

Physical Disability Partnership Board Notes

Tuesday 16th May 2023, 11:00am-1:00pm, online via Zoom.

(Pre-meeting for Independent Members from 10am).

What did we talk about

- 1) Welcome, Apologies and Introductions.
- 2) 21st February 2023 recapped and Action Log Updates.
- 3) Feedback from Independent Members.
- 4) Feedback from other meetings:
 - ✓ Adult Social Care Forum,
 - ✓ Healthwatch Health & Care Forums,
 - ✓ Personalised Care for Health, Working Group.
- 5) Stop Hate UK Presentation from Michael Hatfield.
- 6) Update from Physical Disability team – Philippa Avey-Walters
- 7) Update from Commissioner – Lisa Sparks
- 8) Highlights of the meeting for Adult Social Care Forum:
 - ✓ Raise awareness for Stop Hate UK issues and services,
 - ✓ Issues with Statutory Assessments hours.
- 9) Any Other Business:
 - ✓ Healthwatch Summit postponed until Autumn 2023,
 - ✓ Wheelchair Service eligibility criteria – Sue Harris and Sandra Pedley.

Useful Acronyms

ASCF – Adult Social Care Forum
ICS – Integrated Care System
CCC – Cambridge City Council
PCC – Peterborough County Council

1) Welcome, Apologies and Introductions – Graham Lewis, Chair

GL chosen by the board to chair today's meeting. All welcomed, introductions and apologies given followed by an explanation of the meeting's agenda. RSG requested permission to record the meeting for the purpose of the minutes.

2) Notes for 21st February 2023 recapped and Action Log Updates – Graham Lewis

- **109)** Terms of Reference Refresh. Discussed at 21st February meeting. Noted the need for a volunteer to regularly attend the ASCF.
- **115)** Michael Hatfield – Stop Hate UK attending today's meeting to talk about the service.
- **117)** GL Will contact planning authorities to find out the designated Access Officer in Fenland, Huntingdonshire, and Peterborough.
- **118)** Issue raised about people with intermittent health conditions (not being eligible for a wheelchair ie if assessed on a good day, their need for wheelchair dismissed) Sue Harris (AJM Healthcare) and Sandra Pedley (ICS) are attending today's meeting to discuss further.

- **119)** Issues regarding shortness of support appointments (approx 30mins/ 45mins) raised with the ASCF forum as they are not enough to support staff or cared for, and makes hiring staff very hard as not financially viable for many.
- **120)** Requesting regular updates, from Physical Disability team it was confirmed Jo Palmer had left and it will now be different members of staff sharing updates with the board.
- **121)** In promoting the Physical Disability Board have sent out various posters, with a new design in the making from Healthwatch Comms Team (watch this space). Also still welcome suggestions for meetings to attend and help spread the word.
- **122)** Discussed at ASCF the issue of how to recognise Independent Members and volunteers, for offering organisations their time, effort and expertise as they are experts through their own lived experience.

3) Feedback from Independent Members

The board had no individual feedback or updates to share at this time.

4) Feedback from other meetings: Adult Social Care Forum – Cost of Living Focus

- Discussed the Household Support Funds, which in Peterborough has been renamed as Here to Help (remaining Household Support Fund in Cambridgeshire).
- To assist those digitally excluded for financial reasons discussed reduced broadband and mobile tariffs. For more [Support with the cost of living - Cambridgeshire County Council](#) or [Support with the cost of living - Peterborough City Council](#)).
- Looked at Statutory Review Improvement Plan work completed by an external company after Covid Pandemic led both councils to be behind in delivering annual reviews. Carers Board have read the report, raising many concerns that GL will be feedback.

Comments, Questions and Answers

To support people with the cost of living, Disability Peterborough have received funding to set up a Support Hub. Its is going to be very flexible in delivering support to people, ie home visits.

Healthwatch Health & Care Forums Updates – Graham Lewis

- Public meetings taking place every 2months, 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 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.
- **Cambridge and South Cambridgeshire Health and Care Forum** – had an interesting presentation from Herts Urgent Care (HUC) about NHS 111 and Cambridge Cancer Research Hospital NHS Trust gave an update on their plans.

- **Peterborough Health and Care Forum** – Thursday 25th May 2023, 10–12. Foyle Room, The Fleet Community Centre (ICA), Fletton, Peterborough, PE2 8DL. Presentations from Disability Peterborough and the NHS Reservists.
- **Cambridge and South Cambridgeshire Health and Care Forum** – Wednesday 7th June 2023, 10–12, Cherry Trees Club, St Matthew Street, Cambridge. Agenda tbc.
- **Fenland and East Cambridgeshire Health and Care Forum** – Thursday 8th June 2023, 10–12. In person meeting at the Queen Mary Centre, Wisbech, PE13 2PE. Agenda tbc.

