

Norfolk Older People's Strategic Partnership Board

8 June 2011

Breckland District Council Offices, Dereham

Present:

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| Joyce Hopwood | - Norwich Older People's Forum (in the Chair) |
| Harold Bodmer | - Director of Community Services, Norfolk County Council |
| Jan Holden | - Norfolk County Council Community Services |
| David Harwood | - Cabinet Member for Adult Social Services, Norfolk County Council |
| Niki Park | - Travel and Transport, Norfolk County Council |
| Catherine Underwood | - Commissioning, NHS Norfolk |
| Becky Cooper | - Norfolk Community Health and Care |
| Duncan Hall | - King's Lynn and West Norfolk Borough Council |
| Stuart Gunn | - Norfolk Constabulary |
| Gaye Clarke | - Pensions, Disability and Carers, Department of Work and Pensions (DWP) |
| Jon Clemo | - Norfolk Rural Community Council |
| Mat Armitage | - Voluntary Norfolk |
| Alan MacKim | - Norfolk Council on Ageing |
| Chris Mowle | - Norfolk Council on Ageing |
| Lesley Bonshor | - Carers Council for Norfolk |
| Ian Southern | - Great Yarmouth Older People's Network |
| Emily Millington-Smith | - Norfolk Older People's Forum |
| Pat Wilson | - Broadland Older People's Partnership |
| Hazel Fredericks | - West Norfolk Older Person's Forum |
| Graeme Duncan | - Co-opted Member |
| Annie Moseley | - Supporting the Norfolk Older People's Strategic Board, Age UK, Norfolk |
| Paul Anthony | - Corporate Support Manager, Norfolk County Council |

Also in attendance:

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|---------------|---|
| Daniel Harry | - Planning Performance and Partnerships, Norfolk County Council |
| James Bullion | - Community Services, Norfolk County Council |
| Ayesha Janjua | - Office of Public Management (OPM) |
| Lucy Macleod | - NHS Norfolk |

Apologies:

Apologies for absence were received from Carol Congreve, Anna Morgan, Sarah Plume, Kathy Chapman, Andrew Marzolini, Andrew Stevenson, Hilary MacDonald, Carole Williams, Mary Granville-White, Nigel Andrews and Ann Baker.

1 Chairman's Remarks

The Chairman welcomed the following new Board members to the meeting:

Chris Mowle and Anna Morgan (represented at the meeting by Becky Cooper).

2 Minutes

The minutes of the meeting held on 9 March 2011 were agreed, subject to correcting the spelling of Graeme Duncan's name where necessary.

3 Matters Arising

3.1 GP Appointments/Escorts

Catherine confirmed that there was no specific escort service to support vulnerable older people attending GP appointments.

3.2 Terms of Reference for the Partnership Board

Annie confirmed that the draft terms of reference had been circulated and no comments had been received. **Decision:** the new terms of reference were agreed. (They would be reviewed in December.)

3.3 Voluntary Work and Benefits

Action: **Gaye Clarke** undertook to research to provide Annie with information on the implications for people receiving benefits if they undertook voluntary work, for circulation to Board members.

3.4 Reporting on changes within NCC Community Services

Harold said that, with the considerable changes being implemented in NCC Adult Social Care, the newsletter/communication arrangements were being reviewed to ensure that partner agencies were forewarned about forthcoming issues, and would have an opportunity to comment.

3.5 GP Consortia/Integrated Commissioning

Board members had received a list of the new joint health/Adult Social Services commissioners who would be based in localities.

Catherine commented that there would be local teams of expert commissioners providing seamless services and they would be engaging with District Councils, GP consortia etc.

Catherine also mentioned that, following the formal clustering of NHS Norfolk and NHS Great Yarmouth and Waveney, there was a single executive team managing across both primary care trusts.

3.6 Awayday

Annie reminded the Board of the arrangements for the Awayday on Friday 18 November at Breckland District Council offices.

4 Financial Support for the Older People's Strategic Partnership

Harold reported that he was currently finalising the financial support for the Older People's Strategic Partnership for 2011/2012 which he expected to be around £30,000. This was the County Council's contribution and other partners were free to offer additional support if they wished to do so.

5 Southern Cross Care Homes

Harold said he expected many Members of the Board to be concerned about the recent publicity surrounding Southern Cross care homes in particular, and the private care sector generally.

Harold explained that there were 15 Southern Cross care homes in Norfolk providing 800 places of which 317 were purchased by the County Council. He assured the

Board that his department was preparing contingency plans should there be any large scale failure in the system, but he did not expect this to happen.

Harold further explained that the County Council was responsible for all residents in the homes and for ensuring that they were placed safely, and a virtual team had been set up to act in the event of alternative accommodation having to be found.

6 Working Groups

6.1 UK Older People's Day 2011 – Norfolk Celebrates Age

Jan Holden reported that the planned celebration of UK Older People's Day 2011 (Saturday 1st October) had been extended across the two weeks 26th September to 8th October.

