








Involvement Board





22 March 2017





Minutes

Who was there?

Resident representatives		
	Hamid O'Toole	Learning Disabilities representative
	Peter Sartori	Mental Health representative
	Emma Chisholm	Mental Health representative
	Ulla Chisholm	Carers representative
	Janice Tausig	Older Adults representative
	Peter Cragg	Older Adults representative
	Melvin Gamp	Older Adults representative

	Andrew Goodwin	Sensory Impairment (problems with hearing or seeing) representative
	Quincy Thomas	Autism representative
People from Barnet Council and other organisations		
	Mathew Kendall	Director, Adults and Communities, Barnet Council
	Carol Dukes	Engagement Co-ordinator, Mencap
	Ella Goschalk	Engagement Lead, Adults and Communities, Barnet Council
	Lisa Robbins	Healthwatch Barnet
	Sarah Perrin	Prevention and Wellbeing Manager, Adults and Communities, Barnet Council
	Louise Keane	Quality in Care Advisor, Adults and Communities, Barnet Council
	Amisha Lall	Commissioning Lead, Joint Commissioning Unit
	Ian Bretman	Lay Member for Public and Patient Involvement, Barnet Council and Joint Commissioning Group
	Amy Stainton	Customer Care Business Support, Adults and Communities, Barnet Council

1	Welcome
	<p>Mathew said welcome to everyone at the meeting.</p>
2	Minutes
	<p>Everyone agreed the minutes from 19 September were accurate.</p> <p>We talked about the actions that have not been finished from earlier meetings.</p>
3	Update from Involvement Board workshop
	<p>Ella said the workshop was really good. In the workshop the people who attended said they felt:</p> <ul style="list-style-type: none"> • the Involvement Board needs to work closer with the working groups • Adults and Communities should be sharing more information with the Involvement Board • the topics of the working group should be clearer to People Bank members • in the meetings the Involvement Board would like to talk about their representative roles and what they have been doing • the Involvement Board would like to meet half an hour earlier to talk before the meeting • the Involvement Board should have formal training on how to behave in a meeting.
4	Resident representative roles
	<p>Mathew said that representatives will be running for 2 years. He also said that as Quincy is the new Autism representative he will be the representative for 2 ½ years.</p> <p>The Board agreed:</p> <ul style="list-style-type: none"> • board members would like to stand for re-election • there should be at least two representatives for each area • people who do not want to carry on in the role, or are

	not voted in again will be asked to be a buddy for the new representative.
5	Care homes and provider failure
	<p>Louise told the Board that she works in the Care Quality Team. The Care Quality Team works closely with care homes in Barnet to help them when they are having problems. They do this in many ways, for example by giving the care homes ideas on how to make the home better.</p>
6	Clinical Commissioning Group and Patient Engagement
	<p>Ian is the Lay Member for Public and Patient Involvement, Barnet Council, Clinical Commissioning Group. This means Ian needs to make sure that regular people are listened to when it comes to health services.</p> <p>He has set up a Patient and Public Engagement Committee to help him do this.</p>
7	Working group updates: Employment End of life care Keeping safe Prevention services
 	<p>Hamid spoke about the employment working group. He said the group looked at:</p> <ul style="list-style-type: none"> • where people can get support for getting into work • how to make people aware with what is going on • what messages can be given to providers and employers • how the job centre could be more engaged and supportive. <p>Janice talked about the end of life care working group. She said the group looked at:</p> <ul style="list-style-type: none"> • how to improve the patients and carer experience • better information and planning • how to meet different people's needs.



Emma spoke about the keeping safe working group. She said the group looked at:

- reporting abuse
- more training to support people talking about abuse
- letting people know where to access support
- how can we promote support and reporting
- the good work Mencap are doing with the safe places scheme.

The group also spoke to Transport for London about issues on the public transport travel.

Ella talked about the Prevention working group. She said the group did:

- mystery shopping exercise over the phone and on the websites
- a group exercise of their own experiences.

8

In progress working group updates:

How do we know we are doing a good job in adult social care?

Carers support

Hospital discharge






Andrew spoke about the How do we know we are doing a good job In adult social care working group. He said:

- the group have only had 1 meeting so far
- they will look at how we are doing in adult social care.



Ulla talked about the Carers support working group. She said the group spoke about how could Adults and Communities:

- support carers who feel they are on their own
- inform carers
- support carers to let their adult children live as independently as possible.

	<p>Peter talked about the Hospital discharge working group. He said the group talked about:</p> <ul style="list-style-type: none"> • issues to do with hospital discharge • what information is there.
<p>9</p>	<p>Anything else?</p>
	<p>All Involvement Board members are to send Ella their resident representative update as we ran out of time in the meeting.</p> <p>Mathew said all meetings will now be 2 1/2 hours.</p>
<p>10</p>	<p>Dates of next meeting</p>
	<p>Wednesday 7 March, 10.30am-1pm Committee Room 1 Hendon Town Hall The Burroughs Hendon NW4 4AX</p>
<p>11</p>	<p>End of meeting</p>
	<p>Mathew said thank you to everyone.</p>