

OLDER PEOPLE'S CHAMPION'S FORUM

AGENDA

Date **Tuesday 4 September 2007**
Time **10.00 am**
Venue **Mezzanine Room 3, County Hall, Aylesbury**

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1 Apologies and changes in membership	
2 Minutes To agree the Minutes of the meeting of the Older People's Champion's Group on 3 July 2007 as a correct record	1 - 4
3 Matters Arising	
4 Report on Older People's Conference - 16 July 2007 Sheila Davies, Health Promotion Co-ordinator	
5 Report on Discovery Interviews Pilot Graham Box, Management Consultant	
6 Report on Champion' s Training within Buckinghamshire Hospitals' Trust Anne Banks / Marilyn Park, Buckinghamshire Hospitals Trust	
7 Report on public meeting with health care professionals and panel of service users Pam Bacon, County Councillor and Overview and Scrutiny Committee member	
8 Items for comment from OPPB agenda and minutes	5 - 12
9 The future of the Buckinghamshire Older Peoples' Champion' s Forum - discussion and recommendations	13 - 14
10 Any other business	
11 Date of next meeting 30 October at 2.30 pm in Mezzanine Room 1	

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OLDER PEOPLE'S CHAMPION'S FORUM

MINUTES OF THE MEETING OF THE OLDER PEOPLE'S CHAMPION'S FORUM HELD ON WEDNESDAY 2 MAY 2007 IN MEZZANINE ROOM 2, COUNTY HALL, AYLESBURY, COMMENCING AT 2.31 PM AND CONCLUDING AT 5.00 PM

PRESENT:

Anne Banks, Buckinghamshire Hospitals Trust
Graham Box, Consultant
Sheila Davies, Wycombe District Council
Steve Goldensmith, Voluntary Sector Development Manager, BCC
Freda Roberts MBE, BCC
Chris Stanners, Older Peoples Champions
Kerry Stevens, Head of Service Provision (Adult Social Care), BCC

OTHERS PRESENT:

Lesley Broad, Community Matron, Buckinghamshire PCT
Eric Davis, BOPAG
Sheilah Moore, Democratic Services Officer, BCC

1. APOLOGIES AND CHANGES IN MEMBERSHIP

Apologies for absence were received from Chris Durkin, Frances Finucane, Ryan Mellett, Waveney Munroe, Marilyn Park, Emma Parry, Eileen Springford who would no longer be attending, Dominic Walshe and Rachel Young.

2. MINUTES

The Minutes of the meeting of the Older People's Champion's Group on 1st March 2007 were agreed as a correct record.

3. MATTERS ARISING

Item 3, para 5. The clerk reported that the Executive Partnership Board had been disbanded and replaced by a new group called Adult Commissioners. The Terms of Reference of the Adult Commissioners had yet to be agreed but it was anticipated that the Champion's Forum would continue to report to the Older People's Partnership Board (OPPB) which would, in turn, report into Adult Commissioners.

Item 3, para 6. In terms of monitoring bed moves, Anne Banks indicated that white boards had been erected in each ward displaying the number of bed moves each patient had had. The Hospitals Trust was aiming to keep the number of bed moves below 3. Anne Banks undertook to check with Fiona Coogan about whether the Champion's Forum could be involved in monitoring bed moves.

Action: Anne Banks

Item 3, para 7. There was some discussion around whether there was, in fact, a ward at Stoke Mandeville Hospital for older people with non-specific medical conditions. Anne Banks would speak to Fiona Coogan and clarify the situation.

Action: Anne Banks

The Chairman mentioned that she had not received a recording of the meeting she and Kerry

Stevens had attended with the Hospitals Trust on 4th December regarding the pathway analysis of care provided to a 94 year old lady. Anne Banks agreed to follow up on this.

Action: Anne Banks

With regard to training for hospital staff, Anne Banks commented that a training pack, based on the Leicestershire model, had been developed for Older Peoples' Champions within the acute trust. It was hoped to attract Older People's Champion's from each area of the Trust including staff on the wards, from pharmacy, radiology, portering staff, receptionists etc. An open day was currently being planned for September to which partner agencies would be invited including the County Council, PCT and older people themselves.

Item 7, final para. Anne Banks undertook to follow up on whether the use of focus groups was being considered with a view to informing improvements to the complaints system.

