

# Sensory Impairment Partnership Board Notes

Thursday 17<sup>th</sup> August 2023, 11:00am-1:00pm, online via Zoom.

- Pre-meeting for Independent Members from 10am.

## Useful Acronyms

RNIB – Royal National Institute of Blind People  
SIPB – Sensory Impairment Partnership Board

### What we talked about

- 1) Welcome, Introduction and Apologies
- 2) Thursday 18<sup>th</sup> May 2023 Notes Approval Request and Action Log Updates.
- 3) Feedback from Independent Members:
  - ✓ Podiatry NHS Care,
  - ✓ District Nurses Home Support Service Changes,
  - ✓ Analogue and Internet Service Implementation,
  - ✓ Audio Smart Metre Installation.
- 4) Making Connections – Nick Sanderson and Lynne Miles
- 5) CQC Assessment of Adult Social Care in Councils – Alison Bourne
- 6) ReVise Study – Kirstin Blackwell, Thrive by Design
- 7) Sensory Service Updates – Nicola Poole (Cambs) and Ronak Gosai (Peterborough)
- 8) Update from Commissioner – Alison Bourne

### 1) Welcome, Introductions, Apologies – Mick Scaddon (Chair) and Graham Lewis

- Chair -MS welcomed all, with introductions and apologies given.
- Noting Tom Rawlings has resigned from board after leaving his Hunts Blind role.
- GL requested the boards consent for recording the meeting, for note taking purposes only.

### 2) Thursday 18<sup>th</sup> May 2023 notes approved and Action Log Updates – Graham Lewis

**121) E-Scooter Issues and Street Charter.** GL delivered presentations to Active Travel England and Combined Authority Mayor on barriers people face with travel. Continued discussions with Anna Smith (Deputy Mayor) for co-ordinating a Street Charter in Cambs & Peterborough areas.

### 129) Accessing GP appointments and services- Jo Fallon Primary Care Lead responded:

**Telephone systems** – Many 'GP practices in Cambs and Peterborough have cloud based telephony installed, working with the small number of practices that do not have technology. Cloud based technology provides greater functionality to practices ie queuing and call back services etc and a better patient experience. Ie data supports practices to gain insight and improve their responsiveness to the 8am rush etc'.

**Podiatry Services** – advised the route is individually based, patients need to ask GPs to record a detailed exception request as approval depends on requests quality and info.

**131)** GL awaiting response from Anna Graham, Combined Authority in looking into the boards concerns on new electric busses. WW added at next Peterborough VI Forum –Thursday 7<sup>th</sup> September 2023 Stage Coach Operations Officer is attending, so will get some answers then.

### **3) Feedback from Independent Members**

#### **Podiatry NHS Care**

- Following on from last meetings discussion on Podiatry Services, ## feedback that recently had a consultation with Exception Care Team and has again been rejected podiatry services (this was third time, and will be taking further).

#### **District Nurses Home Support Service Changes**

- Hearing reports that District Nurse home Support has been removed for people, after not being seen as housebound. VS explained situation with a gentleman who is blind but physically otherwise ok, but has not left the house in 5 years, so it depends on the definition of 'housebound' and if that has changed.
- **ACTION:** GL to share with Information and Signposting Team to confirm who to speak to for an update on this and who handles issues/ complaints.

#### **Analogue and Digital Service Implementation**

- VS, BT sending letters to people who have landlines only, advising the Analogue System replacement will mean these people need internet installation so can access their phones.
- Extra cost of installing/ running an internet service is a problem for some. The bigger concern is internet installation, with many people feeling they are unable to do it themselves, especially visually impaired and/or older people.
- CV added if the service provider is pushing for the individual to upgrade a service then the provider should pay the costs not the individual. Recommending Age UKs website for a comprehensive guide and lots of helpful info [Changes to landline telephones | Age UK](#)

#### **Audio Smart Metre Installation**

- Pushed British Gas for an audio Gas and Electric Smart Metre, arrived but no instructions. Booked an appointment for someone to set up and go through with VS but didn't arrive.
- CV gentleman in similar situation, called British Gas explained he wanted to cancel the contract as was completely inaccessible. They asked why, sending out someone asap.
- Ronak Gasai (Senior Sensory Services Rehab Worker) suggested [The accessible in-home display | Smart Energy GB](#) for a helpful guide on what smart metres and options available.

