

Older Peoples Partnership Board (OPPB)

Monday 11th March 2024, 11-1pm, Hybrid Zoom meeting at The Maple Centre, Oak Drive, Huntingdon PE29 7HN. (Independent members pre-meeting 10.30am).

Useful Acronyms

ASCF – Adult Social Care Forum

CCC – Cambridge City Council

PCC – Peterborough County Council

ICB – Integrated Care Board

ICS – Integrated Care System

ILS – Independent Living Service

What We Discussed

- 1) Welcome, Introductions and Apologies – Brian Walker, OPPB Chair
- 2) Independent Member Feedback – Living well for longer and gym attendance
- 3) Healthy Places Joint Strategic Needs Assessment – Bryn Hilton, Public Health
- 4) Older Peoples Services Update – Belinda Child, Adult Social Care Operations PCC
- 5) Care at Home in Peterborough, Commissioning Update – Ruth Miller, PCC
- 6) Adult Social Care Forum and other meeting highlights – Graham Lewis
- 7) Last meeting notes – 11th December 2023 and Action Log Updates – Graham Lewis
- 8) Any Other Business – Date of next meeting Mon 10th June 2024, in person, venue tbc.

1) Welcome, Introductions, Apologies and Housekeeping – Brian Walker, Chair

- Brian Walker, OPPB Chair and Graham Lewis, Healthwatch welcomed all, including – Chima Amiaka New Commissioning Manager for Homecare & Extra Care, PCC.
- Margaret and Brian requested future meeting be held in person, venue tbc.
- Rebecca Spalding-Green requested permission to record (for note taking only).

2) Independent Member Feedback – Living well for longer & gym attendance

- SE is frustrated that told all sorts of services and options are available to her but as doesn't require the level of service she would be offered (ie doesn't need someone to assist getting dressed etc) finds after applying she isn't eligible. Adding that due to very poor mobility has bought lots of equipment to support her independent living but at her age it is a very difficult situation and this frustration does not help.
- Positive news – SE has returned to the gym after a Health and Safety incident occurred prior to Christmas. Feel the staff listened to her feedback and do care. By attending the gym feels mental and physical health improves/ stabilises.

3) Healthy Places Joint Strategic Needs Assessment- Bryn Hilton, Public Health

What is a Joint Strategic Needs Assessment (JSNA)?

- Reviews the wider determinants of health – the Community, the environment and economy where you live and how this affects you.
- Analyzing data, reviewing evidence, looking at current service provision, having stakeholder engagement, identifying gaps and sharing recommendations.
- Joint = Multi-agency working (local/ combined authority, ICB, academics, public etc)
- Strategic = Aiming to influence whole local system (not just a single organisation)
- Needs Assessment = Reviewing the health status of a certain group/ groups with respect to a specific topic ie older people, disabilities, carers needs.

Healthy Places JSNA Aims to ...

- Create system-wide recommendations to support the development of healthier, easy to access and inclusive communities across Cambs and Peterborough.

JSNA Timeline

- Now – April Community Survey open.
- April, May, June – attending Healthwatch Partnership Boards, Health & Care Forums.
- June/ July – pulling together, creating, bringing JSNA to Health and Wellbeing Board.
- Autumn 2024 – Agreed recommendations to form actions in Cambs & Peterborough.

How you can help – Community Survey (Closing date – Monday 15th April 2024)

- Aiming to better understand how residents value different aspects of their local built environment and to assess if this aligns with their current access.
- Online survey link: [Have your say on creating Healthy Places | Healthwatch Cambridgeshire](#)
- Paper copy available in Cambs and Peterborough libraries or via Healthwatch (For further details refer to the full presentation slides emailed prior meeting).

Comments, Questions and Answers

- BW – Aging highlights the increased need for social interaction as less able to go out. ie older people are entitled to a bus pass but that presupposes you can access a bus service near you. Cutting down chances of getting/ attending health appointments.
 - Alison Bourne noted Care Together have also found many older people talk about transport being a major barrier to social isolation.
 - Mentioned many villages have volunteer car schemes, which will take people to GP appointments but recognized they don't cover every area.
- Q** MM how important does Bryn see transport and meeting people on peoples welfare?
- A** It's a balance. Agreed transport for people meeting up, having in person meetings has a lot of benefits for social interactions, productivity etc however it can exclude people who cant make it and theres environment considerations too.

ACTION: Circulate the Community Survey link.

4) Older Peoples Services – Belinda Child, PCC and Alison Bourne, CCC

Belinda Child, Adult Social Care Operations – Peterborough City Council

- Work continues on Self-Assessment Document and preparations for unannounced CQC inspection – looking at waiting times and ensuring learn from other inspections.
- All Age Carers Strategy – now out.

Comments, Questions and Answers

Q What are the current waiting times for initial referral interventions?

A For Adult Learning Help contact through front door approx. 2500 a month, of this 70 people are waiting 5 weeks for initial assessment.

