

Older Peoples Partnership Board (OPPB)

Monday 11th September 2023, 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, Apologies and Housekeeping
- 2) Feedback from Independent Members
- 3) Feedback from other meetings – ASCF and Healthwatch Health & Care Forums
- 4) Older People's Day Opportunities – Claire Cluer
- 5) Making Connections – Nick Sanderson
- 6) CQC Assurance Process – Fran Marshall
- 7) Older Peoples Services Update – Kirstin Clarke or Elaine Park.
- 8) Recap of previous meeting Monday 12th June 2023 and Action Log Updates.
- 9) Summary of highlights identified during the meeting for Adult Social Care Forum.
- 10) Any Other Business – Healthwatch Summit Invites

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

Brian Walker, Chairman and Graham Lewis, Healthwatch welcomed everyone to the meeting, introductions and apologies. Rebecca Spalding-Green requested permission to record the meeting via Zoom/ on a Dictaphone for the purpose of the minutes.

2) Feedback from Independent Members – Hospital Communication Fail

MM had an appointment scheduled in Hinchingsbrooke Hospital, it fell on a Consultant strike day. Unsure if the procedure would be going ahead, called Hospital and got through to a department message, that didn't advise anything relevant. Called again and put through to cardiologists secretary voicemail saying unavailable for 48 hours. MM did not attend appointment presuming it was cancelled. MM frustrated there was no way of contacting the hospital for information, with the appointment being wasted.

BW highlighted several issues

- **Hospital Discharge** – information and communication to both patients and family is poor, so still hearing of people having very bad experiences.

- **Digital Exclusion** – Although more services to improve their digital capabilities are being offered and taken up, there is still the issue of cost/ capability for many.
- **Bank Closures** – People can't access cash. When branch closes customers advised to access Post Offices but lots of those have also closed. People now traveling further, concern is for older people living in rural areas with very limited public transport.
- **Transport** – With limited public transport people are struggling to get around socially, access support and for health related services ie Hospital Appointments.

Older People Partnership Board Meeting Type Discussion

- BW asked as Hospital discharge, digital exclusion, bank closure and transport difficulties are long standing problems, should the board continue to raise them? BW noted other organisations specifically supporting older people face similar battles getting improvements and changes implemented to be a slow and arduous process.
- MM asked if the cost of holding a OPPB was it worth it, or to reduce costs and assist professionals to easily attend, should these meetings be online only?
- PMC commented increasingly in the past decade Central and Local Governments, Health Authorities and Local Foundation Trusts etc have been spending a lot of money on change, instead of actions. For example splitting Cambs & Peterborough Social Services. Suggesting the OPPB considers becoming more political, about how the inadequacy's we see/ experience are approached and highlighted.
- GL asked anyone with any suggestions for thoughts of meeting type/ agenda options to get in touch, and could run a separate task and finish group addressing this.

Age UK – Melanie Pittock

- ✓ Referring to the last update (the negative impact of the County Councils introduction of ventilation monitors, limiting attendance capacity and causing waiting lists). MP confirmed restrictions had been lifted last month with capacity filling back up (but noting public transport issues are limiting more people from being able to attend).

3) Feedback from other meetings: Adult Social Care Forum – Graham Lewis

Adult Social Care Forum (ASCF) – Graham Lewis

- ✓ First time in 9 years a councillor attended an ASCF meeting. Councillor Richard Howitt shared an update on councils priority objectives matching what PBs commenting on. (OPPB PB priorities: GP Surgery Access, Rural community transport and Cost of living).

Healthwatch Health & Care Forums Updates – Graham Lewis

Public meetings taking place every 2 months, bringing together service users and service providers – like the hospital trusts, care teams and the ambulance service. Discussing different topics, wanting to hear local people's views about how things are working. If you would like to join regular mailing lists for any of the Health and Care Forums, let us know.

Huntingdonshire Forum – 4th July, Great Stukeley Village Hall, PE28 4AQ.

- ✓ Virtual Wards Presentation & NHS Breast Screening Service discussion.
- ✓ Integrated Neighbourhood Updates and Care Together–Care Micro Enterprises intro.
- ✓ Feedback from Local Patient Participation Groups.

Peterborough Forum – 27th July, The Fleet Centre, Peterborough, PE2 8DL.

