

Agenda

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Community Care Task Group

Date: Wednesday 7 December 2016

Time: 2pm - 4pm

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

1. **Welcome, introductions and apologies**
2. **Notes of the meeting held on 16 November 2016**
To approve the notes of the last meeting
3. **Matters Arising**
Not covered on the agenda
4. **Health & Social Care Work Programme 2016-17**
To note updated home care project plan
To discuss Aim C Progress report
5. **Kingston Coordinated Care Programme Advisory Group**
To receive an update
6. **Any Other Business**

APPENDIX A
APPENDIX B

DATE OF NEXT MEETINGS

Wednesday 18 January 2017 2pm-4pm

Healthwatch Kingston upon Thames

Community Care Task Group Meeting,
Wednesday 16th November 2016 14:00-16:00
At the KQC Large Committee Room

Present:

| | | | |
|--|----|---|----|
| Nigel Spalding, HWK Deputy Chair | NS | Alasdair McNabb, KCCP Advisory Group Member | AM |
| Scotty McLeod, HWK Active Affiliate | SM | John Hatherley, KCCP Advisory Group Member | JH |
| Helen Haywood, HWK Active Affiliate | HH | Monica Prada, KCCP Advisory Group Member | MP |
| Phil Levick, KCC Programme | PL | Mike Briggs, KCCP Advisory Group Member | MB |
| Andrew Osborn, KCC Programme | AO | Tulloch Kempe, Staywell & KCCP | TK |
| Chris Jones, Active and Supportive Communities | CJ | Julie Middleditch, KCCP Group Advisory Member | JM |
| Diva Shah, HWK Research Officer | DS | Alan Middleditch, KCCP Group Advisory Member | AM |
| Steve Hardisty, HWK Manager | SH | | |

| ITEM | Action |
|---|--------|
| <p>1. Welcome, introductions and apologies Apologies received from Ann McFarlane</p> | |
| <p>2. Notes of the meeting held on 5 October 2016 Actions completed</p> | |
| <p>3. Health and Social Care Work Programme Group was updated about the progress via Project plans and Project update sheets</p> | |
| <p>4. Kingston Coordinated Care Programme - Advisory Board Meeting Healthwatch Kingston hosted the first Advisory Board Meeting. Attended by 6 members of the public.</p> | |

TK, AO, PL and CJ introduced the Kingston Coordinated Care Programme to advisory board members.

AO: members of advisory group are advising the KCC programme by feeding back their experiences into the KCCP.

PL: whole system approach joining local health and social services for Kingston residents to stay active, healthy and independent.

Ø KCCP aims to have a single point of access with good quality information to reduce the number of times people move around the system.

Members of board shared their experiences across health and social care:

Following discharge between Mental Health services you are sent back to the GP where you then lose your contacts with the Mental Health Services so if a crisis occurs you don't know who to contact

Julie: there is a lack of coordination between Mental Health services & Primary Care e.g. GPs are not well informed / aware of available mental health services.

It would be ideal to have a Mental Health coordinator / nurse / ambassador at GP surgeries

Better mapping of services & coordination of services for information and sharing of information should be done and provided to public

Alastair: Kingston Hospital services very positive

Monica: Massive gap between hospital and community services

Mike: There are problems contacting all the services i.e. social care and health services: there is a lack of coordination

Ø There needs to be an equivalent of an A&E Mental Health Crisis - a 4 hour wait in A&E exacerbates the Mental Health Crisis.

- Ø An emergency group should be ready for dispatch within time frame: with mental health crisis, this time frame cannot be long as experienced by some members
- Ø One members wife going through a mental health crisis expressed concerns that the crisis team took 6 hours to get to his wife who by then had jumped out the window.

Alternatively having a phone number for people to ring would be ideal

Questions were raised about projects and budget constraints of these projects. Response given was about making the “Right Decision at the Right Time at the Right Place”

DS asked if there is a possibility of having a database to log feedback from advisory group? Would this database be accessible for advisory members? And can they add and comment on feedback in the database

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| 6. | <p>Any Other Business None</p> | |
| 7. | <p>Date of Next Meeting: The next meeting will be held on Wednesday 7th December 2016 between 2pm-4pm at the Kingston Quaker Centre, Large Committee Room.</p> | |