

Meeting

Southport & Formby Community Champion Network Meeting
10am on Thursday 19th May 2022

Theme: Carers Strategy Update, Crisis Cafe

Chair

Brian Clark OBE (BC)

Healthwatch Locality Representative

Attendees

Anne Major (AM)

Locality Representative Southport Central

Jan Stirling (JS)

Locality Representative Formby

Ken Lowe (KL)

Ainsdale Lunch & Leisure

Bob Wilkinson (BW)

Southport Samaritans

Michelle Ralph (MR)

Alzheimer's Society

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Fiona Caplan (FC)

Southport Access For Everyone

Jan Comer (JC)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Racheal Roy (RR)

People First Merseyside

Caroline Hesketh (CH)

Sefton Carers Centre

Tony Wright (TW)

Southport Centre for the Deaf

Vicky Abban (VA)

Social Prescribing Link Worker

Damian Gregg (DG)

Social Prescribing Link Worker

Healthwatch staff member(s)

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Diane Blair (DB)

Healthwatch Sefton Manager

Guest Speakers

Denise Dutton (DD)

Mersey Care Strategic Carer Lead

Apologies

Shannon Bryan (SB)

Parenting 2000

Terry Nicholson (TN)

Asperger's Support Group

1. Introductions & Housekeeping

BC welcomed all members to the May 2022 Southport & Formby Community Champion zoom meeting. The last Southport & Formby Community Champion meeting was held in March 2022. The themes for the March meeting were PC24, Medicines Management, CCG updates.

2. Code of Conduct / Declarations of Interest (in line with agenda items or changes)

BC asked all members to abide by the Kindness and Respect Guidelines and follow the Healthwatch Sefton Code of Conduct policy. BC informed network members that the guest speakers for the May meeting are the Mersey Care Strategic Carers Engagement Lead and Sefton CVS Crisis Café.

AM declared that she is a volunteer with the hospital discharge team at Southport and Ormskirk Hospital NHS Trust. No further declarations of interests were made.

BC handed over to Claire Dutton- Carers Engagement Lead

3. Claire Dutton- Carers Engagement Lead

CD introduced herself and thanked network members for the invite. She explained that she is the Strategic Carer Lead and is new to the role from January 2022.

CD talked about the engagement and experience team, who they are and what they want to achieve, the team is made up of patient engagement and experience, equality and diversity, carer engagement and experience, volunteers and the patient advice and liaison service (Pals) and that they want to Listen, Learn, Support and Advise.

CD went on to talk about what is a carer?

- A Carer is someone who helps another person, usually a relative or friend, in their day-to-day life.
- Personal experience of Caring for family with mental and physical health problems

CD works with Carers, staff and local organisations (e.g. Sefton Carers Centre) CD's role covers 6 different areas that are Sefton, St. Helens, Knowsley, Liverpool, Warrington and Halton across 171 different sites.

The current projects are:

- Carer Awareness Training for all staff
- Engagement events with local Carers Centre's and Carers
- New Trust wide Carers Strategy
- Carer Champions in every area of Mersey Care
- Carers 'thank you' events

You can 'get in touch' with Claire Dutton and Mersey Care using the details below.

- Strategic Carer Engagement Lead: claire.dutton2@merseycare.nhs.uk
- General Enquiries (Engagement and Experience Team): engagementandexperience@merseycare.nhs.uk
- Volunteering: volunteering@merseycare.nhs.uk
- Patient Advice and Liaison Service (PALS) and Complaints: palsandcomplaints@merseycare.nhs.uk or freephone 0800 328 2941

See the attached presentation below which was shared on the zoom screen at the community champions meeting and with Healthwatch and by email with network members following the meeting.



MCFT Strategic
Carer Engagement.p

A Mersey Care young carer party poster was also shared by MD by email with members following the meeting.

A question, answer and comments session then took place in the meeting.

Q. AM asked about the differences in people who are cared for in the home and people who are cared for in other areas?

A. CD stated she is looking at all different areas and will be speaking to carers to look at all this as they are in the early planning stages currently.

Q. KL wished CD success in her role and commented that the community side of her role is very important.

A. CD thanked KL and said she hoped to improve the way they are working engaging with carers, she would like to return to a future community champions meeting to update the network. Network members were supportive of this.

