



Adults and Communities Involvement Board

**Wednesday 22nd March 2017
2-4.30pm**

Committee Room 1, Hendon Town Hall, The Burroughs, Hendon

Minutes of the Meeting

Present:	
Hamid O'Toole	Resident Representative (Learning Disabilities)
Nicole Saunders	Resident Representative (Learning Disabilities)
Peter Satori	Resident Representative (Mental Health)
Emma Chisholm	Resident Representative (Mental Health)
Ulla Chisholm	Resident Representative (Carers)
Maria Nash	Resident Representative (Physical Disabilities)
Janice Tausig	Resident Representative (Older Adults)
Peter Cragg	Resident Representative (Older Adults)
Melvin Gamp	Resident Representative (Older Adults)
Andrew Goodwin	Resident Representative (Sensory Impairment)
Carole Dukes	Engagement Co-Ordinator, Mencap
Mathew Kendall	Director, Adults and Communities, Barnet Council
James Mass	Assistant Director, Adults and Communities, Barnet Council
Emily Bowler	Head of Communications and Customer Care, Adults and Communities, Barnet Council
Ella Goschalk	Engagement Lead, Adults and Communities, Barnet Council
Neil Hales	Associate Director of Commissioning, Barnet Clinical Commissioning Group
Lisa Robbins	Healthwatch Barnet
Apologies:	
Sandra Turner	Resident Representative (Sensory Impairment)
Paul Baldwin	Resident Representative (Physical Disabilities)
Tom Kerrigan	Resident Representative (Carers)
Richard Harris	Resident Representative (Learning Disabilities)
Meeting supported by:	
Amy Stainton	Customer Care Apprentice, Adults and Communities, Barnet Council

1	Welcome, introductions and apologies
	<p>Mathew Kendall welcomed everyone to the board.</p> <p>Special welcome to Ella Goschalk, the new Engagement Lead for Adults and Communities, Barnet Council. Mathew also welcomed Hamid O'Toole and Nicole Saunders who are joining the Involvement Board as Resident Representatives for Learning Disabilities. They are supported by Carole Dukes from Mencap.</p> <p>Mathew asked people to let him know if anyone was not speaking in plain English, for example using local authority or CCG 'jargon'.</p>
2	Agreeing minutes
	<p>Everyone agreed the minutes from 6 December were accurate.</p> <p>Mathew Kendall discussed actions from the last meeting:</p> <ul style="list-style-type: none"> • Emily Bowler found out more information about the Investigative Powers Bill and its impact. The response was sent around with minutes from 6 December 2016. • Training from Healthwatch Barnet for Involvement Board members took place on the 15 March 2017. • Ella Goschalk provided a written updated for the Board on what support is in place when a family member passes away and there is no other family. • Peter Cragg and Ulla Chisholm both raised a concern about how someone would know to contact social services if they were in this position. Mathew Kendall advised that the local authority have responsibility when there are no other family members, and that the coroners' courts and hospitals also signpost people to local authority. <p>Action: Anyone with any further comments to email Ella Goschalk.</p> <ul style="list-style-type: none"> • There are 2 open actions which will be discussed in the meeting. These were the Health and Wellbeing Board report and discussions about future working groups • There is one ongoing action - if anyone is unable to attend a meeting or working group to email in points they would like to say.
3	Working group updates
	<p>James Mass asked if any attendees of any working groups would like to speak about the groups.</p> <p>Website redesign working group</p>

Ulla Chisolm spoke about the Website Redesign working group. The group was very interesting, it was good to see a variety of people participate and that everyone felt heard. Emma Chisholm agreed, saying that it felt like group work not individual work. Ulla Chisholm felt that a working group should meet once a year to discuss ongoing changes.

Emily Bowler advised that the updating the adult social care web pages is an ongoing process and that members of People Bank will be invited to attend more workshops. Emily emphasised that this is an exciting piece of co-production and a new way of working that we will roll out with the rest of the council web pages.

Emma Chisolm raised that there should be some sessions at the end to look at how all the new pages link together and flow.

