

**Healthwatch Rutland Board Meeting Minutes 20th May 2016****PAPER A**

Minutes of a meeting of Healthwatch Rutland Board held on 20<sup>th</sup> May 2016, at Voluntary Action Rutland, Land's End Way, Oakham LE15 6RB

**Present**

**Healthwatch Rutland (HWR) Board:** Jennifer Fenelon, Chair  
Ann Williams  
Christine Stanesby  
Judy Worthington  
Bart Hellyer  
Sarah Press

**In attendance from HWR:** Sarah Iveson, General Manager  
Tracey Allan-Jones, Office Manager

**HWR Volunteers:** Jacqui Darlington  
Nicola Darby  
Margaret Demaine  
Brenda White

**HWR members and members of the public:** Ketan Paw, PowHer

**16.31 Welcome and apologies for absence**

Apologies were received from Board Member Bart Taylor-Harris.

Apologies were also received from Daphne Murphy, John Brian, Miles Williamson-Noble, Suzie Henson-Amphlett and Norah Forrest.

**16.32 Declarations of interest**

None received

**16.33 Minutes of the previous meeting**

The minutes of the previous meeting held on 18<sup>th</sup> March 2016 were received and agreed as a correct record subject to correcting the spelling of Margaret Demaine.

**16.34 Progress Log**

The progress log at 20<sup>th</sup> May 2016 was received and noted.

**16.35 Matters Arising not covered by the Agenda/Progress Log**

Ketan Paw asked to discuss the Better Care Together programme and it was agreed to cover this subject in Any Other Business.

**16.36 Spotlight on Young People's Mental Health (YPMH)**

Before showing the film, Ann Williams gave an update on the YPMH project, explaining that the documentary film, part-funded by Healthwatch England, is now available for public viewing on youtube. The film has been entered for a Healthwatch England National Award

and it has also been submitted to the Heads Together Campaign to raise awareness. The next challenge is to secure funding for resilience training in schools to support prevention of children's mental health problems.

Jacqui Darlington proposed to follow-up on an offer of funding that she had received for resilience training. Following a question from Bart Hellyer asking whether local University/Teaching hospitals are involved, Ann Williams agreed to liaise with Sarah Press and Jacqui Darlington regarding strengthening links with Leicester University Hospitals and Roehampton University.

### **16.37 General Manager Update**

A report was presented by Sarah Iveson, General Manager covering the following topics:

#### **1. Office Manager**

The Board welcomed Tracey Allan-Jones as newly appointed Office Manager of Healthwatch Rutland

#### **2. Operations Group**

It was noted that the next meeting of the Operational Group would be held on 6th June 2016 at Voluntary Action Rutland.

#### **3. Enter & View**

It was noted that the Enter and View report on the Younger People's Disabled Unit would be published in early June rather than by the end of May as stated in Paper C.

#### **4. Dementia Report**

Sarah Iveson paid tribute to the hard work of the Dementia Task Group in preparing the draft Dementia report. The report would be considered later in the meeting.

#### **5. Emergency Ambulance Event**

It was noted that the EMAS Rutland event has been organised for the morning of 22<sup>nd</sup> July at Voluntary Action Rutland.

#### **6. Young People's Mental Health**

The work of HW Rutland was showcased at a Leicester Leicestershire and Rutland Conference on 14th April 2016 and had been well received.

#### **7. Links with the Military**

Sarah Press expressed concern that the lack of a single welfare officer to oversee each site leaves significant gaps in provision.

### **16.38 Management Accounts**

The Management Accounts to the end of April 2016 were received and noted.

### **16.39 Annual Report and AGM**

It was agreed to hold the HWR AGM on Friday 16<sup>th</sup> September from 2pm. It was suggested that it is held at The Falcon in Uppingham following another health related event there in the morning. If the Better Care Together Plan is ready for public consultation by then it was

suggested that it be used as the theme/spotlight subject. Failing that, Adult Mental Health or Transfer of Care will be considered.

The Annual Report will be drafted by Sarah Iveson in June and a draft will be circulated to Board Members by email for comments.

#### **16.40 Draft Dementia Report**

The Chair briefed the meeting on the huge amount of material about services for people with dementia in Rutland which had been collected by the Dementia Task Group over a period of 18 months.

This had been condensed into 20 pages capturing the key messages from each of 10 stages of care ranging from early detection through to end of life care. The resulting draft report had been circulated and commented upon by the Board and by the Dementia Task Group and was now presented for final agreement.

Bart Hellyer commented that the cover photographs should present a more balanced view of living with dementia including negative aspects as well as the positive. Sarah Press suggested that the title be reworded to refer to the 10 key messages of the report. Both amendments were agreed.

The Chair asked that any further comments to be sent to Tracey Allan-Jones by close of business 23<sup>rd</sup> May. It was intended to launch the published report with press coverage at the Rutland Show on 5th June 2016.

