

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Tuesday 14th July 2020. 10:30.

Virtual meeting using the platform Zoom.

ATTENDEES:

Chair:

Maureen Kelly (MK) Chair

Organisational Representatives:

Roger Hutchings (RH)	Co-opted (Social Care)
Will Mullen (WM)	Transforming Care Partnership Board
Joanne English (JE)	Transforming Care Partnership Board
Clare Johnston (CJ)	Sefton Carers Voice
Marion Hepworth (MH)	Sefton Partnership for Older Citizens
Yael Smith (YS)	Sefton Parent Carer Forum
Karen Christie (KC)	Health & Social Care Forum

Apologies:

Sharon Cotterall (SC) Every Child Matters Forum

Staff Team:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation Manager
Marguerite Partington (MP)	Engagement & Participation Officer

1. Welcome, introductions & apologies

MK welcomed all members. Introductions and apologies were made. With the meeting being held virtually, members were asked to indicate when they would like to join the conversation so that this could be managed.

2. Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.

No declarations of interests were made.

3. Minutes from the previous meeting for approval.

The minutes from the meeting which took place on the 23rd June 2020 were agreed as an accurate record of the meeting held with the sentence on page



5, amended to read: MK shared that the Walton Centre has used similar technology and they may be a good contact for this work.

4. Matters Arising Action plan

The following matters arising which were not already on the agenda were discussed.

Walton Centre Foundation Trust Governor role – Colin Cheeseman is no longer the lead governor. Barbara Strong has taken over this role. **Action:** Steering group to agree next steps at the next meeting.

Relocation of services from Southport hospital to the Ormskirk site – this issue has been added onto the ‘Area of Interest’ action plan.

Equality issues relating to Southport & Ormskirk Hospital trust – this issue has been added onto the ‘Area of Interest’ action plan.

Update on the ‘criteria based clinical treatments (CBCT) consultation – DB had shared information with Justine Shenton who had passed this on to Dil Daly, lay representative from the clinical commissioning group (CCG). **Action:** Diane to contact Justine and gain an update.

5. Work Plan update

The following key updates/ achievements since last month were noted alongside any issues for resolution or escalation;

Review of Residential/ Nursing homes: Impact of COVID-19 on residents and relatives.

- Attendance at weekly care home cell meetings (Mon, Weds, Fri) to gain updates on issues relating to care homes across the borough.
- DB attends the Merseyside Adults Safeguarding Board ‘care home task and finish group.
- Attendance at above group has led to discussions about how all local healthwatch can support one of the key lines of enquiry – gathering experiences of COVID impact on residents and relatives.



Review of Residential/ Nursing homes: what we found when we stepped inside

- This area is on hold until safe practice is identified and agreed nationally and locally.
- Response for the report from the visit to St Josephs Hospice not received by agreed deadline (30.06.2020).
- Birkdale Tower Lodge and Parklands Lodge have requested visits (July 2020). Both homes to be updated on plans to virtually engage.

Action: St Josephs Hospice to be given a further 2 week deadline to respond. If no response is provided then the report to be published with no provider response.

Enter & View visits

- Report for St Marks Medical Centre is still to be completed (in draft form).
Action: the report to be completed by July and sent to the provider.

Listening Events

- Request for formal response to the report from the visit to Southport & Formby District A & E department (Jan 2020) sent to Michelle Kitson (matron for patient experience) and acknowledgement received. **Action:** Reports should be back with Healthwatch at the end of July and included onto the agenda for the September steering group.

Review of supported living for individuals with an Autism diagnosis (in partnership with Sefton Carers Centre)

- Clare and Diane have agreed a date to have a telephone call booked in to discuss next steps with this project. (16.07.2020)
- CJ shared that carers are concerned about the support that is currently being offered and that there have been changes to support which don't match with the assessments in place. For example 2 hours a day is being provided for an individual and this is leading to a lack of activity.
- KC asked if this is because the supported living provider should be providing this?
- CJ gave a further example of 2 -3 hours support being provided, this being given around meal times, so again no provision for activities.



Strengthening and Supporting Patient Participation Groups (PPGs)

- Jane Elliot (CCG) attended the South & Central Community Champion network meeting to update members. (30.06.2020)
- Claire Touhey (CCG) attended the Southport & Formby Community Champion meeting (09.07.2020)
- A further meeting with the CCG is being arranged to discuss next steps.

Social care assessments: the local context (work plan area redefined following COVID-19 pandemic).

