

**South & Central Community Champion Network Meeting****Tuesday 25<sup>th</sup> January 2022****Zoom meeting themed:****Stroke Consultation & Integrated Community Reablement and Assessment Service****Chair**

Wendy Andersen (WA)      Healthwatch Sefton Engagement Manager

**Attendees**

Debbie Kelly (DK)	The May Logan Centre
Mandy Lewtas (ML)	Kindfullness Café
Caroline Hesketh (CH)	Sefton Carers
Joe Boyd (JB)	Sefton CVS Community Connector South Sefton
Louise Heritage (LH)	Sefton CVS Community Connector Maghull & Lydiate
Justine Shenton (JS)	Sefton Advocacy / Older Person's forum
Erin Pickles (EP)	Sefton Advocacy / Older Person's forum
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Jan Comer (JC)	People First Merseyside
Neal Atkinson (NA)	Reengage
Peter Davies (PD)	Liverpool & Sefton Age Concern
Sandra Bell (SB)	The Reach Men's Centre
Joan McArdle (JMc)	The Swan Women's Centre
Nikki Thomas (NT)	The Venus Centre

**Healthwatch staff member(s)**

Wendy Andersen (WA)      Engagement & Participation Manager  
Amanda Williams (AW)      Signposting & Information Officer

## **Guest Speaker (s)**

Karen Kenny (KK)	NHS Liverpool CCG
Lyn Cook (LC)	NHS South Sefton CCG
Laura Gibson (LG)	NHS South Sefton CCG
Anna Baines (AB)	Mersey Care NHS Foundation Trust
Dawn Billington (DB)	Mersey Care NHS Foundation Trust

## **Apologies**

Barbara Rouse (BR)	Chair and Bootle YMCA
Maurice Byrne (MB)	Maghull Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Kevin Halewood (KH)	Crosby Locality Representative
Rosemary Hart (RH)	Kindhearts Café
Helene Santamera (HS)	British Red Cross Refugee Support

## **1. Introductions & Housekeeping**

WA welcomed all members and guest speakers to the Community Champion network zoom meeting.

Guest speakers and topics planned for today's meeting:

- Improving hospital stroke care – NHS Liverpool & Sefton Clinical Commissioning Group (CCG)
- Integrated Community Reablement and Assessment Service (ICRAS) – Mersey Care.

The last south and central Community Champion network meeting was held November 2021 themed on:

- GP Access survey – NHS South Sefton and Southport & Formby CCG

Housekeeping was covered and WA introduced the guest speakers.

## **2. Code of Conduct / Declarations of Interest**

WA informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. Members were asked if they are yet to do this to complete this asap. During this meeting all members were informed that they were to abide by the Code of Conduct and Kindness and Respect Guidelines.

WA asked if there were any declarations of interest.

No declarations of interest were declared.

## **3. Improving hospital stroke care**

KK, LC and LG were introduced to members.

A presentation was shared with the group re: Improving hospital stroke care, public consultation 22<sup>nd</sup> November 2021 – 14<sup>th</sup> February 2022.

The presentation included areas:

- What's happening – local review of hyper-acute stroke services, the care provided in first 72-hours after a stroke.
- How local services currently look?
- Why change?
- Where we can't meet National Standards
- What we're proposing
- Developing this proposal
- What would this change mean?
- Benefits & travel
- Costs
- Your role

The full presentation is attached to the circulated notes for attendees.

Following the presentation, a number of comments and feedback were put forward by members:

**Question / Comment:** JS said that she had a couple of concerns for older people:

- Southport hospital is losing a lot of services
- People living in north Southport and the time it would take to get to Aintree hospital
- What happens to people who live in West Lancashire who use Southport services?
- Can you provide reassurance regarding the time it would take to get to Aintree hospital?

KK responded to say that West Lancashire are involved in the consultation and that the patient population and numbers are 9% from the West Lancashire area. KK stated that people living in West Lancashire also access other Trust's including Preston services. North West Ambulance Service (NWAS) have been involved and helped develop the plans and had not raised any issues with travel times.

LC stated that improvements and quality care will continue to be provided at Southport hospital and that for stroke patients they will sent back to Southport hospital if on-going care is needed. Southport & Formby Community Champion members have been consulted on the Shaping Care Together programme that is on-going.

JS stated that she was on the advisory group for the Shaping Care Together programme but that it is very vague and now with St Helens and Knowsley things have changed again. JS reported that people are just very worried for the future of Southport hospital and that time waiting for an ambulance is already an issue.

**Question / Comment:** LC asked if the presentation could be in easy read for People First Merseyside members. KK stated that she has a consultation booklet in easy read that presents all the information in a clear way. [Action: KK to share easy read booklet with WA so this can be shared with People First Merseyside. \(Completed\)](#)

There were no other questions put forward at the meeting. WA informed members if they had any questions following the meeting to submit them by email and that they would be forwarded onto KK.

WA thanked KK, LC and LG for attending.

#### **4. Integrated Community Reablement and Assessment Service (ICRAS)**

AB and DB introduced themselves to members.

