

Physical Disability Partnership Board Notes

Tuesday 21st May 2024, 11:00am-1:00pm, online via Zoom.

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

Useful Acronyms	
ASCF – Adult Social Care Forum	ICS – Integrated Care System
CCC – Cambridge City Council	ILS – Independent Living Service
CPB – Carers Partnership Board	LDP – Learning Disability Partnership
ICB – Integrated Care Board	PB – Partnership Board (Healthwatch)
	PCC – Peterborough County Council

What did we talk about

- 1) Welcome, Introductions, Apologies and Housekeeping – Graham Lewis, Chair
- 2) 20th February 2024 notes recapped and Action Log Updates – Graham Lewis
- 3) Independent Member Feedback and Updates:
 - ✓ Dentists & Medical Advice? Measuring Scales Availability for Disabled Individuals?
 - ✓ GP Accessibility, Hinchingbrooke Hospital Car Park, St Neots Changing Place Facility
- 4) Healthy Places Joint Strategic Needs Assessment- Bryn Hilton, Public Health
- 5) Physical Disability Team Updates – Karen West (CCC) & Philippa Avey-Walters (PCC)
- 6) Commissioner Updates – Diana McKay (CCC) and Jo Rands (PCC)
- 7) Physical Disability Partnership Board Priorities 2024/2025 – Graham Lewis
- 8) ASCF and meeting highlights – Graham Lewis & Rebecca Spalding-Green
- 9) Any Other Business, Next Meeting – 20th August 2024, online via Zoom.

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

- Graham Lewis welcomed all and requested permission to Chair today's meeting.
- RSG, Healthwatch requested permission to record the forum for note taking only.

2) Minutes of the last meeting and Action Log Updates – Graham Lewis

- GL recapped meeting Tuesday 20th February 2024. Board agreed notes.
- Action Log Highlights (see Action Log circulated prior meeting for all updates):

132) Frances Swann booked for November, to talk about Disabled Facilities Grants.

133) Addenbrookes prosthetic clinic is moving, but not been confirmed to service users.

ACTION: Information received during today's meeting to be circulated to the PDPB.

134) Responsibility for ensuring GP surgeries are fully accessible falls under the Equality Act 2010, mandating "reasonable adjustments" for patients with disabilities or additional needs. This obligation applies regardless of whether the building is owned outright by the GP company or rented. While practices must provide reasonable adjustments like ramps for physical access, they aren't obligated to meet every demand, such as installing automatic doors. Examples of adjustments include ensuring clinic rooms

accommodate wheelchairs or offering longer appointments. However, many buildings may be unsuitable for certain physical adaptations due to their structure. [GP mythbuster 67: Reasonable adjustments for disabled people - Care Quality Commission \(cqc.org.uk\)](#)

135) Addenbrookes Assistance Dog Policy – GL shared contacts for more info.

3) Independent Member Feedback and Updates:

Dentist Offering Medical Advice?

- ? – ‘My Care’ Dentist Peterborough, advised me to stop taking anticoagulants for a dental procedure, but are dentists allowed to give medication advice? When consulted my GP, received different guidance, raising doubts about dentist's advice.
- Dentist advised patient to confirm advice given by looking it up on the internet. Relying on advice from the internet is not always appropriate. Some patients might end up on unreliable sources like YouTube. The NHS has information on drugs and conditions, but it's crucial to understand the specifics and potential contraindications that might not be fully detailed online. **ACTION: Share experience with Healthwatch Information and Signposting Team. Asking what are the current regulations with this?**

Measuring Scales Availability for Disabled Individuals

- ? – Struggling to find a place to weigh her son who uses a wheelchair and cannot stand or bear weight. Used to go to Wheelchair Clinic at Queen Elizabeth Hospital, but it has closed. The physio department has scales, but getting setup is unreliable. Also found Hampton hospital lacks facilities for wheelchair weighing.
- ? – Also struggles finding appropriate scales as they cannot stand without support. Recently visited Community Diagnostics Centre in Wisbech, but only had normal scales. Finding GP surgeries do not have appropriate scales for wheelchair users?
- Only found suitable scales at AJM Healthcare Wheelchair Services and Addenbrookes, Wolfson Diabetes and Endocrine Clinic (Clinic 32).

