

## Meeting

Southport & Formby Community Champion Network Meeting  
10am on Thursday 22<sup>nd</sup> September 2022 held on zoom.

### **Themes: 2-hour Urgent community Response Service and Sefton Council Technology Enabled Care (TECS)**

#### **Chair**

Brian Clark OBE (BC)

Locality Representative North Southport

#### **Attendees**

Anne Major (AM)

Locality Representative Southport Central

John Turner (JT)

Healthwatch Sefton Chair

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Fiona Caplan (FC)

Southport Access For Everyone

Bob Wilkinson (BC)

Southport Samaritans

Tony Wright (TW)

Southport Centre for the Deaf

Gemma Collins (GC)

Community Development Inclusion Officer

Louise Heritage (LH)

Sefton CVS Community Connector

Ken Lowe (KL)

Ainsdale Lunch & Leisure

Caroline Hesketh (CH)

Sefton Carers Centre

Kirsty Irving (KI)

Sefton Alzheimer's Society

#### **Healthwatch staff member(s)**

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Amanda Williams (AM)

Healthwatch Signposting & Information Officer

#### **Guest Speakers**

Dave Marteau (DM)

2-hour Urgent Community Response Service

Jayne Vincent (JV)

Sefton Council- Consultant & Engagement Lead

**Apologies received**

Jan Comer (JC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Jan Stirling (JS)	Locality Representative Formby
Terry Nicholson (TN)	Asperger's Support Group
Vicky Abban (VA)	Social Prescribing Link Worker

**1. Introductions & Housekeeping**

BC welcomed all members to the September 2022 Southport & Formby Community Champions meeting being held on the zoom platform. Introductions were made by all attendees. The last Southport & Formby Community Champion meeting was held in July 2022. The themes for the July meeting were The Clatterbridge Cancer Centre and the Sefton Long Covid Service. BC informed network members that the guest speakers for the September meeting are going to talk about the 2-hour Urgent Community Response Service and Technology Enabled Care (TECS).

**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.

No declarations of interests were made.

BC handed over to Dave Marteau.

**3. 2-hour Urgent Community Response Service Sefton Place**

DM introduced himself and talked about the 2-hour urgent community response service and its future developments. DM explained that the 2- hour urgent community response service is both health and social care related.

The 2-hour urgent community response service is a community-based service which helps to support people who are:

- At risk of being admitted to hospital

- To avoid hospital admission
- A 48-hour reablement package can be put in place
- To support people to remain in their own residence

The service was launched on 1<sup>st</sup> April 2022 it is open from 8am until 8pm 365 days a year. The service helps to integrate health and social care services in the community and provides a wrap around service for all services. Professionals involved in the service include doctors and nurses, social workers, physiotherapists and healthcare assistants. Any healthcare professional can refer to the service. The service is still growing and developing. There is an 18-month development plan for the service.

The service aims to:

- Support more people in crisis in their own homes
- To provide a rapid 2-hour response to assess and identify needs for the patient
- To provide a holistic approach to care
- Improve consistency and reduce inequalities for Sefton residents

DM informed network members that the service has a single point of contact (SPOC) and talked about new developments and additional pathways that will be introduced such as patients in the community being able to have intravenous antibiotics in their own home instead of going into hospital for treatment. DM said that referrals by carers, family and friends will soon be introduced to the service.

The Healthwatch 2-hour urgent community response presentation slides from the meeting are attached below.



Healthwatch 2hr  
UCR Presentation.ppt

**Action: MD shared the 2-hour Urgent Community Response presentation and DM's contact email address with network members by group email following the meeting.**

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

Q. KL talked about his concerns for people with mental health issues and asked how Mersey Care fitted in to this service?

A. DM explained that the 2-hour urgent community response service is separate to mental health support but that Mersey Care do provide a 24/7 mental health crisis support telephone line.

Q. AM said that several services seem to overlap and asked how all of this will fall into place?

A. DM explained that it is still early days in the 2-hour urgent community response service and that the service is very keen on admission avoidance in to hospital care and to help assist with the discharge process. The service will help more people to have care at home, for example the hospital cannot discharge a patient home if they haven't got the correct equipment in their house. The 2-hour urgent community response service can assist with this ensuring the equipment is in place at home for patients being discharged.

Q. KI asked about people with particular types of dementia having falls at home and not really being injured but having to ring an ambulance to pick them up, which could mean a long wait on the floor for them, and concerns that patients with dementia are being taken to the emergency department which is very stressful for them and often unnecessary.

A. DM informed the group that as part of the service a falls lifting access service has been commissioned which is in place now. People can ring 111 or 999 and will be directed to the lifting service. The key element is if people are uninjured. This service is being developed further and apparently there are 12 falls a day in Sefton that don't require medical assistance.