- Request sent to Mark Waterhouse (Sefton MBC) (07.07.2020) to find out how social care assessments had been taking place during the pandemic and if there had been any issues for the local authority in being able to undertake them or any impact on local residents.
- Request made for a zoom meeting / briefing paper for the group.

Review of Domiciliary Care.

- Meeting with Healthwatch Knowsley to review telephone questions took place (15th July).
- Agreement that original telephone questions would be amended to include some welfare areas: What has your experience been during lockdown? / Do you feel you have been kept in the loop on what has been going on? / What are you looking forward to? What would help with next steps?
- A concern on the local agenda is the number of fraudulent calls taking place which relate to track and trace. Sefton MBC were reluctant to add their logo, contact name and number on the original letter which would be sent out to clients when asked to take part in this work. We will be asking for them to reconsider this so we can ensure people know it is a genuine piece of work.

Working Voice.

- Louise is drafting a release to promote this project to local people who are digitally included.
- Louise is also drafting a press release for those who are digitally excluded.
- Working age range to be determined



Access to community services during COVID-19 recovery phase. (work plan area redefined following COVID-19 pandemic).

- Access to community services has been identified as an issue by the South & Central community champion network and a guest speaker will be asked to present at a future meeting of the network.
- Sefton Partnership for Older Citizens (SPOC) has also raised this issue.

How parents and carers find using the 'Attend Anywhere' virtual appointment system (SEND services) (work plan area redefined following COVID-19 pandemic).

- Diane attended a meeting with local NHS providers to find out how the virtual 'attend anywhere' appointment process works (01.07.2020) to gain an overview and support to design a survey.
- It is important that this work captures feedback from those families and carers who are unable to access Attend Anywhere.

Support parents and carers to find the right answers and up to date information. Holding online sessions with members of the Sefton Parent Carer forum. (SEND services) (work plan area redefined following COVID-19 pandemic).

- Meeting held with Tanya Wilcock (Head of Communities, Sefton MBC) to discuss this work (29.06.2020)
- Email sent to Sefton Parent Carer forum to update them and to ask what days/ times of the day would be best to hold the webinar (02.07.2020)
- Response from the forum that poll on Facebook would be put out to find out best time for webinars to take place (6.07.2020)
- YS shared that there had been little response to the poll (18 responses) and that they had indicated that the session should be held in the afternoon.
- **Action:** DB to relay this back to Tanya Wilcock.

Review of the continence service for people living in residential/ nursing homes.

- It was agreed that this area of work remain on the work plan. At the last meeting of the Dementia Provider Forum, care home providers had yet to receive the training relating to the correct use of continent products.



- An issue relating to the ordering of products was raised during the pandemic at the care home cell and care homes had been provided with the correct ordering procedure. No further issues have been raised.

Review of the community continence service. (work plan area redefined following COVID-19 pandemic).

- Following the discussion at the June steering group meeting, decision had been taken to focus feedback from general community engagement rather than a targeted approach in partnership with Lancashire & Cumbria Care NHS Foundation Trust.
- KC asked if members thought that people who did not use the service would comment and therefore not provide a true reflection of the service.
- YS also felt that as a specific service, it would be useful to contact those specifically in receipt.
- Following a discussion, MK summarised that there would be a targeted approach to gather feedback, but there would also be a 'Did You Know' column in the local paper and also some social media presence. In gaining some generic feedback, this may help to shape further engagement if a more direct route is needed via Lancashire Care. MK also shared that it may help people to find out more about the service and with it being more community based, people may be more willing to come forward without being worried about the involvement of the provider.
- **Action:** the survey which had previously been drafted to be reviewed by the staff team and shared with steering group members.

Progressing the pledges made with Sefton Dementia Action Alliance

- Following discussion of gaps in services for South Sefton and the issues raised relating to funding and inappropriate placements, a letter had been sent to Mersey Care NHS Foundation Trust.
- Response from the Trust was expected on the 2nd April. This had not been received during the covid-19 lockdown period.
- Request for a formal response was escalated (07.07.2020) and the response is awaited.
- **Action:** response to be shared with the steering group.



Review of Ophthalmology services at Southport & Ormskirk Hospital NHS Trust.

- Request for a formal response to the report was sent to Michelle Kitson (matron for patient experience) and acknowledgement received.
- **Action:** Reports should be back with Healthwatch at the end of July and included onto the agenda for the September steering group.

