

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

### Present:

Councillor Hoskin (Chair)	Lead Councillor for Health, Wellbeing & Sport, Reading Borough Council (RBC)
Andy Ciecierski	North & West Reading Locality Clinical Lead, Berkshire West CCG
Rebecca Curtayne	Team Manager, Healthwatch Reading
Seona Douglas	Director of Adult Care & Health Services, RBC
Councillor Jones	Lead Councillor for Adult Social Care, RBC
Stephen Kitchman	Director of Children, Education & Early Help Services, RBC
Tessa Lindfield	Strategic Director of Public Health for Berkshire
Councillor Lovelock	Leader of the Council, RBC
Sarah Morland	Partnership Manager, Reading Voluntary Action
Councillor Terry	Lead Councillor for Children, RBC
Cathy Winfield	Chief Officer, Berkshire West CCG

### Also in attendance:

Councillor David Absolom	Chair of the Adult Social Care, Children' Services & Education Committee (ACE Committee), RBC
Sonia Aulak	SEND Service Manager, Brighter Futures for Children (BFfC)
Michael Beakhouse	Integration Programme Manager, RBC & Berkshire West CCG
Ramona Bridgman	Chair, Reading Families Forum
Marion Gibbon	Consultant in Public Health, RBC
Natalie Madden	Transformation Project Manager, RBC
Kim McCall	Health Intelligence Officer, Wellbeing Team, RBC
Kajal Patel	South Reading Locality Clinical Lead and Cancer Lead, Berkshire West CCG
Emily Pearse	Special United
Ruth Pearse	Reading Families Forum
Janette Searle	Preventative Services Manager, RBC
Nicky Simpson	Committee Services, RBC

### Apologies:

Stan Gilmour	LPA Commander for Reading, Thames Valley Police
David Shepherd	Chair, Healthwatch Reading
Mandeep Bains	Chief Executive, Healthwatch Reading

### 1. MINUTES

The Minutes of the meeting held on 12 October 2018 were confirmed as a correct record and signed by the Chair.

### 2. QUESTION IN ACCORDANCE WITH STANDING ORDER 36

The following question was asked by Tom Lake in accordance with Standing Order 36:

#### a) Integration of Health and Social Care - Closer Working & Co-Location

“The integration of Health and Social Care is generally thought advantageous and is supported by the new NHS Long-Term plan. What plans are there for closer working or co-location of service provision in Reading?”

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

REPLY by the Chair of the Health & Wellbeing Board (Councillor Hoskin):

“The Chief Executive Officers for Berkshire West met in November 2018 to agree the joint working priorities for Berkshire West. These include:

- Prioritising joint commissioning between Berkshire West partners.
- Exploring ways of bringing health and social care partners together to deliver targeted work in neighbourhoods and communities.
- Making more effective use of integration resources across Berkshire West (to support the delivery of the first two priorities).

The Chief Executive Officers are continuing to develop these plans, with a specific focus on how they will be resourced and delivered in 2019/2020.

Additionally, following the CQC review of Reading’s health and social care system (completed in autumn 2018), senior leaders from across the system will work with the Social Care Institute for Excellence (SCIE) to create an action plan for future integration. This will outline how we will address any areas that the CQC reviewing team feel we could do even better than we are currently doing in delivering health and social care services for Reading residents.

In the immediate future, we plan to pilot joint working arrangements between Adult Social Care and selected practices from the North/West and South Reading GP Alliances in Q4 2018/2019. This will bring key professionals together to provide a forum for multi-disciplinary discussion, risk assessment and comprehensive care planning. Monthly multi-disciplinary team meetings will jointly review clients/patients who are referred to the team - with a focus on clients who are or have experienced:

- A decline in functional Activities of Daily Living
- Falls or who are at risk of falls
- Social isolation or recent dependence on crisis social support/re-ablement or any long term social support in the last 6 months
- Dementia or severe and enduring Mental Health illness where it is not their primary issue
- Severe and enduring Long term conditions
- Patients on multiple medications
- Two or more unplanned admissions to acute hospital or intermediate care facility in previous 6 month
- Patients who make frequent appointments with GP that could be resolved through other professionals”

### **3. PROGRESS REPORT ON THE DELIVERY OF THE SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND) STRATEGY**

Further to Minute 2 of the meeting held on 13 July 2018, Stephen Kitchman, submitted a report on progress made in delivering the SEND (Special Educational Needs and Disability) Strategy since July 2018 and on steps taken to improve the transition between children’s and adults’ services. Ramona Bridgman and Ruth Pearse from Reading Families Forum, and Emily Pearse from Special United, the young people’s forum, attended the meeting to share their views and experiences.

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

The report stated that the SEND Strategy provided a framework for SEND improvement, and the delivery of the provision and support required across key agencies to deliver the SEND Code of Practice (2015) in a coordinated way, ensuring that children and young people's needs were met at the right time, making best use of the resources available.

The SEND Strategy consisted of the following four strands, and the report gave details of progress to date in each strand of work and of next steps and work in progress:

1. Analysis of data and information to inform future provision and joint commissioning;
2. Early identification of needs and early intervention;
3. Using specialist services and identified best practice to increase local capacity;
4. Transition to adulthood.

Ramona Bridgman and Ruth Pearse, from Reading Families Forum, addressed the Board, noting that the Forum was pleased with progress on the strategy, and especially the development of mental health support teams, and they explained the challenges that families experienced in obtaining services for those with additional needs and the impact on the families.

Emily Pearse, a 19 year old from Special United, a youth forum for 11-25 year olds with additional needs and their siblings, addressed the Board. She gave details of the support she currently received at Reading College and from Adult Social Care, saying that she attended college four days a week and volunteered once a week at a café. She had support outside college from her parents and also had a budget for going out with a carer for three hours a week, for example to the cinema or Aquafit, which helped keep her busy and fit.

She said that she received support with help to do activities but she would like there to be activities available after college hours and in holidays and for there to be more clubs for 19-25 year old young people with additional needs.

She also said that she and her friends would like help to be more independent and suggested that training on travel, road safety, first aid and food hygiene would be valuable, as well as work experience outside college. The college could do more vocational support and provide help with supported living, and it would also be useful to get practice for completing job applications and attending interviews.

Emily also suggested that, at the transition meeting with social workers, Council staff and carers, young people should be able to prepare a presentation, including both pictures and text, which they could take with them after the transition.

Stephen Kitchman welcomed the suggestions and said that this was valuable feedback and that officers would take it away for further work. It was noted that, as set out in the report, there was lots of work in progress and there was still more to do on developing a strong transition pathway, and staff were keen to get direct feedback from young people, parents and carers. It was agreed that the feedback would be passed on to Reading College, who were part of the Strand 4 group, and an update would be requested on their plans to pick up Emily's points.

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

Councillor Absolom said that he would be asking for a report back on progress on the SEND Strategy to come to a future meeting of the Adult Social Care, Children's Services & Education Committee.

Rebecca Curtayne reported that Healthwatch had recently carried out a survey at the University of Reading of students' health awareness and needs, which would be published soon. The second part of this project would be to set up focus groups and it would be good to have one involving students with additional needs. Natalie Madden said that a young persons' forum had been developed and that it could be used for this project.

### **Resolved -**

- (1) That the progress made on delivery of the SEND Strategy 2017-2022 be noted;
- (2) That the progress made on improving the transition between children's and adult's social care be noted;
- (3) That Ramona Bridgman and Ruth and Emily Pearse be thanked for coming to the meeting and addressing the Board;
- (4) That officers take away the feedback for further work and passing on to Reading College, and request an update from the College on their plans to pick up on the points made;
- (5) That a further report on progress on delivery of the SEND Strategy be submitted to the Board in twelve months' time.