- ✓ HUC 111 Service and Integrated Neighbourhood Explanation Presentations.
- ✓ NorthWest Anglia Foundation Trust, Cambs & Peterborough Foundation Trust Updates

Cambridge and South Cambs Forum – 2nd August, 10–12, Online Zoom meeting.

- ✓ Presentation: Care Together Project– Care Micro Enterprises.
- ✓ Cambridgeshire and Peterborough Foundation Trust (CPFT) update.
- ✓ Feedback from Local Patient Participation Groups.

Fenland and East Cambs – 10th August, Queen Mary Centre, Wisbech, PE13 2PE

- ✓ Update from Queen Elizabeth Hospital.
- ✓ Cambridgeshire Community Services (CCS) and Continence Service Update.

Upcoming Health and Care Forums

- Huntingdonshire – 5th Sept, 2–4pm, Great Stukeley Village Hall, PE28 4AQ.
- Peterborough – 28th Sept, 10–12, The Fleet Centre, Peterborough, PE2 8DL.
- Cambs & South Cambs – 4th October, 10–12, The Cherry Trees Club, Cambs, CB1 2LT.
- Fenland and East Cambs – 12th October 10–12, Queen Mary Centre, Wisbech, PE13 2PE.

Visit: [Events | Healthwatch Cambridgeshire](#) or [Events | Healthwatch Peterborough](#) for more info.

4) Older Peoples Day Opportunities Transformation Project – Claire Cluer

Older People Day Opportunities are being reviewed because...

- It has been several years since the current model was reviewed.
- Historical Day Opportunities arrangements that have never been questioned.
- Disproportionate funding across the area, with some Day Opportunities underutilized.

Developing a new approach to commissioning Day Opps by reviewing data from ...

- Interviews with OPs attending services, their carers, & inhouse staff surveyed.
- A carers survey to those supporting people who attend current day opportunities.
- Place-based commissioner's feedback from working in each district, talking to Ops.
- The demographics for each district including projected older people population data.

Older People Day Opportunities should...

- Provide a sense of purpose and help connect people to their local community.
- Offer a place to make new friendships with people with similar interests.
- Open more than 1 day a week and not call themselves a 'day service'.
- Give people choices, including varied activities or specific interest groups.
- Include longer services for carer respite (e.g., if once a week, then be a full day)
- Recognises need for varying types of day opportunities, matching community needs.

The new approach will see the Council...

- Separate budget and services to support people with eligible care & support needs and people not entitled to care packages but still having support needs.

Themes and comments from Results so far...

- Have had over 260 responses (220 approx from the public and other organisations).
- Appreciation of Day Opportunities so don't want funding 'cut' from current services.
- Recognition of the importance and lack of transport
- A desire to see different activities offered.
- Highlighting the importance of isolated people knowing what services are available.

CC summarised the timeline of the next steps, aiming for New Day Opportunities to be in place as of April 2024. **Action: GL to circulate the full presentation for further detail.**

Comments, Questions and Answers – Cambridgeshire Population Representation

- Q** PMC concerned 220 responses not representative of the Cambridgeshire population? How were sensory impaired, socially/medically, digitally excluded people contacted?
- A** CC explained due to GDPR rules only allowed to contact people they have permission to, but did publicise with posters in libraries, GP surgeries, and community hubs etc. Surveys sent to all contacts online, printing over 1000 surveys and attending existing opportunities to offer face to face meetings to help people complete surveys.
- A** MP added many Day Opportunities are already inclusive of people with early onset dementia and people with sensory impairments, who have been contributing to this work. Also confirmed had a lot of visits from place based commissioners themselves.

Collaborative Approach

- Q** MP, Age UK is the panel evaluating Day Opportunity bids part of the new approach?
- A** Yes working collaboratively with partners in panels, including representatives from District Councils, Commissioning and the Older Person Stake Holder Group.

5) Making Connections – Nick Sanderson, Greater Cambridge Partnership.

The Greater Cambridge Partnership (GCP) proposed charging drivers at least £5 a day to drive into or around a Cambridge Sustainable Travel Zone, with the money raised helping fund improvements to public transport and cycling infrastructure.

The week prior to this meeting, political support was dropped for the proposal and this presentation was cancelled.

CQC Assessment of Adult Social Care in Councils – Fran Marshall

- CQC (Care Quality Commission) currently inspects various services delivering social or health care ie doctor surgeries, Care homes.
- New Health and Social Care Act 2022 aims to make it easier for health & social care organisations to deliver joined-up care for people, ie the Integrated Care System.
- In light of this the CQC received new powers to assess Care at a council and Integrated Care System level.