#### 4) Making Connections – Nick Sanderson and Lynne Miles

- In Autumn 2022, Greater Cambridge Partnership (GCP, made of 3 councils, businesses and academia working together) held consultations on how to reduce congestion and improve the public transport. Proposing a ‘Sustainable travel zone’/ Congestion Zone which would charge people driving in central Cambridge to fund improvements for public transport.
- From feedback at these consultations been examining proposal options, investigating what will work best ie taking into account Blue Badge exemption concerns, broadening disabled exemption criteria, peak time congestion zone charging.
- The next step is for the GCP Board to decide whether to continue with this proposal or not. Following approval, lots of detailed work will be required, looking at exactly how the practicalities ie exemptions will work. **ACTION:** SIPB and Making Connections to work together once reach this stage.

#### Comments, Questions and Answers – Area Cover

- Q** VS asked what is the coverage of the scheme across Cambridgeshire and Peterborough?
- A** The congestion zone to approximately be where the Park and Ride points are around Cambridge City The bus service improvements (ie increased service and subsidised fares) are wider, supporting people accessing Cambridge from surrounding towns and villages.
- A** The exact reach of the area is still being examined, as charging zone concerns may mean a reduction in the size of the congestion zone, leading to reduced funding, reducing what public transport can be delivered.

#### Exemptions and Discounts

- Q** WW how will taxis be affected? I.e driver pays Congestion Zone Charge = fare rise.
- A** Taxis are exempt if 0% emissions or Wheelchair accessible. Highlighting two other discounts:
- Low Income Discount – to cover people on income related benefits ie Universal Credit.
  - Health related exemptions for travelling to Hospital, ie everyday visits/ Chemotherapy.

#### Post meeting Update

- September 2023 political support for the proposal fell away with The Liberal Democrats, who run a district council and lead a coalition on the county council, saying they had "concerns".

#### 5) CQC Assessment of Adult Social Care in Councils – Alison Bourne

- The CQC (Care Quality Commission) currently inspects and monitors GP surgeries, dentists, care given in your own home and various services delivering social or health care.
- The new Health and Social Care Act 2022 Law aims to make it easier for Health and Social Care organisations to deliver joined-up care for people, ie the Integrated Care System.
- With 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 covers 4 Themes and Quality Statements – commitments providers, commissioners and system leaders should live up to.

- **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 of services.
- Customers journey through social care support.
- Quality of the service.
- What are the risks and how are these being managed?

### What does the CQC new assessment mean for the SIPB?

- As Cambs and Peterborough Councils were not part of the April to September 2023 pilot, they could be in the next lot of assessments from October to December 2023. Or after March 2024 once final assessment process agreed and rolled out.
- Process typically takes 20 weeks (from gathering information to delivery). The CQC may ask for feedback from SIPB independent members currently accessing health or care services.
- Further info given on the CQC scoring criteria, the overall inspection ratings, timescales and what pilot studies have learnt. (Refer to the presentation, sent out, for full details).

### Comments, Questions and Answers

- Q** VS asked for more clarity on how the CQC will monitor and assess services ie care homes?
- A** AB the CQC will still monitor Care Homes etc individually, in addition to inspecting the whole Adult Social Care provided by Councils in a broader assessment. Asking how Councils build relationships with services, how they commission care, how processes complaints etc.

