

## Healthwatch Kingston Upon Thames

Board Meeting, Tuesday 31<sup>st</sup> March 2020, 5.30pm - 7.30pm

DRAFT MINUTES from 31<sup>st</sup> March 2020 FOR BOARD APPROVAL

Meeting held remotely on Zoom

### PART A (OPEN MEETING)

#### Present

Liz Meerabeau, HWK Chair/Trustee Board Member (Board Lead for Primary Care)	LM	Nigel Spalding, HWK Treasurer/Trustee Board Member/Acting Chair of the Community Care Task Group (Board Lead for Social Care)	NS
Grahame Snelling, HWK Trustee Board Member (Board Lead for Safeguarding)	GS	Tony Williams, HWK Active Affiliate Chair of the Mental Health Task Group	TW
James Waugh, HWK Trustee Board Member (Board Lead for Risk Management)	JW	Graham Goldspring, HWK Active Affiliate Chair of the Hospital Services Task Group	GG
William Ostrom, HWK Trustee Board Member (Board Lead for Communications)	WO	Persephone Pickering, Time To Change Kingston Hub Coordinator	PP
Stephen Bitti, HWK Chief Officer/Acting Chair of the Learning Disability Task Group	SB	Candy Dunne, Projects and Outreach Officer (Compliance and Communities)	CD
Rona Topaz, Learning Disabilities Support Officer		Kezia Coleman, HWK Projects and Outreach Officer (Disabilities and Mental Health) - minutes.	KC
Jaimy Halliwell-Owen, HWK Communications and Engagement Officer	JHO		

Agenda No.	Item No.	Actions
1	<p><b>Welcome and apologies for absence (LM)</b></p> <p>1.1 Apologies: Winnifred Groves - HWK Trustee Board Member (Board Lead for Hospital Care), Nike Alesbury - HKW Trustee Board Member (Board Lead for Volunteering), Scotty McLeod - HWK Trustee Board Member (Board Lead for Business Continuity)</p>	
2	<p><b>Declarations of interest (LM)</b></p> <p>2.1 None.</p>	
3	<p><b>Chair's Report (LM)</b></p> <p><u>3.1 Council Updates</u> As of last week, there is a new leader of the council - Councillor Caroline Kerr. Stephen Taylor Director of Adult Social Care resigned in early March, and an Interim Director (Jane Bearman) has been appointed.</p> <p><u>3.2 Social and Community Care</u> It is estimated that only 25% of the population in Kingston who receive social care, have their care paid for by the council; this percentage has decreased due to changes in the eligibility threshold. HWK are concerned how RBK will find out who the self-funders are, since they may be high risk and in need of support during this time. HWK have written to the leader of the council to ask about this. The letter also raised concerns about the emergency legislation, the Coronavirus 2020 Act, which suspends the local authority duty to provide care. HWK has also asked HWE for a brief on the relevant clauses of the new Act. LM expressed that the changes in duty were very worrying. HWK are also concerned about the provision for older people who get Covid-19, and are not hospitalised, but may be at risk of dying at home alone. LM has written to Tonia Michaelides from the CCG to enquire whether this is a risk in Kingston.</p> <p><u>3.4 Health and Wellbeing Board</u> A peer review of the Health and Wellbeing Board was undertaken in mid-February, but the workshop on the findings on 17th March was cancelled. The HWB should have an enhanced role in the governance of the place element of the integrated care system: we are due to hear feedback on whether the bid for the integrated care system was successful. The launch of the local Health and Care Partnership report (and the national Long Term Plan for the NHS) is delayed due to Covid-19.</p> <p><u>3.5 Primary Care Networks</u> LM attended an event on 5<sup>th</sup> March for the New Malden and Worcester Park PCN on community engagement with the Tamil and Korean populations, and SB had been due to attend a follow-up meeting. These will hopefully resume</p>	

