

MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES CHURCH, INVERNESS ON MONDAY 26 SEPTEMBER 2016 AT 10:00

Present: Ian McNamara, Chair
Isla Cuthbert
Donalda Mackenzie
Donald MacLeod
Brenda Nicolson
Joan Philip
Irene Robertson
Evelyn Sinclair

In attendance: Pamela Boxx
Jennifer Campbell, NHS Highland (item 1)
Anne McDonald, Coordinator
Carlyn Millar, Scottish Care

Apologies – Brian Devlin, David Hannah, Bet McAllister, Lesley McDade, Ann McKay and Kelly Sutherland

1 SELF DIRECTED SUPPORT

The Chair welcomed Jennifer Campbell, NHS Highland and Carlyn Millar, Scottish Care to the meeting. Ms Campbell outlined the principles underpinning Self Directed Support (SDS) and the challenges in embedding the SDS philosophy within an acute hospital setting. She referred to the role of social workers and occupational therapists in enabling people to live independently on their return home from hospital, assessing the level of support required and ensuring any additional needs were identified and met. Acknowledging the importance of discussing SDS and its four options with each individual client, Ms Campbell noted that it was also important to take account of other available services provided by local organisations to ensure the person received the care and support that was most appropriate to their needs. In view of the significant cultural change involved in implementing SDS, Ms Campbell advised that mandatory training had been introduced for adult social care staff to ensure they had the requisite knowledge and understanding of the SDS philosophy and its four options. There was also a need to ensure that the chosen option was appropriately managed and discussion followed on measures and safeguards in place to ensure governance.

Ms Millar explained that Scottish Care was a national membership body for care providers which represented views at national and Government level. Uptake of SDS to date appeared to be quite limited and Ms Millar was currently undertaking a pilot project with NHS Highland in Mid Ross to ascertain the position in that area and engage with older people to get their views on what they considered important in relation to care at home. The outcome of this piece of work would be shared with relevant bodies.

On behalf of the Board, the Chair thanked Ms Campbell and Ms Millar for their informative presentation and contributing to the discussion.

Ms Campbell left the meeting

2 DECLARATION OF INTERESTS

There were none declared.

3 NEW MEMBERS

The following new Members were noted: -

- Age in Mind, Stirling
- Pulteneytown People's Project, Wick
- Generations Working Together, Isle of Skye
- Pam Courcha, Contin

4 MINUTE OF MEETING HELD ON 29 AUGUST 2016

The Minute of meeting held on 29 August 2016 was Approved.

Proposer: Joan Philip
Secunder: Isla Cuthbert

It was agreed that the minute be published on the HSCN website, as recommended by OSCR.

5 EVALUATION OF EFFECTIVENESS OF THE HSCN

The external facilitator's report of the evaluation exercise which took place on 5 September 2016 was awaited.

6 NATIONAL CARE STANDARDS REVIEW

The Board received the report prepared by Saartje Drijver, Inspector, National Care Standards Review Project Officer, Care Inspectorate summarising the discussion that took place at the last meeting regarding the National Care Standards Review. The comments and concerns expressed by the Board during the discussion would now be shared with the National Care Standards Review Team and the National Care Standards Development Group for their consideration. Anne referred to her subsequent discussion with Ms Drijver outwith the meeting when she had highlighted the importance of obtaining the views of care home residents on the standards and ensuring these were fed into the consultation.

7 FUNDRAISING STRATEGY

As previously agreed, consideration of a fundraising strategy was deferred pending feedback from the evaluation exercise held on 5 September 2016.

8 MEETINGS WITH EXTERNAL BODIES

(a) Older People's Improvement Group Meeting 30 August 2016

The Chair summarised the topics discussed at this meeting. These included a presentation on a literature review updating on an earlier review (in 2011) which had looked at a range of

interventions and evidence of their effectiveness in reducing hospital admissions. For example, cataract surgery in the prevention of falls.

(b) Integrated Care Fund Meeting 31 August 2016

The Chair reported on this meeting which he and Donald had attended. He was pleased to confirm that continued funding for the Coordinators' posts for the next two years had been agreed.

(c) Adult Services Commissioning Group Meeting 7 September 2016

At its meeting on 7 September 2016 the Adult Services Commissioning Group (ASCG) had taken the opportunity to consider its future direction. A suggestion was put forward that the various Improvement Groups feeding in to the ASCG should become more task orientated and that the ASCG would have responsibility for identifying and allocating the pieces of work to be done.

(d) Care Standards Group Meeting 14 September 2016

The Chair reported on a presentation given by Dr Jeremy Keen, Consultant in Palliative Care, Highland Hospice on Project ECHO, an educational programme based on an American model involving two-way IT communication, which the Hospice was aiming to introduce to support care homes in the Highland area to deliver end of life care for residents. The Chair suggested 'End of Life Care' as a possible topic for next year's annual conference and that representatives from the Hospice be invited to contribute to/participate in the session. The Chair to follow up this suggestion with the Hospice.