### Accessible Communications

- Q** BR, Accessible Health and Information Standard is being relaunched Autumn 2023 and as it covers both health and social care, how will the Councils and CQC assessment tackle this?
- A** AB mentioned the Councils Communications Team work but recognised could do more, suggesting could invite them to attend a future SIPB meeting to hear concerns and suggestions. **ACTION: GL, AB and LM to find who need from ICB and Council Comm Teams to have a discussion on the Accessible Health and Information Standards application.**
- DM Peterborough Local Information Services are working on co-production projects for the information currently share on the Peterborough Information Network. If this is something anyone would like to participate in do email: [diana.mooney@peterborough.gov.uk](mailto:diana.mooney@peterborough.gov.uk)

## 6) ReVise Study – Kirstin Blackwell, Thrive by Design

### What is the ReVise Study?

- Thrive by Design (an NHS team) are supporting early engagement work in Cambridgeshire, Peterborough and Manchester. Exploring how a new way of offering eye appointments will work for different people. Co-designing a model that sets out how this could be offered.

### What does this mean for the patient?

- Patient to have a telephone or video appointment with a self-vision test.
- Your doctor/ specialist would explain the offer and decide (with you) if it would work for you.
- Telephone/ video appointment info and a link to access self-vision testing tool will be sent.
- Patient completes the self-vision test prior to appointment.
- KB described the self-vision equipment, instructions and process. Adding the tool being trialled for this is DigiVis (<https://digivis.uk/dvva.html/>) See full presentation for further info.

### KB asked the SIPB....

- If your eye clinic was offering telephone or video appointments with a self vision test – how would this work for you? Anything you might find difficult/ what would work well for you?
- How would you want your clinic to introduce this to you and check it would work for you?
- Is there anything else we should think about as we design the new offer?
- How would you like me to acknowledge this group for your input?

## Comments, Questions and Answers

### Digital Exclusion Concerns

- Whilst this service may work well for a small, specific audience, twice as many people with visual impairments are digitally excluded versus general population.
- Many people are unable to set up/ use any online services and if word gets about the service, many people may be deterred from accessing these services at all.

### Health Conditions Going Unchecked

- BR RNIB with the increase of digital/ telephone services, hearing from more people whose health conditions have gone unchecked and worsened. Subsequently rehab services and eye clinics are inundated with people in worse situations, who require more intense support.
- VS asked by doing sight vision tests at home will people miss health changes that health professionals wouldn't i.e. blood pressure changes are not always apparent to patients). I.e. eye sight conditions early warning signs are hardly apparent and will remote appointments mean people going to be presenting much later with worse eye conditions?

### The test

- RG test may not produce an accurate score, electric devices backlight provide a contrast that someone with a certain degree of sight may see, but in the real environment cannot.
- VS eye examinations needs to be more than one test whether in person or remotely.

KB encouraged anyone with further feedback to get in contact: [kirstin.blackwell@nhs.net](mailto:kirstin.blackwell@nhs.net)

## **7) Sensory Service Updates – Nicola Poole (Cambs) and Ronak Gosai (Peterborough)**

### **Nicola Poole, Senior Vision Rehab Specialist, Cambridgeshire**

- One rehab specialist down since Helena retired but in the process of recruiting.
- Waiting lists are growing with Eye Clinics inundated and sending people to the services.

### **Ronak Gosai, Senior Vision Rehab Specialist, Peterborough**

- The team consists of one senior rehabilitation specialist and apprentice. (Did have a locum rehabilitation worker who finished work with us April 2023).
- So very busy! Since joining Peterborough 11 months ago have managed to address the waiting list, so currently waiting times are looking much healthier.
- Been delivering visual impairment awareness training and info on the scope of vision rehabilitation work to a work experience student and a social worker student.
- RG mentioned and GL circulated the 'Accessible in home display smart meter' user guide.

## **8) Update from Commissioner – Alison Bourne**

- Confirmed as of 1<sup>st</sup> August 2023, Cambridgeshire and Peterborough Adult Social Services are working separately, although to add confusion still partner up on some issues.
- GL added the Carers Strategy has been signed off across both Cambridgeshire and Peterborough Social Care.

## **9) Any Other Business:**

### **Date of next meeting**

**Date:** Thursday 23<sup>rd</sup> November 2023.

**Time:** 11am to 1pm, (10am onwards Independent Members Pre-meeting).

**Venue:** Will remain hybrid via Zoom and at the Maple Centre.