

<b>MEETING</b>	Healthwatch Cornwall Steering Group
<b>DATE</b>	July 21, 2015 - 10am - 1pm
<b>LOCATION</b>	St Erme Community Centre

## 1. ATTENDANCE

**Chair:** Jeremy Preedy (JJP)

**HC Partners:** Nicki Sweeney (Health and Wellbeing Service, CRCC), Marita Ward (Health and Wellbeing Service, CRCC), Jeanette Toy (Carers service), Emma Williams (Age UK Cornwall), Debbie Iles (Disability Cornwall)

**Board Members:** Margaret Abban, John Evers

**Steering Group Members:** Shirley Polmounter, Geraldine Taylor (SEAP), Graham Taylor, Sandra Ward (PCC)

**Operational Staff:** James Buist (JB), Jody Wilson (JW), Debbie Pritchard (DP), Charlotte Gamble (CG), Emma Squire (ES), Maisie Parkin (MP)

**Apologies received:** Suzanne Leggett (Cornwall People First), June Hackett, Josie Purcell (HC), Eileen Rix (HC), Kate MacArthur (YPC)

**Guests:** Jane Royale (Carers Service), Trudy Lawrence (Carers Service)

## 2. ITEMS COVERED

- Apologies, review of minutes and matters arising
- Review of current activity
- Cornwall Foundation Trust Mental Health Report
- Proposed new Task Group - Financial Assessments, Personal Budgets, Direct Payment, Continuing Healthcare
- Any Other Business
  - Healthwatch Cornwall Development Day

## 3. DECISIONS MADE

<i>Item</i>	<i>What discussed?</i>	<i>Action</i>
1	<p>Apologies, review of minutes and matters arising</p> <p>Matters arising:</p> <ul style="list-style-type: none"> <li>• Care Act - Advocacy Project is a work in progress. Jeanette Toy (JT) attended a meeting with the Financial Assessment Team and Jim McKenna and is attending another meeting next week as issues are</li> </ul>	



	<p>ongoing. There will be a Carers Service tender in the autumn and a pilot for carers assessments by Cornwall Council to establish guidelines.</p> <ul style="list-style-type: none"> <li>Concerns about CPN provision - Issue raised with Andy Fox at the Trust Carers Committee by JT. Individual cases are signposted to PALS.</li> <li>Young People Cornwall (YPC) - DP met with the new HC champion Kate McArthur; no contact since as Kate works on a peripatetic basis.</li> </ul> <p>It was agreed that:</p> <ul style="list-style-type: none"> <li>An action log will be included in the format of future meeting minutes.</li> <li>Draft minutes will be circulated to the Steering Group (SG) for amendments, with a deadline of a week before being signed off by the Chair, JJP for publication on the website.</li> </ul>	<p>ACTION 1 - HC to contact YPC to discuss HC champion role.</p> <p>ACTION 2 - Action log to be included in future minutes.</p>
2	<p><u>Review of current activity</u></p> <p>There was an update on HC's sixteen current work streams (see SG paper), with additional information added:</p> <ul style="list-style-type: none"> <li>Booking a GP appointment - possible involvement with the Patient Participation Groups in the East Cornwall Umbrella Group.</li> <li>Black &amp; Minority Ethnic Group (BME) - Analysis and summary from the commissioned research may lead to future work.</li> <li>Carers Wellbeing - Cornwall Council (CC) has a current survey. 'Carer's Starter Pack' will include up to date information on access to services, training and support groups.</li> <li>Community Pharmacy - 300 responses to the questionnaire to date; target is 1000. There are 4-5 pharmacies booked for outreach/volunteers to speak with the manager and patients. HC has promoted the questionnaire at the Local Pharmacy Committee meeting.</li> <li>Self-harm/Attempted Suicide Discharge - No response or feedback yet. Health and Wellbeing Service has worked with SOBS (Survivors of Bereavement by Suicide) and often it is ten years after the event that individuals are able to talk about their experience.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Hearing Loss - The report has had a positive response and has been sent to Healthwatch England. HC is pushing for all recommendations.</li> <li>• Young People - Cancer - No additional information.</li> <li>• Financial Assessments (FA)/Personal Budgets &amp; Direct Payments (PB)/Continuing Healthcare (CHC) - assessments - To be discussed as an agenda item.</li> <li>• Spinal Cord Injury - There will be promotion via social media and the newsletter.</li> <li>• Cornwall Foundation Trust (CFT) - To be discussed as an agenda item.</li> <li>• Urgent Care - There is a national NHS 111 campaign; an application to request exclusion has been made from the South West region; HC has a phone meeting on August 10 booked to discuss the issue. Urgent care is discussed at the System Resilience Group meetings.</li> <li>• Care at Home - Received responses to the report from NHS Kernow (NHS K) and CC. HC has responded and a meeting has been arranged with CC to discuss CC's response and next steps. With the recent news about devolution, the plan is for an integrated health and social care service. There will be follow up to work in a year.</li> </ul> <p>CC's recent recruitment campaign had a poor response. There was discussion about HC's involvement to promote care at home as a career and to promote carers who have been awarded for extraordinary or excellent service on social media; there are issues with HC remaining independent.</p> <p>Most recommendations are to be discussed by the Policy Committee and at the Overview and Scrutiny Committee. Following the report, there will be a review:</p> <ul style="list-style-type: none"> <li>○ Pay structure</li> <li>○ Recruitment</li> <li>○ Integration with health</li> <li>○ Providers' responsibility to chase up outstanding payments.</li> </ul> <p>There is no recognition that HC has raised these issues.</p> <ul style="list-style-type: none"> <li>• End of Life - Positive responses to the report by Peninsula Community Health and NHS K. An event will be held at the end of the year.</li> </ul>	
--	---	--



