

**MINUTE OF MEETING OF THE HIGHLAND SENIOR CITIZENS NETWORK HELD IN INSHES CHURCH, INVERNESS ON MONDAY 29 MAY 2017 AT 10:00**

**Present:** Joan Philip, in the Chair for items 1 – 5  
Ian McNamara, Chair from item 6  
Fiona Angella  
Pamela Boxx  
Isla Cuthbert  
David Hannah  
Bet McAllister  
Lesley McDade  
Ann McKay  
Donalda Mackenzie  
Donald MacLeod  
Brenda Nicolson  
Irene Robertson  
Evelyn Sinclair

**In attendance:** Jo Cowan, Coordinator  
Lynda Thomson, Senior Health Improvement Specialist, NHS Highland (item 6)

**Apologies** – Brian Devlin and Anne McDonald

**1 WELCOME**

Welcoming everyone to the meeting Joan explained that in her capacity as Vice Chair she would be chairing the meeting until the Office Bearers for 2017 – 2018 had been appointed.

**2 DECLARATION OF INTERESTS**

There were none declared.

**3 NEW TRUSTEES**

There were no applications.

**4 NEW MEMBERS**

The following new Members were noted:-

- Mairi Brown, Kingussie
- Janette Hendrie, Inverness
- Gillian Jakubec, Inverness
- Margaret Smith, Inverness

## **5 ELECTION OF OFFICE BEARERS**

Office Bearers for 2017 – 2018 were appointed as follows:-

- *Chair:*  
Ian McNamara – proposed by Isla Cuthbert and seconded by Ann McKay
- *Vice Chair:*  
Joan Philip – proposed by Evelyn Sinclair and seconded by Brenda Nicolson
- *Treasurer:*  
Evelyn Sinclair – proposed by Ann McKay and seconded by David Hannah
- *Minute Secretary:*  
Irene Robertson – proposed by Isla Cuthbert and seconded by Ann McKay
- *Media Relations Officer:*  
Brian Devlin – proposed by Bet McAllister and seconded by Evelyn Sinclair

## **6 STAKEHOLDER INVOLVEMENT - INDEPENDENT ADVOCACY PLAN 2017 - 20**

The Chair was pleased to welcome Lynda Thomson, NHS Highland. Lynda explained that one of the legislative requirements of NHS Highland was to renew independent advocacy plans. In reviewing its existing plan NHS Highland wished to ascertain if there were other needs to be met in addition to the specific groups of people for whom the advocacy plan was developed. To this end it would be interested to hear of people's experiences of advocacy services with a view to addressing gaps in provision and identifying emerging issues. Discussion followed on the different types of advocacy available (independent, collective and citizen's advocacy) and the importance of ensuring that priority groups, for example people with dementia or mental health issues, were offered advocacy. A key issue was arranging advocacy in real time to ensure an individual had the support of an advocate when they needed it. It was acknowledged there was a need to raise awareness of advocacy. Lynda asked if the HSCN might consider undertaking some work in this regard and seek feedback from its members on their experiences of advocacy. The Chair suggested that an article in the HSCN newsletter would be helpful in raising public awareness of the issues. It was also felt important that health and social care professionals should be aware of advocacy services and be able to recognise when they might be required. It was suggested that the hospital admission form might include a question for patients to indicate whether they wished to nominate a meaningful person or advocate.

On behalf of the Board, the Chair thanked Lynda for her informative presentation and responding to the queries raised. As discussed, Lynda would prepare an item for inclusion in the Autumn issue of the newsletter and she undertook to share the draft advocacy plan with HSCN for its views.

## **7 MINUTE OF MEETING HELD ON 24 APRIL 2017**

The Minute of meeting held on 24 April 2017 was approved.

Proposer: Joan Philip  
Secunder: Isla Cuthbert

## **8 MATTERS ARISING NOT ON THE AGENDA**

### **(a) Visit to UHI Campus**

Members wishing to take up the offer of a visit to the Campus were asked to let the Chair know so that the necessary arrangements could be made.

## **9 REVIEW OF SELF DIRECTED SUPPORT GUIDANCE**

It was noted that the report being prepared by Audit Scotland was not yet available.

## **10 EVALUATION OF EFFECTIVENESS AND BUSINESS PLAN**

The Board considered the circulated report from the Sub Group summarising its discussions and detailing key outcomes. The Sub Group recommended that an operational plan be developed around these outcomes; the operational plan would also need to fit in with the Board's strategic plan and researched aims and needs and take into account local and national priorities. After discussion the Board endorsed the key outcomes identified by the Sub Group and remitted to the Sub Group to draft an operational plan for consideration by the full Board. A further meeting of the Sub Group would therefore be convened, with the Coordinators in attendance, to take this work forward. It was felt that a separate business plan would not be required in addition to the operational plan which could encompass other activities, for example fundraising.