Q. JT asked how many crisis situations is the service intervening with? JT commented on older patients having more complex needs.

A. DM said the service reports 120 a month, which excludes the falls lifting service. DM acknowledge JT comments about older patients with more complex needs and explained how the service is developing and will help support community services.

Q. BC commented that the important point about triage is trying to decide whether or not to send people to the emergency department.

A. DM explained that the service aims to reduce attendance at emergency departments by deciding and implementing the best course of actions and assessing the support needed for people as soon as possible.

DM thanked the network members for their questions and feedback and said he would keep Healthwatch and the network updated on the service. DM gave permission for MD to share his contact email address details with the group.

BC thanked DM and handed over to Jayne Vincent and Hannah Dollard.

#### **4. Sefton Council- Technology Enabled Care (TECS)**

JV and HD introduced themselves and explained that they are attending today's meeting to talk about Technology Enabled Care (TECS) and that a survey has been put together to consult Sefton residents on their use of (TECS) HD said that (TECS) describes a range of health and care technologies and is a way to describe community equipment. More digital technologies are being introduced in Sefton and people are already using technology themselves such as ring door bells, smart phones and thermostat emergency buttons. HD explained that they want to help break down any barriers or fears associated with using technologies. Technology enabled care can help to assist people to live at home and be as independent as possible.

The consultation survey is online and hard copies are available as well as in all accessible formats. There is also a QR code to access the survey. HD explained that they want to find out if people are aware of the technology available and help people in Sefton gain access to using technology and assistive technology. Sefton has a Technology Enabled Care Strategy for 2021-24 which contains strategic objectives and strategic details to ensure outcomes which are:

- To help people to help themselves
- Helping people to live their lives as independently as possible,
- Helping people when they need it.

Pilots are running in Sefton and they want to learn what Sefton residents need in the Borough. The equipment and service are person centred. The Technology Enabled Care Service wants to be proactive not reactive in supporting people in Sefton.

JV informed network members that TECS will be doing a roadshow and visiting places, attending groups, events and meetings early in to next year 2023 to promote TECS and encourage discussions and break down any technology barriers and fears by talking to Sefton residents and sharing information on the service. JV talked about the Ask Sara online assessment tool to enable people to access equipment.

Below are the presentation slides and survey links shared during and following the meeting for further information.



Survey-Consultation  
n Technology Enabl



TECS survey.pdf



Technology  
Enabled Care Soluti



Have your say  
(1).pdf



ASK SARA Launch  
Feb 2022 Easy read \

Action: MD shared the Technology Enabled Care (TECS) presentation, information and survey link plus the Ask Sara information by group email with members following the meeting.

A question, comment and answer session then took place in the meeting:

Q. KI asked if peoples movement around the house can be monitored by carers who don't live with the person they care for to ensure they are safe?

A. HD answered that yes this is possible by using various technology enable d care devices such as using an alert on the front door, alarm devices, ring door bells, movement sensors etc which would send an alert to the carer.

Q. KL asked what is the cost to the service user?

A. HD explained this depends on the type of equipment used. The cost is from £15:99 month. There is a rental cost per month. As some equipment can be expensive.

Q. FC asked if the survey is accessible for people with sight loss? Is it written in easy read?

A. JV said the survey is accessible for people with sight loss and is available is all formats. JV asked FC to have a go at completing the survey and to share any feedback on any problems experienced.

Q. AD asked about what if people don't have access to the internet? What about consent and privacy?

A. HD answered that the equipment does not need internet access to run as it is sim based and no connection is needed. HD added that consent and privacy are adhered to.

Q. AM commented that it was important to use clinical judgement when TECS are being used in people's houses.

A. HD acknowledged and agreed with this point and that regular reviews are carried out on equipment and that the service is collaborative and person centred in agreement with the person using the technology.

Q. BC Asked how long the survey is going to be open for?

A. JV answered that there is not end date to the survey yet and it is ongoing.

BC thanked JV and HD for presenting at today's meeting and then asked members to share community champions updates.

## **5. Community Champion updates**

Ainsdale Lunch and Leisure- Ken Lowe said they have a new general manager. He also shared they are still experiencing lower attendance in the centre. The Ainsdale Heath Fare 2022 dates are October 12<sup>th</sup> and 19<sup>th</sup>. They are open to the public and not just people attending to the the flu clinic.

Sefton Carers Centre- Caroline Hesketh said the funding for the older person projects will stop in October 22. The monthly morning coffee morning for 60 plus carers will continue. **Action: MD to share timetable when Caroline Hesketh shares the update version.**

Brighter Living Partnership- Monthly drop in taking place in Norwood Southport community centre

Sefton Alzheimer's Society- Singing for the brain in person is on every first Tuesday of the month in Southport. Other in person support groups and pop up cafés have started up again.