Personalised Care for Health Working Group

- GL circulated an e-mail from Personalised Care for Health organising a task and finish group. Let GL know if interested and will pass details on.

5) Stop Hate UK Service Presentation – Michael Hatfield

The Stop Hate UK presentation provided info on what the service provides, explaining: Stop Hate UK is the leading anti-hate & discrimination chair, supporting people challenge hate since 1995. Aiming to combat hate, support those affected and educate towards a hate free world. Offering:

- ✓ Advocacy, support and reporting.
- ✓ Education, development and training.
- ✓ Awareness raising of online and offline hate.

Once contacted, helpline assesses situation, responding immediately if needed, recording details. If caller gives consent, referral is made to relevant services ie Police. If no consent, only an anonymous referral is made for intelligence purposes only.

To report to Stop Hate UK

- Phone: 0800 138 1625 (24hr helpline).
- Text: 07717 989 025
- Relay UK: 18001 0800 138 1625
- BSL (Sign Video) via www.stophateuk.org
- Email: talk@stophateuk.org
- Chat: www.stophateuk.org/talk
- Online: www.stophateuk.org/tell

- <https://www.facebook.com/Stop.Hate.UK>
- <https://twitter.com/stophateuk>
- https://www.instagram.com/Stop_Hate_UK/

Call Hate Out

Under 18s confidential service for people experiencing or witnessing a hate crime.

- Call: 0808 801 0576
- Text: 07717 989025

On Your Side

UK wide support & reporting service for anyone identifying as East and Southeast Asian experiencing racism or any forms of hate.

Comments, Questions and Answers

- ✓ TW thanked MHs presentation, mentioning that as could only recall experiencing hate crime once in his life, it was is an area he like many others are not very informed about, therefore it is good MH is raising awareness of the issue and the support available.
- Q** GL asked how can the board raise awareness of hate crime and Stop Hate UK service?
- A** Share the resources mentioned above, including social media links.
- Q** How do we recognise people have more than one issue, that individual differences can affect hate crime?
- A** Stop Hate UK tries to be as open, and universal as possible, encouraging reporting of any hate crimes to remove barriers and acknowledging the different identities people have. Offering specialist services for certain community members where funding allows.

6) Update from Physical Disability team - Philippa Avey-Walters

GL shared an update from Philippa Avey-Walters, as she was unable to attend.

- Overall across CCC and PCC seeing an increase in contacts to our adult social care service and more people are being supported with long-term needs.
- Completing more 'unplanned reviews' an indication that peoples circumstances are changing, requiring a change in the care and support they receive.
- Seen an increase in Adult Safeguarding enquiries within last month. The reason for this is unclear but concerns being reported through to us is always a positive and provides an opportunity to improve outcomes for those we work with.
- With Social Worker vacancies, recently successful in recruiting newly qualified Social Workers. These are being placed within teams to work alongside more experienced Social Work staff to support continued learning and development opportunities as they proceed with their Assessed Supported Year of Employment (ASYE) during the first year of being qualified.
- Separation of our shared service between CCC and PCC continues, Elaine Park in the PCC and Sherri Freed in the CCC confirmed as new Heads of Service.
- Given more direction from Care Quality Commission, in terms of their plans to implement inspections to Local Authority Adult Social Care Services, with the first inspections due to commence across the Country from September 2023.

Comments, Questions and Answers

SB said frequently hearing issues with Adult Social Care, Statutory Assessments, whereby if people are assessed as needing a certain number of hours and take direct payment option, they are not receiving enough money (believed to be around £12.56 an hour) employ people for this. Social workers know this isn't enough and are advising people to reduce their hours, but telling people to reduce hours is not helpful advice as these are people who need those hours. This also raises concerns for the next years reassessment when if the individual has managed to cut down on their hours, it will be assumed that was fine and potentially those hours will

reduce again. GL confirmed are hearing similar experiences from the other Partnership Boards, that have been passing on. Action: GL asked SB to email something in writing over and would share again that people can't afford contributions to their care.

7) Update from Commissioner - Lisa Sparks

Lisa Sparks explained as this was the first Physical Disabilities Partnership Board she had attended, she was here to listen to the boards feedback and offer general updates. Adding for future meetings she was happy to tweak and adjust the updates.