All agreed that this was an excellent piece of engagement.

There will be work in the future to promote the ongoing work and the new web pages.

Action: Neil Hales will take a look at Clinical Commissioning pages to see how they can link with the council pages.

Action: Resident Representatives to ask their voluntary groups to look at the website and email Ella Goschalk with any comments.

Dementia information group

Digital Dementia Bus was at Barnet House on Wednesday 22 March and was a valuable experience for those who attended.

The Board members were concerned about how much activity there is around dementia and that this was not always coordinated.

Mathew Kendall highlighted that the dementia working group was a focused piece of work, with an action plan to be implemented by the Dementia Manifesto Project group. However, it will be useful to have clearer information and a discussion at the next Board about dementia in general.

Action: Neil Hales will create a summary paper to show what groups are working on dementia and how they link together. Agreed that he will deliver this paper to the Board by end of April 2017.

Action: Ella Goschalk to add dementia as an agenda item for the next Board

Guide to good engagement

Andrew Goodwin spoke about the Guide to Good Engagement working group. The group produced a really great piece of work that everyone contributed too.

Andrew raised a question that came out of the group which was where to circulate the guide.

Janice Tausig spoke about who the guide was sent to initially, including Patient Participation groups and the CCG. Suggested that it could be disseminated via Groundwork and others.

Action: Ella Goschalk to email the Guide to Good Engagement to the Board with a covering/introduction email. The Board to feed back within 4 weeks.

Agreed that once changes have been made to the Guide to Good Engagement it will be circulated to the wider community.

Action: Resident Representatives to circulate the Guide to Good Engagement to their networks, especially other groups that engage with the public.

Upcoming working groups

James Mass spoke about:

- **Equipment and Telecare** - this group will look at a whole range of different kit and technology and how we can explain and promote this.
- **Employment** - This group will look at improving employment opportunities for people who use health and social care services, particularly people who currently use day services.
- **Crash Pad crisis service** - Crash Pad is a new service in Barnet that is emergency accommodation for people with learning disabilities or autism. This group will help with the design of Crash Pad and how it can work in the best way.

Action: Ella Goschalk will send dates for these working groups when they are set up.

Neil Hales spoke about the next two working groups, led by the CCG:

- **End of life care** – due to start end of April/beginning of May to look at improving the experience of end of life care for residents in Barnet
- **Hospital discharge** – due to start late April. This working group will focus on discharge from the main acute hospitals in Barnet and will look into the whole pathway including enablement, home care, rapid response, intermediate care services and voluntary groups.

Action: Neil Hales will work with Ella Goschalk to organise these two working groups

Mathew Kendall and Neil Hales confirmed to the group that appropriate professionals are included in the working groups.

	<p>Mathew Kendall explained that the working groups that have been spoken about were decided at the Annual Summit on the 11 August 2016. The next Annual Summit, later this year, will allow new topics and working groups to be discussed.</p> <p>Due to time, the working groups on Autism and Making services accessible to everyone were not talked about.</p> <p>Action: James Mass or Ella Goschalk will send around information regarding Autism and Making services accessible working groups.</p>
4	Other engagement activities:
	<p>Emily Bowler discussed other engagement activities currently going on within the council.</p> <ul style="list-style-type: none"> • Adults and Communities recently sent out two national postal surveys: 'Caring for Others' and 'Your Social Care and Support Services'. The results for the surveys won't be available until the end of this year. • Recently a formal consultation on the issue of Fairer Contributions took place. This consultation ended on the 6 February and we had 286 responses and completed questionnaires. Over the next few months people will see revised bills, with changes being made from 1 April 2017. • There is a delay with Accessibility in Barnet Libraries working group, but this should be started in the summer. <p>Action: Ella Goschalk will send the link for Fairer Contribution Consultation along with these minutes.</p>
5	Training feedback
	<p>Mathew Kendall began by explaining that on 15 March Healthwatch Barnet ran a training session for the Involvement Board resident representatives. It was excellent that so many people attended.</p> <p>Although there were some issues with location and parking, the feedback from Board members was very positive. There were some good ideas and discussions that came out of the training. Ella Goschalk agreed to make sure that issues about parking and location are better managed at future training.</p> <p>Hamid O'Toole and Nicola Saunders raised that parts of the training were quite difficult to understand. They would like more feedback to go to trainers about how to work with people with Learning Disabilities.</p> <p>Action: Ella Goschalk to discuss further with Hamid, Nicola, and other people coming to training sessions who have learning disabilities</p>
6	Participation update
	<p>Ella Goschalk gave an update on the People Bank refresh and plans going forward.</p>