### **4. CARE QUALITY COMMISSION (CQC) REVIEW OF READING HEALTH AND SOCIAL CARE SYSTEM - UPDATE**

Further to Minute 3 of the previous meeting, Seona Douglas gave a verbal update on the latest progress on the Review of the Reading Health and Social Care System that had been carried out by the Care Quality Commission (CQC) between 29 October and 2 November 2018.

She explained that the Reading health and social care system included the Council, Berkshire West CCG, Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust and the South Central Ambulance Service, as well as providers of health and social care services. It had been selected for review by the CQC based on the significant improvements that it had made to its performance in reducing delayed transfers of care (DTOC). The review had looked at how people moved between health and social care, with a particular focus on those over 65, exploring the interfaces between social care, general primary care, acute health services and community health services, and how the system ensured that the right care was delivered to the right people at the right time.

Seona Douglas said that the report of the review had now been received and health and social care partners had held a summit to hear feedback from the CQC on 16 January 2019. The review had found many examples of good practice, especially involving front line staff, and had also made recommendations on areas for improvement. For example, it had suggested that the complicated Berkshire system

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

could be more joined up, with processes streamlined and systems involving bodies such as the Health and Wellbeing Board and the ACE Committee strengthened. The review had acknowledged that partners had already made significant progress and were putting things in place to improve the experience of people receiving services.

An action plan needed to be developed in response to the report, agreed by the Health and Wellbeing Board and submitted to the CQC by a date in February 2019, but this would not fit in with the timetable of Board meetings, and so approval of the action plan would need to be done “off-line” by members of the Board, with the action plan then reported back to a future meeting for formal approval. The Department of Health would be monitoring progress on the action plan.

### **Resolved -**

- (1) That the position be noted and the Board’s thanks to the staff involved in the health and social care system who worked hard for the people of Reading be recorded;
- (2) That the CQC Review Action Plan be developed by officers and members of the Board “off-line”, in order to meet the CQC deadline, and the action plan be reported back to a future Board meeting for formal approval.

### **5. MACMILLAN CANCER PROJECT**

Kajal Patel submitted a report giving an update on the South Reading locality (NHS Berkshire West CCG) Macmillan Cancer project.

She explained that statistics showed that the South Reading locality had consistently not done well in relation to cancer screening, diagnosis and survival rates and so, in line with the Reading Health and Wellbeing Strategy 2017-2020 Priority 7 ‘Increasing uptake of cancer screening and prevention services’, a special project for the locality had been developed. The South Reading CCG had received two years of funding from the Macmillan Trust to raise awareness of cancer and promote patient education among its seldom-heard groups. The CCG had commissioned Rushmoor Healthy Living to deliver the project, which had started in March 2017.

To promote cancer awareness, the Project Lead had engaged with a number of different community groups in South Reading, including Nepalese, Polish, Pakistani, Sudanese, Afro-Caribbean, the deaf community and LGBT. To date, 25 community volunteers had completed their Macmillan training sessions and become certified ‘Cancer Champions’. A network event had taken place on 30 April 2018 to introduce and link ‘Cancer Champions’ with other professionals and organisations. The ‘Cancer Champions’ had now been linked with each of the 16 GP practices in the South Reading Locality in order to help GPs to understand their community and support patients (such as supporting people to get access to the right information and signposting).

A cancer support group had been set up for the ‘Cancer Champions’, which would enable members to discuss issues, share experiences and provide support to each other. The bi-monthly meetings had begun in April 2018 and had been well attended. The report set out the ways in which ‘Cancer Champions’ had worked with patients, including visiting or accompanying cancer patients to treatment or scans, explaining

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

information, helping with organising hospital transport and appointments and checking up on those living with cancer.

The report stated that the project had been a great success so far. There had been local cancer groups and organisations interested to learn about the work of the project and wanting to work with 'Cancer Champions', helping them to be better engaged with communities and improve the way they delivered their services. Organisations, charities and groups had realised the need and importance of the 'Cancer Champions' and were keen to work with them. By October 2018, 32 cancer education and awareness sessions had been delivered and a total of 1300 people had directly benefitted from the project. The communities now felt that they had a voice regarding cancer and a better understanding of cancer and treatments available, were more engaged with health professionals and services and were more likely to take up screening opportunities and speak to GPs regarding their concerns. Health professionals had also embraced the project and had a better knowledge of the barriers, hopes, fears and aspirations of the diverse communities, which would enable them to influence future thinking, decisions and treatments.

Kajal Patel explained that funding for the project would cease in March 2019. There were currently ongoing discussions between Berkshire West CCG, Rushmoor Healthy Living, Macmillan and Royal Berkshire NHS Foundation Trust to discuss potential funding for another two years and extend the project across Berkshire West.

In response to a question, she noted that, whilst there had been obvious benefits from the scheme, these would take some time to progress through to show changes in the statistics on screening uptake, and she was not expecting to see meaningful change in the statistics until 2020.

The meeting noted that the project was a good example of how to address inequality, designing a project with a community and working in an integrated care system, tailoring services to a neighbourhood. It would be important to take the learning from the project to build into services' routine practices, including through work on population and health management.

**Resolved** - That the report be noted.

### **6. RESPONSE TO THE HEALTHWATCH READING REPORT 'OUR TOP THREE PRIORITIES'**

Janette Searle submitted a report setting out the joint response of the local authority and the local Clinical Commissioning Group (CCG) to the report presented by Healthwatch Reading to the 13 July 2018 meeting of the Board on 'Our Top Three Priorities' (Minute 5 refers), which had summarised recent feedback that Healthwatch Reading had gathered from some of Reading's communities and groups which were seldom heard, and from local charities which supported those groups.

The report stated that a number of common themes had emerged from Healthwatch Reading's involvement work with five separate 'seldom heard' groups. The local authority and the clinical commissioning group had developed plans to address these, and to develop their involvement with people who used - or were entitled to use - services, in light of Healthwatch Reading's findings. The report set out the six themes or priorities and the joint responses relating to each priority.

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

The report explained that ensuring that services were accessible to all sections of the community was an ongoing priority for both statutory partners, informed by feedback, and often involving outreach to residents who might find it difficult to access services for a variety of reasons. Healthwatch Reading was an important element of this ongoing outreach and was invited to convey some specific responses back to the groups they had formed relationships with as part of preparing the report.

Healthwatch Reading had prepared a short guide to involving local people in planning and designing NHS services, which had been included in the 'Our Top Three Priorities' report. The Council and the CCG had welcomed the guide and it had been widely shared throughout both organisations and the report stated that if it could be made available as a stand-alone document, this would facilitate wider sharing. It was reported at the meeting that Healthwatch Reading was just putting the finishing touches on the stand-alone guide to be distributed and put on the website.

### Resolved -

- (1) That the joint response be noted and Healthwatch Reading be asked to share it with those who had contributed to the 'Our Top Three Priorities' report;
- (2) That the Healthwatch Reading guide to involvement appended to the 'Our Top Three Priorities' report be commended.

### 7. RESPONSE TO THE HEALTHWATCH READING REPORT 'WORKING WITH SERVICE USERS WITH MENTAL HEALTH NEEDS'

Janette Searle submitted a report setting out the joint response of the local authority and the local Clinical Commissioning Group (CCG) to the report presented by Healthwatch Reading to the 13 July 2018 meeting of the Board on 'Working with Service Users with Mental Health Needs' (Minute 6 refers).

The Healthwatch Reading report had presented the outcome of a Reading Advice Network forum held on 30 May 2017 which had brought together 14 different information, advice or support organisations to share experiences of working with local people with mental health needs. The report had set out the findings of the forum and the five main themes which the forum had identified as affecting the voluntary sector's ability to support clients with mental health needs, along with a series of proposed solutions.

The report had urged local decision-makers - Reading's NHS Clinical Commissioning Groups, and Reading Borough Council officers responsible for commissioning services from the voluntary sector via the 'Narrowing the Gap' framework - to respond to the proposals and state how they would use the report to inform the way they planned, designed and funded local services to best meet the needs of people with mental health needs.

The report set out the five themes and the joint responses relating to each theme.

Sarah Morland reported that Reading Voluntary Action was planning to bring together a wide group of voluntary organisations in order to understand more about what support the organisations got from statutory agencies in supporting people with

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

complex needs. She would then bring a report back to a future meeting of the Health and Wellbeing Board.

### **Resolved -**

- (1) That the joint response be noted and Healthwatch Reading be asked to share it with the Reading Advice Network and others who had contributed to the 'Working with Service Users with Mental Health Needs' report;
- (2) That it be noted that Sarah Morland planned to bring a report to a future meeting of the Board on what support voluntary organisations got from statutory agencies in supporting people with complex needs.

## **8. INTEGRATION PROGRAMME UPDATE**

Michael Beakhouse submitted a report giving an update on the Integration Programme and on progress made against the delivery of the national Better Care Fund (BCF) targets.

The report stated that, of the four national BCF targets, performance against one (limiting the number of new residential placements) was strong, with key targets met. It stated that partners had not met the target for reducing the number of non-elective admissions (NELs) but work against this goal remained a focus for the Berkshire West-wide BCF schemes.

Progress against the target for increasing the effectiveness of reablement services had decreased since the last report, but this was due to revised guidance around the methods of measuring their impact and did not reflect a drop in actual performance. Performance on reducing the number of delayed transfers of care was currently slightly above target, but this represented a slight deviation against otherwise strong performance throughout the year.

The report gave further details of BCF performance and gave details of items progressed since October 2018 and the next steps planned for January to March 2019.

**Resolved -** That the report and progress be noted.

## **9. HEALTH AND WELLBEING DASHBOARD AND ACTION PLAN UPDATE**

Janette Searle submitted a report giving an update on delivery against the Health and Wellbeing Action Plan (attached at Appendix A) and the Health and Wellbeing Dashboard (attached at Appendix B), giving an overview of performance and progress towards achieving local goals as set out in the 2017-10 Health and Wellbeing Strategy for Reading.

The report stated that the latest Action Plan represented progress achieved after two years into delivery of the three year strategy. In most priority areas, actions had already been reviewed and refreshed quite comprehensively and there were plans to refresh the actions in other areas shortly.

Paragraph 2.2 of the report set out details of updates to the data and performance indicators which had now been included in the Health and Wellbeing dashboard and



## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

Paragraph 2.3 listed where updated data was expected to be available for the next update to the Board in March 2019.

It was noted at the meeting that it was hoped in future to be able to align the Health and Wellbeing Strategies and develop a shared regional approach. Councillor Hoskin said that he had been speaking to the Chairs of neighbouring Health and Wellbeing Boards who wanted to be involved in this approach and that further work was to be done on developing a timetable for this process.

### **Resolved -**

That the progress to date against the 2017-20 Reading Health and Wellbeing Strategy Action Plan, as set out in Appendix A and the performance updates and the expected updates to the Health and Wellbeing Dashboard set out in Appendix B and in paragraphs 2.2 to 2.3 be noted.

### **10. APPLICATION FOR A NEW PHARMACY WITHIN THE PROPOSED READING GATEWAY DEVELOPMENT, IMPERIAL WAY**

Marion Gibbon submitted a report seeking formal approval of a response submitted on behalf of the Board to NHS England on an application by Ascent Healthcare for a new pharmacy within the proposed Reading Gateway Development, Imperial Way, Reading RG2 0ET.

