



## Adults and Communities Involvement Board

**Thursday 15 June 2017  
2-4pm**

**Committee Room 1, Hendon Town Hall, The Burroughs, Hendon**

### Minutes of the Meeting

<b>Present:</b>	
Hamid O'Toole	Resident Representative (Learning Disabilities)
Nicole Saunders	Resident Representative (Learning Disabilities)
Peter Satori	Resident Representative (Mental Health)
Emma Chisholm	Resident Representative (Mental Health)
Ulla Chisholm	Resident Representative (Carers)
Maria Nash	Resident Representative (Physical Disabilities)
Janice Tausig	Resident Representative (Older Adults)
Peter Cragg	Resident Representative (Older Adults)
Melvin Gamp	Resident Representative (Older Adults)
Andrew Goodwin	Resident Representative (Sensory Impairment)
Sandra Turner	Resident Representative (Sensory Impairment)
Carole Dukes	Co-ordinator Engagement, Mencap
James Mass	Assistant Director, Adults and Communities, Barnet Council
Emily Bowler	Head of Communications and Customer Care, Adults and Communities, Barnet Council
Ella Goschalk	Engagement Lead, Adults and Communities, Barnet Council
Elissa Rospigliosi	Head of Performance and Improvement, Adults and Communities, Barnet Council
Caroline Chant	Joint Commissioning Manager of Commissioning, Barnet Clinical Commissioning Group
Lisa Robbins	Healthwatch Barnet
<b>Apologies:</b>	
Mathew Kendall	Director, Adults and Communities, Barnet Council
Neil Hales	Associate Director of Commissioning, Barnet Clinical Commissioning Group
Paul Baldwin	Resident Representative (Physical Disabilities)
Tom Kerrigan	Resident Representative (Carers)
Richard Harris	Resident Representative (Learning Disabilities)
<b>Meeting supported by:</b>	
Amy Stainton	Business Support Assistant, Customer Care, Adults and Communities, Barnet Council

<b>1</b>	<b>Welcome, introductions and apologies</b>
	James Mass welcomed everyone to the board.
<b>2</b>	<b>Agreeing minutes</b>
	<p>Everyone agreed the minutes from 22 March were accurate.</p> <p>James Mass discussed outstanding actions from the last meeting:</p> <ul style="list-style-type: none"> <li>• ongoing discussions with Clinical Commissioning Group and GP representatives on how we can improve information and health together for the Clinical Commissioning Group web pages</li> <li>• Three actions which will be discussed in the meeting. These were an update on dementia, setting up the hospital discharge/end of life care working group and People Bank update</li> <li>• Update on Finchley Memorial project will be deferred to the next meeting due to Neil Hales being unable to attend.</li> </ul> <p><b>Action: Caroline Chant will ask Neil Hales to send report to the Involvement Board before the next meeting. Ella to follow up.</b></p> <ul style="list-style-type: none"> <li>• Ongoing action - adapting training sessions for people who have learning disabilities. Discussions are taking place between Barnet Mencap and Barnet and Southgate College</li> <li>• The report to the Health and Wellbeing board will go in July. A note in the report has been added that the Involvement Board are keen to have an update on Finchley Memorial Hospital</li> </ul> <p><b>Action: Emily Bowler to revisit the Investigatory Powers Bill and its impact. Will send update to the Involvement Board.</b></p>
<b>3</b>	<b>Working group updates</b>
	<p><b><i>Dementia information</i></b></p> <p>Ella Goschalk advised that the Dementia information group had their last working group. In the working group there were questions about the action plan.</p> <p>See item 6 for more information</p> <p><b>Action: Ella Goschalk currently updating the action plan and will circulate to the group</b></p> <p><b><i>Crisis intervention and early intervention: Designing the Crash Pad service</i></b></p> <p>There have been 2 working meetings, one with Mencap and the other general People Bank members.</p>

Nicola Saunders was a part of Mencap working group and spoke about how they looked at different names for the service and how her group had raised concern with how the service would work effectively.

Ella Goschalk said both meetings have been very valuable and a lot of the suggestions have been accepted by CrashPad. Involvement Board members can review the report for more information.

### ***Community equipment and telecare: Designing improvements for telecare***

There have been 2 out of 3 working meetings. The first was an introduction to different type of equipment. The second was to discuss what information people would like, what worries they have and how to deliver the correct information. The third will be a continuation of this. The group also reviewed leaflets.