	<p>once the Covid-19 crisis is over.</p> <p><u>3.6 Current Working</u> LM thanked the staff team and Trustees for keeping HWK going in this difficult period.</p>	
<p>4</p>	<p><b>Finance Report (NS)</b></p> <p>4.1 NS introduced the report and noted it was useful that people sent in comments before the meeting. JW had identified one figure for clarification in advance of the meeting and NS has now resolved.</p> <p>4.2 Based on the estimated income and expenditure for the year ending 31 March 2020, HWK would end with £26k in reserves.</p> <p>4.3 It was agreed that HWK would spend some of the reserves to extend one of the current staff team posts.</p> <p>4.4 It was also noted that statements of income and expenditure so far will need to be reviewed throughout the coming year, in light of the closure of the office and homeworking.</p> <p>4.5 The 2020-21 income and expenditure budgets for Time to Change and Youth Out Loud! will be revised and submitted to the next board meeting on 27<sup>th</sup> May 2020 for approval.</p> <p>4.6 The board agreed that HWK set up dual authorisation online banking, with arrangements to be made remotely via Metro Bank, with a minimum of 3 people being authorised to make and confirm payments.</p>	<p>4.6 NS/SB</p> <p>4.7 NS/SB/ LM/GS</p>
<p>5</p>	<p><b><u>Activity Report (SB)</u></b></p> <p>5.1 SB thanked the staff who have worked diligently and supportively over the last few months to deliver a range of activities within the community. SB also thanked the Board for their continued support, guidance and direction, and thanked HWK volunteers for their commitment, as they provide essential capacity to deliver the work HWK does.</p> <p>5.2 SB requested the Board:</p> <ol style="list-style-type: none"> <li>1. <b>Note</b> the content of the Activity Report.</li> <li>2. <b>Consider and agree</b> how best to continue with/put on hold deliverables in the context of Covid-19.</li> <li>3. <b>Consider and agree</b> options provided by KU (provided separately) and implications of rolling forward research outlined in 1a below.</li> </ol> <p>5.3 LM noted the report, thanked SB and contributors, invited SB to provide</p>	

	<p>an initial view of where Covid-19 might impact our delivery and Trustees to provide views and ask any questions. WO and JW proposed, in light of Covid-19, HWK needed to review all its deliverables for 2020-21. SB agreed and explained he will do this as part of a Covid-19 Business Continuity Plan - which has also been requested by RBK. SB will provide a draft for Board review at the next board meeting on 27<sup>th</sup> May 2020.</p> <p><u>5.4 iCope Service User Review</u> A volunteer researcher from Kingston University (recruited by HWK in partnership with KU) has submitted a final draft report of the to HWK of the iCope Service User Review (a priority project of the HWK Mental Health Task Group). KC/SB to now be share with the iCope service for their initial feedback. The final report will be published before the HWK Annual Report deadline of 30 June 2020.</p> <p><u>5.5 Time to Change Kingston Progress</u> A scheduled Champions workshop got side-lined due to Covid-19 but has been re-scheduled for Tuesday 7<sup>th</sup> April, and will be done on either Zoom or MS Teams. This will ensure momentum is not lost.</p> <p><u>5.6 South West London and St George’s Mental Health Trust Partner Fund</u> a. Korean subtitles have been added to the YOL! film ‘Self-harm: Being a good friend’. b. Rise Community Café and Fastminds have been each given a £200 grant from this fund linked to events to raise awareness of mental health.</p> <p><u>5.7 Learning Disability</u> a. Learning Disability work is being revisited in light of local Covid-19 guidelines. HWK have arranged a staff team meeting with volunteer, David. It is important we keep in touch with our volunteers, especially those who are isolated, so they continue to feel part of the organisation while our office in the Kingston Quaker Centre is closed due to Covid-19. b. Learning Disability Task Group (LDTG) meetings and other Tasks Groups will be converted to video meetings, to ensure work progresses where feasible. The next LDTG meeting scheduled for Tuesday 14<sup>th</sup> Apr will take place on Zoom. c. The Care Quality Commission (CQC) ‘Closed Environments’ workshop for people with Learning Disability and Autism in residential care, which HWK was successful in securing, has been postponed by the CQC. d. All Ages Learning Disability Partnership Board (AALDPB) will look to switching to online meetings. The planned AALDPB ‘End of Year’ community event has been postponed and plans on how to deliver a re-scheduled event will be discussed at the next AALDPB on Monday 4<sup>th</sup> May.</p> <p><u>5.8 Hospital Services</u> The Enter and View report of Adult Inpatient Wards at Kingston Hospital is in final stages. It will be submitted to the hospital for an informal then formal response (but as with our iCope Review report, we may need to consider</p>	<p>5.3 SB</p> <p>5.4 KC/SB</p>
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relaxing the 20 working day response time in light of the impact of Covid-19). It is anticipated that final reports will be published before the HWK Annual Report deadline of 30 June 2020.

#### 5.9 Community Care Services

The Community Care Task Group's report of the service user review of Connected Kingston's, Community Connector Service is also anticipated to be published before the HWK Annual Report deadline of 30 June 2020.