The report had appended:

Appendix 1 - Letter from NHS England about Application

Appendix 2 - Application from Ascent Healthcare for a new pharmacy within the proposed Reading Gateway Development, Imperial Way, Reading RG2 0ET

Appendix 3 - Map

Appendix 4 - Response sent to NHS England

The report explained that the Health and Wellbeing Board had been invited to make representations on the application, and that the application had to be considered against Reading's 2015 Pharmaceutical Needs Assessment (PNA), due to the date of the application. The report gave details of the analysis of the need for pharmacies in the area and concluded that, based on the 2015-18 PNA, the services met the need of the local population in terms of essential pharmaceutical services and accessibility and no additional high street pharmacies were required in this area.

The deadline for comments had been before the next meeting of the Board and the Chair and Vice-Chair had endorsed the submission of the response to NHS England by officers and the response being formally endorsed retrospectively at the next meeting of the Board.

**Resolved -** That the Health and Wellbeing Board's response submitted to NHS England set out in Appendix 4 to the report be endorsed.

### **11. CONVERSATIONS ABOUT CARE: FINDINGS OF OUR VISITS TO ALL LOCAL CARE HOMES FOR OLDER PEOPLE - HEALTHWATCH READING REPORT**

Rebecca Curtayne submitted a report and gave a presentation on the findings of a ten month project 'Conversations About Care', which had been carried out by

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

Healthwatch Reading from January 2018, collecting views from 213 older people across 14 care homes in Reading through 'Enter and View' visits.

The report set out the project's aims and gave details of the themes and findings, setting out the following key findings:

- 203 people had given comments on what was good about their care, with 59% mentioning food choice, 53% praising how staff responded to them and 31% saying they could access activities.
- The top three areas residents wanted improving were food choices (15%), the way that care home staff responded to them (12%), and access to activities (11%).
- Very few residents had known if they had a care plan or how they were involved in it.
- Three-quarters had said they could access a GP when they needed but this was much lower for dentists (21%) and opticians (26%) and the small number of people who had been admitted to hospital and back had given positive comments.
- Many people felt lonely despite being surrounded by their peers.

The report also gave details of dementia audits and of good practice case studies on a range of other initiatives from around the UK that could be adopted in Reading to improve care home residents' wellbeing and interaction with others, such as toddler group visits to homes, school children 'teaching' residents on tablet technology that could help them communicate more with others, introducing hen-keeping and use of the BBC Music Memories website.

The report made nine recommendations, including calling for more work to be done on regularly capturing the experience of care home residents and making them aware of how they could have their say or raise concerns if they needed to. Details of care homes' responses to the enter and view visit reports, and responses from NHS England, Berkshire West CCG and Reading Borough Council to the full report's recommendations, were included in the report.

Recommendation 9 of the report recommended that the Reading Health and Wellbeing Board requested an update on progress towards priority six (on dementia) of the Reading Health and Wellbeing Strategy, in particular:

- how many more care homes had achieved 'Dementia Friendly status'
- how many more staff or managers had skills, training and understanding on dementia in order 'to make practical changes to make their service more accessible to those with dementia'

The meeting noted with concern the findings regarding loneliness and it was reported that Healthwatch had been invited to the next meeting of the Reading Loneliness and Social Isolation Steering Group to discuss the report's findings in more detail. Sarah Morland said that voluntary organisations were willing to provide services within care homes as they did in communities and she would talk to Healthwatch about how to facilitate liaison with the care home providers regarding this provision.

## READING HEALTH & WELLBEING BOARD MINUTES - 18 JANUARY 2019

### Resolved -

- (1) That the report and the recommendations and responses be noted and welcomed;
- (2) That, as suggested in Recommendation 9 of the report, a report giving an update on progress towards priority six of the Reading Health and Wellbeing Strategy on dementia be brought to a future meeting of the Board.

### 12. DATE OF NEXT MEETING

**Resolved -** That the next meeting be held at 2.00pm on Friday 15 March 2019.

(The meeting started at 2.00pm and closed at 4.25pm)