## **11 ALCOHOL AWARENESS RAISING MEETINGS**

The Chair gave a brief update on the position, reporting on the meeting he and the Trustees had attended and noting the further meetings planned.

## **12 MEETINGS WITH EXTERNAL BODIES**

The Board received reports from its Trustees on various meetings and events attended including the following:-

- An induction programme held by NHS Highland to give new Highland Councillors an introduction to the NHS in Highland and its operation.
- The Highland Third Sector Interface (HTSI) Annual Conference. This had been a very positive event bringing together a wide range of organisations and individuals and providing them with the opportunity to discuss forging relationships and working in partnership to further promote involvement and engagement with older people. It was noted that the HTSI ran an awards scheme in recognition of the importance of partnership working in raising awareness of local issues and concerns.

## **13 REPORTS**

### **(a) Coordinators**

#### *(i) Work Plan*

Anne and Jo spoke to their circulated report updating on activity and progress against their work plan as at April 2017. The following points were highlighted: -

- Anne and Jo aimed to develop a regular programme of older people's get togethers and proposed that some of the Co-operative funding be used for that purpose. It was agreed they would prepare a costed proposal for the Board's approval.
- The joint HSCN/Age Scotland meeting which was to have been held in May would now take place on Wednesday 28 June 2017 in the Merkinch Centre, Inverness. A copy of the programme was circulated for information.
- Anne and Jo had received training on the use of the Outcome Stars tool. It was planned to use the tool to look at SDS outcomes in a number of different localities across Highland.

*(ii) NHS Highland Catchball Proposal*

The response prepared by the Coordinators on behalf of HSCN was noted. It outlined the approach HSCN proposed to take in working with NHS Highland to engage with older people and identify what their priorities were in terms of health and social care provision and what improvements they would like to see to ensure person-centred services.

**(b) Membership and Communication**

The next Communications Group meeting would be held on 30 May 2017.

- *HSCN Annual Conference, 26 April 2017:* The Board noted the evaluation report prepared by Joan. Feedback was generally positive, however there were still some issues to address regarding the sound system.

**(c) Black Isle Cares (BIC) Update**

Reporting on Brian's behalf, the Chair noted the continuing success of the meals on wheels and care at home initiatives. Intergenerational working with Fortrose Academy was ongoing.

**(d) SOPA**

Donald advised that he would need to review his position as the HSCN's representative because of the significant work load and time commitment involved in preparing for and attending meetings of SOPA.

**14 TREASURER'S REPORT**

The accounts for April 2017 were received and noted. The Board acknowledged the donation from the Inverness Common Good Fund which would be used to meet Annual Conference-related expenses.

**15 CORRESPONDENCE**

**(a) "Before I Go"**

Following her presentation at the Annual Conference, Jane Duncan Rogers, Life and Death Coach, had forwarded details of a course, "Before I Go – Getting the essential questions asked and answered", for HSCN members' information and interest. The Board noted the programme.

## 16 AOCB

### (a) HSCN Administrative Arrangements

- *Mobile Phone:* It was agreed that as of July the mobile phone would be passed to the Coordinators to hold on a permanent basis. A decision would be taken in due course as to the arrangements for handling phone calls relating to next year's Annual Conference.
- *Emails:* It was agreed that Isla would continue to monitor and action emails as necessary. The purchase of a smart phone allowing Isla to access emails when away from home was approved.
- *Proof Reading:* it was agreed Jo and Irene would assist Isla with checking the newsletter and other documents for accuracy, as required.

### (b) Highland Council Budget Cuts - Concessionary Rail Fares

The Chair reminded the Board that he had written to the Highland Council regarding its decision on concessionary rail fares and had received an acknowledgement that the issues raised would be looked into. It was agreed that the Chair would now also write to all the newly elected/re-elected Highland Councillors highlighting the impact of the budget cuts in certain geographical areas within Highland and seeking their support to ensure that the people in those areas should not be disadvantaged.

### (c) Sound system

It was agreed an assessment be carried out of the sound system in the meeting room and the audio equipment purchased by the Board with a view to improving sound quality and clarity.

### (d) Online Scams

Referring to the project being undertaken by COSLA regarding online scams, Jo advised she had been in touch with the Stay Safe Coordinator who had confirmed her interest in attending the proposed meeting with the COSLA representative. Jo was now looking at possible dates in June for the meeting to be held and would notify the Board once the arrangements had been firmed up.

## 17 DATE OF NEXT MEETING

The next meeting will be held on Monday 26 June 2017 at 10:00 in Inshes Church.

**The meeting closed at 12:00**