

Meeting: Carers Executive Board
Date: Thursday 21st October 2016
Time: 13.00 to 15.00
Venue: The View - Meeting Room 1

MINUTES

Attendees:	Innes Richens (IR), Vicky Rennie (VR), Ken Ebbens (KE), Jacky Charman (JC), Bradley Flowerday (BF), Angela Dyer (AD), Ann Rice (AR), Andy Ames (AA), Rachael Roberts (RR), Sarah Balchin (SB), Clare Rachwal (CR), Andrew Parsons (AP),
Apologies Received From:	Louise Bevan (LB), Andrew Mason (AM), Ruth Dash (RD), Tina Jacobs (TJ), Timothy Hardy (TH), Marina Martin (MM),
Visitors:	

Item No.	ACTIONS FROM THIS MEETING	LEAD
4	KE asked that in future particular KPI's are prioritised for members to read and challenge at the board. Action for CR and RR to create a specific report for the amber/red KPI's.	CR / RR
5	Create a chart/diagram to show main organisations/providers that can be contacted for Dementia services. Join work that Action Portsmouth (Julie Hawkins) has started	CR / Sara Langston
5	Ask Emma Ralston and Jules Bryan how Appetito and apex care get feedback from customers and how they use feedback re time of delivery. It might also be a good idea to get feedback from users. Also check how contracts were transferred from meals on wheels to Appetito (were customer details handed over or were new contracts signed).	VR

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1.	Welcome Introductions and Apologies Introductions and apologies were given.	

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2.	<p>Minutes and actions from last meeting</p> <p><u>Previous Minutes</u></p> <p>The previous minutes were agreed as accurate, there were no actions at the previous meeting.</p> <div style="text-align: center;">  <p>Carers Executive Board meeting 21.07.</p> </div>	
3.	<p>Changes to Carers KPI's</p> <p>VR presented a report to the board for approval, once approved it will be presented at the PMG board.</p> <div style="text-align: center;">  <p>190816 Review of CCG investment in ca</p> </div> <p>IR was happy that money was being considered for flexible use across health and social care services. He also praised the reduction of reporting.</p> <p>AD said that the £25 cards should stop being issued automatically to carers identified in a health setting as money is often not spent and produces high amounts of administrative work. Instead we should be focussing resources on what carers use or feel is more necessary.</p> <p>The board agreed that the paper will proceed to the PMG board in November.</p>	
4.	<p>Action Plan</p> <p>The action plan was presented to the group. IR welcomed any questions or queries about particular outcomes.</p> <div style="text-align: center;">  <p>Action Plan October 2016.docx</p> </div> <p>Spelling of JC's name is incorrect on last page (Page 10).</p> <p>KE asked that in future particular KPI's are prioritised for members to read and challenge at the board. Action for CR and RR to create a specific report for the amber/red KPI's.</p>	<p>CR / RR</p>

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	<p>VR suggested that a separate meeting is held for how the action plan will progress to 2017, and add as an agenda item for next meeting.</p>	
<p>5.</p>	<p>Portsmouth Carers Voice</p> <p>JC presented a PCV report to the group.</p> <p><u>Respite Care</u></p> <p>AD suggested that LD cases are escalated for Mark Stables, and OPMH cases are escalated to Andy Biddle.</p> <p>It was said that there is a problem where private providers do not like long term booked respite (advanced booking), as they would prefer a permanent placement for the bed.</p> <p>Hilsea Lodge, Shearwater and Elizabeth House all hold at least 1 bed as an emergency respite bed.</p> <p>It was said that ASC funding is still applicable for private provider placements.</p> <p>It was said that this issue could be raised at the next care home forum and share with providers, but AD is doubtful that a private provider would hold a bed.</p> <p>PCV question</p> <p>AP asked if a chart or diagram can be made to show all people and organisations who work with carers. He said that the lack of information could make carers give up as it is not clear what support and services are available.</p> <p>IR said that the current solution is creating a few larger/main organisations that people can make first contact with. It was said that a draft could be made and updated where needed/requested. It was agreed that this information would also be very helpful for people who need to provide it (e.g. nurses).</p> <p>JC said that a Google+ <i>Portsmouth Information Portal</i> has been created for a shared resource/calendar.</p> <p>AD said that there are directories of services that are available like Healthwatch. But a mind a mind map would be too large to be helpful.</p> <p>Action Portsmouth (Julie Hawkins) are already creating work similar to this, Sara Langston and CR will join this work and create something which will be presented at the carers exec board in the future.</p> <p>Care provider issues</p>	<p>CR / Sara Langston</p>

