



# Older People's Working Group

Minutes of the meeting held on Friday 2<sup>nd</sup> February 2018 (DRAFT)

Present:	
Name	Organisation
Cllr Gul Khan (Chair)	RBC
Cllr Rose Williams	RBC
Cllr Rachel Eden	RBC
Sandra Vickers	RBC
Nina Crispin	RBC
Janette Searle	RBC
Tony Hall	Civil Service Pensioners Alliance, Reading Group
John Walford	Whitley Community Development Association
Douglas Dean	Thames Valley Pensioners Convention
Laurence Napier-Peele	
Heather Cresswell	M.S. Society, Reading and Wokingham Branch
Alan Edgar	Thames Valley National Pensioners Convention
B T Chubb	Firtree
Elaine Jalland	
Patience Odunsi	
Marrion Huggins	CSRF
David Wicken	
G A Summers	
Joan Walker	NHSRF
Pearl Gibson	
Yvonne Antrobus	
Fiona Price	Age UK Berkshire
Valerie Bond	
P Cudjoe	
Ann Coddington	
Anita Holbeche	
Gina Harris	
Jill Hodges	Southcote Forum
James Penn	South Reading Patient Voice
Kevin Hood	Brighter Berkshire

Brian Morley	
Miriam Sparkes	
Mr and Mrs Lawlor	
Francis Brown	Priory Avenue PPG
Cathy Cousins	S.R.P.V
Katie Flint	Creative Support
Sue Roff	Thames Valley Police
Michelle Berry	RBC
Diane Hiles	
Diane Seydoux	
Juanita Blackett	
Maria Walker-Reeves	Royal Berkshire Hospital, Patient Experience Team
Sarah Morland	Reading Voluntary Action
Joyce Goodwin	Reading Fibromyalgia Support Group
Ann and Jack Beard	
Lilian Clifford	U3A
Caroline Langdon	
Joy Adams	
Uda Chalk	
Jean Hutton	
Janice Scruby	
Shehenan Uddi	
Sue Winyard	Engage Befriending
Janet Wignall	
Deborah Naehrbass	Hazelwood, Older Persons Mental Health, Prospect Park Hospital
Neil Scott	Reading Buses

Apologies	
Name	Organisation
Jennie Ingram	
Barbara Hobbs	Grovelands Walking Group
Ann Worsley	
Jessie Serrano	
Catherine Kirkham	Berkshire Healthcare NHS Foundation Trust
Seona Douglas	RBC
Mr and Mrs Froud	
Karen Grimm	

**Agenda item 1/2: Welcome and minutes of last meeting on 8<sup>th</sup> September 2017**

*Cllr Gul Khan*

The minutes of the meeting on 3<sup>rd</sup> November 2017 were approved.

The approved minutes from the OPWG meetings are available from the Older People's Working Group page on the RBC website at:

<http://www.reading.gov.uk/opwg>

**Agenda item 3: Readibus - updates**

*Liz Johnson, Readibus*

Aims of the service:

- Readibus is for people who find it difficult to use ordinary buses for different reasons.
- To make using Readibus as near to catching an ordinary bus as possible so that equality is offered to all, while bearing in mind extra needs of our passengers

Effects:

- Independence
- Reduced isolation
- Safety

Door to door service

- Team workers walk with passenger to the bus, help them on board.
- Help people travel independently with confidence and safety.

Over 3,300 users use Readibus - for all sorts of activities:

- Making journeys to go to doctors, shopping, visiting friends and family, to work, clubs and classes and many other reasons
- Users from all abilities and background use the service: limited vision, learning difficulties, dementia
- Service is for all ages, young and old

Beneficial for everyone to get out and about.

All buses are fully accessible with a passenger lift and low steps.  
Team Worker gives full assistance - everyone wears a seatbelt.

30% of passengers travel in a wheelchair. Readibus needs to know in advance to check if the wheelchair fits the bus and if it is crash-tested.

Book a week ahead to request a journey. Details are taken over the phone, no joining fee or papers to sign. Over the phone, contacts info can be taken in over one minute only.

People with dementia: an assessment is done to ensure the safety of the person and if the person needs additional assistance, i.e. a carer.

Independence enriches people's lives and puts people back in touch with their community.

Service is appreciated by users.

Contact details:

Telephone: 0118-931 0000

Email: [bookings@readibus.co.uk](mailto:bookings@readibus.co.uk)

Website: [www.readibus.org](http://www.readibus.org)

Additional services:

- Help people get out and about without having to go formally to clubs etc....
- Trips to take individual passengers to venues in their area - just for a day out and a chat

There is no fee, no commitment, can just book whenever needed.  
Good feedback received.

Readibus grateful is for all the continued support from the Council and other groups. Reading has a fully integrated transport service to meet the needs of everyone. To note that Reading Buses have an accessible bus service these days.

#### Questions & Answers / Comments:

Q1: in Caversham, someone was waiting for ages in the cold for the Readibus. Someone else has dementia and had not had a response to his query.

A1: Some passengers prefer to wait outside but we don't ask them to do that, we ask people to wait inside. We do keep a note of every query, will go back and check.
Q2: On what days and during what hours do you operate?
A2: 7 days a week - from 8am. We offer set times for shopping but happy to negotiate to fit the passengers. An evening service is also available. Last pick up generally is around 10.30pm.
Q3: Very good service. Do you take people to hospital appointments?
A3: We don't do medical appointments at RBH, but for private appointments we try and help. We go to RBH for non-medical trips (work, voluntary work, visiting etc...)
Q4: We've had no reply to a form submitted to Readibus.
A4: We apologise for the delay in responding, we've been busy but this is not an excuse. Will get in touch with people who have been waiting.
Q5: Do you service any of the neighboring parishes?
A5: We do support other parishes in the area. Woodley is part of greater Reading area, but Sonning Common is out of the area. Earley is part of Reading. We go to Twyford for a limited service.
Q6: For those who want to go to Rivermead Leisure Centre, Readibus is now always late on a Thursday and people are late to their club due to the service at The Maples.
A6: We will look into this and see what we can do to rectify.
Q7: Do you take mobility scooters?
A7: We don't anymore, we used to. But we are now so busy and it's not possible. The mobility scooter's user can't seat on the scooter to travel, a scooter takes 1.5 spaces. Our schedule can't allow for this anymore. But we can advise how to take your scooter in the town centre or use one from the shops.
Q8: How far in advance do you take bookings?
A8: One week ahead
Q9: How many drivers and buses do you have?
A9: We have 26 buses on the road. Drivers are scheduled a day ahead. There's always one or two back up people in the office on the day.

## Agenda item 4: Local Healthwatch for Reading and Wokingham - consultation

*Janette Searle, RBC*

### Purpose:

To look at future arrangements for commissioning a local healthwatch service.

### Background:

Every LA must commission a Healthwatch in their area. With less funding coming from the local government, we need to look at ways to reduce expenditures.

### Budgets:

- Currently:
  - £110,000 p.a. for Healthwatch Reading
  - £107,000 p.a. for Healthwatch Wokingham
- Proposed:
  - £173,000 p.a. for a combined service

### Functions of a local healthwatch:

- Gathering community views
- Representing the public voice
- Takes special reports to committees and
- Working in partnership with LA's, NHS and other providers to improve quality
- Information and advice about local health and social care services

### Two distinct populations:

- More deprivation in Reading - with reduced life expectancy.
  - If you live in a poor area, it is likely to live less longer than if you live in an affluent area

### Health and wellbeing:

#### Reading

- High rates of premature mortality, especially for cancer, heart disease & stroke, and high levels of TB
- Increasing levels of homelessness

- 2,500 expected to be living with dementia by 2035

#### Wokingham

- Significant housing development affecting population size and profile
- Better than average performance across most measures
- 2,300 expected to be living with dementia by 2025

#### Data sources:

[www.reading.gov.uk/jsna](http://www.reading.gov.uk/jsna)

[www.jsna.wokingham.gov.uk](http://www.jsna.wokingham.gov.uk)

#### Commissioners and providers:

- RBH
- Prospect Park Hospital
- Berkshire Healthcare Foundation Trust
- Clinical Commissioning Groups (CCGs) will be shared across Berkshire West from April 2018.

#### Other partners:

- Sustainability and Transformation Plan
- WEBOB (West and East Berkshire Oxfordshire Buckinghamshire): to organise the way care is developed in that area

#### Current set up:

- Two local authorities
- Two social care departments
- Locality based GP practices, dentists and private care providers

#### Examples from other areas:

Although one organisation supplying local healthwatch service - operate as two business units with one operational management and one board overseeing the two units.

- Healthwatch for Dorset, Bournemouth and Poole - trading as Healthwatch Bournemouth - one of the first to merge their healthwatch in England.

It is not necessary to have a completely joined body - can have two separate units under one management structure.

Next steps

- Consultation is available online until Tuesday 6<sup>th</sup> February 2018

Consultation report:

- Wokingham: 7<sup>th</sup> March
- Reading: July Adult Social Care, Children's Services and Education Committee

Questions & Answers / Comments:

Q1: Does Healthwatch have an office in Reading and an office in Wokingham?

A1: Reading has an office in Reading. Wokingham operates in various local community settings depending on needs.

Q2: There was some efficiency savings in Ascot etc...do you know about it?

A2: We understand that it works but don't know how much the savings are.

Q3: Reading and Wokingham are different - members of the Healthwatch board were voted by the community. In Wokingham it's not same.

A3: In Wokingham members of the community are also part of the board of trustees but those were not voted by members of the community.

Q4: If not broken, don't break it! Reading Healthwatch is a very effective organisation in representing the views of the community and collecting awards. This proposal will reduce the capacity that Reading Healthwatch has to represent the community. Demographics of Reading very different to Wokingham (i.e. support to Gurkha community).

Savings of £44,000/year represents a loss of one post at executive level - not sure if this will have a significant impact in the long term.

Reading Healthwatch needs to develop better connections with the younger community. It is essential that Reading stands alone. Some savings can be found elsewhere in the Council to ensure Reading Healthwatch continues.

Q5: It will disadvantage the local Health and Wellbeing Board and local commissioning groups. There was no evaluation of impact in the proposals. If we want to make a big change we could merge Reading Borough Council and Wokingham Borough Council. It's a poor idea to have one local Healthwatch for both Reading and Wokingham.

A5: Any proposal taken to committee and put before members will have an evaluation impact assessment attached. At this stage we are running this consultation to evaluate what that impact might be.



Q6: Reading Healthwatch has a professional team of people build over the 5 years since healthwatch came into existence. It will be ridiculous to impair the team that has a knowledge of local people and community, seldom heard groups. We need to dismiss this proposal.

Q7: I am not clear what Healthwatch does.

A7: Healthwatch finds out people's views on social care and health services. They find out whether people are satisfied if the service and if there are any issues, they raise those with the service provider. They go to community groups, GPs, dental practices and survey people's views.

Q8: Reading Healthwatch's Newsletter of January 2018 is suggesting that there won't be any actual savings from this proposal - where is the saving coming from? How is the saving being calculated?

Q9: Reading Healthwatch's newsletter is very useful. It helps us understand what is going on in the NHS services and why GP services are not working as they should. I am in favour for it staying as it is.

Q10: We haven't been told exactly what Healthwatch Reading / Wokingham do and have been doing over the past few years. We haven't heard arguments against and for this proposal. We haven't been told enough - a lot of this is not transparent enough.

A10: We are looking at how much will the impact be on combining both healthwatch services. We want to build up on the common strengths of the services. Once the consultation is over, we will need to find out what we want to deliver in future and commission this, some of this is still unknown.

Q11: West Berkshire have declined to participate in this exercise to combine into a local healthwatch with Reading and Wokingham. We can't offer an effective service if West Berkshire are not part of this.

Contract for Advocacy service for Reading has been granted to Healthwatch Reading.

**Agenda item 5: Powers of Attorney**  
*Rowberry Morris Solicitors*

Apologies received from Rowberry Morris Solicitors. This item will be covered at the next OPWG on Friday 6<sup>th</sup> April 2018.

Questions & Answers / Comments:

Power of Attorney must be taken out when people have capacity.  
Don't delay to find out more about it until the next meeting.

Other organisations and solicitors can help with this.

Age UK Berkshire offers support and advice on Powers of Attorney.

**Agenda item 6: Community Nursing Services**

*Tom Lake, elected member at Berkshire Healthcare NHS Foundation Trust*

This presentation is available to the public at: [www.srvp.org.uk](http://www.srvp.org.uk) / Meetings ....  
/ July 2017

Timeline of Community Services from 1859 to date

Services available:

- District nursing
- High Tech care
- Care home support team - training care homes staff
- Community cardiac and respiratory service - in Southcote - will take over if people have heart attack or respiratory problems.
- Rapid response - for care homes
- Community Matrons
- Rapid response - for the community
- Out of hours nursing teams

NHS services:

- Royal Berkshire Hospital
- West call
- Community nursing
- 111 service
- Berkshire Healthcare NHS Foundation Trust (BHFT)
- Mental health services

<b>Agenda item 7: Current issues and suggestions for future meetings</b> <i>Cllr Gul Khan</i>	
<ul style="list-style-type: none"> <li>• Suggestions for future meetings:                             <ul style="list-style-type: none"> <li>○ Council Tax consultation - results</li> <li>○ Hierarchy of the people working at RBC - who is the boss?</li> <li>○ Number of beggars in town in every shop doorway</li> <li>○ Head of Adult Social care to introduce herself</li> <li>○ Reading 2050 - various consultations about how Reading might look over the next 20 years and development for the local town.</li> <li>○ Loneliness and older persons: Community plans/healthcare plans to address this in the future</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• Current issues                             <ul style="list-style-type: none"> <li>○ Route 22 - New timetable - is there age discrimination for those using this bus route? No information from Reading Buses - proportion of elderly people using bus service</li> <li>○ Reading buses will not release info about number or % of passengers using Reading buses</li> <li>○ Oxford bus are perceived as being dangerous as they start without waiting for people to sit.</li> <li>○ Future budget proposals for RBC - express views on options Council considering for the forthcoming year. February meetings should always include an item on budget build to allow us to express our views                                     <ul style="list-style-type: none"> <li>▪ If anyone has any comments about budget, please contact Cllr Eden: email....</li> <li>▪ Proposals will be consulted on and will be brought to OPWG</li> </ul> </li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>• It would be helpful if we have two microphones</li> </ul>	
<ul style="list-style-type: none"> <li>• Access and Disability Working Group - 2<sup>nd</sup> March 2018 - Matt Rodda MP will be attending. Mayor's Parlour 2pm.</li> </ul>	
<ul style="list-style-type: none"> <li>• Creative support : lots more activities open to older adults, new Singing Group, flyer available</li> </ul>	
<ul style="list-style-type: none"> <li>• Parking charges proposals at Palmer Park Bowling Club - we won't survive with the parking charges. Palmer Park has Bowling Club, Reading Athletics - concerns that the activities will dispend due to those charges. This proposal will be consulted during the course of this year.</li> </ul>	
<ul style="list-style-type: none"> <li>• Big conference on Loneliness and isolation - 21<sup>st</sup> February 2018</li> </ul>	

Next Meeting:

- Friday 6<sup>th</sup> April 2018  
2 - 4 pm, Council Chamber, Civic Centre