Q. DB asked how CD's work feeds in to the borough wide carers strategy? Is Mersey Care involved?

A. CD is in regular contact and attending meetings with Vicky Keeley CEO of Sefton Carers Centre. CD is supporting with all carers strategies. DB updated network members that Healthwatch were approached re the wider carers strategy.

AD commented that it was a good presentation.

Contacts were shared in the chat box by VB, social prescribing link worker.

BC and network members thanked CD for the presentation.

BC handed over to Richard Cope from the Sefton CVS Crisis Café.

4. Richard Cope- Sefton CVS Crisis Café's

RC thanked the network members for the invitation to this morning's meeting. RC shared with members that he started off his journey as a service user and then went on to work at The Life Rooms. The Southport Crisis Café opened on 2nd July 2021, they have a small team and operate over two sites, as a Crisis Café in Crosby has also recently opened. The crisis cafes are open Friday, Saturday and Sunday from 5pm until 11pm. RC said that people can pop in and can also self-refer and that the crisis cafes have a chilled, relaxed atmosphere with tea, coffee and snacks being served. The Crisis Café's provide crisis support, as needed.

RC said that if anyone is experiencing a mental health crisis, and this can vary, then the cafes offer an alternative to attending an accident and emergency department.

RC explained that people can come to the cafés for a chat and support and information and that a safe space is offered to them. There are also 2 volunteers working at the cafes. The Southport café has supported over 100 people in less than a year.

During the week when the café is closed support is offered by email, telephone and zoom calls. Sherran Robb is the Manager and there are 2 senior support officers. There are also games clubs and walking clubs during the week.

RC explained the team also accompany people to appointments and meeting as many people are very anxious who attend the crisis cafes.

The crisis café team are also working in partnership with the accident and emergency department at Southport and Ormskirk Hospital NHS Trust and have visited the department to tell them about the service and the Trust are very supportive of the crisis cafes work.

RC told members that a volunteer who started at the Crisis Café is now employed by them.

MD shared the Sefton CVS Crisis café flyers with network members by email following the meeting.

Attached below are the Crisis Café leaflets following on from the presentation at the meeting. They have 2 sites one in Southport and one in Crosby.



crisiscafe2.pdf



crosbycrisiscafe.pdf

They are open Friday, Saturday, Sunday 5-11pm for adults aged 18+ who are struggling with their mental health. Friday's at Crosby are appointment only, all other sessions operate as a drop-in. They also offer phone and email support the number is 0300 323 0197 and email crisiscafe@seftoncvcs.org.uk

A question, comments and answer session then took place in the meeting.

Q. BC asked what are the normal communication routes?

A. RC said there are flyers in GP surgeries, they receive referrals from GP's and foodbanks and from The Life Rooms. They also receive referrals from A & E, often from the Manager at the department, also from Sefton Carers Centre and Sefton Advocacy. RC welcomed community champions to call in to have a look around the crisis café.

BC and network members commented that the crisis cafés are an excellent service and thanked RC for presenting at the meeting.

BC then asked for community champions updates.

5. Community Champion updates

Ainsdale Lunch & Leisure- KL shared that only 50 % of people have returned to in person events, they are still experiencing low attendance after covid restrictions have been lifted. Ainsdale lunch & leisure are struggling to get funding as they used to get £40,000 local authority funding, but do they have reserves. The network members and social prescribers shared possible funding ideas verbally and in the chat box. KL already receives funding contacts information from Sefton CVS.

Sefton Carers Centre- also shared news there has less attending at their in-person events. CH updated on Carers week news and events on the week commencing 6th June 2022. Events are across the borough. **Action: MD shared Sefton Carers Centre carers week events with network members by group email.**

6. Healthwatch Sefton Updates

MD shared updates – May 2022- following on from issues raised

Disabled free parking at NHS hospital trusts.

HW followed this up with Hospital Trusts-

Liverpool University Hospital have responded with disabled parking arrangements at the Trust, to say at both the Aintree and Broadgreen sites, blue badge holders can park for free in accordance with the National guidance and this is accessible.

Unfortunately, at the Royal there is no visitor parking and they therefore do not provide free parking for blue badge holders on site. Patients and visitors are known to use the surrounding private car parking facilities. The largest of these is operated by Q Park.

Diane Blair- Healthwatch manager has responded to this update by asking how patients with a blue badge are told about this and if they could provide some examples? E.g. information that is provided on appointment letters, on the website.

