

healthwatch Cumbria

Draft Minutes Board of Directors

Date: 08.08.17

Time: 14:00-16:00

Place: Best Life Building, Barrow in Furness

Tel: 01228 550696

Board Members:

Helen Horne - Chair
Gilda Wells (GW) (Board Member/Vice Chair)
Gill Sadler (GS) (Board Member)
Lynne Gibbons (LG) (Board Member)
Hilary Barker (HB) (Board Member)
Geoff Lamb (GL) (Board Member)
John Robson (JR) - (Board Member)
Charlotte Studholme (CS) - (Board Member)

Supporting Officers:

Sue Stevenson (SS) (Chief Operating Officer)
Elaine Ralph (ER) Information and Administration Officer (Minutes)
Oliver Pearson (OP) - Senior Engagement Office
Jane Irving (JI) - Research and Data Officer (By VC)

1. Apologies for absence

None.

2. Declarations of interest

DB declared an interest in Item 11 Buildings.

3. Minutes of last meeting

There was a small amendment to be made to the minutes of the meeting of 09th May 2017. The ECLO acronym was to be written in full on page 2.

4. Action Log, Paper Enclosed

The Action log was reviewed and updated.

5. Matters arising

The Board agreed that a future project involving Mental Health Services would be discussed at a future Healthwatch Cumbria (HWC) Board Development Session. This would clarify what the project would focus on.

6. Chair's report - Verbal update

The Chair informed the Board that she had attended a North West Healthwatch Chairs and Chief Officers Network meeting in Carlisle on 14th June. Some of the themes emerging from the meeting were "What does a successful Healthwatch look like?" and changes or merges to Healthwatch organisations to align with Sustainable Transformation Partnerships (STP's) in each area. All members of the Board are invited to the next meeting at HW Warrington on 14th September where Healthwatch England's National Director Imelda Redmond will be attending. Any Board member who wishes to attend please contact ER.

Action: Board members to contact ER if they wish to attend.

7. Operations Report - Sue Stevenson

SS presented the report to the Board.

Key points included:

- **Young Healthwatch** - CS updated the Board on the distribution of the ballot for young people aged between 11-25 which had been sent to schools and colleges in Cumbria and was available also as an online survey. The survey will continue until the beginning of October in order to capture those returning to schools and colleges during this period. The survey asks young people what is important to them, i.e. mental health services, hospitals, social care, etc. GS suggested that HWC contact CASH (Cumbria Association of Secondary Heads) to help publicise the survey and inform them of the Young HWC project.

Action - ER to find contact for CASH- S. Hannah to contact and enquire how we could work with them to promote Young HW.

- **Co-Production Group** -SS explained the premise of the Co-production Group to the Board, highlighting the intention of the North Cumbria Clinical Commissioning Group (North Cumbria CCG) to work collaboratively with the public. HWC has attended the Working Together Group in Workington which has met twice and focusses on

maternity and children's services in west Cumbria. SS highlighted that there was a commitment from Stephen Eames, Chief Executive of North Cumbria University Hospital Trust (NCUHT) and Jon Rush, Chair of North Cumbria CCG to hear issues from the public and that there were two sub- groups of co-production under the headings of recruitment and engagement and participation.

- **Sustainable Transformation Partnerships (STP's)** -SS thanked GS and LG for meeting with her to discuss how best to work together to support the STP in the south of the county on behalf of HWC. The STP's bring the leaders of health and care systems together to discuss how to improve services. These involve the four Healthwatch's in the Lancashire and south Cumbria STP footprint.
- **Enter and View Visits**- GS updated the Board on the review meeting on 3rd July of the Enter and View visits which had been carried out in 18 residential/care homes throughout Cumbria. At the review session there was a discussion on what the difference is between an official inspection and what Healthwatch aims to achieve through Enter and View. Some issues highlighted at the review session included the capacity of the residents in many of the homes to engage, as many had dementia and therefore it was inappropriate to approach them to give feedback. The consensus from the review meeting was that Enter and View visits might be more appropriately carried out when part of a HWC project in order to get specific views/information from patients/residents.
The HWC Board were pleased that the 18 Enter and View reports are completed and agree it had been useful for awareness raising but acknowledged the challenges around engagement, especially with a high proportion of residents with dementia. HWC has carried out these visits in line with National Healthwatch guidance, however, it was agreed that the Enter and View tool might be better utilised within specific HWC projects in the future.
- **Cumbria Participation, Inclusion and Engagement (PIE) pilot** - SS updated the Board on the pilot. HWC has recruited a volunteer, Sue Gallagher, to participate in the Integrated Care Communities Steering Group (ICC). Sue Gallagher will be attending the ICC Steering Group meeting with SS on Thursday 10th August.

