

Minutes

Title of Meeting: Older People's Partnership Board

Date of Meeting: 24th November 2016

Attendees: Jodi Simpson, Gemma McCormack, Roslyn Harding, Wilf Deakin, Faiza Al-Abri, John Weetman, Sue Wilson, Paulette Rennie, Fizz Hesseltine, Stephanie Randolph, Trevor Hurrell, John Abington, Max Coleman, Yvonne Clark, Pat Horn, Paul Brennan, Randip Khangura, Angelina Florio and Ted Bowen.

Apologies: Jenny Poad, Alan Clark, Glenda Tizard, Kate Walker, Sandra Rome, Kuldeep Rupra, Michele Flynn, Pete Buckingham and Vanessa Connolly.

No	Item	Actions
1.	<p>JS welcomed everyone to the meeting and noted apologies. KW is not able to attend today due to attending a meeting on behalf of the Director.</p> <p>Housekeeping was noted and everyone was advised on what to do in the event of a fire alarm.</p> <p>The minutes of the 15th September 2016 were discussed and agreed and the matters arising were discussed.</p> <p>Matters Arising: CCG structure – GM will send this to the group once it is available.</p> <p>The publication for Older People's Day was sent out on the 1st October 2016 and GM thanked those who had contributed to it.</p> <p>GM will contact BRCC and ask them to attend the next meeting.</p>	
2.	<p>Winter Wellness Campaign: (Attached) RK read through the report and advised that carers are a difficult group to be vaccinated as they are unable to leave the person they care for and as they have such limited time. It was suggested that Carers in Bedfordshire be contacted to see if they can do anything to support.</p> <p>Pharmacies are now offering the flu vaccination.</p> <p>JW advised that Healthwatch are also actively involved in this are in Bedford there are 3 main issues: There is a language barrier. There is a problem with the knowledge of immunisation – when and who can be vaccinated. There are between 5 and 7 GP Practices who aren't performing.</p> <p>RK advised that Public Health are aware of which GP Practices they are and there is a lot of work currently being done with GP's.</p> <p>RK said that there is quite a diverse population in Queens Park and Public Health is working with the Pharmacy and GP Practices there.</p>	

	<p>To hit the target, another 276 pregnant women need to be vaccinated.</p> <p>The flu programme has only been running since September 2016.</p> <p>The Winter Wellness Campaign encourages the population to get their medication early before the Christmas break.</p> <p>Public Health are trying to encourage and educate the population to go to the Pharmacy first instead of the GP.</p> <p>It is very important to keep homes warm in the cold weather.</p> <p>Reduce Hospital admissions and reducing people attending A&E.</p> <p>Public Health have been working with Healthwatch, GP's, Hospitals, Carers in Bedfordshire, Children's Centres, Housing and Social Care.</p> <p>This is a National programme and is a CCG lead campaign.</p> <p>JA advised on a Winter Wise booklet, see link below:</p> <p>https://www.independentage.org/information/advice-guides-factsheets-leaflets/being-winter-wise</p> <p>Discussion around what the temperature in the home should be as Age UK are advising it should be 21 degrees and Public Health are advising it should be 18 degrees, clarification required as there are two conflicting messages.</p> <p>FH advised that Age UK have cold alarms that will go off when the temperature falls below 18 degrees.</p> <p>Concern as 18 degrees is cold. MC said that the object is to keep older people warm and some will have old thermometers in their homes. With one hand we are asking people to go to the Chemist and with the other hand Pharmacies are having more money taken from them.</p> <p>JW advised that all Chemists get the same money and there is no question of people losing their Chemist.</p> <p>MC asked what are the facts about the Chemists? JM to write to GM with the points he has raised and GM can feedback to MC.</p> <p>JW said that the advice generally is to keep one room of the house at 24 degrees and not the rest of the house.</p> <p>FH concerned that if people are doing this then they run the risk of getting damp and causing Asthma.</p> <p>RK to send the leaflet to GM to distribute.</p>	
3.	<p>Age UK: FH advised that she is here to discuss the Warmer Homes Project.</p> <p>Age UK is being approached by people who have boilers that have broken and they are unable to replace them. With Age UK's support, British Gas supplied a new boiler to someone with no cost to the individual.</p>	