It is planned to take the key messages in the report to the Better Care Together Dementia Strategy Group and Rutland County Council Group in order that they can be addressed as well as wide circulation to providers and other organisations of the 10 very powerful recommendations for improvement which the report contains.

#### **16.41 Oakham Neighbourhood Plan (ONP)**

Sarah Press briefed the meeting on the aims, objectives and current status of progress on the ONP. A steering group has been established and Sarah Press is to be involved in one of the work streams addressing health issues. It was agreed that Sarah Iveson should also represent Healthwatch Rutland on this group.

It was agreed that an approach should be made to East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG) proposing that the views of Oakham people should be sought on future provision of primary health services.

#### **16.42 Ambulance Service Matters**

The Board considered a report upon access times for emergency ambulances in Rutland which was a source of grave concern.

Achievement of access targets in Rutland were almost invariably the worst in the Region eg only 32% of Red 2 calls in Rutland achieved the national target of 8 minutes in April 2016. These very poor results were affecting Rutland people's confidence that they would get an ambulance at all.

EMAS had agreed to a meeting with members of the public on 22nd July 2016.

#### **16.43 CQC "Tell us about your care" partnerships**

While welcoming this initiative from CQC to listen to the public, Board members expressed concern that the CQC had ignored the contribution of Healthwatch in listening to the public.

## 16.44 Policy and other matters for consideration by HWR Board

The Board received a report covering the following policy and other matters affecting Rutland people.

1. **Out of Hours service**  
It was noted CNCS had gone into Administration and the service had been taken over by Derbyshire Health United.
2. **A report of investigations into unsafe practices** The Health & Parliamentary Ombudsman had published a report into unsafe discharges from hospital.
3. **CCG Consultations.** The CCG proposes to engage with the public on paracetamol and prescribing and Continuing Health Care.
4. **" Catalyst or Distraction?"** The Health Foundation discusses the implications of the " Mancunian model" of integrated Health and Social Care.
5. **A different ending: End of life care review.** This CQC report looks at inequalities in end of life care
6. **Mental Health Act Annual Report 2014/15.** This CQC report concludes there is unacceptable variation in the way providers are applying the Code of Practice
7. **Tackling Poor Oral Health in Children** This report describes local government's public health role.
8. **CQC Inspections.** It was noted that the CQC would be visiting UHL on 20th June 2016. The following services locally have been designated by the CQC as " needs improvement":
  - Chater Lodge (May 2015)
  - Manton Hall (July 2015)
  - Casterton House Rest Home (2014)
  - Leicestershire Partnership Trust (July 2015)
  - Belton House (August 2015)
  - Braceborough Hall Retirement Home, Stamford (October 2015)
  - Sandalwood Court, Corby (Feb 2016)
  - Seagrave House, Corby (June 2015)
  - Welland House Corby (July 2015)
  - Willow Brook House, Corby (2014)
  - Broadoak Grange, Melton Mowbray (March 2016)
  - Framland, Melton Mowbray (May 2015)
  - Unique Superior Care (October 2015)
  - Select Care, Collyweston (July 2015)
  - Velvet Glove, Corby (2015)
  - Gable Healthcare, Corby (2015)
  - Latham House Medical Practice (August 2015)
  - Central Notts Clinical Services (CNCS) special measures (May 2015)
  - Corby Community Hospital (2014)
  - University Hospitals of Leicester to be revisited on 20th June 2016
  - Leicestershire Partnership Trust (July 2015)
  - Kettering General (November 2014)
  - Corby Community Hospital (March 2014)

- Cambridge University Hospitals - Inadequate
- East Midlands Ambulance Service (EMAS) was re inspected in November 2015. Report now published.

Copies of all reports are available on request.

#### **16.45 Questions from members of the public**

No questions were asked.

#### **16.46 Any Other Business**

1. Ketan Paw advised that PowHer has been asked to assist with the public consultation phase of the Better Care Together Plan. The Chair explained that HWR would also be collaborating in this activity and it was agreed to postpone further discussion to a future meeting, as the consultation stage of the Better Care Together Plan has been delayed until at least the Autumn of 2016.
2. Bart Hellyer gave an update on a recent meeting (13/5/16) he and Jacqui Darlington had attended with The Children's Society on the subject of support for young carers. The Society is planning a local exhibition for 21st January 2017 and Bart agreed to forward all the information gathered to Sarah Iveson and Ann Williams.
3. Judy Worthington expressed concern that the CQC website is difficult to navigate and not at all intuitive when it comes to giving feedback. She had discovered this personally when trying to leave a positive report of a recent experience in A&E.
4. Following discussion about delayed discharge from University Hospitals Leicester raised by Judith Worthington, Sarah Iveson explained that this will be investigated by the proposed Transfer of Care Task Group.

#### **16.47 Dates for future formal HWR Board Meetings**

**Friday 15<sup>th</sup> July 2016**, 1.30 – 4pm at the Gover Centre, Voluntary Action Rutland.

**Friday 16<sup>th</sup> September 2016** - 2-4pm pm AGM - venue to be agreed at next Board Meeting.