

Healthwatch Kingston upon Thames

Community Care Task Group Meeting
 Wednesday 25th March 2015 14:00-16:00
 At the KQC Large Committee Room

Present:

Nigel Spalding, Acting chair, Board Member	NS	Linda Webb, Affiliate	LW
Tulloch Kempe, Senior Manager, Staywell At Home Service/ Affiliate	TK	Anne Blanche, Care UK Ambassador for Kingston	AB
Victoria Anaele, Affiliate	VA	Mario Christodolou, Peer Advocate, Learning Disability Parliament	MC
Santosh Beharry, Peer Advocate, Learning Disability Parliament	SB	Rianne Eimers, HWK staff	RE

ITEM	Action
<p>1. Welcome and Apologies NS, as Acting Chair, welcomed the Task Group members. Apologies were received from Eleanor Levy, Jo Boxer, Maurice McCullough, Nancy Candlin (NC), Keith Bullard, and Clare Jefferies. NS explained that Eleanor Levy has offered to chair the Community Care Task Group but that she had a prior commitment for today. She will be chairing the meetings from the next meeting onwards.</p>	
<p>2. Notes of the Last Meeting held on 11/02/2015 The notes of the last meeting were agreed as an accurate record. All actions were completed.</p>	
<p>3. Letter to RBK regarding Care Charges RE confirmed she had sent a letter to Simon Pierce to register the CC Task Group's concerns about the Care Charges consultation but due to the high level of press coverage, and the fact Simon Pierce was due to leave RBK, she didn't receive a response. RE agreed to forward the letter to Sue Redmond with a copy to Cllr Julie Pickering, with a request for a formal response.</p>	RE
<p>4. Research into RBK Commissioned Care Agencies</p> <ul style="list-style-type: none"> Responses from Lin Hill (LH) <p>RE had followed up with Lin Hill with regards to the actions from the previous meeting; LH had not yet made contact with LW regarding ME training. LW would follow up with Lin. Lin agreed to forward the RBK questionnaire to the CC Task Group but it isn't ready yet. Lin couldn't confirm what the three care agencies charge, due to confidentiality. Lin also agreed to find out if there was a paper or document that could explain more about the services provided by RBK in terms of agency support. NS circulated a page from a report by the UK Home Care Association, which shows the average pay rates per borough in London - Kingston is £13.27 per hour with the London average at £13.61. Nationally the average is £15.74. This gives an indication of what the agencies are likely to charge per hour. RE agreed to circulate this report with the minutes.</p> <ul style="list-style-type: none"> Sub-group meeting <p>RE reported that TK, NC and she met to agree a final survey to send out to people who have used or are still using the three RBK commissioned</p>	LW LH RE

	<p>care agencies. The group proposed to send the surveys out to Staywell, Home Instead and Halo Homecare clients who have used the three agencies before, and to ask Lin to circulate the survey to 10 service users for each agency at random. HWK will provide stamped addressed envelopes and print the surveys. This will help the task group to consider any themes emerging, and what to focus on next. There will a deadline of two weeks to return the survey, to be added once the surveys are sent out. The agencies/ Lin Hill will be given a week to send out the surveys so there should be some result coming back to the next meeting.</p> <ul style="list-style-type: none"> Survey - for approval <p>TK redesigned the survey to make it more user friendly and attractive. SB and MC both agreed it was an accessible document. AB asked to ensure that carers were included in the survey. TK will send the amended version to RE.</p> <ul style="list-style-type: none"> Support for the group <p>With RE leaving soon, Jenny Pitt has offered to attend the task group but the sub-group might need some additional support. LW offered to take notes for one session, and NS offered Jenny support with the task group in general.</p>	<p>JP</p> <p>TK</p> <p>JP/ LW/ NS</p>
5.	<p>Feedback from E&V visit of Hook and Chessington Park surgeries TK reported that he had taken part in the E&V visit, and that overall patients were happy with their surgery. 39 questionnaires were completed. TK reported there was a lack of community information available, and the report will make some recommendations for this. Sophie Bird will circulate the report to the task group. The task group agreed to consider Surbiton Health Centre for an E&V visit next. SB and MC both noted that the LD Parliament has concerns about the health centre. AB was concerned about the Hook Surgery Walk-in service moving to Surbiton Health Centre with little consultation.</p>	<p>Sophie</p>
6.	<p>Enter & View visit of London Care Partnership, Surbiton RE confirmed that AM and CC had volunteered to join the E&V visit. VA also volunteered as she has worked with this client group previously. RE will send out the CQC report which can form the basis for the visit. NS suggested that the three volunteers meet with Sophie to decide on the questions. Sophie to arrange the meeting.</p>	<p>RE</p> <p>Sophie</p>
7.	<p>Any Other Business NS wanted to consider the agenda for the next meeting, which will include the care agency survey, care charges letter/ response, E&V report for Hook & Chessington Park Surgeries and the E&V visit of the London Care Partnership. He suggested putting 'gathering intelligence' on the agenda, and have the Better Care Fund as a standing item. AB highlighted concerns about the money for carers' breaks (about £300k) which has gone into the Better Care Fund. NS also suggested using the newsletter for gathering feedback about the care agencies. AB suggested using Berrylands Companion and other local magazines for getting feedback - it was likely we could advertise for free once. It would be useful to work with other agencies like KCIL. AB reported that it is Carers' Week in June and that Clarins in Kingston will close for the day to provide carers with breaks.</p>	
8.	<p>Date of Next Meeting 13th of May 2015, KQC large committee room</p>	