Argenti, the telecare provider for Adults and Communities, will be taking on the suggestions and actions.

Nicola Saunders said her favourite part was learning about new equipment for people with learning disabilities.

**Action: Ella to complete report for telecare and equipment working group and share with members**

### ***Making services accessible to everyone***

There have been 2 meetings working with Procurement looking at buying and managing services. The group is starting to put together a guide on what providers need to think when making services accessible in Barnet. The final session will be held on 11 July.

### ***Hospital discharge***

This group will be looking at all hospital discharges and will begin in the middle of July. The initial conversation will be about experience and communication, during hospital discharge.

Peter Sartori advised he felt that mental health and physical health hospital discharge cannot be generalised together.

Ulla Chisholm said she thought the same strategy could be used because there are more similarities than differences.

Janice Tausig questioned if the aim of the working group was to look for a strategy.

Emma Chisholm mentioned that there is a difference between mental and physical health in terms of bed blocking and that the working group should be realistic as to what it can achieve.

	<p>Agreed that the group will look at what kind of vision people have for effective hospital discharge. This could lead to two groups on physical and mental health hospital discharge, but it should be noted that some people have both.</p> <p>Agreed that after the first working group we will reach out to different people and will listen to voices of people have been through the process. Updates will be shared with the Involvement Board.</p> <p><b>Action: Ella Goschalk will send an email inviting members of the Involvement Board to note any specific issues or concerns people have experienced that can be spoken about in the first hospital discharge working group.</b></p> <p><b><i>End of life care</i></b></p> <p>There are two dates agreed for end of life care. Friday 30 June and Friday 21 July. As with hospital discharge the Involvement Board will be sent an invitation asking what is important to be discussed.</p> <p>There was confusion from the Involvement Board on how these working groups were decided, why mental health has not been included, and why the Autism group has been delayed.</p> <p>Ella Goschalk explained that the reason why some working groups have been delayed were because of people's availability.</p> <p>Emily Bowler added that there has been a number of different reasons why the Autism working group has been delayed. Conversations have been happening between Commissioning and Clinical Commissioning Group but we want to make sure the working group is a piece of meaningful engagement.</p> <p>James Mass voiced that the working group topics were chosen at the Annual Summit last year. Attendees were given a chance to speak about different topics in which it was voted what would be the priority for the upcoming year. Mental Health was not chosen as a priority, but could be chosen as a priority at the next Annual Summit.</p> <p>There was some concern that the working groups were not always clearly defined or easy to understand.</p> <p><b>Action: Ella Goschalk and Amy Stainton to prepare some information in advance of the Annual Summit about the working group topics and the progress that has been made this year.</b></p> <p><b>Action: Ella to make sure that updates about working groups are written as clearly as possible</b></p>
<b>4</b>	<b>Annual Summit</b>
	Ella Goschalk gave an update about the Annual Summit which will be held on

Thursday 6 July 2017:

- It is an afternoon session.
- It will start at 12pm with lunch, followed by presentations.
- The afternoon will be split into two workshops based on the topics that are voted in
- There will also be information on different working groups, information from Healthwatch and a creative area for people who want to express their views in different ways.
- The Involvement Board members have been invited to take part in a video to talk about how you have found being part of the Involvement Board and what we can improve over the next year.

We have had two steering groups which have been very useful and we will use the suggestions. Apologies for cancelling the third steering group on 22 June. It is being cancelled because it clashes with a Clinical Commissioning Group meeting.

We have put together a list of 20 different topics. We have chosen these from the Adults and Communities business plan and priorities, input from Clinical Commissioning Group and Mencap 'Have your say' group.

In small groups the Involvement Board were asked to choose their top 5 priorities.

Group 1: Maria Nash, Ulla Chisholm, Emma Chisholm

1. Promoting positive mental health – organising for mental health day in October and linking up with Family Services to spread awareness in schools (*including support and work with carers*).
2. How can residents, the council and the voluntary sector work together to keep people up to date with what is happening in the community (to improve their health and independence)
3. How can social care and health staff best support carers
4. How can more people get support with their health closer to where they live?
5. Working with employers to improve access to work for people with learning disabilities (*including mental health issues*).
6. Keeping safe in the community – how can we support people to stay safe from current worries such as internet safety, fear of crime and hate? (*including social media*).

Group 2: Peter Satori and Sandra Turner

1. Keeping safe in the community – how can we support people to stay safe from current worries such as internet safety, fear of crime and hate crime.
2. Reviewing impact of mental health services changes
3. How can volunteers be involved in supporting people's health needs?
4. Are prevention services in the borough doing a good job?
5. How do we measure and monitor performance and services? How can users have a stronger voice in this?

