

MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES CHURCH ON MONDAY 29 AUGUST 2016 AT 10:00

Present: Ian McNamara, Chair
Isla Cuthbert
Bet McAllister (part meeting)
Lesley McDade
Ann McKay
Donald MacLeod
Joan Philip
Irene Robertson
Evelyn Sinclair

In attendance: Pamela Boxx
Saartje Drijver, Inspector, National Care Standards Review Project Officer, Care Inspectorate (item 1)
Anne McDonald, Coordinator
Margot Smith

Apologies – Brian Devlin, Donalda Mackenzie, Brenda Nicolson and Kelly Sutherland

1 NATIONAL CARE STANDARDS REVIEW

The Chair was pleased to introduce Saartje Drijver, Inspector, National Care Standards Review Project Officer, Care Inspectorate. Ms Drijver outlined the background to the development of the existing general standards set by various bodies (Care Inspectorate, Health Improvement Scotland and others) which covered a range of services. Highlighting the main principles underpinning the standards – Dignity and Respect, Compassion, Be Included, Responsive Care and Support and Wellbeing, Ms Saartje gave details of the work underway to make the standards applicable to many different situations and age groups ensuring that individuals received quality care and support appropriate to their needs. As part of this work a public consultation was taking place which would end on 28 November 2016, following which a report would be produced with recommendations for change/improvements. In the ensuing discussion a number of points were made.

- There was a need to ensure staff in care settings were appropriately trained and also that there were sufficient numbers of staff in each care setting. An appropriate level of remuneration for care workers was important to attract high calibre staff. It was suggested that caring should be a profession in its own right.
- It was felt that more needed to be done in care homes to provide stimulation for residents. It was important to engage with residents to get their views on what they needed and would like to have. Reference was made to Anne's attendance at residents' forum meetings which was proving helpful in encouraging residents to speak up and air issues.
- With regard to care at home, the need for continuity and consistency of care was emphasised, particularly for people with dementia.

- Within the mental health setting it was important that individuals were listened to and that the service was responsive to their needs while acknowledging the need to achieve a balance between individual choice and keeping the person well and safe.
- The standards needed to have some flexibility to meet different needs of different people. Compliance with the standards was key, as was the application of sanctions when standards were not met. There was a need to encourage and empower individuals, both residents and staff, to raise concerns about standards of care and poor practice. Inspections of care homes needed to be rigorous and there needed to be an assurance that recommendations for change/improvement were implemented in order to combat sub-standard care and abuse.

Drawing this part of the meeting to a close, the Chair thanked Ms Drijver for her informative presentation and responding to the issues and queries raised during discussion. Ms Drijver thanked the Board for its input and undertook to prepare a summary of the points raised which she would submit to the Chair in the first instance for agreement and thereafter convey them to her Directors.

Ms Drijver left the meeting

Before continuing with the agenda, the Chair made a presentation to Margot on behalf of the Board in recognition of all her work for the HSCN over many years.

2 DECLARATION OF INTERESTS

There were none declared.

3 NEW MEMBERS

The following new Members were noted:-

- Sylvia Woodcock-Clarke, Helmsdale
- Millie Macpherson, Inverness
- Betty Robertson, Dunbeath

4 NEW TRUSTEES

David Hannah's application was submitted and approved.

5 MINUTE OF MEETING HELD ON 27 JUNE 2016

The Minute of meeting held on 27 June 2016 was Approved.

Proposer: Joan Philip
 Secunder: Isla Cuthbert

6 EVALUATION OF EFFECTIVENESS OF THE HSCN

All the arrangements for the self evaluation exercise to be held on Monday 5 September 2016 at Inshes Church from 10:00 – 15:00 were in hand. It was agreed Ann would get back in touch with the external facilitator to confirm any outstanding details.

7 FUNDRAISING STRATEGY

It was agreed to defer consideration of this topic until the self-evaluation exercise had been undertaken.

8 MEETINGS WITH EXTERNAL BODIES

(a) Integrated Care Fund

The Chair advised that he and Donald would be attending a meeting on 31st August at which the allocation for the next two years from the Integrated Care Fund for the Third Sector, including the HSCN Coordinators, would be considered.

(b) Adult Services Commissioning Group

It was noted that this group would be holding a half day meeting on 7th August to review its effectiveness.

9 COORDINATORS' REPORT

(a) Coordinators

The circulated joint Coordinators' report detailing activity during July and August 2016 was noted. A copy of the report prepared by the Coordinators providing evidence of outcomes of their work to support the case for continued funding for their posts had also been circulated. It was agreed this document would be published on the HSCN website.

(b) Membership and Communication

The Board noted for information the minute of meeting of the Communication Group held on 17 August 2016.

Arrangements for the Autumn meeting: A notice giving details of, and inviting members to attend this joint meeting with Age Scotland on 6 October 2016 would be published in the newsletter. The Chair advised of an approach by the Highland Alcohol and Drugs Partnership to seek collaboration with HSCN to raise awareness of alcohol misuse by older people. It was agreed to include a brief presentation on the agenda of the joint meeting to provide representatives from the Partnership with an opportunity to introduce themselves and consider how they might effectively engage with older people on this issue.

Newsletter: Consideration would be given to the content of the Christmas newsletter, whether this should be a "bumper" edition or kept to the usual length. It was acknowledged the shorter version was more user friendly for those reading the document on-line.

(c) Black Isle Cares Update

The Chair gave a brief update on Brian's behalf, noting the continuing success of the meals on wheels initiative. BIC had enlisted the help of a website designer to update its website which was now up and running. The Chair asked the Board to consider whether there was a need to enhance the HSCN website and if any improvement work might be undertaken in-house or by a

professional. In this connection the Chair would circulate the contact details of the designer used by BIC. The issue of cost would need to be taken into account, as would certain elements such as use of colour and ensuring legibility for people with visual impairment.

(d) SOPA

There was nothing further to report at this time.

10 TREASURER'S REPORT

The accounts for July 2016 were circulated and noted. Evelyn advised of an adjustment to be made on the Expenditure sheet, there was also some reconciliation work to be done consequent on the introduction of the BACS system. As noted earlier in the meeting, the issue of fundraising had still to be addressed. Meantime Evelyn had a number of funding applications in the pipeline and was exploring further opportunities for obtaining grants.

11 AOCB

(a) OSCR

The Chair sought the Board's views on a recommendation by OSCR that the minutes of its meetings and accounts be published on the HSCN website. While there was agreement in principle, some reservations were expressed about having these documents in the public domain in particular with regard to sensitive material and the need to maintain confidentiality where appropriate.

(b) HSCN Annual Conference 2016 - Evaluation

Joan had collated the evaluation forms from the Annual Conference held in April and compiled a report. It was agreed now the report was available that the evaluation forms need not be retained.

12 DATE OF NEXT MEETING

The next meeting will be held on Monday 26 September 2016 at 10:00 in Inshes Church.

The meeting closed at 12:15