- New Carers Strategy - Going to adults and health committee June 2023 for approval, hoping to have a published document to share July 2023 although that is dependant on when can share with a lived experience task and finish group first.
- The rolling out of 'Care Together' continues. Care Together is a programme being run in social care, taking a place based focus in supporting people through micro enterprises that deliver care and support for local people. LS suggested one of the leads attend a future meeting to share more information on this? Action: GL investigate.
- County Council is going out to tender for the Advocacy Services, a joint strategy between CCC and PCC, with each council having their own contracts.

8) Highlights of meeting for Adult Social Care Forum - Graham Lewis

- 1) Stop Hate UK - all to raise awareness around hate crime and promote the service with other groups people attend.
- 2) Issue raised by SB regarding Statutory Assessments hours, social care advises on reducing hours to afford support workers and the impact that will be having on people now and in the future, with next year assessments.

9) Any Other Business

Annual Healthwatch Cambridgeshire and Peterborough Summit - Postponed

The decision has been made to cancel the Healthwatch Summit on 10th May 2023 and postpone until October, with details tbc. This is due to the booked venue in Ely no longer being able to meet our needs. An access lift to the upper floor needing to be replaced and unfortunately, the work involved cannot be carried out in time.

Disability Visibility: First-Person Stories from the Twenty-First Century by Alice Wong

Book Recommendation as very informative and eye opening for everyone.

Wheelchair Service Eligibility Criteria & Sources of Non-NHS Funding Discussion

Sue Harris, AJM Healthcare and Sandra Pedley, Integrated Care System

Based in Huntingdon, AJM Healthcare provide NHS Wheelchair Services. Offering an Integrated Wheelchair Service through the Customer Service Team, Logistics Team and Clinical Team. Able to offer everything on site ie from assessments, to repairs and everything in between.

Initially Wheelchair Services give the eligibility criteria for what the NHS will provide. This is assessed by clinicians at first assessment, who'll prescribe a chair that meets their clinical need. Many wheelchair users say that what the NHS provide them is not enough.

In these circumstances, AJM Healthcare support people to then use their Personal Wheelchair Budget – this is an amount of money the NHS would give you based on the wheelchair you have. This often means there is a cost shortfall ie individual wanting an electric riser, but not seen as a clinical need. This is costed, person told how much it would be and there would be an additional money needed to pay for this, that is not funded from the NHS.

In this case the options are:

- 1) Individual incurs the cost and pays for it themselves.
- 2) Continuing Healthcare, if have Personal Health Budget (clinical need still to be justified).
- 3) Charity funding, but increasingly charities are strapped for cash. Charities that directly support individual conditions i.e. Motor neurone Disease Association is a possibility or charities supporting children under 18years i.e. Little Miracles and Wiz Kids.
- 4) Personal Funding ie Go Fund Me. Access your life offer advice and assistance in this.

Comments, Questions and Answers

- Q** For new wheelchair users are they still encouraged to stay indoors for first 6 months?
- A** No but electric wheelchairs speed is limited to begin with, to reduce accidental damage.
- Q** Is there a set criteria list of clinical needs?
- A** Rather than following a defined criteria list, assessments are made up of combination of referral notes and what the current medical understanding of the individuals health conditions and implications on mobility is. Closely work Community Therapist Teams so if AJM decides person does not meet criteria for a wheelchair, discussions are had on why not and alternative plans are made.
- Q** For medical conditions that fluctuate daily, how is this taken into consideration ie if assessed when person is having a good day but that isn't necessarily their norm? For rarer conditions, less understood by Community Therapist Teams, what do AJM do?
- A** Work with Community Therapist Teams, potentially offering second assessments if individual assessed on a good day, so can also visit individuals on a bad day, to get the true picture of situation. For rarer conditions talk to hospital and healthcare specialists.

Neurodegenerative Conditions Update

Wheelchair referrals for muscular degenerative conditions and criteria issues come up again and again, so investigating doing an alternative eligibility criteria. With discussions to be had with local authorities about budget adjustments or contributions, as a lot of the needs are for educational needs ie access to and around schools.

Ageism

There is much better support, more services and easier to access funding for children than adults requiring wheelchairs or prosthetics. EJS mentioned there is a prosthetic commissioning review looking into this.

AJM have a big feedback focus, to assist service improvements and help raise these themes. Steelbones will encourage users to complete AJM service surveys.

Date of next meeting

Date: Tuesday 15th August 2023.

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

Venue: Online Via Zoom.