AB stated she is the Therapy Coordinator / Occupational Therapist

DB stated she is the ICRAS Operational Manager and Occupational Therapy Professional Lead.

A presentation was delivered that included:

- Population served – South Sefton and Liverpool
- What ICRAS is
- Referral sources – where their referrals come from
- What their purpose is
- ICRAS Therapies
- Details of the therapy teams
- How to refer – Any community health care professional can refer via the Single Point of Contact phone line 0300 323 0240

Patients referred for South Sefton need to be registered with a South Sefton GP. This spans from Hightown to Bootle.

The full presentation is attached to the notes for attendees.

**Question / Comment:** LC stated she thought it was a good presentation and asked if AB and DB would present for People First Merseyside. LC stated that the presentation would need to be in easy read. Both AB and DB said yes to the request.

**Action:** [WA to share contact details with JC](#)

**Question / Comment:** JS stated that she was involved in the early evolution of ICRAS and has found it positive to see the transitions with the support of the team.

There were no other questions put forward at the meeting. WA informed members if they had any questions following the meeting to submit them by email and that they would be forwarded onto AB and DB.

WA thanked both AB and DB for attending.

## **5. Community Champion updates**

WA asked for each member to provide an update on their services and activities.

**People First Merseyside** – Joanne English popped into the meeting to say hello to everyone. LC stated that JE is doing fantastic in her new role at People First Merseyside as Manager and also said JC is doing brilliant too.

It was reported that there are two new staff members and that members were busy with the Red Flag Cancer Road Shows. There is also the Live and Learn project every Tuesday.

**Healthwatch Sefton Signposting & Information Officer** – AW reported that the main themes coming through the signposting line relate to GP Access, people wanting to move GP surgeries and find an NHS dentist. There are also calls relating to support with Social Care.

**Kindfullness Coffee Club** – ML reported that they had been very busy. There was a new session on for first mum's and baby's café. This is aimed at mums who are isolated and has been funded for 10 weeks. There is a course 'Living with depression' that is running for 6 weeks. After the initial 6 weeks the course re-opens for new people to join and for people to leave. Each day between 12 – 2pm is a drop-in.

**Sefton Advocacy / Sefton Older Person's forum** – JS updated members on a number of projects including Solutions for travel re: loneliness and local journeys. This project is looking at areas such as car sharing, peer support and local transport. The Wayfinding project is to encourage people to make local journey's not in a car.

The Older Person's forum has continued via zoom. There are discussions about how they can meet in person in the future. The Advocacy service is seeing issues such as housing, social care and mental health.

EP reported that she was on placement with the service and had started last week. It is a Social Care placement.

**Sefton CVS Community Connector** – LH stated she was the Community Connector for Maghull & Lydiate and that they were a team of 3 staff. A new member of the team had been recruited for south Sefton - Joe. LH reported that some groups had

started to re-open and that a few of the lunch groups that had paused were now open again. The Community Connector team were starting to get out and about too.

**Sefton Carers** – CH reported that they had been on a break over Christmas but that activity packs had been sent out. Small groups had started up and they had also started some sessions in the Life Rooms Southport. A number of different sessions and activities were on offer including sonic aqua that was run from a local swimming pool, dance fit, total tone and many more.

**Reengage** – NA reported that Reengage had officially taken over from Age Concern Crosby and that they will continue with the services that were offered but that they will also be chatting to members to see what they would like to do so that services can be aligned to need.

Flick and Friends restarted this morning with over 90 people attending over 60's.

From 3<sup>rd</sup> February every Thursday the lunch club will start up.

NA stated he was happy for any members to contact him to find out more information and asked for his email contact to be shared. [Action: WA to share contact details.](#)

**The Venus Centre** – NT stated that they had a brochure on their services and she would share this with WA for circulation to members. Some of the services include:

- A parent drop-in located in Thornton Family Wellbeing Centre
- Parent & Carer drop-in
- Young Person drop-in
- A Youth Justice programme for young people.

[Action: NT to share the brochure for circulation](#)

**The Reach Men's Centre** – SB reported that they were now operating from their new premises in The Strand for 2 days a week. New courses are starting including an Art course and Shared Reader. Funding has been received to start a Mindfulness course and a cooking course. Good news – 3 years funding received from the Steve Morgan funding.

**The Swan Centre** – JMc reported that the centre had been very busy and that they had long waiting lists. With restrictions being lifted they are getting back to normal.

Lots of courses and programmes including an Art course and Women's empowered class – this is an on-going programme. All groups are now back to capacity.

JMc said she would like to congratulate SB for all the work she has done getting a support service set up for men.

Sefton CVS South Community Connector – JB introduced himself to members to say he had joined the team for south Sefton. JB asked for his email to be shared with members so that members could contact him direct to share any activities and services. [Action: Email contact shared.](#)

**Liverpool & Sefton Age Concern** – PD updated members that the service is operating their befriending service. A lot of the work has been via phone calls but the service is now able to get back to face-to-face with risk assessments in place. PD raised the issue of doctors now seeing fewer patients face-to-face and these are patients who could be lonely and need referring into the service but are missed.

