

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

**Present:** Ian McNamara, Chair  
Pamela Boxx  
Brian Devlin  
David Hannah  
Bet McAllister  
Lesley McDade  
Ann McKay  
Donalda Mackenzie  
Brenda Nicolson  
Irene Robertson  
Evelyn Sinclair

**In attendance:** Linda Campbell, Stroke Coordinator, NHS Highland (item 5)  
Jo Cowan, Coordinator  
Anne McDonald, Coordinator  
Dr Friederike Ziegler, UHI

**Apologies** – Fiona Angella, Isla Cuthbert, Donald MacLeod and Joan Philip

### **1 WELCOME**

The Chair was pleased to welcome Dr Friederike Ziegler who was attending today's meeting as an observer. Dr Ziegler was based at the UHI's Health and Wellbeing Unit and had a particular interest in research into old age.

### **2 DECLARATION OF INTERESTS**

There were none declared.

### **3 NEW TRUSTEES**

The Coordinators and Dr Ziegler left the meeting while the Board considered the applications submitted by Fiona Angella and Pamela Boxx. After discussion the Board approved both applications.

The Coordinators and Dr Ziegler rejoined the meeting

Dr Boxx joined the meeting and was advised of her successful application.

### **4 NEW MEMBERS**

The following new Members were noted:

- **Individuals**
  - Jennifer Lawless, Wick (Caithness)
  - Ben Mudge, Edinburgh (from Macmillan Cancer Support but joining as an individual)

- Victoria Spencer, Halkirk (Caithness)
- **Groups**
  - Crossroads Care - Skye & Lochalsh
  - Lochaber Disability Access Panel
  - Tuesday Social Club, Fort William
  - Dachaidh Community Support, Kingussie

Linda Campbell joined the meeting

## **5 INTERMITTENT PNEUMATIC COMPRESSION (IPC)**

The Chair welcomed Linda Campbell, Stroke Coordinator, NHS Highland to the meeting. Linda gave a demonstration of a device which provided intermittent pneumatic compression, the purpose of which was to prevent DVT and improve a patient's chances of survival following a stroke. Linda advised that using the equipment appeared to benefit stroke patients in other ways as well, a reduction in chest infections and chest problems having been noted since its introduction.

On behalf of the Board, the Chair thanked Linda for her informative presentation.

## **6 MINUTE OF MEETING HELD ON 27 FEBRUARY 2017**

The Minute of meeting held on 27 February 2017 was approved.

Proposer: David Hannah  
 Seconder: Brenda Nicholson

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

### **(a) Great Wilderness Challenge**

The Board welcomed the grant received from Highland Cross following last year's Great Wilderness Challenge. An invitation had been extended to HSCN to enter this year's event.

### **(b) Other Items**

The Buurtzorg Model of Care and the National Health and Social Care Standards would be taken later in the meeting under the Coordinators' Report.

## **8 YORK DAY HOSPITAL AND HIGHLAND HEARTBEAT CENTRE**

The Board noted ongoing concerns expressed by stakeholders and service users of the Highland Heartbeat Centre regarding the service redesign proposals and the need to ensure that appropriate and suitable alternative arrangements were put in place. The Board would await the outcome of the consultation with interest. On the point raised about the planned use of the accommodation now available at the Royal Northern Infirmary following the relocation of the York Day Hospital service, the Chair undertook to seek clarification of the position from NHS Highland.

## **9 REVIEW OF SELF DIRECTED SUPPORT (SDS) GUIDANCE**

Brian reported on the discussion that had taken place at a meeting with SDS Scotland on 20 March 2017 which he and Anne had attended. A number of issues had been raised during the meeting, in particular a letter issued to SDS recipients which had focused on what SDS payments could not be used for had caused considerable concern. Uptake of SDS was limited in Highland. It was felt there were cultural issues to be addressed, and further work required to be done to ensure staff were fully conversant with SDS in order that they were able to advise clients as to the most appropriate option for their needs. Brian understood that SDS Scotland was preparing a report of the discussion which would be available in due course.

## **10 CARE SERVICES IN CARRBRIDGE**

Pam updated the Board on the issue she had raised at the last meeting. With regard to care at home in general, it was acknowledged there was a need to identify current service provision and future need. Jo suggested that the community planning process might be helpful in progressing discussions in this regard.

## **11 EVALUATION OF EFFECTIVENESS**

**&**

## **12 BUSINESS PLAN AND FUNDRAISING STRATEGY**

These items were deferred pending the meeting of the sub group and recommendations arising therefrom.

## **13 MEETINGS WITH EXTERNAL BODIES**

### **(a) Older People's Improvement Group Meeting 28 February 2017**

Reporting on the topics discussed, the Chair advised that the overnight care at home service pilot would get underway today within Inverness. The aim of this initiative was to support people aged 65 years and over in their own homes and avoid unnecessary hospital admissions. There was also discussion on the Highland palliative end of life care improvement plan.

