



**Minutes
Board of Directors**

Date: 11.04.2016

Time: 2.00 pm - 4.00 pm

Place: Best Life Building, Carlisle

Tel: 01228 550696

Agenda items and requests to: Elaine Ralph

Board Members:

Helen Horne (HH) (Chair)
Gilda Wells (GW) (Board Member/Vice Chair)
Gill Sadler (GS) (Board Member)
Tamsin McGlinchey (TM) (Board Member)

Supporting Officers:

David Blacklock (DB)(Chief Executive Officer)
Sue Stevenson (SS) (Chief Operating Officer)
Elaine Ralph (ER) Information and Administration Officer
(Minutes)

1. Apologies for absence

Gill Sadler

2. Declarations of Interest

None

Action - ER to send Board members the paperwork to register any declarations.

3. Minutes

The minutes of the last meeting were agreed as a true record.

4. Matters arising

The action log from the previous meeting was reviewed.

Outstanding Actions

Intelligence Reports

“It was agreed that Intelligence Reports would inform the Healthwatch Cumbria Board future agendas.”

This action was reviewed and it was agreed that intelligence coming forward should inform possible priorities to be presented by the Board for discussion in line with the Priority Setting Model.

Podcasts

It was agreed to remove podcasts for the foreseeable future due to other work priorities at the moment.

Edenwood Unit

As a result of the Care Quality Commission (CQC) report following their inspection in November 2015, services delivered to Learning Disabilities Inpatients including in Edenwood are being assessed as “Inadequate”. CQC will return later in the process to re-evaluate the service following recommendations for improvement. HWC had previously carried out an evaluation of Edenwood unit observing how patients were experiencing services. It was agreed that following the CQC inspection findings Healthwatch Cumbria will continue to do “A Day in the Life of” type of visits via Enter and View powers.

Action - Healthwatch Cumbria (HWC) to review how we carry out evaluations under the Enter and View authority.

Skills Matrix for Ambassadors

This audit is to be extended to include ambassadors thus creating a comprehensive skills matrix. The Board agreed that this would help to ensure that Board members and ambassadors could now support HWC in line with their own skills and expertise.

Action - ER/SS to source a skills audit, for all Board members to complete. This will be extended to include Ambassador’s, and a skills matrix completed with the audit data.

5. Contract Award - Helen Horne, Chair

The Chair recognised the success of achieving the four year contract from Cumbria County Council. There are some final figures on the award of the contract still to be confirmed. It was agreed that the Chair and Chief Executive Officer(CEO) would meet regularly with appropriate elected members in future to keep them informed of Healthwatch Cumbria's work throughout the county.

Action - HWC Chair and CEO to arrange to meet regularly with appropriate elected members to keep them briefed on HWC activity.

6. Operations Report - Sue Stevenson, Chief Operating Officer

SS thanked all the Healthwatch Cumbria staff for their hard work recently and recognised they had gone above and beyond their remit.

SS also noted the national recognition of the Maternity Report.

There is now a sub group following the Complaints Review report which has had its first meeting.

The Diabetes report is now in draft.

The Better Care Together project continues in the south of the county and the team in the south is considering how to increase involvement. There has been an extension of the maternity engagement in the south. The "Chatty Van" will be touring around the South of Cumbria in May 2016.

HWC continues to support the Cumbria Health Scrutiny Committee and Health and Wellbeing Fora, when appropriate.

7. Healthwatch England (HWE) Commissioners Event -Sue Stevenson/David Blacklock

SS had given a presentation to this event on 7th March 2016 outlining the activities, opportunities and challenges of the Chatty Van engagement work. SS had also submitted a proposal for a workshop at the HWE Conference. This has been accepted and the workshop will consider possible roles for local HW "Champion, Campaigner or Catalyst?"

HWC has also been invited to be part of the HWE Advisory Group - DB has already attended one of these meetings

8. Success Regime (SR) Engagement- Sue Hannah, Senior Engagement Officer

SH gave an overview presentation of the Success Regime engagement to date. She

summarised the key issues raised by people and advised the Board that 2 reports have been submitted to the SR Programme Board. SH also spoke about the opportunities and challenges of delivering such a comprehensive engagement programme

The Board thanked the HWC team for all the hard work relating to the Success Regime Engagement.

Action: SH to provide a summary of key issues from the public for the Board

9. Finance - David Blacklock, Chief Executive Officer

End of year 2015-16 has a finance surplus which is in line with good financial practice to have reserves at 3-6 months turnover figures. Accounts for 2015-16 have still to be audited and then will be finalised.

DB explained that there was a Celebration Day organised for 22nd April for all staff to celebrate the contract award for the next four years and to thank everyone for their hard work.

The Board discussed the principle of accepting and delivering additional work in the form of commissions. HH said that it is the right thing to do as long as they are in line with HWC core business and principles.

GW asked about Delegation of Powers on spending money, what is the “up to” limit? DB to bring the Policy for Delegation of Powers to Development Day.

Action - DB to bring Delegation of Powers policy to HW Board Development Day.

10. Healthwatch Cumbria Workplan Priorities - David Blacklock

The Board confirmed that business cases should be presented to shape priorities for core business. There are currently four ongoing/upcoming core business projects:

1. Enter and View - The plan is to put in place a programme of work and recruit and train volunteers to carry these out.
2. Quality in Care Homes - Planned for the summer, this project is to explore the discrepancy between CQC inspections and what residents and relatives think of those places where they live. People can sometimes be surprised about reports from inspections and have different experiences of the homes in which they live. There can be a conflict with what is officially reported through inspections. This project will help to outline what residents and their families consider to be the key components of a “great” care home.
3. Extended engagement in South Cumbria - May/June. The” Chatty Van” will be in south Cumbria to extend the engagement programme to some areas not previously covered.
4. CHOC (Cumbria Health on Call) Commission - The CHOC Executive Group has asked HWC to help to review their services from a patient perspective. Their own survey

had a very low response rate. CHOC is currently developing a brief for HWC. HWC will be asked to deliver a survey to elicit responses to support improvements for CHOC services. A start date for the commission has yet to be agreed.

The Board agreed all four in principle and asked for a more detailed conversation to take place supported by short business cases to be presented at the next Development Day.

GW raised the issue of Mental Health services as a countywide issue. SS responded that the Best Life Wellbeing Network is currently commissioned by CCG to administer the Cumbria Mental Health Service User Forum and explained that it was county wide and involved collaboration with the CCG/Mental Health Partnership Group to improve MH services in Cumbria.

Healthwatch Board Members - An advert has gone out to attract for new Board members The Board would like increase its membership to 6-8 members. There has been two applications of interest for new Board members.

11. HW Board Development Day - 09th May 2016, Penrith. DB and HH to meet on 03rd May to finalise the agenda.