Review inpatient care and treatment of individuals with a learning disability.

- This work was based on visits being undertaken.
- Members agreed that this work needs to be put on hold but that Healthwatch needs to look at learning disability in more depth; Coronavirus and its impact need to be reviewed.
- JE shared that there are many issues for individuals with a learning disability relating to the impact of the pandemic.
- RH agreed and gave an overview of the death rates relating to this, issues relating to testing and also the 'do not resuscitate' (DNR) orders being applied without any conversations taking place.
- MK enquired if this was an issue for all wider disability groups?
- RH shared examples of patients with Dementia and consent.
- JE told members about issues relating to Deprivation of Liberties, capacity and being admitted into hospital settings.
- MP updated members on one of the discussions at the Southport & Formby Community Champion network. Carers have not been able to attend health and care settings with their relatives who lack capacity.
- RH felt that it was important that a scoping session be undertaken so that members know what has been happening.
- **Action:** a scoping document to be drafted and shared with members for the October meeting of the steering group.

Acute provider appointment systems and 'Did not attend'

- This work was only just being planned prior to the pandemic. Steering group reviewed if this work could be undertaken in a different way.
- YS explained how children and parents had shared with Sefton Parent Carer forum how they were scared of attending face to face appointments. In the main this was due to DNR orders and it was agreed by all that children should not be scared.



- JE added that the misconceptions about attending appointments need to be addressed. Individuals with a learning disability are also at a disadvantage as many will not have access to social media for example.
- MK agreed that this issue needs to be looked at; how the pandemic has affected certain population groups across the borough. The role of Healthwatch is important in being able to share information about how to access services.
- MH felt that GP practices should be sending out individual letters to its patients to inform them that they are open and how they can contact the practice.
- JE agreed but shared that it's a complex system to navigate particularly for people with a learning disability, for example knowing what is currently safe, so for many it is easier to stay at home and not engage. There have been no updates from the GP practice even on via text messaging.
- It was agreed that it would be important for Healthwatch to ask how practices will be communicating with patients and how are they currently getting key messages out to patients and to those who may have communication needs.
- **Action:** communication with patients was noted as an area to take forward and the work plan to be amended to reflect this. The issue relating to DNA may feature for people not attending appointments due to fears relating to Coronavirus and this to be factored into this work stream.

Dentistry Watch

- Draft survey developed pre COVID-19 had been shared with steering group members for review.
- Deadline for comments is 31st July 2020.

Supporting Southport & Ormskirk Hospital Trust with their 'Always' event – supporting hospital discharge.

- Survey results have been shared in a spreadsheet with Michelle Kitson (Matron for patient experience).
- The response to the initial results were: *"Many thanks for taking the time to do this. There were no surprises in this when compared to some of our results from the national surveys."*



- **Action:** Trust to be asked if there is any further support for this work. If not the issue to be removed from the work plan and added to the area of interest action plan.

DB shared that there would be additional work plan areas for both community champion networks so members could have easier oversight of their work and issues and one for the national hospital discharge work which was being undertaken on behalf of Healthwatch England.

6. Update on 'areas of Interest action plan.

DB apologised to members for the action plan being missed from the agenda. It was agreed that the plan be reviewed in detail at the next meeting. **Action:** The action plan to be added to the agenda for the September meeting.

7. Updates from the Community Champion networks

WA provided an updated from the South and Central network. The impact on mental health was a strong theme coming through and at the next meeting of the network there will be a presentation from Mersey Care NHS Foundation Trust (crisis mental health team). Other emerging themes include; loneliness, mobility issues after shielding/self isolating and debt. Issues relating to access to community health services have also been raised and there will be representation from Mersey Care NHS Foundation trust at a future meeting to update champions. An update from Sefton Carers Centre is also being arranged.

MP updated on the last meeting of the Southport & Formby network. Access to GP services was a theme which champions raised, similar to the discussion had by the steering group. At the next meeting which is being held in September, there will be a presentation on personal health budgets and access to community services has also been raised.

8. Emerging themes

There were no emerging themes that required discussion.



9. Update on the recruitment of locality representatives.

WA and MP updated members on recruitment. There were 9 applications and outcomes from the interviews will be known on Tuesday 21st July following board approval. There is a robust induction process which will be put into place for all of the representatives and dates are currently being agreed. In addition, there will be an informal online catch up for all representatives shortly after roles have been accepted.