How does the CQC inspect councils?

The assessment framework provides quality statements/ commitments providers, commissioners and system leaders should aim live up to. Including:

- **1) Working with people:** Assessing/supporting people. Experience/outcome equality.
- **2) Providing Support:** Care provision, integration, partnerships & communities.
- **3) Ensuring Safety:** Safe systems, pathways, transitions and safeguarding.
- **4) Leadership:** Governance, management, sustainability, learning, improving.

What is important to the CQC?

Seeing services through the eyes of people who access care and support. Looking at the:

- Regulation and quality of services.
- Customers journey through social care support.
- What are the risks and how are these being managed?
- Further info shared on CQC scoring criteria, the overall inspection ratings, timescales and what pilot studies have learnt. (See full presentation, sent out, for full details)

What does the CQC new assessment mean for the OPPB?

Q Assessments for both councils could be any time between Oct – Dec 2023, or after March 2024. And CQC may wish to talk to OPPB members, FM asked would this be ok?

A Board confirmed this should be ok, GL will keep OPPB updated of developments.

7) Older Peoples Services Update – Kirstin Clarke/ Elaine Park

(No attendance or apologies). Action: GL to follow up with Carol Williams to look at having representatives attend from both Cambridge and Peterborough Councils.

8) Notes for 12th June 2023 recapped and Action Log Updates – Brian Walker

✓ **58)** Access to GP Surgeries. Jo Fallon, Primary Care Lead responded to issues raised: **Telephone systems** – Many GP practices in Cambs and Peterborough have cloud based telephony installed, ICS are working with a few that do not. Cloud based technology provides greater functionality (ie queuing and call back services) and better patient experience (ie data can help improve responsiveness to 8am rush).

Podiatry Services – advised route is individually based, patients need to ask GPs to record detailed exception forms as approval depends on request info and detail.

Q 59) Priority 2023 – Rural Community Transport concerns. Ongoing, GL inviting Gavin Moulton, (Combined Authority) to discuss in future meeting.

✓ 60) Priority 2023 – Cost of living. Continuing to circulate relevant information.

Q 62) GL in discussions with social prescribers to attend and discuss their work.

Q 63) Waiting times in Peterborough Adult Social Care. March 2023 waiting time from referral to assessment 6 weeks, versus 10days in Cambs. GL to chase this.

Q 65) Inviting Care Together to meeting, to explain Community Micro- Enterprises.

Q 66) Recruitment for new members of the OPPB, GL to follow up with Melanie Pittock (Age UK) and Wendy Dunn (Alzheimers) regarding attending groups.

Q 67) OPPB new independent members recruitment through promoting in District Council newsletters, shared with Healthwatch Communications Team.

9) Summary of highlights identified for ASCF – Graham Lewis

1) MMs poor communication experience with Hinchingsbrooke Hospitals when trying to find out if appointment cancelled due to scheduled Consultant Strike day.

2) MP confirmed air quality ventilation monitor restrictions were lifted last month with Cherry Tree Day Club capacity filling back up (but noted public transport issues are limiting more people from being able to attend).

10) Any Other Business – Healthwatch Summit – Wednesday 11th October 23 10–3pm

- Kingsgate Conference Centre, 2 Staplee Way, Peterborough, PE1 4YT.
- Entitled, ‘Social Care – Meeting the challenges’. Key speakers include: Jan Thomas – CEO Cambs & Peterborough ICB, Sarah Pickup – Deputy CEO of Adult Social Care & Health Care and Stephen Taylor, Executive Director of Adult Social Services.

• Workshops including: Accessing Social Care Residential Care Services, Accessing Social Care Services at Home & in the Community and End of life/ Palliative care.

• It is free and includes a buffet lunch. To book your place and find out more visit:

[Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Cambridgeshire](#)

[Adult Social Care: Meeting the challenges - Our annual Healthwatch Summit | Healthwatch Peterborough](#)

➤ Or contact Graham: graham.lewis@healthwatchcambspboro.co.uk or 07432 865 996

Date of next meeting

Date: Monday 11th December 2023

Time: 11am to 1pm, Pre-meeting for Independent Members from 10am.

Venue: Hybrid, Venue to be confirmed.