	<p>Group 3: Hamid O'Toole and Nicole Saunders</p> <ol style="list-style-type: none"> <li>1. How can we improve user's experience of integrated health and social care? <i>(including benefit officers)</i>.</li> <li>2. Keeping safe in the community – how can we support people to stay safe from current worries such as internet safety, fear of crime and hate crime.</li> <li>3. Working with employers to improve access to work for people with learning disabilities <i>(including paid employment)</i>.</li> <li>4. Improving respite services and support to go on holidays for people with learning disabilities.</li> <li>5. Promoting positive mental health – organising for mental health day in October and linking up with Family Services to spread awareness in schools.</li> </ol> <p>Group 4: Peter Cragg, Melvin Gamp, Janice Tausig and Andrew Goodwin.</p> <ol style="list-style-type: none"> <li>1. Why has satisfaction with learning disabilities services dropped and what can we do to improve?</li> <li>2. Improving quality in care homes – how can users and residents be more involved?</li> <li>3. How can residents, the council and the voluntary sector work together to keep people up to date with what is happening in the community (to improve their health and independence)? And how can volunteers be involved in supporting people's health needs?</li> <li>4. How can we improve users' experience of integrated health and social care? And how can health and social care services communicate better with older people about what services and support are available?</li> <li>5. How do we measure and monitor performance and services? How can users have a stronger voice in this? And are prevention services in the borough doing a good job?</li> </ol> <p>Peter Cragg also added a topic on pharmacy services to clarify the role of pharmacists</p> <p><b>Action: Ella Goschalk to collate all the topics that were selected by the Board, make sure the wording is clear and send round to the Involvement Board to review before the summit.</b></p> <p><b>Action: Ella Goschalk to send email to People Bank members allowing them an opportunity to send in topics they feel should be a priority for the next year.</b></p> <p>At the Annual Summit all topics will displayed and each attendee will be given a chance to vote for their top 5 priorities.</p> <p>The 10 most popular topics will become the year's priorities.</p>
<b>5</b>	<b>People Bank update</b>
	Ella Goschalk described how there have been over 40 people to sign up to the People Bank in the last 3 months.
<b>6</b>	<b>Dementia update</b>

	<p>Caroline Chant advised that the paper she had produced covered context and pathway and she hadn't covered separate meetings in detail. From the Healthwatch report the key issue to come out was the lack of information on dementia. Dementia information working group included people from Healthwatch and is a separate group to Dementia Action Alliance. The group Dementia Friendly Barnet has been slow to get started but that was expected.</p> <p>Melvin Gamp explained how he felt that everything that is going on in the borough for dementia is not being represented well. The Dementia Action Alliance has had a few meetings. The first meeting was attended really well, the second one not so much. Confusion on why that was the case.</p> <p>Andrew Goodwin also advised that his job takes him all over Barnet visiting different care homes and some of the managers have not heard about any support for dementia.</p>
<b>7</b>	<b>Developing the role of the Involvement Board</b>
	<p>Peter Cragg gave an initial proposal on how the Involvement Board could be part of making sure that contracts are performing to a high standard. He questioned how we monitor what was agreed, We need to be aware how to raise an issue, who to raise it with and be given an opportunity to reflect and give suggestions.</p>
<b>8</b>	<b>Newsletter</b>
	<p>Ella Goschalk requested if the newsletter 'Your Voice' should be sent to members of People Bank every two months instead of every month.</p> <p>Agreed by the Involvement Board to send the newsletter every two months.</p>
<b>9</b>	<b>Any other business</b>
	<p>Sandra Turner is starting a new group Survivors of Suicide. She said that she has had a lot of interest from people wanting to join as she feels there is no support for suicide survivors. The group are finding it difficult to find a venue to meet.</p> <p>Peter Cragg reminded that they have discussed if Barnet Senior Assembly could use a room at Finchley Memorial Hospital and suggested that the SOS group might also be able to meet there</p> <p><b>Action: Ella Goschalk to follow up with Neil Hales about availability of Finchley Memorial Hospital rooms for community groups</b></p>
<b>10</b>	<b>Dates of future meetings</b>
	<p>The date for the next meeting is Tuesday 19 September, 2.00-4.30pm, Committee Room 1, Hendon Town Hall, Hendon.</p>