

Physical Disability Partnership Board Notes

Tuesday 19th November 2024

1) Welcome, Introductions and Apologies

- The Chair welcomed everyone to the meeting.
- Present:
 - Independent Members from Cambridgeshire x 2
 - Independent Member from Peterborough x 1
 - VCSE sector representative x 1
 - Peterborough City Council Commissioning x 1
 - Peterborough City Council Service delivery x 1
 - Cambridgeshire County Council service delivery x 1
 - Speakers x 2
- Apologies were received

2) Healthwatch Cambridgeshire and Peterborough Strategy

Jess Slater, CEO of Healthwatch Cambridgeshire and Peterborough, introduced the strategy development and explained that this was one of a number of stakeholder discussions.

Jess Slater asked 4 questions:

- What do you understand about Healthwatch and its role?
- How can Healthwatch make a difference for you and help address your needs?
- What are your key priorities for Healthwatch and how would you like to get involved?
- How can we ensure your voices or those of the people you work with are heard?
What can Healthwatch do to remain accessible and inclusive?

Jess also asked about what people wanted from the Health and Care Forum's and Partnership Boards.

The stakeholder sessions are taking place until the end of January 2025. The Strategy will be drafted during February, approved in March. The strategy will run from 1st April 2025 to 31st March 2030.

3) Minutes of the previous meeting and Action Log

- The minutes of the meeting held on 20th August 2024 were approved.
- The Action Log was reviewed.

4) Update from Members

ReSPECT

Recommended Summary Plan for Emergency Care and Treatment

The Partnership Board was advised that people are being asked about ReSPECT whilst they were very ill. The Partnership Board recognised that it is difficult to ask these questions and not everyone has completed this prior to admission. The Partnership Board wanted to know if medical personnel have guidance on how to conduct ReSPECT, when it is right to ask and situations when they shouldn't. The Partnership Board also wondered what the review process is for the form; someone's thinking might change over the years.

Action: This is to be raised with Healthwatch Information and Signposting Team

Questions asked prior to Hospital Appointments

The Partnership Board also noted that hospitals regularly ask certain questions (eg do/did you serve in the armed forces) which might not change eg if someone is a pensioner and they never served. Is there a way of the NHS records not re-asking non-changing information?

Action: This items to be raised with Healthwatch Information and Signposting Team.

5) Disabled Facilities Grants

Frances Swann, Manager of Cambridgeshire Home Improvement Agency (CHIA), gave a presentation about the Disabled Facilities Grants, eligibility, and service provided by the agency.

Frances explained that Disabled Facilities Grants are managed by District Council's in Cambridgeshire, and Peterborough City Council in the Peterborough area.

The five district councils have very similar policies. CHIA covers Cambridge City, Huntingdonshire, and South Cambridgeshire. East Cambridgeshire and Fenland have their own home improvement agencies.

Action: circulate the presentation.

Q – the slide says that you carry out work for self-funders?

A – Yes, not everyone wants to, or can, organise their adaptations. CHIA is not necessarily cheaper as it charges 15% to cover its staff costs.

6) Update from Adult Social Care Physical Disability Teams

Cambridgeshire advised that the oldest case that they are currently working on relates to the beginning of October 2024. All referrals are triaged, with most urgent needs addressed first. The case may also still be on the waiting list as the relevant support is still being organised.

Peterborough City Council advised us of the following:

- PCC have received notification from CQC of their intention to inspect our ASC service. At this stage we need to submit a range of information and evidence of our service provision by the first week in December. It is then expected to be 3 – 6 months before CQC visit. I understand a representative from PCC ASC has already been in touch with Healthwatch to advise as CQC will likely be in contact with you as part of that process.
- Social Worker vacancies in the long-term team have been filled and 5 x new starters over the last 3 x months. Still have vacancies in the Transfer of Care team. But we are in a better position in respect of Social Worker vacancies.
- Some information on our current waiting lists and wait times at the end of October:

Occupational Therapy waiting list 134, longest waiting 2 x months, which is an increase from 115 in August where the wait was 2 x months.

In October care advisors answered 1487 calls and 2343 emails (total 3830), reduction from 1625 calls, responded to 2387 emails (Total of 4015 contacts) reported in August.

The figures for the Adult Early Help Team waiting list (front door, first assessment) at end October was 69, which is a reduction from 95 in July. The longest waiting remains the same of around 2 x months.

The Community Long-Term team, where the on-going work or level of complexity goes is 14 - reduction from 22 last time we met. Wait 1 month depending on risk priority.

Adult safeguarding - in October there were 157 concerns raised, 72% progressed to an enquiry. (increase from July 134 concerns to adult safeguarding team, 59% progressed to an enquiry) those not proceeding to an enquiry are signposted as appropriate.

7) Update from Commissioning Teams

Peterborough City Council provided the following information:

Peterborough's care in the community tender for new framework for Homecare, Supported Living is now out for tender

- This means that new and existing providers can apply to deliver these services from next year
- Providers have to answer lots of questions about how they will deliver the service, and we verify the quality of the service
- Deadline for providers is early January

We are welcoming people with lived experience to be involved - they can email adults commissioning. People would need to be really clear that it's for the care in the community tender as we have lots of emails coming into the box currently.

Peterborough City Council also have an expression of interest page on the Peterborough Information network (PIN) People can advise what they would be interested in co-producing with the council.

<https://fis.peterborough.gov.uk/kb5/peterborough/directory/site.page?id=MdyC0aCrN9k>

8) Other Updates

The 4 Health and Care Forum's have been having discussions as part of Healthwatch's strategy review.

The Partnership Boards held an event with the consultants working for the Cambridgeshire and Peterborough Combined Authority on bus franchising.

The Partnership Boards held a consultation event with the 5 district councils as they are reviewing their Housing Adaptions and Repairs policies.

The Adult Social Care Forum had a discussion on public transport, as well as updates from all the Partnership Boards and from the SUN Network.

9) Any Other Business

Date of next meeting

Date: Tuesday 18th March 2025

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

Venue: Online Via Zoom.