**May Logan Centre** – DK reported that there is building work at the centre so currently some services are outreach. The weigh management support group along with the companion group and walking group have continued. The centre are also offering blood pressure checks.

**Maghull Locality Representative** – MB provided WA with updates to bring to this meeting and he has also raised the issue at the Healthwatch Sefton Steering Group meeting held January 2022. Issues raised below:

I have concerns that due to ambulance pressures, frail, elderly residents who fall at home are often left for many hours before receiving help.

I have two examples, in Maghull and Bootle where people have been left on the floor as carers do not feel confident about moving them. A suggestion from one carer, is that a mobile car-based nurse who specialises in falls could be on call to make a short visit to advise carers. It may reduce the need for hospitalisation and the need for ambulance visits.

Finding an NHS dentist in Maghull is a real problem.

**South Sefton CCG** – LC stated they are still promoting the vaccine and asked members to keep encouraging people to come forward. The CCG have the support of Jamie Carragher for young people to get their boosters.

The CCG also has video's from GP practices to make people aware of the different roles in practice.

Winter health check list – LC said she would share the links for the information with WA to be shared with member. **Action: Completed.**

JS commented that she felt the Healthwatch Locality reps had been missed by not attending today's meeting as they brought the voices of local people to the meeting. JS asked for members to not only provide an update on their services but to also represent their members by bringing forward health and social care issues and themes. JS asked if a Healthwatch Sefton Rep had been recruited for Hightown. WA responded to say that recruitment of the Locality Reps was currently on hold whilst the Community Champion review was taking place.

## **6. Healthwatch Sefton updates**

- Healthwatch Sefton Signposting & Information – Amanda Williams has joined us today. Please contact Mandy for any signposting and information requests [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk) or 0800 206 1304
- The Healthwatch Sefton Steering group meeting was held on 24<sup>th</sup> January 2022. To access Steering Group minutes visit: <https://healthwatchsefton.co.uk/about-us/steering-group-minutes/>.
- Community Champion review – thank you to everyone who has completed the form and provided the information. I will continue to follow up with groups. This will help us to link in better with you all and we are going to be revamping our Healthwatch website which will include a Community Champion page for you to share your services with links to your services. It will also help us to plan the meetings and invite guest speakers.
- GP Access – Sefton resident's will receive a GP Access survey from their GP surgery. Healthwatch Sefton has also been gathering feedback and will be producing a report for the South Sefton & Southport and Formby CCG.

- GP Patient Participation Groups (PPG's) – A session was held on 1<sup>st</sup> December. The PPG support packs will be sent to GP practices during January 2022.
- Long Covid – Healthwatch Sefton are working in partnership with other local Healthwatch to carry out a consultation on patient access to long Covid clinics at LUFT and what they would want from the service as it transfers to Mersey Care.
- The Walton Centre – An on-line engagement session is being planned for 8<sup>th</sup> February. Promotion of the event has been circulated to members.

## **7. Emerging Health or Social Care themes**

Identified during this meeting:

- Asperger diagnosis – The Reach Men's Centre reported that a few members believe they have the condition but told that the wait is over 3 years for a diagnosis.
- Frailty checks – Healthwatch Sefton to keep on the work plan.
- People who are lonely or with mobility issues are being missed by not having GP face-to-face appointments
- People having falls within the home - due to ambulance pressures, frail, elderly residents who fall at home are often left for many hours before receiving help (MB has raised this at the January 2022 Steering Group meeting)

## **8. Community Champion network notes for approval**

The notes from the meeting held in November 2021 were previously circulated to all members for comments or amendments. No comments or amendments received and approved.

There were no outstanding actions following the November 2021 meeting.

## **9. Previous emerging issues / questions taken forward to Healthwatch Steering group.**

All emerging themes from the November 2021 meeting were noted at the Steering Group.

Note: If members would like any emerging issues discussed on the Steering Group agenda then please complete the 'Tell us what we should focus on' form.

## **10. Feedback to be taken forward to Steering Group**

Identified emerging health and social care themes as below:

- Asperger diagnosis – The Reach Men's Centre reported that a few members believe they have the condition but told that the wait is over 3 years for a diagnosis.
- Frailty checks – Healthwatch Sefton to keep on the work plan.
- People who are lonely or with mobility issues are being missed by not having GP face-to-face appointments
- People having falls within the home - due to ambulance pressures, frail, elderly residents who fall at home are often left for many hours before receiving help (MB has raised this at the January 2022 Steering Group meeting)

Emerging issues identified during this meeting will be added to the Steering Group work plan to be noted.

Please note: emerging themes will only be noted at Steering group. The form 'Tell us what we should focus on' needs to be completed for themes to be discussed at the meeting.

## **11. Information exchange/ Any Other Business**

None recorded.

Date and Time of Next Meeting:

Wednesday 23<sup>rd</sup> February at 10.00 am

Venue: ZOOM