cooperation of the main Home care agencies, Stephen Hardisty was finding it difficult to engage with Alpen Best and Supreme Care.</p> <p>2.3 The Group discussed that It has been difficult to a get a good response for this survey because people who are vulnerable and receive care are hard to reach, it is often the people who are isolated and living on their own who won't have heard about the survey. There is learning from experience to be taken from this project.</p>	

	<p>2.4 Actions for Task Group members</p> <ul style="list-style-type: none"> • SB is to send the report to all members of the Community Care Task Group, everyone is to read the report and reply to SB with conclusions which they can make from the survey findings. The conclusions should be in note form and recommendations should be practical ways in which home care providers/ the Council can address the concerns. • The report will benefit from people’s stories to bring more in depth experience and insight to the findings. <ul style="list-style-type: none"> ➢ AMN will send SB a short story regarding the care of his mother. This will add more depth to the report and more insight. ➢ MQ will also write up her experiences regarding the care of her husband. ➢ AM is to provide any stories she has picked up from other people’s experiences ➢ All other Task Group members are to send their experiences to SB if they have any to contribute. These should not be more than 1/ 2 pages. • Note: Task Group members are to send their conclusions and recommendations to SB within 2 weeks of receiving the minutes. 	
<p>3.</p>	<p>Community Care Task Group Health and Social Care work programme</p> <p>3.1 It was raised that Prevention is so important, as it saves the NHS money in the long run, but there are missed opportunities in the Kingston community. It is important to have this broad area as a priority.</p> <p>3.2 Occupational therapy was raised as a potential area to look at, there are new services being planned due to the STP (Sustainability Transformation Plan) this is focussed on spending less money in Hospitals, more investment in the community. The STP is very topical at this time.</p> <p>3.3 Within the work of the Kingston Advisory Group It has been raised that digital technology is being increased within local community care. It was commented that the concept is</p>	

	<p>interesting, especially useful for identifying health problems early and swiftly.</p> <p>3.4 There is concern that since Phil Levick has left his position at the Council, the Kingston Advisory group may dwindle, it is important to invite them to the next meeting so we are involved and kept updated. SB will invite the Advisory Group Coordinator and a speaker to explain about social prescribing for the next meeting.</p> <p>3.5 The Kingston Coordinated Care programme was discussed, AM was a participant but is now unaware of who the current Steering Group is and what work they are currently undertaking. It is important that this also does not lose momentum.</p> <p>3.6 SB will contact Kingston Carers Network; top enquire if they have any information on carer views of local home care.</p> <p>3.7 SB will contact KVA (Kingston Voluntary Action) - to Ask them to provide a statement on their position, how they see their role regarding the Kingston STP.</p> <p>3.8 SB will send the Community Care Task Group project plan to Dave Leeman and Andrew Osborn to inform them of our intentions before next meeting.</p>	<p>SB</p> <p>SB</p> <p>SB</p> <p>SB</p>
4.	<p>4.1 Any other business AM and NS are to discuss raising a question at the next CCG meeting in public.</p>	AM/NS
5.	Date of the Next Meeting, 26.07.17, 2pm - 4pm at Kingston Quaker Centre	