

Agenda

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Community Care Task Group

Date: Wednesday 22 February 2017

Time: 2pm - 4pm

Location: Large Committee Room, Kingston Quaker Centre, Fairfield East, Kingston upon Thames, KT1 2PT

1. **Welcome, introductions and apologies [5 mins]**
2. **Notes of the meeting held on 18 January 2017 [5 mins]**
To approve the notes of the last meeting
3. **Matters Arising [5 mins]**
Not covered on the agenda
4. **Health & Social Care Work Programme 2016-17 [30 mins]**
 - 4.1 To note updated home care project plan
 - 4.2 To discuss Aim D Progress report
5. **Health & Social Care Work Programme 2017-18 [30 mins]**
 - 5.1 To discuss priority setting and work programme process
6. **Kingston Coordinated Care Programme Advisory Group [10 mins]**
 - 6.1 To receive an update from Phil Levick (Kingston Co-ordinated Care)
7. **Any Other Business [10 mins]**

APPENDIX A
APPENDIX B

DATE OF NEXT MEETINGS

Wednesday 22 March 2017 2pm-4pm

Community Services Task Group

Notes of the Community Services Task Group Meeting

Wednesday 18th January 2017

At the Kingston Quaker Centre

Present:

Nigel Spalding, Deputy Chair	NS	Ann MacFarlane	AMF
John Hatherley	JH	Monica Quinton	MQ
Glen Davies	GD	Tulloch Kempe	TK
Alasdair McNabb	AMN	Phil Levick (RBK)	PL
Linda Dellagrotta	LD	Sam Kelly (RBK)	SK
Hannah Keates (CCG)	HK	Andrew Osborn (RBK)	AO
Stephen Hardisty	SH		

ITEM		ACTION
1.	<p>Welcome and Apologies</p> <p>1.1 Apologies were received from Scotty McLeod, Anne Blanche, Mike Briggs, Shakti Mathers, Victoria Aneale and Diva Shah.</p>	
2.	<p>Notes and Actions of the meeting held on 7 December 2016</p> <p>2.1 The notes of the last meeting held on 7 December 2016 were agreed as an accurate record of proceedings.</p> <p>2.2 There were no matters arising or actions not covered by the agenda.</p>	
3.	<p>Kingston Coordinated Care Programme Advisory Group</p> <p>3.1 Home Care Re-commissioning</p> <p>3.1.1 AO was welcomed to the meeting after which he provided a presentation about home care re-commissioning. He stressed that following a soft market testing event in December 2017 there was a need to engage with service users, their carers and other local stakeholders to help develop the next phase, specifically the development of a service specification.</p> <p>3.1.2 AO said that he is keen to ensure that stakeholders are informed about the need to transform home care in Kingston and to build on the findings of the Kingston Coordinated Programme Golden Principles.</p> <p>3.1.3 SK added that the outcomes of the KCC's Voice of the Customer activity had influenced the development of the Golden Principles, a key feature being the requirement to meet the needs of service users.</p>	

	<p>3.1.4 AO reiterated the need to consider how a new home care service supports independent living and that the recommissioning of the service will not be isolated to just home care but may include reablement and continuing healthcare provision.</p> <p>3.1.5 SH said that during the course of our home care project and conversations with service users it has become clear that the term home care does not accurately describe what people think they are getting.</p> <p>3.1.6 AMN added that from his experience there are a wide range of terms for services from a variety of providers. He said that it will be difficult to come up with a generic term to describe home care provision. AMF said that community provision such as support for people with mental health problems can add to the confusion.</p> <p>3.1.7 MQ highlighted the importance of assessments to ensure that service users get access to services that they need. She said that it is not always clear when assessments should take, who should do them and when they are reviewed. JH said that he is still waiting for an annual care assessment review. AMN stressed that service users should not have to chase professionals. Review, for example, should be automatic. AO replied that working practices need to be developed further and that care management processes need to be strengthened.</p> <p>3.1.8 AMF confirmed that it is vital that the advisory group involves as many people as possible with experience of home care services. They should be at the heart of service development. TK agreed and said that conversations about care management processes should involve a comprehensive understanding of the presenting conditions. GD added that this is particularly important with respect to hospital discharge arrangements.</p> <p>3.1.9 AO said that one of the key aims of services is to provide the right support based on what matters most to the individual concerned. SK replied that care plan reviews, for instance, should form part of a multidisciplinary approach and that it not only social workers who could support people to understand the support they require.</p> <p>3.1.10 NS stressed that any attempts to co-produce the recommissioning of home care should involve service users on their terms. It is vital that the process is meaningful and clear about objectives. AO agreed and said that a first step will be to set up an advisory group meeting to take forward the development of the service specification. PL agreed to set up a meeting.</p> <p>3.2 Co Care Mobile Application</p> <p>3.2.1 SK provided an overview of a new mobile application that can help people stay in control of the support they receive. She said that</p>	<p>PL</p>
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	<p>the application could:</p> <ul style="list-style-type: none"> ● encourage people to communicate more effectively ● provide instant messaging opportunities ● provide information about actual time professionals spend with their clients ● Act as a useful tool to maintain a close eye on what is going on <p>3.2.2 SK said that a workshop will be held on 30 January 2017 to bring together service users and professionals to help develop the application with the developers. Members of the advisory group would be very welcome.</p> <p>3.2.3 GD and AMN said that for some people using a mobile phone or tablet is not an option for a variety of reasons. SK replied that would be the case although carers and family members could benefit from using the application.</p> <p>3.3 Results of the advisory group member’s survey</p> <p>3.3.1 PL reported that he has received a good response to his survey. NS asked how many people had shown an interest in the advisory group. PL replied that there were currently 22 people. Although some members may not wish to attend meetings. PL highlighted that the survey showed there is a very broad range of skills and experience. Interests included:</p> <ul style="list-style-type: none"> ● home care services ● provider performance ● carers services <p>PL added that some advisory group members would like more information about:</p> <ul style="list-style-type: none"> ● how the NHS works ● the role of social care ● understanding providers ● information about the law <p>3.3.2 PL agreed to distribute the results of the survey. NS added that regular information about the KCC Programme should be made available. PL replied that a newsletter will be circulated. HK said that from a health perspective the KCC is a key priority and is an intrinsic component of the developing Sustainability and Transformation Plan (STP). Consequently she encouraged members to attend an STP event (“Talking Healthcare”) on 8 February 2017.</p>	<p>PL</p>
<p>4.</p>	<p>Health & Social Care Work Programme 2016-17</p> <p>4.1 Aim C Progress Report</p> <p>4.1.1 SH tabled a progress report which was noted by members. Due to time constraints it was not possible to discuss the report in detail. SH did, however, stress that the next phase of the home care project is to pull together the findings of the survey and produce a report. An update will be circulated prior to the next meeting. In the meantime</p>	

	<p>SH asked members to consider the contents of the Aim C progress report and send comments to him.</p> <p>4.1.2 As noted in the progres report people who completed the survey were given the opportunity to be entered for a prize draw. Consequently SH asked for volunteers to draw four questionnaires which was done. SH said he would notify the winners and send each one a £25 M&S voucher.</p>	
5.	<p>Any Other Business</p> <p>5.1. There was no other business.</p>	
	<p>Date of next meeting</p> <p>The next meeting will take place on 22 February 2017 2pm - 4pm in the Large Committee Room at the Kingston Quaker Centre.</p>	