10. Update on the recruitment of Chairperson

Dates for the interviews are currently being reviewed. All applicants have agreed that they remain interested in being interviewed for the role.

11. Representation.

Care home cell and care home strategic meetings – DB wanted members to know that during lockdown, Healthwatch Sefton had been invited to attend a daily care home cell meeting by Deborah Butcher which has been useful in understanding the issues facing local care homes and commissioners but also in strengthening relationships with adult social care colleagues and care homes. Healthwatch has been sharing updates in the weekly letters which have been sent out to care homes. In addition, Healthwatch has attended a weekly care home strategic meeting at which care home managers attend and again this has proved useful. DB updated members that she continues to attend the cell meetings twice weekly and also the strategic meeting which now meets bi-weekly.

RH asked if the issue of bed vacancies and issues relating to occupancy had been raised at meetings. DB shared that there are weekly reports which include this information. **Action:** DB to share updates with RH outside of the meeting.

Sefton Outbreak Management Board – DB explained that due to the nature of the request for representation on this board, rather than ask for volunteers, DB had approached RH due to his expertise and role for Healthwatch which he undertakes on the 'health protection forum'. Members agreed that this had



been the right thing to do and DB thanked RH to agreeing to pick up this additional role.

RH gave a brief overview. The board in Sefton is part of a network of boards, there being a board for each local authority. Boards have been set up as part of the Government's directive to ensure that there are local plans in place to manage any future crisis. At present, the focus is to look at outbreaks and risks of outbreaks. Pathways for care homes and schools are being prioritised. RH has asked about supported living facilities and if supported living comes under the care home pathway. Supported living has now been included in this. High risk populations and areas are a focus as are local track and trace abilities.

The board will set up local process and protocols to support in ensuring there is local resilience if there are local outbreaks. There is planning being undertaken for the winter period and planning for flu vaccinations.

The number of cases in the borough is dropping, as are deaths. There had been 7 new cases last week and hospital admissions were low.

There was also the alarming evidence that suicides of children with special educational needs, were high.

Angela White, Chief Executive from Sefton CVS will also be joining the board.

12. Any Other Business

YS explained how there was work to increase the uptake of personal health budgets for children and that she was involved in this work.

KC shared with members that her mum is a carer for her sister and there has been no available respite for four months. To date there have been no notifications of when this is likely to resume. There were additional issues to consider including if there would need to be a reassessment of needs for day care/ day centre support. RH explained he had raised issues relating to the impact on carers at the Outbreak Management Board. YS updated members that respite was still being offered for children and young people, the respite offer being for one night and for one child at a time.



DB explained how there is no meeting scheduled for August. Members discussed if a meeting was needed and it was agreed to keep to the schedule and hold the next meeting as planned in September. The next meeting is scheduled for 15th September 2020 at 10:30. The meeting will take place virtually on zoom.

Attendance Tracker

Name / Representing	Sept 2019	Oct 2019	Nov 2019	Jan 2020	Feb 2020	June 2020	July 2020
Maureen Kelly - Chair	✓	✓	✓	✓	✓	✓	✓
Locality representative: North Southport	✓	✓	✓	✓	✓	✓	Vacant
Locality representative: Central Southport	✓	✓	✓	✓	✓	✓	Vacant
Locality representative: Ainsdale & Birkdale	✓	✓	✓	✓	✓	✓	Vacant
Locality representative: Formby	✓	✓	✓	x	✓	✓	Vacant
Locality representative: Hightown & Ince Blundell						✓	Vacant
Locality representative: Crosby							Vacant
Locality representative: Seaforth & Litherland							Vacant
Locality representative: Bootle							Vacant
Locality representative: Netherton							Vacant
Locality representative: Maghull							Vacant
Karen Christie - Health and Social Care Forum	x	✓	✓	x	x	x	✓
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	✓	x	✓	✓	x	x	✓
Sefton Equalities Network	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Roger Hutchings Co-opted	x	✓	✓	✓	✓	✓	✓
Marion Hepworth Sefton Partnership for Older Citizens	✓	x	✓	x	✓	✓	✓



Brian Causey: Sefton Carers Independent Action Group	x	✓	✓	✓	x	x	x
Clare Johnston – Carers Voice	x	x	✓	x	✓	✓	✓
Sefton Young Advisors	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Transforming Care Partnership Board Will Mullen and Joanne English	x	x	x	✓	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	-	x	x	✓	x	✓	x