ACTION: Report to Healthwatch Information and Signposting Team to investigate suitable locations for weighing wheelchair users.

Doctor's Surgeries Accessibility

- ? – Currently GP surgery has inaccessible entrances, no lower counters at reception, inadequate disabled toilets. Raised the issue at Integrated Neighbourhoods meeting; to help work in identifying the building owners to address needed changes.

Hinchingbrooke Hospital New Car Park

- ? – Following a lack of consideration for disabled blue badge holders, no signs indicating how to validate blue badges. Raised the issue with the estates manager on the Patient and Public Voice Partnership Board. Since new signs installed, allowing blue badge holders to scan their badges on exit without having to return to their car.

Changing Places in St Neots

- ? - Changing places facility at Riverside Park St Neots is expected to open July 2024.

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

What is a Joint Strategic Needs Assessment (JSNA)?

- 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.
- The Healthy Places JSNA aims to create system-wide recommendations for healthier, accessible, and inclusive communities in Cambs and Peterborough.
- By reviewing broader health determinants: Community, environment, local economy impact. And analyzing data, assessing service provision, engaging stakeholders, identifying gaps, and sharing recommendations.

JSNA Timeline

- March/ April - Community Survey (closing date Monday 15th April 2024)
- 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.

Community Survey Results

- Survey "Can residents access things they value in their local built environment?"
- Received 762 responses, with fairly proportional distribution across Cambridge and Peterborough, although Fenland area slightly unrepresented.
- Age - Mainly between 35 -75 years, with limited input from younger demographics.
- Gender/ Ethnicity - Majority female, 90% white, lacked ethnic minority representation.
- Disability - 23% reported having a disability, higher than national average 18% approx.
- Employment - Primarily professionals 75% in professional/ supervisory positions.

Findings

- Asked participants to rank the importance and accessibility of local themes such as healthcare, community spaces, travel, healthy food, community buildings & leisure.
- Found people with disabilities consistently reported lower accessibility across all eight themes compared to those without disabilities, across different districts.

Discussing the impact of disability on access, BH asked for feedback...

Parks and Green Spaces

- ? - Green spaces and open spaces are a significant local issue. For instance, Priory Park in St Neots is commendable for its adapted picnic benches. These benches are thoughtfully placed, making it easy for wheelchair users to join in without feeling isolated, unlike many other parks where you can end up stuck at the end and unable to fully participate. Additionally, these metal benches are easy to maintain.

- This inclusion is especially valuable for wheelchair users, making them feel part of the community. Unfortunately, other parks managed by Huntingdonshire District Council lack such facilities. It's frustrating that only one out of three parks has these inclusive benches. Riverside Park is making some improvements, but with the recent wet weather and flooding, navigating the grass in a wheelchair is impossible. Paths are crucial, yet the park I frequent with my dog doesn't have a complete path, forcing me to turn back halfway, which is disappointing. The Council mentioned that installing a concrete path would be too costly, with alternatives being even more expensive.
- At Hinchingsbrooke Park, the Council received government funding for a Changing Places facility but failed to use it in time. Instead, they focused on a sensory garden, which, while nice, doesn't address the essential need for the Changing Places facility. Now, the necessary work will be funded by taxable money from residents, which is frustrating as the original funds were tax-free government money. The Council's attitude towards these critical facilities is poor; these are not just nice-to-have additions but essential for many people.
- Hinchingsbrooke Park has a great scheme for hiring adaptive bikes & tricycles for disabled users, but not well-publicized, which is a shame as it could benefit many.
- Overall, it feels like accessibility considerations are often an afterthought, addressed only if there's leftover money, rather than being a priority in planning.

- **Kissing Gates** – For mobility scooter users, kissing gates are extremely challenging. You have to go in reverse and maneuver around, which is difficult if you're alone.
- **Car Park Spaces At Green Spaces** – ? added are often on natural ground, making it tricky to transfer to a scooter/ wheelchair. Ground is usually unstable with potholes, and have to consider if I can shuffle around car to get onto scooter without falling.
- **Car Park Ticket Machines** – RB while some ticket machines are adapted for wheelchair users, they are often too high for little people. Increasing app options for more car parks could help by providing an alternative payment method.
- **Papworth Everard Village Hall** – Held a wheelchair User Forum at Papworth Everard Village Hall as Papworth was known for its good accessibility. Despite the village's thoughtful design, a wheelchair user faced challenges when parked in the gravel section of the busy car park. Their chair sank into the gravel, making it difficult to move just a yard from their vehicle. Assistance was needed to help them reach a stable surface, underscoring that even well-designed areas can still present significant accessibility issues.

