

SENSORY IMPAIRMENT BOARD

3rd Sept 2019

**Orchard Park Cambridge
Minutes**

1. Welcome, Apologies and Introductions

1.1 Present

PB	Pauline Brown	Independent Member
GL	Graham Lewis	Healthwatch
DD	Debbie Drew	Healthwatch
LM	Lee McManus	Commissioner, CCC
MS	Mick Scadden	Chair, Independent Member
CA	Christine Archer	Notetaker
EB	Erika Brown	Hunts Blind
VS	Vera Schilling	Independent member
JM	Jo McHattie	Healthwatch
GH	Graham Hodgson	CCC
MJ	Mike Jenkins	Camsight
PB	Paula Bird	Camsight
MH	Cllr Mark Howell	CCC
NP	Nic Poole	Sensory Services
BT	Ben Turner	Sensory Services

1.2 Apologies

FS	Frances Swann	Cambs HIA
HS	Helen Sismore	Guide Dogs
AP	Andy Palmer	Cambridgeshire Deaf Association
KB	Karen Berkley	Peterborough City Council

1. Introductions

GL welcomed everyone and explained that this was the first meeting of the separated boards.

2. Minutes and Matters arising

The minutes were the final ones as a joint board. Erica asked for the change of spelling for ECLO (page 2)

All actions on action log were completed.

3. Updates from board members

Several items were discussed at pre meeting

Wasted Medicines- a suggestion to someone to come and talk to board.

ACTION - GL to find someone to talk.

Difficulties at GPs- specifically visual impairment and not being able to see name beings called, sign in screens and room numbers. The patient had asked f to be called by name and collected or taken to room. This was still not happening. The Accessible Information Standards should come into effect for this.

ACTION GL to find some information to pass on.

Someone had used the 111 option 2 for mental health and the call had not been answered after 30 minutes so the person in distress had given up. Healthwatch are raising this as a concern.

ACTION GL to feedback when a response has been received.

MS asked if people knew that 999 and ask for the police -could be used for mental ill health.

GL explained that the police and crime commissioner does talk about having mental health workers in their call centre however this should be a last resort or other help areas should be approached first. Really it is if someone is about to commit suicide and those workers are there to advise the police who are on scene.

4. Feedback from other meetings.

GL attended Adult Social Care Forum (ASCF) in July

- Cambridge and Peterborough loneliness strategy are looking at ways of combating loneliness.

VS Where are they at with this and will something be published?

LM It is at quite an early stage.

LM a lot of what our preventative teams do helps prevent the loneliness happening too.

- As with the boards merging the ASCF has to look at ways to include Peterborough so a small working group has been set up to look at this and the changes needed to its terms of reference.

LM At the ASCF the issue around the CCG overspend was raised and the impact of change or cutting of funding to some community groups was raised. It is acknowledged this may have an impact on some of the services currently funded by CCC as some are co funded.

JM Healthwatch will be watching the situation closely and would be interested to hear any direct impact.

DD Attends the community forum meetings and a subject that has been raised is the extended hrs service that some surgeries are signed up to. It seems that the take up has not been what was expected however some of this seems to be patients not knowing an alternative is available and thus not asking the receptionists for it.

DD Has also been involved with the retendering question from those with lived experience, for the Direct Payment Support Service.

5. Updates from Sensory Impairment Team - Nic Poole

We have been offering sensory awareness training to all our staff and it is compulsory now for new employees.

We are getting an increasing number of referrals thus we do have a waiting list of 6-8 weeks at the moment.

Ben has been recruited and is our new technician for the deaf.

We have been out visiting events and are continuing to do work within the prisons.

PB How many people do you have in the team now?

NP We have 4 rehab workers 1 rehab assistant, 2 duty workers and a deaf technician. We have joined up with the technology enabled care (TEC).

PB I have benefited greatly from the equipment I have received.

VS It is great that staff are getting training however is this at the expenses of patients. I have been working with 2 people with complex needs who are waiting to be seen.

NP Training is 4 times a year so no does not have and impact on the service. If the people you are speaking to have a change in circumstances and you feel there is greater risk then please call in.

6. Commissioner Update- Lee McManus

The council commission Early Intervention Services (EIS). These services help people stay at home and help with quicker discharge from hospital. Our services mainly deal with older people.

We have currently lots of outdated grants that have been running on a year by year basis. This offers no security for those organisations.

Some providers are small, so procurement has been difficult. We aim to build a simpler straight forward framework. This framework will be similar to a preferred provider list and organisations will have to meet certain criteria.

These organisations will then be able to bid for contracts for pieces of work or join with other organisations to do the same. We hope the new services will be in place late 2020.

There are some risks

CCG funding is potentially being cut and some of our services have joint funding from them and us. The council cannot afford to make up the gap so some services may find it difficult.

Peterborough have invested less monies into preventative work thus as we are covering Peterborough too, we will have to try and even this out.

7-8 Terms of Reference (ToR)for the new board Graham Lewis Jo McHattie

The group looked at the terms of reference for future board. GL explained where both boards said the same things we would be taken as agreed. The rest of the ToR was covered and discussions held.

AOB

EB reminded everyone that it was Hunts Blind's AGM on Tuesday at 2.30.

They have recruited a new fundraiser.

Erica previously reported on an IT advisory role for a 12 month pilot. The take up on this is really good. Lots of people getting advice from Apps to Alexa as well as other IT gadgets.

MS do people need to make appointments?

EB yes

PB Do they do home visits?

EB No, people come to the office.

GL We are putting on a training/ getting to know you day for all independent members on 17th October at Stanground community centre. The aim is for both Cambridgeshire and Peterborough boards to come together in a less formal setting.

DATE OF NEXT MEETING

3rd Dec Maple Centre Huntingdon

Extra around review of services-Lee Mc Manus

Lee's team have consulted with service users from all of the organisations. These include Cambridge Deaf Association, Hunt's Blind society, Camsight, Peterborough Association for the Blind, and Cambridge hearing help. All of the service users felt the services were well thought of.

PB The services are good, but they cannot do things if they do not have monies.
LM We can not increase funding and not intending to cut it, but different organisations can bid for different pots of money.