Action: Anne Banks

Item 9, para 3. It was reported that Sheila Davies and Chris Boulter had had a useful follow-up meeting about the Bucks Older People's Forum (BOPF) website. However, the funding for the administration of the website had run out and additional funding was required. Steve GoldenSmith indicated that he might have access to a potential source of funding and would discuss this further with Sheila Davies outside of the meeting.

Action: Steve Goldensmith

Item 11, para 2. The Chairman reported that the issue about conference attendance being limited to the OPAGs had been addressed.

4. REPORT ON THE TRAINING PROGRAMME FOR COMMUNITY MESSENGERS

Steve Goldensmith, Voluntary Sector Development Manager, informed the meeting that two six-week training courses for community messengers had been run. Community messengers were people in regular, social contact with older people who could act as a sign post to available services to their own network. The first course had focussed on access to County Council services, with the second including access to District and PCT services as well. Informal evaluation of the training had been positive and a review meeting would be held in two months time to assess how useful the information provided had been in the time since the training had been held. Officers were looking into how the training could be rolled out in the 19 "Getting Closer to Communities" areas and the OPAGs had been contacted in this regard. There had been some discussion about appropriate branding with "community links" being the most popular. However, this could easily be confused with other initiatives of a similar name. In response to a question, it was explained that community messengers would provide information to those they naturally came into contact with and were not being more widely publicised as information points.

5. REPORT ON THE DISCOVERY INTERVIEWS PROGRAMME AND LINKS TO THE DIGNITY IN CARE INITIATIVE

Graham Box reported that there were four pairs of interviewers, all of them older people, who had now been trained to carry out discovery-type interviews with older people who had been inpatients at the Acute Trust or who attended the Day Hospital. The project had benefited from the active support of Fiona Coogan, Marilyn Park and Annie Banks from the Hospital Trust who would be responsible for recruiting patients and delivering service improvements as a result of the findings. One pilot interview had already been carried out by Chris Stanners which provided some really important and significant insights. Three specific points had emerged:-

- the patient not being given a list of medication with instructions about what to take when, when being discharged
- the patient expressing the need to tidy the house before receiving assistance from social services
- routine padding of patients over night

Anne Banks responded that at Wycombe Hospital there was a form on the ward for each patient about what medication to take and when. This should be explained to the patient and sent home with the patient when discharged. Another member of the Forum suggested that this was not happening at Stoke Mandeville Hospital. It was agreed that Graham Box would e-mail Anne Banks about the findings of the first discovery interview and request a response in writing to the issues raised.

Action: Graham Box and Anne Banks

Anne Banks indicated that she had already spoken to staff, management and night nurses with regard to the routine overnight padding of patients. She had. Notices had been displayed in the staff room and spot checks were being undertaken.

Members were informed that the Hospital Trust would write to each interviewee once the interview had been concluded thanking them for their contribution and informing them of action taken to address the issues raised.

It was noted that the Acute Trust was already addressing the medication documentation and the dignity issues raised and the Champions felt that it would be valuable if the OPPB could consider the issue of cleanliness and its importance in the lives of older people. It was agreed that Graham Box would submit an interim report to the next meeting of the Older People's Partnership Board and a final report would be submitted once all the interviews had been concluded.

Action: Graham Box

Freda Roberts agreed to raise the issues arising out of the discovery interviews with County Council Members through the Adult Social Care Policy Advisory Group and Public Health Services Overview and Scrutiny Committee.

Action: Freda Roberts

6. REPORT ON PLANNING FOR THE BUCKS OLDER PEOPLE'S FORUM CONFERENCE ON 16 JULY 2007

Sheila Davies updated members on planning for the next Older People's Conference entitled *Speaking Out - Making Changes* taking place on 16 July at Chartridge Conference Centre in Chesham. It was anticipated that there would be about 100 delegates and funding carried over from last year would be used to pay this year's costs.

There were two speakers on the agenda – Matt Biggs talking about the principles behind transformational government and Graham Box speaking about Dignity in Care. Five workshops were planned around the themes of supported living, home and neighbourhood, health, finance and leisure. Art and sculpture exhibitions would form a backdrop to the conference. In response to the previous year's feedback every effort was being made to ensure that members of the community were the focus of the event with professionals playing a supporting role. The conference would look at different mechanisms used to engage older people in designing services and whether these mechanisms had proved effective or not. Chris Boulter was co-ordinating development of a reference group for services to use for consultation purposes.

