

## Reading LINK Board Meeting 7th Feb 2011

Held at Macdevitts Studio, South Street Arts Centre

### Present:

Sheila Booth (SB)  
John Fisher (JF)  
Tony Hall (TH)  
Caroline Langdon (CL)  
John Rogers (JR) Chair  
Subrata Saha (SS)  
John Shaw (JS)  
David Shepherd (DS)  
Janet Wignall (JW)

Sheena Masoero (SM) LINK Coordinator  
Paul Harper (PH) LINK Support  
Jagdeep Hunjan (JH) LINK Administrator  
Richard Corbett (RC) (RVA Director)

### Guest Speakers:

Maureen Burton (Care Quality Commission)  
Suzanne Westhead (RBC)

### 1. Minutes of the last Board meeting 6<sup>th</sup> Dec 2010:

#### 1.1 Welcome & apologies: Apologies: Mary Jacobs, Elaine Holloway.

JR welcomed all present and remarked that the acoustics at this venue were very bad, and he apologised if he was unable to hear fully. Noted as not a good venue for this reason.

SM reported to the Board that Alison Whyte and Michel Heath have both stepped down from the Board with immediate effect, each due to personal reasons and changing commitments, which would make it difficult to devote time required to LINK Board work. They both wish to remain actively involved with the LINK work.

#### 1.2. Minutes from 6<sup>th</sup> Dec 2010:

Delete: last line on page 1, and delete action 3 under actions.

Correction: page 3 - 7.4 Typing error. 'Copies f' should read 'copies of'

The Minutes were otherwise accepted as an accurate record, and were approved for sign off.

#### 1.3 Matters Arising: none

#### 1.4 Actions:

SM reported that all actions were complete or in progress and to note action 2 which is on agenda item 5.8 for TH to report.

SS reported that she had written to Daisy Benson for information on Family support for informal care in the ethnic communities, and was awaiting a response.

## 2. Maureen Burton – Care Quality Commission

### 2.1 Presentation and discussion:

MB gave an overview of the role of the CQC. Copies of the CQC PowerPoint slides had been previously distributed. These listed essential standards of quality and safety: complying with the regulations and developing Healthwatch. MB highlighted that there were 10 CQC inspectors for the Reading, Wokingham Borough and Oxfordshire covering all health and social care providers. There was a single regulatory framework across health and adult social care across all services. The CQC takes on 2 types of reviews: A responsive review of compliance – aimed at when information raises a concern about compliance, and may include a site visit, targeted only to the

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area of concern, and the findings are published. A planned review is a scheduled check of all 16 key quality and safety outcomes. Takes place at intervals between 3 months and 2 years, may include a site visit and all findings are published. The CQC do not investigate individual complaints, but record the feedback into Quality Risk Profile (QRP), which is a repository to store information about each provider. The QRP is populated with information received from LINKs. DS asked if the CQC inspectors look at the nutritional needs. MB replied that they make dietary observations, and report back.

TH asked if in the inspection regime there were enough staff resources. MB responded that they also apply the information received from other sources like the council reports

CL asked if anyone could open a Care home. Yes.

JS asked about access to advocacy - lack of contract provision- as part of the review, do the CQC pass this information to the local inspectorate council? MB responded that it was the CQC responsibility to inform the providers that they need to be compliant.

SS asked what was the expertise required in the team of CQC inspectors, and number of inspectors for a site visit. MB informed that inspectors have a nursing background, and the number of inspectors that physically go out depends on how large or small the premises are.

DS asked how the CQC see themselves with the LINKs. MB replied that the CQC appreciate any relevant information that LINKs can pass over. DS invited MS to attend the 3xLINKs meetings. SM to contact MB with full details of the meeting on 15<sup>th</sup> March.

JF informed MB that LINKs also have the rights of enter and view inspections. He asked what format the information is provided to the CQC. SM referred the Board to the recently approved report on Review of Access to consultant for Multiple Sclerosis' as an example.

JR asked what was the process of getting representatives of domiciliary care or the clients to lodge a complaint, as they might be afraid of repercussion. Contact via website.

DS asked if anyone could access the reports. MB replied that all reports are published for access on the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk).

The Chair thanked MB for her informative presentation and offered the LINK's support in sharing relevant information with the CQC.

### **3. Actions from Board Away Day 24<sup>th</sup> Jan:**

Copies of 'Notes and actions from Away Day 24<sup>th</sup> January 2011' had been previously distributed to the Board. JR asked Board members for volunteers to form a Task & Finish group for Transition to Healthwatch - DS, SB, and JW.