Jan explained that the Older People's Day had been celebrated in the UK for the past five years. The aim was to highlight the achievements / aspirations / contributions to society of older people, and various partners had already agreed to be involved in the local celebrations including the DWP, Norfolk Constabulary and the Norfolk Fire and Rescue Service.

Jan said that an invitation "Full of Life" would be sent out to various groups and organisations in the county, but the website www.norfolkolderpeoplesday.wordpress.com was the main vehicle for publicising events.

Jan also mentioned that Norwich Playhouse was putting on a special play with a series of matinee performances and evenings as well if there was sufficient demand. Older people would be offered a concessionary price on tickets.

6.2 Prevention and Early Intervention

Jon Clemo reported that the Early Intervention Working Group had resolved to take a strategic approach to the preventative workstream and to act as a 'critical friend' with constructive challenge.

Jon said the group wanted to contribute to the development of criteria / principles for the new Prevention Fund being set up by the County Council.

6.3 Information, Advice and Advocacy Group

Board members had already received Ann Baker's short summary of work to date.

Alan MacKim reported that a model for commissioning information, advice and advocacy services was due to be considered by the NCC Senior Management Team in Community Services. Comments from Ann Baker's group had been incorporated into the model.

Harold confirmed that this model would be used to inform future work on tendering for information, advice and advocacy services. The current NCC information, advice and advocacy Service Level Agreements (SLAs) were being extended to the end of the financial year to give more time to refine the commissioning process.

The Chairman thanked the working groups for all their hard work.

7 Shadow Health and Wellbeing Board

- 7.1 Daniel Harry presented a paper on the structure for a Health and Wellbeing Board for Norfolk highlighting in particular:
- That health and wellbeing was a key part of the Government's health reforms.
 - That the Board would not have a budget for commissioning services.
 - That the Statutory Board must be in place as a Committee of the County Council by April 2013, allowing just under two years to test and refine the model. He expected a number of working groups to be set up to explore specific issues like the Joint Strategic Needs Assessment (JSNA) which provided statistical and other information about Norfolk people's needs, would provide an opportunity to involve a wide range of interests.
 - That David and Harold would be members of the Board and would represent Adult Social Care.
 - That, whilst the governance arrangements had not been finalised, he envisaged the Board operating as a high level strategic group.
 - That the Health and Wellbeing Board would have no statutory powers; and, as a committee of the local authority, it would be subject to scrutiny with meetings open to the public.
 - That the JSNA would drive a lot of work around health, and that it might be possible to include some additional data about carers.

During discussion, the following points were raised:

- 7.2 Harold said it was legitimate for the Older People's Strategic Partnership to maintain a watching brief on the work of the Health and Wellbeing Board to ensure that the needs of older people are being heard, and to make representations as and when necessary.
- 7.3 David pointed out that Norfolk was well advanced on the health agenda in many respects, especially on integrated working and the GP consortia, and he was confident that the issues affecting older people would be amongst the most important areas for the Health and Wellbeing Board and not be overlooked.
- 7.4 Catherine explained the engaging with and understanding local needs would be important when shaping services to allow older people to remain independent.
- 7.5 Catherine pointed out the constitution of the GP consortia might change as a result of the Government's listening exercise.
- 7.6 Following comments about information on all the services and facilities for older people and people with disabilities being made available in GP surgeries, Annie said this was a key challenge for the NCC Information and Advice Workstream. David emphasised that the absence of an efficient information system would have an adverse impact on the provision of a seamless service to older people.

8 Prevention in Norfolk – ‘Place Based Offer’

- 8.1 James and Ayesha presented the consultation paper on the Ageing Well Place Based offer.
- The national Ageing Well programme is funded by the Department of Work and Pensions, and delivered by Local Government Improvement and Development. It supports local authorities to promote the independence and wellbeing of older people
 - James said that the context for this work was a Norfolk preventative strategy which had been developed with statutory and voluntary sector partners and stakeholders, and was supported by £1,500,000 for ‘one-off’ (rather than on-going) funding of preventative services.
 - Ayesha, who is a fellow of the Office of Public Management (OPN, a not-for profit research company), explained that the programme provided for a ‘whole systems’ approach to outcomes for older people, taking into account the roles of all services - not only health and social care but also, for example, transport and community safety. (Ayesha can be contacted by email: ajanjua@opm.co.uk)
 - The proposal was to develop a model of the way people could work more closely together to redesign services – a model which would apply across the county, whilst at the same time recognising local differences. A representative group, including older people, would be set up to consider what this might involve. The focus would then be shifted to three ‘deep dives’ in a mix of urban and rural district council areas (possibly Breckland, Great Yarmouth and Norwich); with the results being referred back to the wider group. The final stage would be a report on principles and strategic thinking.
 - James said that some of the preliminary work had already been completed through the work of the JSNA, Supporting People and the Older People’s Strategic Partnership’s Strategy: ‘Living Longer, Living Well: Promoting Independence and Well-being 2011-2014’, and he expected the bulk of the exercise to be completed between July and September.
 - Ayesha explained that part of the exercise involved looking for evidence/getting examples of good practice from elsewhere and of the drivers necessary to help older people live well. She explained that the OPN was not seeking to impose a model on the county, but wanted to achieve a consensus about what independent living means for Norfolk and the connections between the various partners in localities. She would provide 15-20 days work in partnership with NCC, and NCC would provide officer support.
- 8.2 Concerns were expressed about the short timeframe particularly because it included the summer holiday period, and James said they would consider this in planning the timetable.
- 8.3 It was also noted that Breckland District doesn’t currently have an Older People’s Forum though there were plans to launch one in the autumn.
- 8.4 **Decision:** after further discussion, the Board endorsed the general concept of the Place Based offer, and agreed that the work should go ahead.

