



# Executive Partnership Board

## Report

**Title:** Older People Partnership Board (OPPB)  
Update for the 2<sup>nd</sup> quarter of 2012 - 2013

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### Report of the OPPB meeting held on 11 September 2012

#### Key Points:

##### 1. Communications with Bucks County Council

Bev Frost, Communications Officer, Adults and Family Wellbeing, reported that she had met with Chris Stanners, Helen Wailing and Chris Reid to discuss the future of the Matrix of Services for Older People. Currently the Matrix was too long and unmanageable, and a different format was needed. The Council will or already be offering the following:

- 'I want to contact' leaflet, which is being delivered to every home in Buckinghamshire in September – October 2012, containing essential telephone numbers and other details for services.

- The In-Touch Service provided advice and information to people with moderate needs, through an outgoing telephone service. A newsletter had been produced and was circulated to all those who had received a telephone call. The newsletter was produced twice a year, and 2000 copies were printed.

Bev suggested that the Matrix of Services for Older People which the Older People's Partnership Board received could be incorporated in the newsletter.

It was agreed that Chris Stanners, Chris Reid, Paul Rogerson, Steven Archibald and Bev Frost would have a separate meeting to discuss the future of the Matrix

## 2. Dignity in Care

Maxine Foster, joint commissioning manager from Bucks County Council, updated the board on the latest developments about promoting the Dignity in Care (DIC) agenda with the following key points:

- A multi-agency working group on Dignity in Care had been established by the Older People's Partnership Board in 2009. The Group had struggled to get participation and had therefore been moved to sit under the Bucks Safeguarding Vulnerable Adults Board.
- Dignity in Care should not be seen as an additional task by care providers, but rather as part of all tasks they already carried out.
- There were eight dignity factors, which were helpful in challenging poor practice: Choice and control; Communication; Eating and nutritional care; Pain management; Personal hygiene; Practical assistance; Privacy; and Social Inclusion.

- In 2010 the Bucks 50 Plus Forum had applied for funding from the Department of Health (DoH), to carry out peer interviews about people's experiences of dignity in care. The final report had been completed in 2011, and was published on the DoH website:
- In 2011 an aim had been set of recruiting 200 Dignity in Care Champions by March 2012. By 1 April 2012 there had been over 300 Champions in place. The Dignity in Care Champions would raise awareness of Dignity in Care among professionals and the public.
- Events had been held in summer 2011 for care providers and domiciliary care providers. Feedback from the events had been very good.
- A national commission had been set up in 2011 to look at the difficulties experienced in implementing the Dignity in Care agenda. It has produced a report called Delivering Dignity – securing dignity in care for older people in hospitals and care homes with 37 recommendations.
- A draft Joint Action Plan for Dignity in Care in Buckinghamshire (across all health and social care organisations) would be circulated in December 2012 and would come to the Older People's Champions' Forum for comment
- 01 February 2013 is National Dignity in Care Action Day, and a showcasing event for good practice will be held in Buckinghamshire. Part of the day will be an awards ceremony, and a session to thank volunteers.
- Board members were encouraged members to sign up to be Dignity Champions and to encourage others to become Champions. Members could also help by providing more feedback on care services, and by taking part in the Dignity Action Day

Paul Rogerson told members that the Older People's Champions' Forum had agreed to have a championing role for Dignity in Care, and that he would be meeting with Chris Stanners and Maxine Foster to discuss this further.

### 3. Work of Vale of Aylesbury Housing Trust to support Older People

Olivia Jackson, Head of Customer Service and Supported Housing, Vale of

Aylesbury Housing Trust (VAHT), updated the board on the work of the Housing Trust with the following key points:

- 11 new purpose-built flats at Willow House.
- Extra care facilities had been put in at Bankside in Wendover, so that as residents' needs became greater, they could stay there longer.
- At Silverdale VAHT was encouraging people to get together for activities, especially those in general needs properties. A lot of tenant profiling had been carried out.
- Staff had been asked to sign up to 'Adopt a Scheme,' which involved staff visiting their chosen scheme a minimum of four times a year. This meant that residents now recognised the staff visiting them, and staff were better able to understand the needs of the people living in the Scheme. People in the schemes felt empowered to contact staff if they needed to.
- The Trust had put in new heating systems with individual thermostats so that residents could adjust the heating to the temperature they preferred.
- Bedsits had been removed, as these were unacceptable. Vacant properties in Wing had been reformatted to include a bedroom,

and had all been let, except one. Removing vacant properties had made the area feel like a community.

- Kitchens have been updated as well. A gardening scheme was in place and caretakers could carry out odd jobs for residents.

In response to questions from members the following were given:

- 68% of tenants were over 55.
- Properties which had already been fitted with disabled adaptations would be used more effectively.

#### 4. Update from Older People's Champions' Forum

Paul Rogerson, Chairman of the Older People's Champions' Forum, reported that:

- A new Terms of Reference had been agreed which made the championing of issues a priority
- The theme of the last meeting had been Dignity in Care
- Other areas which the Forum would be looking at included Communication, Local Provision, Standards of Care (bed moves; feeding; discharge arrangements etc) and Transport / Travel (health, community and recreational).
- The Forum would be acting as a Champion for Dignity in Care

#### 5. Update from Bucks 50 Plus Forum

Chris Stanners reported that:

- A Powerpoint presentation about the Forum was being prepared.
- The Chairman of the Bucks 50 Plus Forum had written a letter to express Forum concerns about the Five Ways to Wellbeing campaign.

- The Forum had received presentations on TV Licensing, Dignity in Care and on Care and Share initiatives. Care and Share initiatives provided care before and after hospital through a not-for-profit, employee-owned franchise company. They were currently operating in north-east England but hoped to extend into Buckinghamshire. However a feasibility study had not yet been carried out.
- The speaker for the September meeting of the Forum would be the Director for Infection Prevention and Control.