Leisure and Play

- ? - I have a physically and mentally disabled son, which makes me, in a sense, disabled by proxy. For my health, looked into attending a gym. The closest gym has equipment I need, but it's downstairs. While they have a wheelchair lift, it occasionally

breaks. If it breaks while we're downstairs, we can't get back up and out. Also, if I go to the gym, he has to come with me, and I can't just leave him in a corner.

- A social prescriber from my GP surgery suggested a mobile gym at Queen Mary's Centre that operates outside once a week. However, I was concerned about bad weather and what to do with him. They advised leaving him in the hallway where he could see me through a window, but I can't leave him unattended. He has the mentality of a one-year-old and can move his wheelchair even with the brakes on. This option isn't accessible either, so I ended up not doing any training.
- The real struggle isn't just getting to a place but managing my disabled son, who is an extension of me. Accessibility considerations should account for caregivers too, as the impact on us is significant.

5) Physical Disability Team Updates - Karen West – Cambridgeshire County Council Staffing and Recruitment Issues

- Consistent Waiting Lists - Waiting lists remain consistent across Cambridgeshire, with notable staffing challenges, especially in Fenland.
- Recruitment Efforts - Active recruitment is ongoing. In the meantime, work allocation is adjusted across the team to manage the workload effectively.

Direct Payment Uptake

- Focus on increasing the uptake of direct payments is a significant focus.
- Seeking support and ideas from the board to enhance uptake.
- A critical concern is the shortage of Personal Assistants (PAs) in Cambridgeshire.
- Collaborative Efforts - Working with commissioning and support services to improve direct payment support, individual service funds, and Care Micro Enterprises.

Safeguarding and Complex Cases

- Increase in Referrals - There has been a noticeable increase in safeguarding referrals, particularly related to self-neglect, homelessness, and addiction. These issues are complex and time-consuming.

Q What are current waiting times from initial referral?

A Safeguarding Inquiries - Allocated as soon as possible, typically within a week.

A Risk-Based Allocation - Allocation based on risk priority rather than waiting list time.

A Longest Waiting Time - Is 4 months for low-risk cases, such as those receiving private care and awaiting a social care assessment or reassessment.

6) Physical Disability Team - Philippa Avey-Walters – Peterborough City Council Recruitment and Staffing

- Still challenging filling senior social worker roles within the long-term team, with 4 vacancies still open after multiple recruitment attempts.
- On a positive note, apprenticeships are nearing completion, with 2 new qualified social workers expected to join in September or October.

CQC inspections

- No news yet, but staff engagement sessions continue to prepare for inspections.

Direct Payments Investigation

- PCC reviewing the use of direct payments to ensure they align with intended purposes, encouraging flexibility and creativity in employing personal assistants. Efforts are being made to transition recipients currently using payments for agency care to commissioned services.

Call Handling and Waiting Times

- In April, the initial contact point handled 1676 calls and responded to 1783 emails, reflecting an increase from March.
- Efforts are also underway within the community long-term team to improve waiting list management, with new procedures ensuring regular contact with those waiting longer than 4 weeks to reassess their priority status.

7) Commissioner Update – Peterborough and Cambridgeshire City Councils

Diana McKay (sitting in for Lisa Sparks) CCC

- Shared an update from Graham Hodgson, Senior Commissioning Manager, on the expanding network of Care Micro-Enterprises (CMEs) across the county. These enterprises offer personalized care, including personal care, respite for carers, and general home assistance, funded through direct payments or self-funding, aiming to provide consistent services at a lower cost than traditional home care agencies.
- Update from Antonina, on place-based commissioning for home care services. The CCC is currently reviewing their approach & seeking participants for co-production work supported by SUN NETWORK, aiming to ensure services meet community needs effectively. **Action - Request Antonina provides concise text for circulation.**
- Handy Person Service, in partnership with the five District Councils, offers minor home repairs like fixing leaks and installing grab bars. The Council has extended its contract with Age UK until April 2026, delaying the need for a new tender until late 2025.
- New 3 yr contract with CPFT has been approved for Occupational Therapy Service – ensuring continued service provision. Currently, average waiting time for non-urgent occupational therapy assessments is 7 weeks, urgent cases prioritized within 3 days.