9 Norfolk Care Connect

- 9.1 Jeanette West, one of the Team Managers for Norfolk Care Connect, gave a presentation on this service which is the front door to NCC social care services.

Jeanette explained that the old process had been lengthy and could involve long delays, and that Norfolk Care Connect provided a much more efficient service, allowing enquirers to explain their circumstances only once, and providing services to many at that first point of contact (a 'one-stop shop').

Norfolk Care Connect consists of an Assessment Team, an Emergency Duty Team (EDT- out of hours support), a Care Arranging Service, Norfolk First Support Reablement Service, the Blue Badge Team and integrated working with the NHS. They have main offices in Norwich, King's Lynn and Great Yarmouth with 131 staff (excluding support staff) + EDT.

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Staff are organised in groups, each with a team manager, practice consultant, social worker, occupational therapists and assistant practitioners, including staff who specialise in either adult protection, children's services, integrated discharge or occupational therapy.

What does Norfolk Care Connect do?

- Assess for social care services, including assessing the needs of carers
- Provide new packages of care or increase or decrease services
- Make Mental Health Act referrals
- Signpost and give advice
- Refer on to GP/nurses/other workers/family members
- Provide equipment
- Hold and review cases and requesting closure of cases
- Set up directly commission personal budgets (can have direct payments for agencies), or convert existing care packages into personal budgets
- Calculate the cost of services (resource allocation system)
- Work with the Northern Integration Pilot on a pathway for frail and elderly people
- Build links with GP colleagues

During the ensuing discussion, a number of points were raised including:

- 9.2 Jeanette explained that the system was about providing support and helping older people to retain their independence. She also pointed out that the Commission for Social Care Inspection (CSCI) had recently scored Norfolk Care Connect as excellent.
- 9.3 Jeanette explained that, if an individual be unable to communicate properly on the telephone or if their needs were complex, staff consulted their practice consultant/manager to consider whether a home visit would be more appropriate. People who couldn't articulate their needs or lacked confidence over the phone might also be considered for a home visit.
- 9.4 Older people were often uncertain what number to ring for social services, and Jeanette said that the numbers for NCC departments were in the phone book. **Action: Jeanette** will talk to NCC Communications about how best to advertise the social services phone number, and feed back to Annie.

- 9.5 Jeanette advised the Board that if an individual has the means to fund their own care, Care Connect can provide an assessment of need and purchase the service/s on their behalf, and help with any subsequent disputes. Alternatively, individuals can be signposted to other organisations such as Independent Living.
- 9.6 Jeanette confirmed that she had established a link with Broadland Housing and was encouraging her fellow team managers to make similar arrangements in other parts of the county.
- 9.7 Jeanette explained that part of the Northern Pilot involved examining the records of the 50 people in the area about whom there was most concern because of their high social care and/or health needs, so they could target support towards this vulnerable group. They were also looking into the possibility of checking hospital records against this group.
- 9.8 Jeanette confirmed that attempts were made by the County Council to engage with hard to reach groups, including those who do not have English as a first language and travellers.
- 9.9 Jeanette outlined the type of training provided to Care First staff which was a mix of formal training and informal training on the job, and was tailored to the individual according to their previous experience.

10 Any Other Business

10.1 Park and Ride System

Pat Wilson said she understood the route into the city from the Postwick park and ride site had been changed, and the bus now went straight to Surrey Street station and no longer stopped at Castle Meadow. This was causing problems particularly for older and infirm passengers.

Pat was concerned that users had been given no prior notice of the route change or of any other changes like the loss of the Saturday service from the Postwick and Costessey park and ride sites.

Niki explained that the County Council had no option but to reduce expenditure on the park and ride system and for those sites no longer available on Saturday there were alternatives that can be used. However, she did not know why the Postwick bus no longer stopped at Castle Meadow.

Action: Niki to make enquiries and report back.

10.2 Meetings Timetable for 2012

Annie undertook to email Members to identify their preferred morning of the week for the four Board meetings in 2012 (March, June, September and December).



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