	<p>The Board were asked for ideas about how to promote and grow the People Bank. They gave many suggestions including Barnet Senior Assembly magazine, leaflets in hospitals, secondary schools and libraries, word of mouth through social workers or occupational therapists, social media, Silver Sunday event and others.</p> <p>Action: Ella Goschalk to circulate People Bank promotional materials to the Board for feedback.</p> <p>Action: Ella Goschalk to include the ideas suggested by the Board when planning People Bank promotion.</p>
7	Health and Wellbeing Board Report
	<p>James Mass explained that the Health and Wellbeing Board is a senior meeting of elected councillors of Barnet and senior members of Barnet Council, including the head of the Clinical Commissioning Group.</p> <p>Twice a year Adults and Communities, Barnet Council write a report for the Health and Wellbeing Board about engagement.</p> <p>The Board discussed the best way to write this report collaboratively.</p> <p>Action: James Mass, Emily Bowler and Ella Goschalk to write a draft of the report and send to Involvement Board by the 24th April. Involvement Board to respond with comments by 8th May and there will be a meeting in that time for those who want to discuss in person.</p>
8	<p>Any other business:</p> <ul style="list-style-type: none"> • Finchley Memorial Hospital • How to raise issues/ideas between meetings
	<p>Neil Hales spoke about Finchley Memorial Hospital, what work is currently going on there and what could be done to improve the hospital.</p> <p>The aim is to make better use of the site overall and Neil Hales gave a written update of how this will be done, including creating a newly refurbished ward with for patients 'stepping down' from acute hospitals, developing further primary care provision and setting up a GP hub.</p> <p>Talks are currently happening with TFL to improve transport to the hospital.</p> <p>Barnet Clinical Commissioning Group have recognised that Finchley Memorial Hospital is an ongoing issue.</p> <p>Mathew Kendall was pleased that the Resident Representatives so interested in the hospital and he questioned how can the Resident Representatives can be involved.</p> <p>Action: Neil Hales to speak to Andrew Goodwin about his questions concerning Audiology.</p>

	<p>Action: Neil Hales to give regular updates on Finchley Memorial Hospital, and to consider how residents can be involved on an ongoing basis.</p> <p>Action: Neil Hales to follow up specific concerns and requests: Possibility of a shuttle bus to Finchley Memorial Hospital and office space for Barnet Senior Assembly.</p> <p><i>How to raise issues/ideas between meetings</i></p> <p>James Mass advised that Ella Goschalk is the first point of contact for any issues or ideas between meetings. Once there is a clear response, this will be shared with the Board over email or in the next meeting.</p>
9	<p>Items for future meetings</p> <p>Emily Bowler advised that Adults and Communities are looking to plan the Annual Summit soon. In true co-production style Adults and Communities would like to work with the Involvement Board for this event.</p> <p>Action: Ella Goschalk to email the Board with some suggestions about the summit, setting up a steering group if required.</p>
10	<p>Dates of future meetings</p> <ul style="list-style-type: none"> • Thursday 15 June, 2-4pm • Tuesday 19 September, 2-4.30pm • Wednesday 6 December, 2-4pm <p>All meetings in Committee Room 1, Hendon Town Hall, The Burroughs, Hendon, NW4 4AX.</p>
11	<p>End</p> <p>Mathew Kendall, Director, Adults and Communities, Barnet Council rounded up the meeting by thanking everyone for their time and contribution.</p>