(e) Day Care in Care Homes Review

The Board noted the circulated minute of a meeting held on 5 September 2016, attended by representatives of NHS Highland, the Care Inspectorate, Scottish Care and the Independent Sector, to consider the provision of day care in care homes. A follow up meeting was planned for 25 October 2016 which HSCN representatives had been invited to attend to feed in views of users and carers regarding current day care services in care homes and future service models. The Board acknowledged the value of day care, particularly in providing respite for carers, however there were a number of issues to be taken into account in considering the planning and delivery of services such as costs, legislative requirements, and the impact of day care arrangements on care home residents. As the Chair was unable to attend the meeting, it was suggested that Anne attend in his place. Concern was expressed that there was insufficient time to gather older people's views in advance of the meeting.

(f) Sight Action Communication Aid

The Chair referred to the communication aid developed by Sight Action which people could use to alert others that they had a visual, hearing or other sensory impairment. He advised that NHS Highland was now considering incorporating an icon into patients' electronic medical records which would flag up any sensory impairments they had in order that this could be taken into account in communications with them.

9 REPORTS

(a) Coordinators

Anne gave a verbal update on activity noting that she had been contacted by the singing group for dementia, "Sounds Familiar", who had offered to visit care homes and had asked for her help in facilitating this. She would follow up this approach with the care home managers.

(b) Membership and Communication

The Board noted for information the minute of meeting of the Communication Group held on 19 September 2016.

- *Autumn meeting:* the arrangements for the joint meeting with Age Scotland to be held on 6 October 2016 at the Merkinch Centre, Inverness, had been finalised. Numbers attending would be confirmed on 30 September, the closing date for applications.
- *Re-ablement Service:* the Chair reported that he had been contacted by Maimie Thompson, NHS Highland's Communications Officer to seek the HSCN's views on a proposal to relocate the re-ablement service from the York Day Hospital, Royal Northern Infirmary to Raigmore Hospital thereby providing better access to diagnostic and re-ablement facilities. It was proposed to invite Ms Thompson to attend the Board meeting to be held on 31 October 2016 to explore the proposal in more detail; Ms Thompson would also prepare an article for publication in the newsletter.

(c) Black Isle Cares Update

The Chair drew the Board's attention to an issue that had arisen regarding the volume of referrals BIC's care at home service was now receiving from NHS Highland and the capacity of the service to meet increasing demand. A meeting was to take place with NHS Highland to discuss the situation. It was noted that the service Coordinator would be leaving at the end of October; plans were in place to fill the vacancy.

BIC had approached a consulting firm experienced in managing projects for small business and community groups to help with the development of a business plan. The Chair suggested that HSCN might consider using the firm should it wish to develop its own business plan in the future and would circulate the contact details to the Trustees for their information.

(d) SOPA

Donald updated briefly on the current position and suggested that Trustees access the SOPA website and Facebook page to keep abreast of any further developments.

10 TREASURER'S REPORT

The Board received the circulated accounts for August 2016 noting that a number of donations had been received. An allocation from the Integrated Care fund was also awaited. Evelyn reported on an approach from the Cooperative regarding its new membership scheme and explaining how the scheme could help to promote local causes in the community.

11 CORRESPONDENCE

(a) Cataract Letter

The Board noted the response from the Cabinet Secretary for Health and Wellbeing dated 8 September 2016 to the concerns it had raised regarding ophthalmology service provision, in particular cataract services, in the North of Scotland. While acknowledging the action planned/being taken to address the issues at both local and national level, as detailed in the Cabinet Secretary's response, the Board agreed to write again to her reinforcing the need for improved service provision, highlighting the effectiveness of cataract surgery in the prevention of falls in the elderly, and indicating that it would continue to monitor the position. The letter to be copied to local MPs and MSPs.

(b) Pavement Cyclists

There was circulated for information reply dated 14 September 2016 from Chief Superintendent Philip MacRae, Divisional Commander, Highlands & Islands Division, Police Scotland acknowledging the concerns expressed by the Board about the use of pavements by cyclists. The Board noted from his letter that plans were in place to carry out work with Police Scotland's media department regarding security of bicycles which would also cover road user safety including winter cycling and inappropriate cycling.

(c) 'Thank You'

The Chair read the letter of thanks from Margot for the presentation made at the last meeting to mark her retiral as a Trustee of the HSCN. Wishing the organisation well for the future, Margot indicated she would be happy to continue to contribute to its work where possible.

12 AOCB

(a) Adult Support and Protection Group

Joan had been invited to attend this group's development day to be held on 30 October 2016 and would circulate the agenda to the Trustees for information/interest.

(b) Increased Charges for Public Conveniences

The Board expressed its concern regarding the proposal to increase the charge for using public conveniences to 50 pence. The timescale for responding to the initial questionnaire survey about the proposal had been very short, however it was understood that there would be a further consultation exercise. It was noted that provision of public conveniences was a discretionary service and as such fell outwith the range of statutory services that the Highland Council was obliged to provide.

(c) Blue Badge Parking

Donalda highlighted difficulties being experienced by blue badge holders in accessing parking because of inappropriate use of designated spaces by other drivers.

(d) Scottish Index of Multiple Deprivation

Donald referred to a recent article in the Inverness Courier from which the Board noted with concern crime statistics showing Inverness City Centre to be the fifth worst in Scotland in terms of incidents and that the health of residents in the city centre was also very poor.

13 DATE OF NEXT MEETING

The next meeting will be held on Monday 31 October 2016 at 10:00 in Inshes Church.

The meeting closed at 11:55