Community connectors- Louise Heritage shared they are looking to recruit more volunteers to attend groups with people as befrienders.

## **6. Healthwatch Sefton Updates**

MD shared updates – September 2022-

The Healthwatch Sefton Annual Report 2021-22 'Championing what matters to you' has been published and MD has shared it with members in the group email. The report focusses on the local outcomes which have been achieved.

Disabled free parking at NHS hospital Trusts.

Healthwatch have had confirmation from Aintree hospital that anyone with a blue badge can access parking as per the government guidance and confirmation that The Walton Centre will follow suite. Healthwatch Sefton have asked to see the template letters that will explain to patients how the blue badge parking works, to

ensure the guidance is made simpler. Healthwatch have also asked for patients/ carers to be able to show their blue badge at any reception department at the hospital site to claim blue badge free parking.

Healthwatch have suggested the hospital Trusts speak to Southport & Ormskirk Hospital NHS Trust to see how they organise their blue badge parking as this model seems to work well. They have a car registration scheme which opens the barrier automatically when a car leaves who is registered as a blue badge holder.

### Southport & Ormskirk Hospital NHS Trust

Following on from the problem highlighted that scales for wheel chair users who cannot bear weight were not available at a recent outpatient's appointment. The Trust updated at the patient experience meeting that seated scales are available in both outpatients' departments in Southport and Ormskirk and that staff have been made aware.

Healthwatch are still in the planning stages of holding an 'listening event' at the Southport A & E department to focus on the word 'solutions' and smaller outcomes for patients- i.e. refreshments availability, are waiting times boards up to date? pain relief for patients.

The Trust have also asked Healthwatch to hold an engagement event at Ormskirk Medical Day Unit to gather independent feedback. We have confirmed that this feedback will be based on care and treatment of service for patients using our Healthwatch forms and not based on the recurring issue of relocation of the medical day unit from Southport to Ormskirk as this is an issue that has been raised many times with Healthwatch. Issues of travel, transport routes, financial cost, difficulty for older people, carers. The feedback that Healthwatch has received is that staff and care is good at Ormskirk Medical Day Unit but it is difficult to travel to for Southport patients.

Following on from the Healthwatch online engagement focus group in partnership with the trust, MD will be sending the draft report across to the Director of Nursing for a further response and then it will be published.

Healthwatch stand dates are also being booked for Healthwatch to re-enter Southport hospital to gather feedback from patients.

### GP access

Problems with patients being asked to use e consult by GP Practices in Sefton when the service is not available on the website at particular hours/ weekends have been raised with NHS commissioners and taken to the Primary Care Committee.



## Patient Transport Services issues

This was taken to the last Healthwatch steering group- around delays for people waiting for an ambulance when they are discharged from hospital or after attending an outpatients appointment.

## Rowlands Pharmacy- extended care in the chemist accessibility

Accessibility issues and the extended care in the chemist service to ensure all pharmacy are accessible and have the capacity to deal with all people and those with a physical disability or for people with learning disabilities or those with mental health problems. This information is being fed into the Sefton pharmaceutical needs assessment which forms part of the service provision contract with NHS England. In answer to a previous community champion question, Susanne Lynch- Head of medicines management and Lisa Manning from the Sefton Pharmaceuticals were made aware by Healthwatch early on when the Rowlands Pharmacy issue was first raised. Hopefully this will help further with the accessibility issues for Rowlands pharmacy before a next step is taken by Healthwatch.

## Engagement in person

Engagement and outreach in person are planned and taking place. MD attended the Sefton Carers Centre carers coffee morning at The Life Rooms, Southport and the MS Society event held at Aintree racecourse in September. Healthwatch will be attending the Ainsdale Healthfare events and the Macmillan Health and Well-being event at Southport college. More engagement/ outreach is in MD's diary to attend groups, events and hospital stands. Locality reps are helping by attending events also where possible. MD asked members to tell her if they have any groups/ coffee mornings they would like her to attend.

Action: MD to share further updates/ outcomes at the next meeting.

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

The notes from the meeting held on Thursday 21<sup>st</sup> July 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.**

- Patient Transport Services

Action: MD has invited North West Ambulance Service to a future meeting

- FC thanked MD for updating on issues raised at previous meetings and shared an update on a recent hospital appointment experience regarding weighing scales for those who cannot bear weight. **Action: MD has raised this at the Southport & Ormskirk hospital NHS Trust patient experience meetings (see updates) and will share any further updates.**

#### **11. Information exchange/ any other business**

This may be KL's last meeting as a new general manager for Ainsdale Lunch and Leisure is in place. BC thanked KL for his important contributions.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 17<sup>th</sup> November 2022 at 10am

Venue: ZOOM