Copies of 'Summary of LINK Board comments at the Awayday on Monday 24<sup>th</sup> Jan regarding their relationship with agencies listed below' had been distributed for information.

### **4. Work plan items**

#### **4.1 Update on issues for decisions.**

Copies of 'Update on issues for Board Decision Feb 2011' had been distributed to the Board.

Copies of the Draft Final Report on access to NHS Dental Primary Care Services ' had been distributed to the Board for review. The Board approved the report pending minor typos. PH to issue the final report to NHS Berkshire West.

#### **4.2 Update on Issues for Information:**

Distributed previously to Board for Information - Noted by Board

#### **4.3 Update from T & F Groups:**

Distributed previously to Board for Information - Noted by Board.

#### **Eye Appointment System at RBH:**

Final report being drafted. DS asked for input from Board their views on inclusion of the detail in the LINK report on figures of investment being made by RBH to address issues identified in their action plan. This was discussed and agreed item should be discussed with lead contacts at RBH, to reach appropriate decision.

#### **Domiciliary Care:**

Awaiting response to final report from RBC.

### **5. Update on the LINK**

#### **5.1 Summary of Host Engagement Activities:**

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Copies of 'Summary of Host Engagement Activities Dec/Jan 2011 had been previously distributed for Board information. This was noted.

#### 5.2 Finance Update:

Copies of 'Reading LINK Budget to actual to 31<sup>st</sup> Dec 2010' were distributed at the meeting. Noted by the Board.

#### 5.3 Host contract update (Verbal):

Richard Corbett, Director of RVA addressed the Board and explained that Rachel Spencer had taken on her Adviser role to full capacity, and he would be the RVA link within the LINK team going forward. RC confirmed that a verbal agreement had been given by RBC for the year ahead, (£86,230 (£10K Board) 12/2011 is the proposed funding, but the exact amount of funding based on the total amount available, and the issue of contract to RVA will be formally confirmed in writing, after the Council meeting on 22<sup>nd</sup> February.

#### 5.4 Report from RBH Clinical Governance Meeting &

#### 5.5 Report from PPISHG:

DS had attended the above meetings, and copies of his report had been distributed to the Board for information. Noted by the Board.

#### 5.6 Healthier Reading Partnership

SB reported that she attended the HRP meeting on 19<sup>th</sup> January.

Copies of 'Policy Landscape briefing information for healthier Reading Partnership (HRP) Dec 2010' had been previously distributed, as useful information. Noted by Board.

SB also reported that LINK will be asked to share its workplan with HRP at the next meeting in April.

#### 5.7 Report from SELLnet meeting:

Copies of 'SELLnet Meeting – 17<sup>th</sup> Jan 2011 – Report from David Shepherd for Feb 2011 LINK Board meeting' had been previously circulated. A typing error under Funding, 3<sup>rd</sup> line - should read - an additional £3m.

The next meeting is scheduled for 21 March and two members from each LINK were expected to attend. Decision to be made by the Task & Finish Group for Transition to Healthwatch

#### 5.8 Report from Reading Older People Partnership:

TH gave a verbal report on the ROPP Open meeting which focused on 'Transforming Adult Social Care Services' the meeting worked in groups to consider their response to this consultation.

The Chair asked if TH could continue his reporting under the next agenda item -6.

#### 6. RBC Adult Social Care Consultation – Susanne Westhead:

Copies of Transforming Adult Social Care Services, Consultation Paper Dec 2010- Feb 2011, Easy Read summary had been previously circulated to the Board.

Copies of PowerPoint presentation had also been distributed.

SW gave an overview of the Adult Social Care Services and the allocation of budget from the Government. The number of people needing support is likely to keep going up, and in order to make sure that there is enough funding to support people who need it most, there are three main proposals:

1. Change of Eligibility Criteria
2. Revised fairer charging policy
3. Increased focus on preventative approaches through investment in the 3<sup>rd</sup> Sector.

The RBC are thinking about keeping adult social care services in future either only for people with 'critical' or 'substantial needs. The council would fund other organisations to support people with lower needs and help them manage without Adult Social Care Services.

The eligibility criteria would be:

- Critical: including situations where life is threatened; significant health problems; serious neglect or abuse.

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- Substantial: including situations where abuse or neglect has occurred; inability to carry out majority of personal care/domestic routines
- Moderate: including situations where there is inability to carry out several aspects of personal care or domestic routines.
- Low: including situations where inability to carry out one or two personal care or domestic routines.

