

Norfolk Older People's Strategic Partnership (NOPSP)

'Away Day' Minutes

Thursday 5th December 2019 (10:00 - 13:45)

Breckland District Council, Elizabeth House, Dereham, NR19 1EE

(Abbreviations: STP = Sustainability and Transformation Partnership, NCC = Norfolk County Council; CCG = Clinical Commissioning Group; NOPSP = Norfolk Older People's Strategic Partnership; YVIB= Your Voice in Breckland; NOPF= Norwich Older People's Forum; NCH&C= Norfolk Community Health and Care)

Present:

| | |
|---------------------|--|
| David Button | NOPSP Chair |
| Erica Betts | NOPSP Vice-chair/ YVIB Vice-chair |
| Mary Ledgard | NOPSP Vice-chair/ NOPF |
| Chris Scott | Adult Social Services, NCC |
| Nicola Holtom | Norfolk and Norwich University hospital (NNUH) |
| Gita Prasad | CCG |
| Chris Goddard | YVIB Chair |
| Susannah Cook | NNUH |
| Sam Cayford | South Norfolk District Council (SNDC) |
| Debra Lawrence-Bell | Adult Social Services, NCC |
| Kerry Murray | Library and Information service, NCC |
| Rebecca Champion | CCG |
| Derek Land | Norfolk Council on Ageing (NCoA) |
| Michelle Jay | Age UK Norfolk |
| Jo Willingham | Age UK Norfolk |
| Verity Gibson | NOPF |
| Shelia Young | Adult Social Care Committee Older People's Champion |
| Janice Dane | Adult Social Services, NCC |

In Support:

| | |
|---------------------|--------------------------------|
| Janine Hagon-Powley | NOPSP Partnership Coordinator |
| Tasha Higgins | Community Action Norfolk (CAN) |

Apologies:

| | |
|----------------------|---|
| Cllr. Donna Hammond | Great Yarmouth Borough Council |
| Sue Whitaker | NCoA |
| Brian Wells | Broadland Older People's Partnership (BOPP) |
| Connie Hughes | NCH&C |
| Hannah Foreman | NNUH |
| Judith Berry | Careline |
| Tony Cooke | South Norfolk District Council |
| Joyce Hopwood | NOPSP |
| Laura McCartney-Gray | CCG |
| Ruth Stannard | Your Voice in South Norfolk (YVISN) |
| Hilary MacDonald | Age UK Norfolk |

Ellie Raspberry
Dan Skipper
Niki Park

Age UK Norfolk
Age UK Norwich
NCC

Speakers:

Chris Scott (Assistant Director Community Commissioning, Adult Social Services NCC)

Dr Nicola Holtom (Palliative Medicine Consultant at NNUH)

Gita Prasad (Assistant Director of Strategic Commissioning, NHS Norwich CCG)

1. Welcome

David Button welcomed everyone, thanked them for coming and expressed his gratitude to NOPSP's Vice Chairs and Partnership Coordinator for their work over the past year with any nominations for one Vice Chair vacancy welcome. He confirmed that NOPSP has by and large met all its agreed terms of reference e.g. meetings have been held and a rather large number of other organisations meetings attended, which has stretched us somewhat. The only outstanding task is to review the Partnership's membership, preserving the balance between users, carers, professionals and charitable organisations while keeping numbers manageable.

2. Minutes and Matters Arising

The minutes of the meeting held on 5th September 2019 were agreed as a fair record.

3. "Housing for Older People in Norfolk - Developing our approach" (Adult Social Services)

¹David Button introduced Chris Scott, below are the key points raised during the presentation and subsequent discussion which are not on their presentation slides.

- a) For the Social Impact Bond investment outlined to be successful effective monitoring and evaluation of impact/s is essential.
- b) Sara Hall in NCC is keen to get views and opinions from NOPSP around the Disabled Facilities Grant.
- c) The importance of clarity of language and meaning around engagement, co-production etc.
- d) Communities need to be resilient enough to support the demand for services being accessed / requested through services such as Social Prescribing, ensuring there is long-term capacity and capability of both communities and their assets.
- e) There are issues with finding placements for older people when they are coming out of hospital and can't go home anymore, with not enough workforce to meet need (driven by a high turnover of staff).
- f) Investment for Social Prescribing is now coming from 3 different sources and partners are working together to plan how this will be linked together into a

long-term model. It was suggested that Social Prescribing is made the focus of a future meeting and for providers to share their reflections / experiences.

- g) NCC does have an Emergency Planning Process for the closure of domiciliary care providers.
- h) District councils are currently mapping future housing demand over the next 20 years across extra care housing, general housing stock, sheltered housing etc.
- i) Within residential nursing care the needs of people have become much more complex. Some patients are coming out of hospital with very challenging behaviour to manage and there are patients e.g. with dementia who are being assessed and turned down by multiple homes who feel they are unable to meet these complex needs.
- j) The inaccessibility of this and other presentations in terms of their content / information.

²David Button thanked Chris Scott for his presentation.

4. “End of Life Care”

¹David Button introduced Gita Prasad and Dr Nicola Holtom, below are the key points raised during the presentation and subsequent discussion which are not on their presentation slides.

- a) The Palliative and End of Life Care Strategy (2019 - 2024) is currently in the final stages of graphical design.
- b) Welcome feedback from NOPSP on what would make Yellow Folders better.
- c) Seeing increasing numbers of people saying they want to die in hospital, as the population gets older this is likely to become a bigger problem. Norfolk only has one hospice and a skeletal hospice at home service. The main thing people are worried about pertaining to end of life is being in uncontrolled pain followed by being a burden on their relatives therefore do need to look at the provision of locality palliative care beds.
- d) There will be another Dying Matters event in 2020 and RESPECT launch will be on 3rd February 2020.
- e) Education about documentation, what end of life care is etc., is really important.

²David Button thanked Gita Prasad and Dr Nicola Holtom for their presentations.

³Due to the number of people present it was requested that any comments on the Living Longer, Living Well priorities or the meeting topic be written on the post-it notes provided alongside informal discussions or conversations.

6. Any Other Business

¹David Button thanked everybody for their contributions.

The meeting ended at 1345