

MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES CHURCH, INVERNESS ON MONDAY 27 FEBRUARY 2017 AT 10:00

Present: Ian McNamara, Chair
Isla Cuthbert
David Hannah
Bet McAllister
Lesley McDade
Donalda Mackenzie
Donald MacLeod
Brenda Nicolson
Joan Philip
Irene Robertson
Evelyn Sinclair

In attendance: Fiona Angella
Pamela Boxx
Jo Cowan, Coordinator
Anne McDonald, Coordinator

Apologies – Brian Devlin and Ann McKay

1 WELCOME

The Chair welcomed everyone to the meeting.

2 DECLARATION OF INTERESTS

There were none declared.

3 NEW MEMBERS

The following new (Group) Member was noted:

- NHS Retirement Fellowship
- Fort William & District Lunch ClubS

4 MINUTE OF MEETING HELD ON 30 JANUARY 2017

The Minute of meeting held on 30 January 2017 was Approved.

Proposer: Isla Cuthbert
Secunder: Joan Philip

5 MATTERS ARISING NOT ON THE AGENDA

(a) Relocation of York Day Hospital

The Chair reported on the concerns about the future use of the Highland Heartbeat Centre at Raigmore Hospital which had been raised by stakeholders and service users who were now

seeking further clarification from NHS Highland on the proposals for service redesign. It was felt that the issue of car parking at Raigmore Hospital remained to be addressed, it was also unclear whether the plans for escorting patients from the car park to the Heartbeat Centre would also involve accompanying the patients back to their transport following treatment.

(b) Review of Self Directed Support Guidance

The Chair confirmed he would be pursuing this matter with NHS Highland.

6 EVALUATION OF EFFECTIVENESS

and

7 BUSINESS PLAN AND FUNDRAISING STRATEGY

Both these items were deferred to a future meeting.

8 MEETINGS WITH EXTERNAL BODIES

(a) Local Outcome Improvement Plan Focus Group Meeting 3 February 2017

The Chair gave a brief report of this meeting which had been held in Dingwall. He confirmed that an article on the development of Local Outcome Improvement Plans (LOIPs) was being prepared for inclusion in the Spring edition of the newsletter. It was the intention that LOIPs would be delivered by October this year.

(b) Adult Services Commissioning Group Meeting 8 February 2017

The Board received the Chair and Donald's report of this meeting. The main issue was NHS Highland's challenging financial position and the requirement to make significant savings. The Operational Units were seen as key to achieving the necessary savings. It was acknowledged that the implementation of the Carers Act would have an impact on the budget.

(c) Day Care and Care Homes Meeting 8 February 2017

The Chair reported on ongoing discussions regarding day care in care homes and other potential future models of care aimed at supporting discharge from hospital and averting hospital admissions. Joan referred to a new specialist overnight service to be piloted for a year within the NHS which would provide instant crisis care thereby reducing demand on the ambulance service to respond to less urgent calls and hopefully reducing the number of hospital admissions.

The Board heard from Fiona and Pamela about the challenges in their respective areas relating to care at home in terms of adequate provision and ensuring joined up working between health and social care services to provide a seamless service that met the needs of each individual. It was acknowledged that services were patchy across Highland with continuing recruitment and funding difficulties. The Chair undertook to pursue the specific issues raised by Pam. Recognising the valuable support that community initiatives such as BIC provided, Fiona proposed to look into the possibility of developing a community project in her area to recruit carers.

The Chair referred to the Buurtzorg model of community care in Holland whereby groups of nurses, largely self managed, provided 24/7 cover with input from neighbours and volunteers. Consideration was being given to its applicability in Highland.

(d) Visual Impairment Access in the City Centre Meeting 10 February 2017

The Chair had found this a very positive meeting, a range of issues having been raised and discussed. The importance of involving relevant organisations in discussions on street-scaping was highlighted, to ensure the city centre was accessible to people with sensory and other impairments.

(e) Joint Monitoring Committee Meeting 13 February 2017

The Chair provided a summary of the topics discussed including a presentation on community partnerships. It was noted the partnerships were at different stages of development across Highland.

(f) Outcomes Meeting 15 February 2017

The Chair advised that NHS Highland had agreed to adopt the “Outcome Stars” model and that HSCN and Connecting Carers would pilot the tool. It was aimed to commence the pilot run in April.

(g) Sight Action Users Group Meeting 22 February 2017

The Chair reported on this interesting meeting which had outlined proposals for the establishment of elective care centres to be located in a number of regions across Scotland. Highland had identified five potential sites for a bespoke unit and intended to submit a bid to become one of the designated regions.