	<ul style="list-style-type: none"> <li>• Transition - On-going work. There was a meeting with Graham Taylor (GT) and HC two weeks ago. HC has contacted NHS K for information on transition meetings and they will contact GT direct.</li> <li>• Post Autism diagnosis - There have been a number of inappropriate referrals to Mind due to a gap in service. Parent Carer Council (PCC) has a starter pack called 'Whenever You're Ready'. NHS K and Cornwall Autism Partnership have agreed to involvement in addressing the gap in service.</li> <li>• Healthwatch Cornwall review - Statistics show that HC is doing well. Feedback from organisations has been positive although response was low. Public awareness still needs to be raised. The review will be sent to HC Chair; the Board will look at strategy for the next few years.</li> </ul>	
3	<p><u>Cornwall Foundation Trust Mental Health Report</u></p> <p>HC currently meet CFT every three months on a semi-formal basis and has previously shared feedback comments directly. CFT has been responsive in the past although there are issues with anonymity - CFT will resolve individual issues and encourage contact with PALS.</p> <p>HC has written a report as a result of 24 feedback comments received over a 5 month period. HC has since received more negative feedback comments. The report has not been shared with NHS Kernow as yet. A meeting has been arranged on August 6 with Julie Dawson, Chief Operating Officer at CFT, DP and JB to raise the issues initially before approaching NHS Kernow. It was agreed that HC partners will provide current feedback to HC as further evidence for the meeting. JP has a meeting with the Police Communications Officer.</p> <p>SEAP has seen an increase in people using the Health Complaints Advocacy Service since the Community Mental Health Advocacy Service ended. SEAP is in discussion with Cornwall Council regarding additional funding to meet this demand.</p>	
4	<p><u>Proposed new Task Group - Financial Assessments, Personal Budgets/Direct Payments, Continuing Healthcare</u></p> <p>These three issues have been highlighted following feedback from the Care at Home research. Due to capacity, there was discussion about which issue would be the focus of a task group.</p>	



	<p>Financial assessments (FA) - JT and JB have met to discuss FA. Issues include:</p> <ul style="list-style-type: none"> <li>• Lack of consistency across the county about what qualifies for disability related expenditure e.g. transport.</li> <li>• Number of feedback comments about clients' needs changing from critical to substantial after reassessments although needs have not changed.</li> <li>• When a decision is appealed, often funding is increased indicating that the initial decision was wrong.</li> </ul> <p>In part two of the Care Act, a cap will be introduced for self-funded care fees. The cap was planned for April 2016 but now will be introduced in April 2020. JT met recently with Jim McKenna and the FA team and has another meeting next week as issues are on-going.</p> <p>Personal Budgets/Direct Payments (PB) - Issues include:</p> <ul style="list-style-type: none"> <li>• Significant cuts in funding for PB particularly for individuals with a learning disability or autism</li> <li>• Individuals are awarded an agreed rate by CC but then the provider charges a higher rate</li> </ul> <p>Continuing Healthcare (CHC) - Issues include:</p> <ul style="list-style-type: none"> <li>• Decision Support Tool should be a multi-agency process. Often this does not happen as a social worker is not present.</li> <li>• Conditions are 'downplayed' as if an individual has a priority need, they automatically meet the criteria for CHC.</li> <li>• Appeals process is lengthy so some individuals do not want to go through to appeal, resulting in care needs not being met.</li> <li>• Some individuals who are in receipt of fully funded CHC are paying additional top-up fees charged by care homes.</li> </ul> <p>HC has carried out some desk research. Trading Standards are addressing the issue of additional fees by care homes.</p> <p>Task group - it was agreed that work will focus on PB and learning disability as FA and CHC issues are currently being addressed. The task group will involve JB, JT and JJP. Other members who would like to get involved can contact JB. The group will set the terms of reference. A formal request will be made for evidence of consistency of the assessment process.</p>	<p>ACTION 3 - PB Task group to meet and set terms of reference.</p> <p>ACTION 4 - Formal request for the assessment process.</p>
5	<p><u>Any Other Business</u></p> <p>HC Development Day is to be arranged to look at HC's future and development for the next three years. Board members, SG</p>	



	<p>members, Ops team and volunteers will be invited to the day. DP will discuss it with the Board at the workshop following the meeting.</p> <p>Sandra Ward</p> <ul style="list-style-type: none"> <li>• Parent Carer Council (PCC) has secured funding for a Project Coordinator as part of the Social Care Innovation and Assessment project for a fixed term contract until March 2016, to work alongside MARU (Multi Agency Referral Unit).</li> <li>• Orthotics - the service is currently underfunded by NHS Kernow, with 1.5 staff in the county. There have been a number of complaints on social media. There is currently a backlog of around 180 referrals. PCC has contacted the commissioner but has received no response so will be taking their complaint further.</li> </ul> <p>Nicki Sweeney</p> <ul style="list-style-type: none"> <li>• Nightlink is facing a possible de-commission as it is difficult to evidence the value of the service as many calls are anonymous.</li> </ul>	<p>ACTION 5 - Arrange HC Development Day and send invites.</p>
--	---	--

**ACTION LOG:**

<b><u>ACTION</u></b>	<b><u>RESPONSIBLE</u></b>	<b><u>COMPLETED</u></b>
1. HC to contact YPC to discuss HC champion role.	MP/DP	
1. Action log to be included in future minutes.	MP	Yes
2. PB Task group to meet and set terms of reference.	JB, JT & JJP	
3. Formal request for the assessment process.	DP	
4. Arrange HC Development Day and send invites.	MP/JW	

<b>NEXT MEETING</b>	Healthwatch Cornwall Steering Group
<b>DATE</b>	September 29, 2015 , 10am - 1pm
<b>LOCATION</b>	Fraddon Village Hall