	<p>Age UK can help support individuals to find better energy providers. £1,800 per year has been saved for one person who has been supported to change their energy provider.</p> <p>Age UK have no connection with EON and they use U-Switch.</p> <p>Age UK do not get any commission, the funding comes from fines that have been given to British Gas.</p> <p>SR concerned that the savings are based on those with ordinary tariffs and not dual tariffs.</p> <p>JA advised if you ask for a Type 2 Smart Meter this will enable you to switch with ease.</p> <p>How do we get this message over to older people?</p> <p>Age UK are presenting to GP Surgeries, Social Care Groups, Coffee Mornings and Village Newsletters. People who have been in the most need have come in through these channels.</p> <p>In 2013 – 2.34 million households in England alone were living in fuel poverty.</p> <p>Newer build houses are much more energy efficient than the older houses.</p> <p>How many people have told the electricity board that they are over 65 and have no younger people living in their homes? FH advised that Gas and Electricity should be informed as well as the National Grid.</p> <p>FH advised that Age UK have seen 265 people in Bedford Borough out of 640.</p> <p>What happens to all the rest of the people who haven't been seen? The funding will run out at the end of January 2017. This is a trial project with 5 other branches up and down the country with the hope this will be rolled out on a permanent basis.</p> <p>The purpose of FH being here today is to raise awareness and go back and inform groups of this project.</p> <p>This has to be a National project for everyone to consider and all vulnerable people need to keep their homes warm.</p> <p>YC feels that there has been a change for the better over the year with Age UK.</p>	
4.	<p>Community Safety:</p> <p>There is a rise in bogus callers at the moment. Someone is phoning and saying they are from financial organisation or the bank.</p> <p>There is an email being sent round from the CPS saying that you have been called to attend as a witness, do not open this as it is malware.</p> <p>There is an email being sent round from HMRC which is also a scam.</p> <p>If you are contacted by anyone and you are not expecting them to contact you i.e. banks then you need to be careful.</p> <p>It has been reported that there are bogus callers in the Castle Road area. They are cold callers pretending to be from the Council. If they are from the Council then they will show their ID.</p>	

	<p>JA advised that his mobile phone was hacked, if you suspect this has happened to you then you can contact your phone company and they will put a block on your account for nuisance text messages.</p> <p>There is a spat of bag snatchers in the town centre, everyone should be extra careful when out shopping.</p> <p>On the 10th December 2016 the Police will be holding an event in the town centre on how to be safe while Christmas shopping as thieves are watching people put their shopping in their cars and then going back to carry on shopping.</p> <p>Be careful what you are putting on display under the Christmas tree and keep your home secure.</p>	
5.	<p>CCG Update: Early supported discharge pathway, the pathway has been developed, agreed and signed off. A Team Leader is in place and has already started working across the community.</p> <p>The start date is January 2017.</p> <p>In the interim have been negotiating additional beds for Stroke patients.</p> <p>6 additional beds for complex rehab Stroke patients.</p> <p>This works through a specialist team who will case manage.</p> <p>Since September 2016, 23 patients have benefitted from this.</p> <p>End of Life Pathway advanced care plan, this has been rolled out through Health and Social Care. The purpose of the advanced care plan is for their wishes for end of life so that people can die in their preferred place of death. There has been a big increase in the number of conversations in advanced care planning.</p> <p>11 care homes have been identified that need additional support with confidence with end of life patients. Those homes now have a champion in place and the homes have all received training.</p> <p>We know that improvements need to be made in end of life pathways. The document that has been developed Nationwide will be in place in April 2017. Will need to increase multi-disciplinary teams working across the system.</p> <p>34/35 care homes within Bedford Borough have received falls training.</p> <p>33/35 already have champions in place and they receive peer training on a regular basis.</p> <p>We are currently in the process of planning the 2017 Better Care Fund. The guidance hasn't come out yet but we are starting to identify ways of how to improve things.</p> <p>Anny suggestions to be sent to GM who will forward to AF.</p> <p>AF to feedback on the 111 service that was in the press. This information was received after the meeting and is below:</p> <p><i>Building on the Keogh Report for Urgent and Emergency Care the national</i></p>	