Jo Rands – PCC

- Tendering a new framework for Spring 2025 for care in the community, including home care and supported living. Commissioners seek input from individuals with lived experience & their carers to help design specifications. Updates on this to follow.
- Additionally, we've transitioned from Camtec and Astronline to Careline for our digital lifeline services and alarm receiving center, consolidating services moving forward.

8) Physical Disabilities Partnership Board Priorities 2024/2025 – Graham Lewis

GL discussed 2023/2024 priority areas focused on:

Physical Disabilities Membership Priority

- Aimed to get more people with physical disabilities to join PB.
- What we did - Attended events organised by Steel Bones and Parkinsons Society.

Digital Exclusion/Inclusion Priority

- What we did – Event Oct 2023 – Will Plant, Digital Inclusion Officer, County Council.

Hate Crime

- As part of Disability Pride Month, Disability Hate Crime tool kit distributed to PBs July.
- Little People UK met with Minister for Disabilities to discuss issue of people, without permission being filmed, & images being posted on social media to be made 'fun' of.
- Hate Crime Awareness Week – held a roundtable event October 2023 with PCC Darryl Preston, Cambridgeshire Police, Stop Hate UK and people of lived experience.
- Met with a Young Person who had experienced bullying at school. Hoping this lived experience can be used to help schools understand impact of this type of bullying.

suggested 2024/2025 priorities could be based on:

- Transport – especially the lack of wheelchair-accessible vehicles. Booking taxis is a nightmare, and the renamed Ting bus service was never accessible.
- Growing concern is availability of electric vehicle charging bays for disabled people. Only charging bay at Addenbrookes, hidden and people don't know it's there.
- All encouraged to go electric, with more Motability cars being electric, but there are hardly any electric bays designated as disabled spaces. Electric charging bays are often blocked by high curbs/ non-disabled people parking improperly.
- Local Public Building Accessibility ie doctor surgeries, libraries etc.

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

ASCF – Adult Social Care Forum

- The main subject of discussion had been the Home First Programme which is being implemented in Cambridgeshire and Peterborough and concerns discharge from hospital.

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 – March 2024

- ✓ Virtual Wards Presentation and Discussion – how it will affect patients/ communities.
- ✓ GP Surgeries and the new roles employed to support different patient needs.

Next Meeting: Thurs 23rd May 2024, 10-12, The Fleet Centre, Peterborough, PE2 8DL.

Agenda focus - Palliative End of Care with speaker Jane Carpenter, Lead Nurse NWAFT.

Cambridge and South Cambridgeshire Forum – April 2024.

- ✓ Medicine Storage Temperatures – Don't store in bathroom!
- ✓ Healthy You – lots of services available free of charge, including [Carer Health Trainer - Healthy You](#)

Next Meeting: Wednesday 5th June 2024, 10-12, Venue TBC.

Fenland and East Cambs – April 2024.

- ✓ Queen Elizabeth Hospital and Healthy Spaces – Joint strategic Needs Assessment.

Next Meeting: Thursday 13th June 2024, 10-12, venue TBC.

Huntingdonshire – May 2024.

- ✓ Palliative Care at North West Anglia Foundation Trust and Respect Forms.

Next Meeting: Tuesday 2nd July 2024, 2-4pm, Great Stukeley Village Hall, PE28 4AQ.

Health Equity Evidence Health Panel – <https://www.heec.co.uk/>

- Continually trying to recruit people with an interest in how health and social care services/ access are unequal to certain minority groups including carers.
- Everyone is welcome – professionals and users of the system.
- Particularly interested in hearing about bad experiences with services.

9) Any Other Business

Date of next meeting

Date: Tuesday 20th August 2024

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

Venue: Online Via Zoom.