9 REPORTS

(a) Coordinators

The Board received the circulated report which detailed progress against the Coordinators’ work plan as at February 2017. It was noted that meetings had taken place with NHS Highland representatives regarding service redesign and end of life care. Anne and Jo were now exploring the potential for older people’s involvement in these processes to allow them to feed in their views and aspirations.

(b) Membership and Communication

The Board noted for information the minute of meeting of the Communications Group held on 13 February 2017.

- *HSCN Annual Conference, 26 April 2017:* To help meet Conference related costs, the Chair confirmed he had submitted a grant application to the Common Good Fund and was awaiting the outcome. Evelyn had also sought funding from some local companies. It was remitted to Joan to draw up a list of volunteers to undertake various tasks on the day. Trustees would also be identified to host each table during the event.
- *Spring Newsletter:* It was agreed some of the items proposed for the Spring edition would be held back for inclusion in the Summer edition in order to keep the publication to a maximum of eight pages.

(c) Black Isle Cares Update

Reporting on Brian’s behalf, the Chair noted the increase in the number of care hours provided in response to growing demand. Efforts were being made to recruit more carers to cover a wider area. The further expansion of the meals on wheels service was also noted. Work was ongoing to establish the Black Isle Cares Community Hub, Brian hoped to be able to update the Board on this development over the coming months. As reported at the last meeting the receipt

of a grant from the Youth in Philanthropy Initiative was enabling BIC to explore opportunities to bring younger and older people together in the community.

(d) SOPA

Donald gave a brief update noting that SOPA would be discussing implementation of the Care Standards. Jo outlined the approach being taken by the Care Standards Implementation Group which had set up six sub groups and was aiming to involve organisations like HSCN in their deliberations. Jo felt that the “people know what they should expect” sub group would be the most appropriate for her to participate in.

10 TREASURER’S REPORT

(a) Accounts

The accounts for January 2017 were received and noted.

(b) Draft Expenses Policy

The Board considered the circulated draft Expenses Policy for Volunteers/Trustees. Following discussion it was agreed that:

- expenses must be authorised in advance
- no payment would be made for the first 25 miles of a journey
- subsistence would be paid, where appropriate
- travel expenses would be reimbursed, where appropriate, to those attending the older people’s get togethers.

The Board then considered the expenses claim form currently in use. Subject to some minor amendments, the form was approved.

(c) Co-operative Local Community Fund

The Chair reported on the funding raised so far for HSCN through its involvement with the Co-operative Local Community Fund initiative.

11 AOCB

(a) The Highland Council Budget

Jo drew the Board’s attention to The Highland Council’s decision to axe the 50% rail concession for those with a national concessionary travel pass. This would impact significantly on older people travelling from south and east of Inverness. Jo asked for the HSCN’s support in highlighting this inequity; she would also approach local Councillors to seek their support to redress the situation and ensure no one was disadvantaged.

(b) National Health and Care Standards – Implementation Working Group

The Chair asked that Trustees let him know if they would like to be involved with the Implementation Working Group.

(c) National Guidance and Standards for Urgent Care Development Programme

It was noted that comments had been invited on this guidance by the Urgent Care Reference Group, one of whose aims was to provide feedback and views on the Development Programme proposals and recommendations. Discussion followed on handling out of hours calls when Bet gave details of a case that highlighted the importance of effective communication between the various health and social care professionals and the ambulance service regarding a patient’s

condition. The Chair would discuss the matter further with Bet outwith the meeting and consider whether there was any learning to be had from the incident.

(d) Great Wilderness Challenge

The Chair reported that a publicity event was to be held at the Highland Hospice on 23 March 2017 to raise awareness of, and further promote the Great Wilderness Challenge. An invitation to attend the event had been extended to HSCN. Isla and Bet agreed to represent HSCN.

(e) Draft Hospital Visiting Guidelines

Joan requested that any further comments on these draft guidelines for general visiting in NHS Highland hospitals and for presence, and participation in care, of families and carers in NHS Highland Hospitals, be forwarded to her as soon as possible.

(f) Update on Sutherland Issues

David updated the Board on a number of developments in the Sutherland area and highlighted the following points:

- The rising cost of funerals and funeral poverty was currently under discussion by the retired local government officers branch of UNISON of which David was now Secretary.
- The Sutherland Care Forum was about to launch its voluntary foot care and advice service for the elderly. Consideration was also being given to extending the service to other areas of the population where there was an unmet need.
- The possibility of working in partnership with the Highland Hospice regarding a palliative care befriending service was being explored.
- An issue had been raised regarding access to/availability of public toilets during the winter period.

12 DATE OF NEXT MEETING

The next meeting will be held on Monday 27 March 2017 at 10:00 in Inshes Church.

The meeting closed at 12:05