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	<p>Issues need to be reported to the ASC Help Desk. This will help to determine if there is a contractual issue or an individual incident. It was said that every incident should be reported so that providers can be contacted.</p> <p>It was said that the Appetito service is always late. Action VR to ask Emma Ralston and Jules Bryan how Appetito and apex care get feedback from customers and how they use feedback re time of delivery. It might also be a good idea to get feedback from users. Also check how contracts were transferred from meals on wheels to Appetito (were customer details handed over or were new contracts signed).</p>	VR
6.	<p>Reports/ Updates:</p> <p>PHT</p> <p>SB provided a verbal report.</p> <p>'You are welcome' guidelines have been made which describe open access opportunities to welcome carers to the hospital. The policy was written and ratified within 6 weeks and is now being implemented. Every department has had a member trained in 'You are welcome' guidelines. The carers passport has been linked to this sessions, the name has changed to 'this is us' instead of passport (which means that it is about the person and carer).</p> <p>The e-learning tool has been agreed to be included in the induction for all health and social care professionals. It helps people understand what a carer might look like or might not look like.</p> <p>Royal Free hospital charity phoned SB and met to discuss what is offered in Portsmouth. The CEO said that Portsmouth is inspiring how work is done with families.</p> <p>Hampshire progress, agreement for direct referrals to the service. Invited to Hampshire carers strategy workshops.</p> <p>Vascular services reconfiguration. 'Major' procedures will now only be carried out in Southampton. There was consultation but very limited input, service user engagement groups will take place November. NHSE put together a list of individuals but nobody from Portsmouth was involved despite the large number of Portsmouth service users affected. Feedback must be sent to NHSE by end of November. IR asked that it is being made very clear was procedures are being provided locally and what are not.</p> <p>The first workshop will take place 7th November at the John Pounds Centre. People are welcome to attend or email thoughts through.</p> <p>Solent NHS Trust</p>	

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	<p>A report was distributed. It was asked that questions are sent to Ann Rice.</p> <p> Solent NHS Trust 20.10.16 Report.pdf</p> <p>ASC</p> <p>AD provided a verbal update.</p> <p>System blockages have been identified by the systems intervention work. This process is being actively rolled-in. Social worker, occupational therapists; managers have all completed the course. The hope is that this will provide a much quicker assessment so that people are seen instead of staying on a waiting list. The OT service waiting list has already been reduced. The hospital team - Integrated Discharge Service (IDS) has had slower progress but is still reducing waiting times on the discharge to assess model.</p> <p>The LD service will start the same intervention service starting 31st October. It is likely that the carers service will follow after LD (early 17/18).</p> <p>Safeguarding week is 14-18th November. This is in conjunction from the adult and children's board. There will be static stands in all libraries over the week and a display in QA hospital 15th November. This will involve all statutory services including police, ambulance, fire, health etc.</p> <p>Carers Lead / Young Carers</p> <p>AA provided a verbal report</p> <p>A review of the young carers service was carried out by Anne Hutchins. Joint meetings of the two services now take place. There is also a single point of access for young carers. There will be a team structure analysis and a new IT system which will work across the whole team.</p> <p>School health profiles and being developed for schools.</p> <p>A donation was received by Cllr Stagg around £10,000 for young carers breaks this was covered by radio and newspapers.</p> <p>Portsmouth Healthwatch</p> <p>KE presented the Portsmouth Healthwatch report.</p>	

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	 <p>KE Healthwatch Portsmouth Report.d</p> <p>AD has asked for more details around issues with item d so that she can investigate. It was said that some assessments were delayed due to staffing issues.</p> <p>KE queried if people living with a person with dementia can get a council tax discount. KE was advised to contact housing. Post meeting note: https://www.gov.uk/council-tax/who-has-to-pay</p>	
7.	<p>AOB</p> <p>VR met with Action Portsmouth. Contract is due to finish 31st December 2016. It was said that the service is not self-sustainable and decided decision is required about funding moving forward VR said that there may be a 6 month/1 year waiver to allow for the re-tendering process.</p> <p>AP thanked the board and said he is happy for his contact details to be shared.</p> <p>Future meetings time Monday, Tuesday, Wednesday CR working days for future. Also a previous carer that attended would like to attend again; 2:30 would be a more suitable time. Try not for Tuesday afternoon (AD SMT meetings)</p>	

Dates of Future Meetings:

Date	Time	Location
23.01.17	14:30 - 16:30	Conference Room A
26.04.17	14:30 - 16:30	TBC
26.07.17	14:30 - 16:30	TBC
25.10.17	14:30 - 16:30	TBC

The notes from this meeting may become available to the public under the Freedom of Information Act 2000.