Action: MD to update when further information is received from the Trust.

Hartley Hospital telephone communication problems

Mersey Care have apologised that people have found contacting the Asperger service in Sefton difficult and have explained that when the instruction to 'work from home' during the initial Covid lockdowns happened, they diverted the Sefton phone to the Liverpool Asperger Team as they are one team but with different admin arrangements. It was felt that this would allow a dedicated line but also the number

had an answerphone facility that either a team admin or the duty practitioner could check.

Mersey Care have now reverted the phone back to the base at Hartley Hospital so this should make it more accessible and this number is on appointment letters and correspondence.

The Sefton directory does have the correct phone number and email but it needs the address updating so they will update this.

They are currently in the process of developing and updating their website to ensure ease of contact with the service. Mersey Care had thanked Healthwatch for raising these concerns and would like Healthwatch to continue to do so.

Southport & Ormskirk Hospital NHS Trust

Healthwatch held an online engagement focus group in partnership with the trust on Tuesday 17th May 2022. A number of experiences, feedback and issues were raised. The Trust responded to some of the issues at the event and following the event and will respond further. **Action: A report is to be produced by Healthwatch following the event which will be shared and the Trust will be given the opportunity to provide a further response.**

Sports hall/ rehabilitation/ hydrotherapy pool access

This issue has been raised a number of times with the Trust by Healthwatch. At the online event the Trust responded saying that the facilities which apparently belong to the Spinal Injuries Centre, and those patients care takes priority in the rehab facilities. That whatever previous arrangements were in place previously to allow the public to use the facilities were allowed at the time will not happen again. So, unless patients are under a prescription of care by the spinal care unit or otherwise by the Trust they cannot access the service. The Trust say due to staffing and for health and safety reasons the general public will not be able to access to the facilities. The Trust are unable to manage this and people looking for such facilities should look at alternatives and see their GP for referrals/ prescription to gym/ pools access with Local Authority facilities/ and rehabilitation/ other services. **Action: MD to update if any further updates received.**

Cataract operations Issues (raised by Older People Forum members) that Southport and Ormskirk Hospital NHS Trust are not offering cataract operations to new patients and patients are being sent to Aintree Hospital and that it is a difficult journey and patients are being asked not to travel alone after the surgery. MD raised this concern at the online event and the Trust explained they do not have

enough consultants at the Trust, (only 3 or 4) and have had to rely on locums, the Trust could not cope with the volume of patients and so they sought help from another hospital to ensure the best care for patients as close to home as possible.

Disabled facilities at Sefton LA pools.

This was raised at the last champions meeting and Justine Shenton followed this up and emailed Healthwatch with the response from the Local Authority, stating that all of Sefton's pools have hoists, the temperature of the pools are all around the same 28.5 to 29 degrees and the warmest parts of the pools are usually the small pools or the shallow ends as this is usually where the hot water enters the pool, Splash world is usually around 30-31 degrees when it is open (closed at the time of the meeting for refurbishment) they don't have any Hydro pools. All changing facilities have disabled changing facilities with extra space, however some people need more space and if they are not being used they let them utilise the school changing facilities as these are much bigger.

Memory clinic delays

Memory Clinic delays in diagnosis, which is based at Hartley Hospital, to highlight that the lack of diagnosis can have an impact on issues such as dealings with Adult Social Care and finances and treatment. **Action: This issue has been raised at the HW steering group to agree actions.**

MD reminded network members they can send her community champions news or information to share with all community champions.

Healthwatch are still encouraging new Healthwatch members to join from all communities and local residents can share individual feedback on the Healthwatch Sefton website. The Healthwatch Sefton Freephone number is 0800 206 1304 and the email is info@healthwatchsefton.co.uk.

8. Emerging Health or Social Care themes

None raised

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 24th March 2022 were previously circulated to all members for comments or amendments. Members agreed them as accurate.

10. Previous emerging issues / questions taken forward to Healthwatch Steering group.

None raised.

11. Information exchange/ any other business

FC attended an outpatient's appointment at Southport Hospital this week and was asked if she was able to stand for the use of weighing scales. FC suggested it may be a good idea for the Trust to remind staff that scales for those unable to bare weight are available as FC didn't feel staff were aware of this. **Action: MD to raise again at Patient Experience meeting.**

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 21st July 2022 at 10am

Venue: ZOOM