The report was noted.

8. Learning Difficulties Project - verbal update

OP updated the Board on the project and highlighted the project aims to explore some of the possible shortcomings of services provided to people with Learning Difficulties but also some of the good practice in Cumbria. OP highlighted some of the background literature relating to Learning Disability services and explained HWC were using the expertise and resources within People First Independent Advocacy to help with the project. OP presented the project plan to the Board, and DB explained the project plan layout. OP informed the Board of the useful development sessions that the HWC team have been having, especially with regards to project development and creativity. DB said that the planned Symposium to present the findings/report would be an event to include all participants and key stakeholders and would signify the start of the next phase, to change and challenge what is of key importance to those with learning difficulties and their family and carers. DB explained that PFIA have put in a funding bid to Disability Research on Independent Living and Learning (DRILL) which will include this project as part of a larger research project on people with learning difficulties in Cumbria.

9. Eden Valley Hospice - verbal update

Jl updated the Board on the progress of the project. The Patient Charter, which includes Eden Valley Hospice pictures and logos, had been drafted and sent to the hospice staff, volunteers, patients and family for comment. Jl explained that there was a Steering Group which consisted of 4 HWC staff and 4 Eden Valley Hospice participants. This will ensure a constant exchange of information and involvement in the project between the two organisations. Aims are to launch the Patient Charter on 01st November 2017. DB mentioned that Steering Groups are integral to running a project comprehensively and successfully and are part of all future project plans and Service Level Agreements (SLA's).

10. Healthwatch England Conference

SS informed the Board that she and Senior Engagement Officers, Oliver Pearson and Sue Hannah had attended the HW England Conference in Nottingham on 06-07th July 2017. OP said that he had found it really inspiring and it was good to exchange ideas and information with other Healthwatch and make contacts for future collaboration and information sharing. HH gave feedback from the HW England analysis on the conference that SS was "excellent" at the workshop she presented. SS said she had talked about the commissioning of Healthwatch projects.

11. Buildings - verbal update

DB updated the Board on the planned changes to PFIA buildings. DB explained the background to the decision to look for other office accommodation for all offices. Barrow will be moving to an office with more useful space, such as separate meeting areas, on one floor and which costs less than the current premises.

The Carlisle office is running out of space and plans are in place to lease a much larger building in Milbourne Street, which was previously the resource centre for Cumbria University. A large part of these plans is to open a Conference Centre with a restaurant which will be run by people with learning difficulties, supported by job coaches. This aims to enable people to train in the hospitality industry and gain the skills, experience and confidence for employment. DB has been in talks with key stakeholders regarding using the facilities for meetings, events etc. Lease negotiations are ongoing. DB also explained that the PFIA Board were considering whether the organisation should be changed to Charity status from the current Social Enterprise status. This would mean certain financial benefits with regards to rates, etc. The PFIA Board will decide at the next meeting on 23rd August 2017. It is anticipated that PFIA move to the new building at the end of September beginning of October.

12. Finance Paper - GW

GW presented the Finance Paper to the Board. The PFIA Finance Group meets quarterly and last met on 26th July 2017. GW wished the Board to note that there has been much less income since end of January 2017 due to smaller income generating commissioned projects. DB explained that each senior leadership team manager is now responsible for their own budget as part of a new management

process which includes income generation targets for new business.

Future Meeting Dates

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below.

Tuesday 07th November - Kendal - venue to be confirmed.

DRAFT