7. PRESENTATION FROM A COMMUNITY MATRON

Lesley Broad, Community Matron, gave a short presentation on the community matron service within Buckinghamshire. She covered the national targets, public service agreement targets, the vision for the service, the role of the community matron, access criteria and the overall picture of service provision. (A copy of the presentation is appended to the Minutes.)

It was noted that access to the service was by GP referral only. The community matron service focussed on preventing admissions to hospital. However, communication with secondary care was highlighted as an issue, with the community matron not always being made aware of their patients being admitted.

The Chairman thanked Lesley Broad for a very informative presentation.

8. TERMS OF REFERENCE OF THE CHAMPION'S FORUM - DISCUSSION ON HOW THE CHAMPION'S FORUM SHOULD BE EVALUATED

Members received and considered the draft Terms of Reference for the Champion's Forum. A discussion took place on the future of the Champions Forum and its relationship to the Buckinghamshire Older People's Forum (BOPF). The following key points were made:

- Additional representation on the Champion's Forum was essential. The invitation to the OPAGs to send representatives to the Champion's Forum would be restated.
- Kerry Stevens asked the Champion's to put forward a proposal on their requirements in terms of keeping the group enlivened
- The Champion's Forum should hold the OPPB to account in terms of delivering on key issues such as concessionary fares and surcharges being applied for single older people when going on holiday
- The Champions agreed to take a proposal to BOPF regarding taking forward key issues like transport

9. CONSIDERATION OF ITEMS ON THE OPPB AGENDA FOR THE 10 MAY 2007

No comments were made on this item.

10. ANY OTHER BUSINESS

None.

11. DATE OF FUTURE MEETINGS

3 July – 10.00am in Mezz 3

4 September – 10.00am in Mezz 3

30 October – 2.30pm in Mezz 1

Chairman

OLDER PEOPLE'S PARTNERSHIP BOARD

AGENDA

Date: Monday 10 September 2007
Time: 2.30 pm
Venue: Mezzanine Room 2, County Hall, Aylesbury

	Timing	Page
1 Apologies	2.30pm	
2 Minutes To agree the Minutes of the meeting of the Older People's Partnership Board on 10 July 2007 as a correct record	2.32pm	1 - 6
3 Matters Arising	2.35pm	7 - 8
<u>For information reports</u>		
4 Report back on ambulances picking people up who fall Jane Taptiklis and Catherine Erbetta	2.45pm	9 - 12
5 Redesign of Community Services Emma Parry	2.55pm	13 - 22
6 Action 5 - to address the failure of the market to deliver the types of products and services that older people want Sheila Davies and Chris Stanners	3.05pm	Verbal
7 Progressing the Housing agenda Martin Holt	3.10pm	23 - 30
8 Report from the Diversity Sub-Group Report from Muriel Alleaume	3.20pm	31 - 38
9 Dementia Cafe Ken Dorling	3.30pm	39 - 40
10 Extra Care Housing Ojalae Jenkins	3.40pm	41 - 42
<u>For decision reports</u>		
11 OP Strategy and Action Plan Refresh Jane Taptiklis	4.00pm	43 - 54
12 Any other business	4.20pm	
13 Date of next meeting 7 November 2007 at 2.30pm in Mezzanine Room 2.	4.30pm	

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Buckinghamshire County Council

Minutes

OLDER PEOPLE'S PARTNERSHIP BOARD

MINUTES OF THE OLDER PEOPLE'S PARTNERSHIP BOARD HELD ON TUESDAY 10 JULY 2007, IN MEZZANINE ROOM 2, COUNTY HALL, AYLESBURY, COMMENCING AT 10.02 AM AND CONCLUDING AT 11.57 AM.

MEMBERS PRESENT

Patricia Birchley, Buckinghamshire County Council
Mike Corns, Culture and Learning, BCC
Ken Dorling, Alzheimer's Society
Steve Goldensmith, Team for Older People, BCC
Martin Holt, Chiltern District Council (VC)
Claire Oaten, OBMH
Emma Parry, Buckinghamshire PCT
Peter Ramcharitar, Buckinghamshire Hospitals Trust
Freda Roberts MBE, Liberal Democrat Spokesperson for Older People
Chris Stanners, Older Peoples Champions
Kerry Stevens, Head of Service for Older People, BCC
Stephen Stych, NSF Co-ordinator, BCC
Jane Taptiklis, Buckinghamshire PCT (C)

OTHERS PRESENT

Stuart Townsend, Buckinghamshire PCT
Charlotte Watts, BCC

1. APOLOGIES

Apologies for absence were received from Angie Blackmore, Alison Bussey, Jo Brader, Neil Comley, Sheila Davies and Barbara Eccleston.

2. MINUTES

The Minutes of the meeting of the Older People's Partnership Board on 9 May 2007 were confirmed as a correct record.

3. MATTERS ARISING

Matter Arising

Jane Taptiklis reported that she was still to pursue the issues around hospital care for a 94 year old lady from a commissioning and contractual perspective.

Action: Jane Taptiklis

Chris Stanners and Sheila Davies had not yet had the opportunity to meet with Pat Ward to

discuss the failure of the market to deliver the types of products and services that older people wanted, but hoped to do so soon.

Action: Chris Stanners and Sheila Davies

Strategy 4 - transport issues

Kerry Stevens indicated that he would e-mail the programme manager of the Joint Improvement Board regarding the involvement of older people in decisions about waste and recycling.

Action: Kerry Stevens

Neil Comely had previously agreed to write a letter about his role offering to be the main point of contact between older people's action groups and the voluntary sector and transportation. Members were uncertain whether or not this action had been completed and it was agreed to receive an update on this action at the next meeting of the board.

Action: Neil Comely

Mental Health Liaison – County Wide Service

The clerk undertook to remind Eryl Davies that she had agreed to arrange for Sharon Boudy to address the OPPB about depression in older people.

Action: Sheilah Moore

OP Strategy and Action Plan Refresh

It was noted that the Terms of Reference for the Adult Commissioners had not yet been finalised and would be circulated in due course.

Action: Sheilah Moore

Future chairing arrangements

It had previously been agreed that the chairmanship would operate on a rolling basis and the Terms of Reference of the OPPB had been updated to reflect this. A member was concerned that the voluntary sector's opportunity to chair the meeting was not lost.

Any Other Business

There was some discussion around lifting frail people who fell in their own homes. Health or social care staff were no longer able to call an ambulance to lift frail people up without being charged. Kerry Stevens indicated that he was in discussions with the ambulance trust about this, but made it clear that social care could simply step in to fill the gap. It was agreed that Kerry Stevens would raise the issue at the Adult Commissioners meeting.

Action: Kerry Stevens

4. OP STRATEGY AND ACTION PLAN REFRESH

Members made a number of amendments to the Older People's Action Plan. The revised document would be brought back to the next meeting of the OPPB for agreement. The Chairman requested that all members take time to review the action plan prior to the September meeting.

Action: All members

With respect to action 3.3 of the Older People's Action Plan, Jane Taptiklis agreed to write on behalf of the OPPB to Buckinghamshire PCT with a proposal about Older Peoples Champions to be in GP surgeries to promote Older People's issues with doctors and nurses and to ensure that Older People are "listened to."

Action: Jane Taptiklis

With respect to action 5.4, Jane Taptiklis undertook to write to Town and Parish Councils on behalf of OPPB to find out if all allotments were, in fact, let.

Action: Jane Taptiklis

With respect to action 5.8 Steve Goldensmith agreed to follow up with financial services providers such as Business Link about courses on offer.

Action: Steve Goldensmith

The meeting requested that Sheila Davies clarify the meaning of action 5.9.

Action: Sheila Davies

5. PROGRESS ON IMPROVED SUPPORT FOR OLDER CARERS

Members received and considered a report from David Richardson, of Carers Bucks. It was noted that Carers Bucks had recently secured funding for a new post – an Older Person's Advocate – from Comic Relief to the value of £96,000 over three years. The new job would be based in Carers Bucks' Wycombe Carers Centre and the post holder would commence work on 13th August 2007. The role would provide advocacy and support to individual older carers to enable their needs and the needs of their loved ones to be met, including advocacy to GP and other health services, social services, legal and financial agencies, respite and residential care providers. In essence, the service aimed to help older carers identify the information they required and supply it in the most appropriate form to them, signposting them and advocating for them to other relevant agencies where appropriate.

6. NSF UPDATE

Members received and considered an update report from Steve Stych and noted developments on various fronts but recognised the continued struggle with some key services that needed an integrated approach.

Steve Stych drew members' attention to the difficulties being encountered by the Champions in terms of inadequate representation and attendance at meetings. In particular, non-executive director representation from Buckinghamshire PCT was sought. Chris Stanners informed the meeting that a review of the Champions' Forum was underway and a consultation document had been sent to stakeholders. The Champions would be meeting in September to discuss the results of the consultation and decide on the way forward. It was agreed that all members of the OPPB would feed back to their various organisations on the need to field additional Champions and report back to the next meeting of the OPPB.

Action: All Members

Emma Parry agreed to provide some information from the national champion's network to be circulated with the Minutes of the OPPB meeting and Steve Stych undertook to supply information work on being done to promote Dignity in Care Champions.

Action: Emma Parry, Steve Stych and Sheilah Moore

7. VOLUNTARY SECTOR PARTNERSHIP GROUP

Steve Goldensmith reported that it was taking a long time to develop a voluntary and community sector OPPB sub group due to the involvement of voluntary sector in a wide range of other County, District and Health Initiatives. An advert for the group had been published in recent copy of the Big Times, but unfortunately, there had been very little response. Subsequently, further discussion had been held with Voluntary Impact to take the initiative forward and had identified actions for the next 9 months. Two series of regular meetings would take place in the form of a Small Voluntary & Community Group Network and a Key Provider Group Network. The meetings would feed into OPPB via either Steve Goldensmith or another representative of the groups.

Martin Holt asked about how this tied in with the Older People's Forum Thematic Partnership being proposed by Chris Walkling. Steve Goldensmith conceded that there would be some overlap but he considered it to be a productive overlap. Steve Goldensmith agreed to discuss similarities and synergy with Chris Walkling and explore the possibility of Chris Walkling

attending a future meeting of OPPB to discuss his proposal further.

Action: Steve Goldensmith and Chris Walkling

8. REDESIGN OF COMMUNITY SERVICES

Emma Parry updated members on developments with regard to the redesign of community services.

- For unscheduled care Harmoni had been commissioned to develop a single point of access and to serve as a signpost for patients to the most appropriate services.
- The PCT was working to ensure equity of access to community hospitals and that they were fit for purpose. Service provision needed to be enhanced and inappropriate admissions avoided.
- Integrated community teams linking with the acute trust and GP surgeries were being developed to prevent readmissions and inappropriate admissions.
- Every effort was being made to manage risk and make effective use of resources in the community.
- A consultancy had produced a report on the equitable delivery of services across Buckinghamshire.
- Out of hours nursing services would now be provided by Harmoni to allow for flexibility in determining the skill mix of staff required to meet out of hours needs.
- A framework for redesign work was being developed.

Emma Parry extended an invitation to the OPPB to nominate representatives to join the redesign group. Representation from social care, in particular, would be most welcome.

In response to a question about a potential reduction in the number of district nurses, Stuart Townsend replied that previous plans to do so had been shelved. A member enquired as to whether the consultation around the redesign had been completed. Stuart Townsend indicated that Overview and Scrutiny had been very involved in consultation on the redesign and that the PCT was now merely proposing to change the way the same services were delivered. Older People had participated in reference groups as had representatives from the patient and public involvement forums.

Emma Parry undertook to provide a formal report on the redesign to the next meeting of the OPPB along with a copy of the consultant's report.

Action: Emma Parry

9. ACTION 5 - TO ADDRESS THE FAILURE OF THE MARKET TO DELIVER THE TYPES OF PRODUCTS AND SERVICES THAT OLDER PEOPLE WANT

This item was deferred to a future meeting of the OPPB.

Action: Sheila Davies and Chris Stanners

10. REPORT BACK ON PROPOSED POST OFFICE CLOSURES

The report on proposed post office closures was noted.

11. ACCESS AND SYSTEMS GRANT

The update from Kate Walker was noted.