Alison Bourne, Accommodation Commissioning – Cambs County Council

- Message from Graeme Hodgson Care Together – announcement coming soon about new pot of seed funding of £250,000 for small voluntary organisations that support older adults to bid for, across Cambridgeshire (including rural areas).
- Care Micro-Enterprise directory is now live. CMEs are people providing older adults personal, local care. The directory aims to make it easier for people to find services.
- Visit [The Care Micro-Enterprise directory \(CME\) - Cambridgeshire County Council](#) for more info.
- Recommended [How Are You Cambridgeshire and Peterborough | H.A.Y. Home \(haycambspboro.co.uk\)](#)

5) Care at Home in Peterborough, Commissioning Update – Ruth Miller, PCC

Review of current contract and areas for development

- The existing contract is ending March 2025, so go to market summer 2024 to be able to award and start new contract with new providers by March 2025.
- Closed Framework – contract we go to market with once, and the providers that are on there are there for the duration of the contract, in PCC this is up to 10yrs, till 2028.
- ✓ Benefits – means can work with specific providers closely, maintain quality and relationships, as well as the same terms and costs.
- × Negatives – can be difficult as it means if there are providers who leave the market or who we no longer want to work with, then we can only work with those that are left.
- × PCC lost 27% of providers so, now use PCC framework first, and then CCC dps.
- Market change over time, now get multiple care agencies bidding for same package.

Current Commissioning Issues...

- × Specialist care difficult to source (children's, mental health, learning disabilities).
- × Hard to fill packages in rural areas or contracts including homecare/supported living.

Want to hear from people who use PCC services:

- Q **What do you think works well in homecare?** Choice and control over provider, short waiting times to start care, kind and caring staff.
- Q **What could our providers do better?** Late calls, lack of communication from the agency's office, not being able to choose specific call times.
- Q **How can we make sure we keep doing the good things, and what can we do to ensure providers improve?** The tender – questions ask providers when they bid, the evidence they provide to demonstrate the quality of care delivery/ quality threshold. Terms and conditions – include requirements in the specifications and contract for providers to adhere to and hold them accountable to.
In the quality monitoring – KPI's, data returns, regular meetings, monitoring visits.

Comments, Questions and Answers

- Homecare users are very reluctant to comment whether service is good, bad or indifferent. People would rather receive a bad service than risk losing it.
- Lynne Hayden Age UK Cambs and Peterborough said the most common issue they are aware of is frustration over times – not being able to choose call times, getting up/ going to bed being out of the cared for control.
- Q Are surveys anonymous so cared for don't have to worry about repercussions or getting carers into trouble if late attending etc?
- A Online and paper forms are anonymous unless choose to include contact details. But difficult when social workers do reviews who always ask about care provider.

ACTION: To share info with Peterborough Health & Care Forum, to attend future meeting?

6) ASCF and meeting highlights – Graham Lewis & Rebecca Spalding-Green

Healthwatch Health and Care Forums – Everyone welcome!

- Public meetings every 2months, bringing together service users & service providers.
- Various topics discussed in hearing from local people about how things are working.
- For further info visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#).

Peterborough Forum – January 2024

- ✓ Mental Health Community Connectors Work and 1 year contract discussion.

Next Meeting: Thursday 28th March 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

Cambridge and South Cambridgeshire Forum – February 2024.

- ✓ Headway Cambs & Peterborough Restart, East of England Anglia Ambulance Service.

Next Meeting: Wednesday 3rd April, 10-12, Venue TBC.

Fenland and East Cambs – February 2024.

- ✓ Your feedback – Professor David Croisdale-Appleby Head of Healthwatch England.

Next Meeting: Thursday 11th April 2024, 10-12, venue TBC.

Huntingdonshire – January 2024 and March 2024.

✓ Intermediate Care Update – Olawale Olanrewaju, Integrated Care Partnership.

Next Meeting: Tuesday 7th May 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

ASCF – Adult Social Care Forum

- Shared all PBs updates with Carole Williams (CCC) and Emma Middleton (PCC) for actions to be followed up and info shared with Social Care Management Teams.
- Had an interesting presentation on Early Intervention & Prevention in Peterborough.

Chair of Healthwatch England Meeting

- Thursday 8th February 2024 PB members met with Professor David Croisdale-Appleby.
- GL discussed all PBs facing travel issues, impacting abilities to access all services.
- Ken Chung (OPPB) mentioned doctor appointment access issues, and the inability to get one in the format you would like – ie online not suitable in every situation/ for all.
- Professor David Croisdale-Appleby recognised the huge impact travel issues have on peoples health/ social wellness. And with doctor appointments has been saying to Health Leaders, these need to be available in the format people need them.
- He thanked everyone for their efforts saying he'd 'learnt a great deal from his visit, gaining a further awareness of the scope and impact of work HW is involved in.

7) Last meeting notes – 11th Dec 2023 and Action Log Updates – Graham Lewis

GL took minutes as read. Action Log Updates:

- **58) 59) 60)** (Access to GP Surgeries, Rural Community Transport Work and Cost of Living) the boards 2023 priority work areas continues. **Gavin Moulton, Combined Authority said 'no further plans for developing Community Transport sector other than volunteer recruitment and continuing to promote services that currently exist'.**
- **62/63)** Social Prescriber/Care Together (Community Micro-Enterprises) visit pending.
- **66)** Recruitment for new members of the OPPB, GL to follow up with Melanie Pittock (Age UK) and Wendy Dunn (Alzheimers) for joining groups with OPPB.
- **67) 68) 69) 70) 71) 72)** **Information passed on. Health & Wellbeing of Nepalese people in Peterborough no response to contact made, actions to be removed.**

8) Any Other Business – Next meeting in person, only.

Date of next meeting

Date: Monday 10th June 2024

Time: 11am to 1pm, **Pre-meeting removed.**

Venue: Venue to be confirmed.