### **(b) Alcohol Awareness Training Day 2 March 2017**

The training having been delivered, meetings of older people's groups would now be identified for the Chair and the Trustees involved to attend with a view to raising awareness of alcohol-related issues.

### **(c) Elective Care Centre Planning Meetings 9 and 23 March 2017**

The Chair informed the Board that the UHI Campus had been designated as the site for an elective care centre in Highland. The purpose-built facility would be used to treat non-emergency cases such as joint replacements and cataract surgery.

### **(d) Day Care in Care Homes Meeting 13 March 2017**

The Chair gave a brief update on the proposal to provide day care in care homes, the aim of which was to provide additional care and support to individuals and thereby help to minimise hospital admissions and facilitate early discharge. It was noted the initiative would have significant financial implications.

**(e) Parklands Public Meeting 14 March 2017**

The Chair reported on this meeting held to discuss the proposal to build a new care home between Fortrose and Rosemarkie. It was noted there was considerable public support for the proposal.

**(f) Adult Health and Wellbeing Forum 9 March 2017**

Jo reported on the issues discussed at this meeting which she and Evelyn had attended. Reference had been made to Patient Opinion Scotland when a low level of response from Highland was noted. It was suggested that HSCN could perhaps do some work on this to ascertain the position. HSCN might also wish to consider taking up an offer from Patient Opinion Scotland to provide free basic registration which would enable us to bring relevant real time feedback onto our own website.

**14 REPORTS**

**(a) Coordinators**

The Board received the circulated report which detailed progress against the Coordinators' work plan as at March 2017.

*Older People's Get Togethers:* Anne and Jo reported on the joint Age Scotland/HSCN meetings held in Wick, Aviemore and Fort William which had been generally well received.

*Buurtzorg model of care:* Jo, Anne and Joan had attended a meeting of NHS Highland staff to consider this insurance-based scheme currently operating in Holland. While there had been general support for the principles underpinning the scheme, it was felt the practical application of this model in Highland would be challenging, there would also be resource issues to address.

*National Health and Social Care Standards:* Jo updated on the establishment of the Implementation Working Group and its sub groups. She had agreed to participate in one of the sub groups and was awaiting further information on the remit and working arrangements.

**(b) Membership and Communication**

The Board noted for information the minute of meeting of the Communications Group held on 21 March 2017.

- *HSCN Annual Conference, 26 April 2017:* The Chair updated on the arrangements noting a meeting would be arranged with the Lochardil Hotel to finalise details.
- *Summer Newsletter:* Lesley advised she had a number of articles available for inclusion in the Summer edition.

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

Brian updated on progress with the meals on wheels and care at home projects, both services continuing to expand. Formal links had been established with Fortrose Academy to consider the further development of intergenerational working and also to encourage young people to consider caring as a potential profession. Brian confirmed that the BIC Community Hub had now been set up.

**(d) SOPA**

It was noted that Jo, Irene and Donald would be attending the Scottish Parliamentary Reception which SOPA was hosting on 29 March 2017.

## **15 TREASURER'S REPORT**

### **(a) Accounts**

The accounts for February 2017 were received and noted. Evelyn advised that it had been necessary to engage a new payroll service provider, as the previous provider did not deal with pensions.

### **(b) Grants 2017 – 18 Update**

Bet was able to confirm that the application which the Chair had submitted to the Common Good Fund for a grant to assist with Annual Conference expenses had now been considered and approved.

## **16 CORRESPONDENCE**

### **(a) Concessionary Rail Fares**

The Board noted for information copy of the letter which the Chair had sent to The Highland Council expressing concern about the impact of the cuts to concessionary rail fares and asking the Council to review its decision. The Chair had received an acknowledgement advising that the situation was being looked into.

## **17 AOCB**

### **(a) Highland Third Sector Interface (HTSI)**

The Board noted that the HTSI Annual Conference would take place on 12 May 2017. The Chair advised he would be attending the HTSI Assembly on 23 June 2017.

### **(b) Parking Permits**

Brenda referred to the online application process and the difficulties it was causing for a number of people. There was also an issue regarding availability of parking spaces.

### **(c) Universal Credit**

Lesly drew attention to the introduction of universal credit and the length of time taken to process payments which was causing some people severe hardship.

### **(d) “Breaking the rules for better care work”**

Jo explained this initiative offered people an opportunity to let NHS Highland know what they would like to see staff doing differently with a view to improving care and making services more patient-focused.

### **(e) Physiotherapy Self Referral**

This issue was raised by Donalda as a potential topic for the next agenda.

## **18 DATE OF NEXT MEETING**

The next meeting will be held on Monday 24 April 2017 at 10:00 in Inshes Church.

**The meeting closed at 12:10**