12. LISTENING TO CARERS DVD

The information about the availability of the listening to carer's DVD was noted.

13. ANY OTHER BUSINESS

Charlotte Watts circulated information on tackling bogus callers, aimed at assisting older people and vulnerable to reduce the risk of being burglarised. She explained that a conference on crime and the fear of crime had recently been held and the community safety team would be represented at the Older People's conference on 16th July. Community Safety days had been held in all but 2 of the GC2C areas. Charlotte agreed to circulate information on how to stop cold callers and 'junk' mail to all members of the OPPB.

Action: Charlotte Watts

Members agreed that there should be an action around crime and the fear of crime in the older people's action plan and Steve Goldensmith and Charlotte Watts undertook to draft an action for the action plan.

Action: Steve Goldensmith and Charlotte Watts

14. DATE OF NEXT MEETING

10 September at 2.30pm in Mezzanine Room 2, County Hall, Aylesbury.

CHAIRMAN

The Future of Champions for Older People in Buckinghamshire

Introduction

This paper summarises the conclusions from the recently completed review of the future of champions for older people. The Champions Forum is asked to support the recommendations which are important to give the champions more influence and, in turn, to improve the care and services provided to older people in the county.

Responses

Replies were received from Buckinghamshire Hospitals NHS Trust, Buckinghamshire Primary Care Trust Public Health Directorate, Buckinghamshire County Council Culture and Learning, South Bucks District Council, Buckinghamshire County Council Voluntary Sector Development Manager, Oxfordshire and Buckinghamshire Mental Health Trust, the former chairman of Buckinghamshire Older People's Forum and the Patient and Public Involvement Forum.

In order to produce this paper, the responses were then discussed with Steve Stych (Project Manager for implementation of the National Service Framework for Older People), Chris Stanners (current acting chairman of the Champions Forum), Sheila Davies (Health Promotion Coordinator, Wycombe District Council) and Graham Box (independent consultant).

Key findings

1. There was a strong feeling that we should continue with the Forum but amend its practices.
2. The current remit received broad support, namely
 - To collate views and issues that are of concern to older people and to use these as the basis to influence decisions and service delivery
 - To monitor the actions and decisions of the Older People's Partnership Board
 - To promote public health and the prevention agenda and to facilitate understanding among the public and the professionals of the key issues that relate to the health and well-being of older people
3. The current formal membership was considered right although some noted the need for greater engagement with voluntary sector organisations and we also need to be mindful of the likely formation of Local Involvement Networks to replace the PPI Forums. Most organisations are still considering who should represent them.

4. Respondents recognised the value of a lay person acting as chair but also highlighted the benefits that could come from a “professional” chairman so that the work is linked to all the right strategies and to improve the flow of information.
5. Only one person felt that six monthly meetings were preferable. The remainder were split between quarterly and the current two-monthly interval.

Recommendations

- A. A database of champions for older people should be created with champions across all levels of organisations in Buckinghamshire. This wider network should be kept informed of key issues relating to the work of the champions and to older people in the county.
- B. Sufficient administrative and managerial support has to be in place to undertake this work, which will involve identifying and approaching prospective champions so that they are clear about their role.
- C. The Champions Forum needs reinvigorating and during this period it should be co-chaired by a senior professional who can help to make the necessary linkages and raise the profile of the champions.
- D. Each Champions Forum meeting should have a clear theme and focus with suitable speakers invited and time allowed for discussion. Some of these themes will follow directly from the messages that came out of the peer interviews that are being carried out (see separate paper).
- E. All staff and older people should be aware that they can approach champions for older people with issues of concern and these issues should be brought to the Champions Forum as part of the Agenda of themed meetings where appropriate.
- F. Training should be available to the Champions.
- G. The meeting is asked to decide whether it would prefer meetings at two or three monthly intervals.

Conclusions

The champions have an important role to play in improving the care and services provided to older people in Buckinghamshire. Professional champions should raise the profile of services for older people, argue for better preventive strategies and ensure proper planning for the major demographic changes currently taking place. Lay champions can provide a voice for older people that might otherwise go unheard, challenging providers and commissioners and holding the Older People’s Partnership Board to account. If we can get it right, the Champions Forum should play an important role in coordinating and motivating that activity.

Graham Box
31st August 2007