#### 5.10 Safeguarding

a. Planning for the delivery of the 'Making Safeguarding Personal' (MSP) pilot will progress remotely and a meeting will be scheduled with RBK MSP leads and HWK to discuss how and when the project might be delivered remotely. New HWK staff member Tia, will be part of this work. Contract confirmation for this pilot has been received from RBK, commencing 1 Apr 2020.

b. Kingston Safeguarding Adults Community Reference Group' (CRG) run by HWK will also need to be assessed as part of our shift from physical face to face meetings, to online engagement.

#### 5.11 HWK Communications and signposting

SB Thanked JHO for her work, and the rest of the staff team for their support and involvement to ensure the HWK website is up to date and social media are signposting to various reliable sources of info relating to Covid-19 and other local support services.

SB shared that HWE did a review of all local HW websites, with a Red, Amber, Green scale and HWK achieved Green.

#### 5.12 Kingston Coordinated Care Partnership Board

SB has been invited to attend this expanded Board which is moving towards becoming the Kingston Health and Care Partnership Board.

#### 5.13 'Have Your Say' survey (Jan to March 2020) and (April to ?)

SB said that it is important in the current situation with Covid-19 that HWK continues to ask people to share their experiences of NHS and social care services. With this in mind, a new 'Have Your Say' survey has been created for Covid-19 (starting in April 2020) so, HWK can compare and contrast the two sets of data. We all can then work within our community networks to capture as broad a set of views as possible through the survey.

#### 5.14 Talking News and 'Have Your Say' survey

KC has been in contact with and created copy for the Kingston Talking Newspaper (KTN) to ensure engagement with our HWK 'Have Your Say' survey. The KTN brings any visually impaired person in our borough a weekly digest of local news and info.

#### 5.15 The Annual London Safeguarding Adults Conference 2020

a. GS and SB attended and both presented/hosted elements of the conference programme. Existing and developing HWK (Kingston) work linked

5.13 ALL

	<p>to the ‘Making Safeguarding Personal’ agenda was showcased alongside HWE.</p> <p>b. SB sits on the London Safeguarding Board conference planning group for 2020 and 2021.</p> <p>c. SB also sits on the ‘Voice’ advisory group, which is looking at ways to include people with lived experience of safeguarding, from all London boroughs, at the centre of the work of the London Safeguarding Board.</p> <p>d. SB will share (for information) the work plan for the above groups at the next board meeting on 27<sup>th</sup> May 2020.</p> <p><u>5.16 Leadership for Personalised Care (NHS Leadership Academy)</u> SB was invited to join the Kingston team to attend the Leadership for Personalised Care Programme training, delivered by the NHS Leadership Academy. The Kingston team has already established an ‘informal’ WhatsApp group to coordinate and develop a plan to support Personalised Care in Kingston. As part of this, SB has proposed HWK to host a Personalised Care event at a convenient point. The third of three London training days will be rearranged due to Covid-19.</p> <p><u>5.17 HWK Covid-19 Business Continuity Plan</u> An options appraisal will include scenario planning for staff absences and identify where, with only 6 staff, and in light of work priorities, the best thing to do might be to temporarily stop certain elements of project work being delivered by any impacted staff.</p> <p>5.18 The Board did not have time to consider and agree options provided by Kingston University and implications of rolling forward research outlined in Appendix 1a of the March 2020 Activity Report. LM agreed to email TW with some thoughts on the options.</p>	<p>5.14 SB</p> <p>5.18 LM</p>
6	AOB - None.	
7	<p>In light of Covid-19, it was recommended and agreed that the Board should have short remote meetings on an as needed basis in between formal Board meetings. It was also agreed to keep the Wednesday 27 May 2020, 5-8pm Board meeting date/time. Subsequent dates to be kept under review.</p> <p>Re-confirmation of dates/times for quarterly meetings: (5 min)</p> <ul style="list-style-type: none"> <li>• Wednesday 27 May 2020, 5-8pm</li> <li>• Wednesday 29 July 2020, 5-8pm (Poss. cancel)</li> <li>• Wednesday 30 September 2020, 5-8pm</li> <li>• Tuesday 24 November 2020, 5-8pm (Poss. move to Dec)</li> <li>• March 2021 date to be set</li> </ul>	
8	Close of PART A	

Signed:

Liz Meerabeau, Chair HWK

Approval Date: