

**BRIGHTON & HOVE CITY COUNCIL**

**OLDER PEOPLE'S COUNCIL**

**10.15am 19 APRIL 2016**

**ROOM 122, KING'S HOUSE**

**MINUTES**

**Present:** Mike Bojczuk (Chair), Colin Vincent, John Eyles and Lynne Shields

**Co-opted Members:** Nick Goslett and Jack Hazelgrove (Older People's Council)

**Others Present:**

**PART ONE**

**192 PROCEDURAL BUSINESS**

192 Apologies were received from Francis Tonks and Councillor Barford.

**193 MINUTES**

193 The minutes were agreed as an accurate record. There were no matters arising.

**194 ADULT SOCIAL CARE**

194.1 The OPC heard from Cllr Daniel Yates, Chair of the Brighton & Hove Health & Wellbeing Board (HWB) that there had been a significant level of service user consultation over the proposals for Tower House. The findings had been kept confidential and only shared with members of the HWB, due to their sensitive nature, but had informed the options being presented to the Board. A further report would then go to the Policy & Resources Committee.

194.2 The options were limited by a very restrictive lease on the building which meant it could only be used as a community day centre, and not be sublet or offered to another provider. Examples of potential services expressing an interest in using the premises included using it as a centre for combatting social isolation or falls prevention, but it had not been possible to engage the leaseholder in discussions about such alternatives.

194.3 A review of the current service users, found that of the 72 people using Tower House, 37 could have their needs met by an existing community service (such as Wayfield Avenue which currently focuses on meeting mental health needs including dementia so would need to improve the offer and alter the service), 13 required trained staff to support their personal care and safety and 6 did not meet any social care criteria.

- 194.4 Of the 56 service users and their families who responded to the consultation questionnaire, 43 had the option to maintain the existing service at Tower House as their first preference. An option for continuing to deliver a service to the 13 people who have an eligible need, was to reduce its opening to one or two days per week. However this would dramatically increase the cost per person per day to a substantially higher level than in the community or voluntary sector. He really understood why this service was so valued but with dwindling usage then it could become unviable within a relatively short space of time.
- 195.5 The OPC heard that it could be possible to explore whether Tower House to be registered as an asset of community value. This was a process which had been used to retain resources such as pubs, football grounds and music venues for community use. In such an application one would have to be able to demonstrate that it could be a significant resource for the community. The consultation evidence collected by the Health & Wellbeing Board could be used as a starting point. The process could protect it as an asset, creating a six month pause to enable members of the community to come forward with a solution on how it could be used. Both Planning Policy and Economic Development Teams may be able to offer advice on this process.
- 194.6 Cllr Yates then went on to explain why it was no longer practicable for the existing provider of Meals on Wheels (RVS) to deliver this service and that the transition to the 3 new community providers had proved a success from day one.

**195 HOME CARE**

- 195.1 Jane MacDonald explained that the new home care contract was being jointly commissioned by Brighton & Hove City Council (BHCC) and the Brighton & Hove Clinical Commissioning Group (CCG). It would start on the 5<sup>th</sup> September 2016 and cover all adults including those with Learning Disabilities. It would comprise of 85% core work to support the activities of daily living e.g. bathing and 15% enhanced work e.g. end of life care. There would be 10 city based providers providing: services across 10 areas along with a new Homeless service (expecting this contract to grow) and two new lots of extra care housing (Patching Lodge and New Larchwood & Library Court) providing a 24 hour service. A register of recognised Homecare Providers was also being established.
- 195.2 For each of the 10 areas there would be a lead and one or two back up provider(s), and there would be strict monitoring of the service using performance indicators. The council would only deal with the lead provider in each area and were hoping that smaller providers could be encouraged to come forward to contribute. The intention was to be outcome focussed and more flexible and responsive. For example service users would be able to bank hours if they had less than their commissioned hours in a week, to use them in the next four weeks.
- 195.3 A key achievement was that all providers will have to pay care workers a minimum of the Living Wage Foundation's living wage of £8.25. This would be monitored through the key PIs, which would be smart, monitored robustly and published. These PIs would also have a far greater focus on users. Both qualitative and quantitative performance information would be collected, along timelines and not represent a doubling up on CQC data. If monitoring information identified issues, then the providers would be called to

account. Because the monitoring was being done electronically, resources would be focussed on acting upon the information. A Quality Monitoring Team was currently being developed, drawing from existing staff, to carry this work out. Every agency involved in the contract has a whistle blowing policy as it is a CQC requirement.

195.4 While the new contract was regarded as an achievement, the service was aware of the difficulties such as agencies struggling to recruit sufficient staff. A lot of work was being done to avoid transitional difficulties, including allowing sufficient time for staff travel and permits to allow them to park for 2 hours.

## 196 COMMUNITY MEALS

196.1 Judith Cooper, Commissioning & Performance Manager, BHCC explained that she was here to outline the changes which have been made to this service.

196.2 She began by describing the service under the contract held by RVS. The meal would be delivered hot or frozen to reheat, between a delivery slot of 11.30am-2.30pm (this timeslot was the key concern raised by customer feedback).

196.3 At its peak 150,000 community meals were delivered a year (in 2000), dropping to below 55,000 by the time the contract ended on 31<sup>st</sup> March 2016. Reasons included:

- Greater access to food deliveries
- Cheaper ready to heat meals
- People are choosing different options

196.4 Due to the increasing cost of producing a smaller number of meals, and with no additional council money available, the RVS and council agreed that the current contract could not continue. The council decided to commission other providers of meals. From November – December 2015 there was soft market testing to see if there were other interested providers in the market, an Equalities Impact Assessment to assess impact on clients if the service was decommissioned and a phone survey of a % of clients to gain their views. By February 2016 three alternative providers had come forward and as of April nearly 100 clients had been signed up with the new providers. The client feedback to date has been largely positive and a report will be produced for the Health & Wellbeing Board in July 2016, incorporating a telephone survey of clients.

196.5 The contracts included a Safe and Well Check. This unobtrusive check includes on the client's wellbeing, suitable heating in the house, if clients are consuming the meals. The survey of service users had found that many people did not know about these checks. The OPC had suggested this safe and well check which is why they were so concerned about this change in providers and any possible impact on the checks. Judith Cooper clarified that it would be possible for them to ask the new providers to regularly update the information gained from the checks. The success of these checks depends on the use of:

- the client referral form, containing contact information about the client which can be used by deliverers to assess if the client is ok

- the AccessPoint protocol of what to do if a client does not answer the door when expected to be at home.

196.6 The OPC heard that in many cases it would be relatives who were paying for this service. It was stressed that this was not a contracted service but individuals being supplied with a list of approved providers and them having the freedom to choose which provider.

196.7 They asked whether clients had indicated that they preferred other options e.g. to attend day centres who may also have cheaper meals, although they assumed that the community meals service tended to be used by people with very limited mobility. Judith Cooper confirmed that many clients did have some mobility needs or may have learning disabilities or mental health needs. People now were less passive recipients, and could choose options such as going together to a café and getting a support worker to help them make tea in the evening. It was agreed that a balance was needed between personal freedom and what was good for people's health.

196.8 Concern was expressed that those who were choosing to source their meals from places like Wiltshires would not get a safe and well check and whether this would lead to problems. Given that Meals on Wheels had partly been developed to enable people to be discharged from hospital, the OPC asked if information on community wheels was provided for those about to leave hospitals? It was acknowledged that food was a factor in being ready to leave hospital and the Brighton Food Partnership is looking into providing food bags for those leaving hospital.

196.9 The OPC also questioned whether the new providers would be able to make their service work, but were reassured that each provider only needed 12 clients to justify the cost of a van. The council were disappointed that RVS decided not to participate in the new process.

196.10 The OPC thanked the officer for the thorough work which had been done in relation to this service and asked for their thanks to be passed on for this very professional approach.

**197 OPC WORK PROGRAMME**

197.1 The OPC would like to focus on public health issues for their May meeting. This could include John Childs from the CCG to talk about the 5 years Sustainability Plan, Practice PLC and mental health.

**198 TOWER HOUSE**

198.1 Naomi Cox explained that she had line management responsibility for Tower House. A report had gone to Policy & Resources in November 2015 to get agreement on a three month consultation on the potential options with service users and their families. This included a series of information sessions held by the Federation for Disabled People on 'What is a Personal Budget?' and a questionnaire on the four options. These options were outlined in the report which went to the Health & Wellbeing Board on 19<sup>th</sup> April

2016 (the papers and draft minutes for this item 72 can be found at this link <http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=826&MId=6247&Ver=4>)

198.2 The key areas of concern for service users and their families were:

- Losing their friendship groups
- Concern for the staff
- They were not aware of other services which could meet their needs
- Transport

198.3 A 'What's out there Fair?' was held in February for family carers and service users which was well attended and gained positive feedback. Issues addressed included 'How would I get there?' and 'How could I get my friends to come too?'

198.4 The social work review process found that 72 people were currently using Tower House and of them 13 people did need to have trained staff to support them with their personal care and safety, but these services could be bought from another provider in the city using their personal budget. Another option for those 13 could have been to reduce the service to two days per week. However the unit costs of delivering this service would become problematic and some of the staff at Tower House were full time.

198.5 If the decision was taken to close Tower House, then sufficient time would be needed to settle the clients into alternative services. There was a fear that services would close at once, whereas it was intended to spend three months re-settling the service users.

198.6 The alternative services for those with dementia could include Wayfield Avenue and they were looking at other day centre options run by other organisations in the city. A significant % of clients did not need high levels of support so could find whole day sessions at other day centres/ day activities. Work was being done with people with learning disabilities to explore how groups could meet together in a community setting. This could be helpful for Tower House Service Users too.

198.7 The OPC heard that a number of people were interested in Ralli Hall in Hove which provided a day time service with lunch and transport at £10, which could provide very good value for a group in a certain area who would like to use this service. For those who were more geographically dispersed, part of their budget could be used to cover the cost of transport. The opportunity to offer alternative providers the chance to make use of Tower House was limited by the difficulties in getting a response from the freeholder.

198.8 OPC suggested Tower House could be registered as an asset of community value. It was a valuable resource and it would be a shame to lose this asset of health and wellbeing. If the decision is to close Tower House then the council will work with the landlord to encourage it to be used to provide a range of services for people in the city. There were 96 years left on the lease and if this was to reduce down to 80 years then this property would be less valuable.

198.9 If the decision is taken to close Tower House then 30 days of consultation will take place with the staff and then staffing is reduced by people leaving through voluntary severance or taking redeployment, it is possible that the leaving dates of staff could be staggered.

198.10 The OPC heard that once a decision has been made at P&R committee then the issue will go to the Head of Adult Social Care for taking forward next steps. The OPC could raise their concerns over the process of transition at the relevant P&R committee and Health & Wellbeing Board meetings.

198.11 The OPC asked, if Tower House were to close, whether it would be an option to sell on the lease to use the building for services for people with particular needs. Naomi Cox confirmed that the lease conditions meant that that the building could only be used as a day centre, so the only option for the council may be to sell it back to the freeholder. She agreed that it could be beneficial to explore other forms of use, but this would need to be done by a suitable person in the council it was not her area of expertise. Issues to address would include whether commissioners could identify a gap that could be filled by a resource centre and if there was a way to work with the freeholder. The OPC agreed that they could communicate to Adult Social Care Services about the value of Tower House as a resource. They might also ask at P&R for a 3 month delay before the consultation begins with staff to give them greater time to explore alternative options, settle the existing users and meet with council services about using the building as a resource.

## 199 SECRETARY'S UPDATE

### 199.1 OPC - SECRETARIAL REPORT - APRIL 2016

- **Fairness Commission** - Mike, Penny & Nick attended the session for Older People on the 16th March. We made two written submissions and in the public sessions we spoke about OPC concerns. Our priorities were Communications, Benefit take up and high Suicide rates of older people. We await the final report.
- **NHS Sussex Partnership Trust** - Mental health in Brighton & Hove. Attended a session on 6th April at Brighthelm that outlined how mental health services in Brighton & Hove are organised also had discussion groups. They were attempting to get more feedback from users & explain the services available. Details available and we should get regular information in future. See their web site <http://www.sussexpartnership.nhs.uk/brighton-and-hove>.
- **CQC Inspection of Brighton & Sussex University Hospital NHS Trust** – Sent response built on experiences of OPC members with hospital service. Had acknowledgement and we will be notified when report complete. Also had requests for information about case studies re users of mental health services. They are also looking at looking at Ambulance service.
- **Age Friendly City Steering Group** - Minutes of the March meeting were circulated. The next meeting is going to be on Mental Health, as we requested, on the 9th June. A Falls group has been established to follow up on the Action plan agreed last year and met on the 12th April & discussed terms of reference. OPC website can add information as available. Jack can update us on Falls follow up to feed into the process. **Discuss**
- **Age Friendly City Forum** - we have been told by Age UK that they will be appointing a dementia worker who will also service the AFC forum. It might be helpful if we could arrange a meeting in May to get an update from Jess and discuss mental health issues before the next steering committee.
- **Adult Social Care** budget follow up - Letter was drafted & sent to The Argus by Chair & was Opinion on 4th April. Copy circulated. Letter sent to Councillor Barford after OPC meeting in March & response from Head of ASC circulated.

Speakers at OPC April meeting to address main areas of concern i.e. Home Care, Community Meals & Tower House.

- **Health & Well Being Board** - March meeting attended by Vice-Chair who raised issues re community meals. Supported on importance of safe & well checks by Councillor Barford. Next meeting on 19th April taking report on Tower House.
- **CSTS Beds Procurement** - OPC response sent to their questions on 18th March and acknowledgement received.
- **Brighton & Hove Energy Services Co-op** - contacted us re training sessions but wanted to undertake them before end of March. Suggested they contact Hop50+ & Somerset Day Centre etc. They are holding an energy event on 22<sup>nd</sup> April at One Church.
- **Southern Counties Rail Trip** - organised by Vice Chair on 29th March & attended by OPC members.
- **Democratic Services** - OPC invited to attend a range of member development sessions. Topics include Better Care plan, Air Quality, & LGBT equalities. Details circulated & Sec & Chair attended the first workshop on Major Projects on 15<sup>th</sup> April.
- **Sussex MSK Partnership** - attended session on April 12th organised as Find Your Right Track to Well Being - focused on Musculoskeletal care issues re RA, Osteoporosis, identified services available & a range of organisations that could assist. Plus wellbeing resources available. Right Track are being funded to support people to get support to improve & manage their conditions. Information on [sussexmskpartnershipcentral@co.uk](mailto:sussexmskpartnershipcentral@co.uk) .
- **London Road LAT** - attended on 5th April discussed HMOs, Viaduct Road issues, policing priorities. Also, information re Portslade LAT circulated with Sussex Police newsletter covering bogus callers & phone frauds and next meeting on 16th May.
- **Sport Collaborative Partnerships** - sent information re international team re University of Bologna seeking partners with professionals re active older people Forwarded to Sports Action Team & Public Health.
- **Age Equality Reference Group/ Sussex Partnership NHS trust** - Vice- Chair attended meeting to discuss their plans and outcomes.

### Invitations

- **Community Works** - The Power of Volunteering on 21st April - 8.30 to 10.30 at BRIGHTLEM
- **Mayors Charity Events** - Big Quiz on Monday 9th May at Sussex County - £15. Also Gala Dinner on 15th April at £90.
- **Know My Neighbour** - Meeting on the 20th April at One Church, Gloucester Place at 3.30 to 5.00.
- **Transadvocacy worker** - job advert circulated [mindout.org.uk](http://mindout.org.uk) for details

### Newsletters

- **Age Action Alliance** - information re older action around the UK. Also links to Public Health England data about older people
- **Community Works** - newsletters with links to a range of B&H information
- **National Pensioners Convention** - Campaign Bulletin re April 2016
- **Care in the City** - newsletter & also Carers Information booklet - Looking After Someone - place on OPC website? **Discuss**
- **Later Life** - with range of useful links on a range of issues
- **DWP** - information re National Living Wage and State Pension info & toolkit. Also request to complete survey about retirement circulated.
- **Fabrica** - Cultural events in April/May with a range of activities.

## 200 MEMBERS' UPDATE

200.1 Penny Morley to report to the Falls team about the very good transition and services.

200.2 The OPC to send a general letter to Southern Water re: costs to NHS of falls caused by SW.

Members updates included:

**200.3 Colin Vincent - attended the following meetings/activities**

15th March Attended Health & Wellbeing Board Meeting – Presentations by SECAMB Ambulance and Patient Transport Service. Board informed they would be withdrawing from contract to provide PT Service. Discussion on closure of 5 Surgeries operated by The Practice Group. Representative from SE.NHS England the B&H CCG fielded questions from Patient Groups Reps from some of the surgeries affected. No guarantees given that there would not be closures.

23rd March Attended Overview & Scrutiny as OPC co-opted member. - presentation by the CEO of the Sussex Partnership NHS Foundation Trust who provide out-patient and acute mental health services on Mill View hospital site. The CEO informed the committee that Brunswick ward which provides inpatient services for both men and female dementia patients closed at the end of February. The decision followed on from a full Care Quality Commissions inspection in January 2015 which highlighted short comings the Trust non compliance with the statutory requirement of eliminating of mixed sex wards over the next 12 months. The committee were also informed that Promenade Ward which provides beds for recovering substance misuse patients would close next week. I understand there is no alternative local provider of in-patient beds. Accommodation is being sought in the private sector in the London area. Out patient treatment and support will be continue to be available locally by CRI a voluntary run organisations in partnership with Sussex NHS Foundation Trust.

29th March Took part along with other OPC members at the invitation of the Sussex Community Rail Partnerships “Try The Train” trial project intended to encourage people to access the South Down National Park using the bus and the train. We hope initially to broaden our contacts both with Govia who hold the Franchise for operating southern rail services and the Council's community transport links; ultimately for the benefit of older people .

11th April Attended Board and Broadcast Planning meetings of Grey Matters - Members would welcome second OPC representative.

12th April Attended Age Equality workshop arranged arranged by Sussex Partnership NHS Foundation Trust held at Mill View Campus Lecture Centre. The Trust has developed an Equality Delivery System Tool designed to check patient satisfaction or otherwise with the treatment they receive. It has been in use by the primary mental health teams across the county who provide out patient care for vulnerable children and young persons. and those with learning difficulties. However the quality test hasn't yet been extended to elderly patients. As the only person present who looked over 40 I hope I was able to make a useful contribution to the discussion.

13th April attended Bus Watch Meeting attended by Councillor Gill Mitchell Chair of the Environment, Transport & Sustainability Committee who gave update on a number of



the major developments taking place across the city The railway station front, the Shelter Hall etc. £1 billion total investment funded by the Council. At the same time cuts to funding for the week day Bus services to Stanmer Park and Devil's Dyke have been withdrawn; though efforts to seek alternative funding continue.

**200.4 Nick Goslett - participated in the following activities**

- Hangleton & Knoll Health Forum
- Age Friendly City Workshop concerning sex in old(er) age
- Fairness Commission in the Portslade Town Hall
- PPG (Patient Participation Group) Network meeting
- Toads Hole Valley Workshop hosted by the Council

**200.5 Lynne Shields**

I have attended a workshop on Falls Prevention and to attend the last Council Meeting on behalf of OPC.

**Mike Bojczuk**

Fairness Commission meeting - 16th March; Digital Inclusion 18th/30th March, 4-5 April; Sussex Community Rail Partnerships excursion 29 March; Cancer awareness 2 April

**201 ANY OTHER BUSINESS**

A.O.B Scrutiny to obtain a security pass for Nick Goslett.

The meeting concluded at 1pm

Signed

Chair

Dated this

day of