direction is for an Integrated Urgent Care service (combining 111 and Out of Hours services). The existing 111 and Out of Hours services were due to be re-procured for commencement from 1st April 2017. Bedfordshire and Luton CCGs took this as an opportunity to integrate 111 and Out of Hours services across Luton and Bedfordshire with the enhancement of a Multi-Disciplinary Clinical Advisory Service, in order to provide a more cohesive and seamless service for our patients. The new Integrated Urgent Care service will ensure consistent and clear pathways between 111, Out of Hours and Primary Care, providing a truly 24/7 urgent primary care service, which will demonstrate value for money ensuring the patient receives care at the right care at the right time in the right place seamlessly.

Some of the Key Changes

- 1. To allow immediate conversation with a primary care clinician (DX11) when the disposition results in “urgent speak to within 1 and 2 hours”.*
- 2. To allow for pre-bookable appointments when the disposition (DX05) results in “urgent contact a primary care clinician within 2 hours”.*
- 3. 111 will incorporate a large proportion of the ‘telephone advice’ currently provided in Out of Hours.*
- 4. Face to face consultations will continue to be provided and will be pre-bookable by 111 when the disposition results in this requirement.*
- 5. To allow immediate conversation with a primary care clinician (DX11) when the disposition results in “green ambulance and refer to A&E disposition”.*

AF to send out electronic version of the leaflet to the group.

6.

St Bedes Activity Co-ordinator:

Some people think that St Bedes is a care home or a care village, it is an independent living scheme with care.

There are 104 apartments, hairdressers, restaurant, shop and podiatry.

The coffee bar in the public lounge and restaurant is open to the public.

You have to be 55 and over to have a property at St Bedes.

Half of the apartments are privately owned and the other half are rented.

The Activity Co-ordinators role is to encourage residents to be involved in the schemes, trips and entertainment.

Some residents have been putting their own activities together but the structured activities are made available on the notice boards.

Every Sunday there is a film afternoon in the Cinema room and there is a quiz once a month.

Currently the activities are not open to the public and are for the residents at St Bedes

	<p>only.</p> <p>Orbit Housing who are the Provider are very good at identifying the voids and who to be allocated.</p>	
7.	<p>AOB: At the last meeting there was a discussion about what the group want to get out of this meeting.</p> <p>WD advised that he was not able to get together with people who had showed an interest in having a meeting but has put together a list of suggestions on what this group should do and be about. From this list a number of topics has been put together.</p> <p>GM will send out the list to the group and a group will be formed from this list to discuss agenda items for future meetings.</p> <p>PH, MC, SR and AC have all showed interest in being part of this group.</p> <p>PH said that microphones were not available again for this meeting today and feels that the Council does not value people with hearing problems. JS apologised for there being no microphones available today and we will ensure that these are available for all future meetings.</p> <p>PH said that he had expected to see a report on the STP at this meeting. JS advised that we would need the correct information on where things are at the moment before we are in a position to comment.</p> <p>JW advised that some issues have been raised with Healthwatch. We need more older people to get involved with our meetings as when meetings has been arranged in the past following concerns raised, no one has turned up to the meetings.</p> <p>Bedford Dementia Alliance was launched in June 2016 but has been struggling to get organisations, carers and people living with Dementia involved. More diverse membership is needed. The next meeting will be on the 5th January 2017 at 9.30am. GM advised that she has access to a number of groups and any information can be sent to her to distribute.</p>	
8.	<p>Date of Next Meeting: 16th February 2017, 10am.</p>	