SW reported that around 1,200 people in the greater moderate group would require reassessment – many moving to substantial. New referrals would be managed at the gate.

The fairer charging policy will be based on £24K savings- assessed as couples, and not individually. A saving of £500K over 3 years to be made against proposed changes in this consultation.

The consultation ends on 27<sup>th</sup> Feb and a decision will be considered by the Cabinet on 14<sup>th</sup> March.

TH asked that if in the local election, there was a change in the council, would the new cabinet be able to overthrow the decision?

The answer was - Yes

TH said that at the Consultation meeting he attended, in the group that he was in people had opted for full national insurance, charging on couples rather than individuals. Given that the base level is £23,999, the amount for couples would be £48K

JF asked what proposals the RBC would have for information for isolated adults.

PH asked that in terms of the Council signposting people, it will continue doing so through advice, information and preventative services and invest in independent voluntary sectors like the Age Concern. Would it be more proactive in supporting greater to moderate needs groups?

The answer was – Yes.

SS reported that in her research she observed that BME luncheon club service was provided by Community groups but lacked a structure to give value for money. SS asked if the RBC were looking into what could be done to improve these services.

JW asked that as the number of people who go from moderate to substantial and critical, this is on a high-rise gradient, if the moderate groups are better managed, there would not be so many becoming substantial.

JR asked about the fundamental issues with development of the consultation questions, he highlighted that the way the questions were asked in the consultation would mean the responses could be skewed.

TH asked if SW had an 'age distribution' log to the consultation that would be useful to have sight of. SW's secretary also minuted this session.

## 7. AOB

7.1 SM circulated copies of Healthwatch Programme Board Advisory Group –A summary briefing note of meeting held Friday 21 January 2010, and copies of 'Update on development of Healthwatch. The Board agreed to take this forward for the next Board meeting in April.

7.2 SM asked that the Board look into forming a sub group for preparing the Annual Report. She will send an email request to all Board members.

The meeting closed at 4.40pm.

Date of next meeting: 11<sup>th</sup> April 2011 South Street Arts Centre.

## Actions:

1. Dec minutes to be signed off by TH
2. PH to issue the final report 'Access to NHS Dental Primary Care Services' to NHS Berkshire West.
3. Decision to be made by the Task & Finish Group for Transition to Health watch, to confirm two members to attend the 21 March SELLnet meeting.
4. Healthwatch paper discussion to form an agenda item for the April Board meeting.

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5. SM to send an email to Board members to form a sub group for preparing the Annual Report.

## **Diary Dates:**

### **Board Meetings**

**Monday 11<sup>th</sup> April 2011, 2pm, Macdevitts Studio, South Street Arts Centre, South Street  
Chair - Janet Wignell**

**Monday 6<sup>th</sup> June 2011, 2pm, Macdevitts Studio, South Street Arts Centre, South Street  
Chair – John Fisher**

**Monday 4<sup>th</sup> July 2011, 2pm, Macdevitts Studio, South Street Arts Centre, South Street  
Chair – David Shepherd**

**Monday 5<sup>th</sup> Sept 2011, 2pm, RISC, London Street, Room 3  
Chair - TBC**

**Monday 7<sup>th</sup> November 2011, 2pm, London Street, Room 3  
Chair – Sheila Booth**

### **2011 Board Planning Meetings**

**Planning Meeting for 11<sup>th</sup> April 2011 Board Meeting  
Tuesday 8<sup>th</sup> March 12.30am, RISC Room 1  
John Rogers, Janet Wignall, John Fisher**

**Planning Meeting for 6<sup>th</sup> June Board Meeting  
Tuesday 10<sup>th</sup> May 12.30am, RISC Room 1  
Janet Wignall, John Fisher, David Shepherd**

**Planning Meeting for 4<sup>th</sup> July Board Meeting  
Tuesday 21<sup>st</sup> June 10am, RISC, Room 1  
John Fisher, David Shepherd, TBC**

**Planning Meeting for 5<sup>th</sup> Sept Board Meeting  
Tuesday 9<sup>th</sup> August 10am, RISC, Room 1  
TBC, David Shepherd, Sheila Booth**

**Planning Meeting for 7<sup>th</sup> November Board Meeting  
Tuesday 4<sup>th</sup> October, 10am, RISC Room 1  
Sheila Booth, TBC, TBC**

### **Berkshire Healthcare NHS Foundation Trust Governors meetings:**

**18<sup>th</sup> May 2011**

**21<sup>st</sup> Sep 2011 followed by AGM**

**07<sup>th</sup> Dec 2011**