



Minutes of the Healthwatch Volunteer Steering Group
held on 17th September 2019 at ORCEL

Present: (As per signing in sheet)

Margaret Wrenn – Chair
Evelyn Leck - Lifelong Conditions Rep
Carol Sherwood – Elders Rep
Zoe Sherry – Mental Health Rep
Bob Steel – Social Care Rep
Ruby Marshall – Vice Chair & Children & Young Persons Rep

In attendance

Christopher Akers-Belcher - Manager
Stephen Thomas - Development Officer
Tony Leighton – Patient & Public Engagement Officer
Carol Slattery – (CS) - minute taker

Item 1 – Welcome ‘Code of Conduct’ and apologies for absence

MW Welcomed everyone to the meeting and reminded everyone to follow the code of conduct. **Apologies** were received from Lynn Allison & Liz Fletcher who has agreed to take on the role as Children & Young Person Rep once her health improves. **MW** mentioned that there are two vacancies remaining for the VSG which are Acute Care & Learning Disability representatives.

Item 2 – Minutes of meeting held on 16th July 2019 & matters arising

Pg 1 Item 2 TEWV Healthwatch Event In the second sentence the word country was changed to region. **ST** explained that dual diagnosis was Drugs/Alcohol which he and **ZS** had suggested remaining a priority for their quality account.

Item 4 - Loneliness & Isolation – **MW** reported that she had a discussion with Fiona Adamson at the CCG meeting who reported that she is doing a similar piece of work. **MW** forwarded information onto **HWH** and suggested working together rather than re-inventing the wheel.

Hope House concerns – **MW** to give an update later in the meeting.

Pg 2 E & V Report Wynyard Woods **ST** informed that **HWH** received no feedback from the Manager regarding the visit to Wynyard Woods. **ST** said he will make sure the Local Authorities monitoring team are aware.

Pg 3 Item 5 **MW** asked if there was any update regarding the Gentleman who requested to have all his teeth removed at once. **TL** reported that the gentleman has not been back in contact with **HWH**.

With the above amendments the minutes were proposed as a true and accurate

record. Proposed Evelyn Leck **Seconded** Carol Sherwood

Item 3 Feedback from CCG, Health & Wellbeing Board & Audit & Governance

CCG - MW gave the following update from the meeting she attended on 11th September. The following questions and answers were addressed:

Q. There is a lot of anxiety about referrals, and the time they are taking – patients are having tests and then told they have to wait for about eight weeks before they get results, before actually being put on waiting lists.

A. People have been exposed to hospital services and admissions that were not needed and resources were not used in the right way. There have been a lot of delays. Different processes are being looking in to e.g. the process for sleep apnoea and snoring is that you must try a bit adapter in the first instance.

Q. Hope House in Hutton Avenue, is similar to the one in Middlesbrough, Whorlton Hall that's been in the news recently, I understand there aren't any patients in there from Hartlepool?? (Jill Harrison said there were, but not being funded by the Local Authority) GP's must visit patients there. (Already discussed at the Health and Wellbeing Board meeting) ongoing.

A. Hope House is a Learning Disabilities home and these patients could either be from a different Local Authority, privately funded or purely residential, fully mobile and receiving no treatment.

Members queried if HWH could visit Hope House. After discussion, it was agreed no HWH volunteers are allowed to visit the home due to Risk. **CAB** suggested if Jill Harrison confirms there are residents from Hartlepool in Hope House then HWH will make an online referral to the CQC.

**All
agreed**

Q. Do GP's know how some of their patients are being discharged from North Tees Hospital with pressure sores? (pictures) Apparently this is happening more frequently. A lot of people have horror stories, especially about NT Hospital. NHS paying out lots of money for those suffering with pressure sores.

A. MW gave an example of her uncle. Every incident of a pressure area problem should be logged on Datix. MW has put together a timeline which is being formally investigated. An individual report is needed from the hospital, and they are required to reply in a certain time, if not received they will be reported through the CCG. MW asked the funeral director if they had ever seen this happen before and they had and this has been reported. It was suggested that MW flags this to the quality team and also states that circumstantial evidence exists from the undertaking arena that this is not an unusual occurrence.

The Steiss weekly report goes to Exec and covers issues like this along with suicides and significant incidents. A Datix should have been raised prior to discharge which would have automatically triggered a review. The Clinical Quality Review Group (CQRG) will review this and ensure that learning takes place.

ST mentioned that there is a loophole in the Care Act in the safeguarding section. When Residents are on the Palliative Care Pathway and the Home has concerns about the treatment and care the individual has received in hospital. The homes are not generating a safeguarding alert because once a person dies safeguarding ceases to operate. HWH are concerned that there are a number of people returning on End of Life package where they have received a

similar experience to John but nothing is happening about it. MW said the funeral director said they see similar situations all the time. ST asked if ZS could take concerns to the next TEWV safeguarding meeting. ZS said the concerns needs to be in writing and she will take it to the meeting on the 23rd September.

**Action
ZS**

Health & Wellbeing Board - no update

Audit & Governance – no update

Item 4 - Response Letter from NHS Trust Re Quality Accounts

The letter was tabled at the meeting for information purposes. It demonstrates the positive feedback the trust received from HWH.

**All
Agreed**

Item 5 – Relevant member feedback

CAB explained that the monitoring team at the local authority have asked that HWH change the way information is fed back. HWH have been asked to cover the following headings for future meetings:

- What work is currently being undertaken?
- What work has been carried over from the previous update?
- What work is planned, what impact you think the work will have?
- Details on enter & views
- What difficulties have been experienced?
- What information has been discovered?
- Have Healthwatch events been successful and well attended?
- How has the work carried out by Healthwatch impacted the residents of Hartlepool?

After discussion it was agreed the heading will be on the agenda to prompt members when feeding back at the meeting.

**All
Agreed**

It was agreed to change TL update to cover Patient & Public Engagement to give an overall update of his monthly activities as well as complaints.

**All
Agreed**

ST asked If it would be helpful to produce a monthly activity summary to support this information. **CAB** suggested ST add his summary to TL monthly template which will be emailed to the LA with the minutes from the meeting. A discussion followed on how information will be covered.

ZS reported that Training will be given to all Healthwatch's in the region to enable them to complete the Quality Assurance Framework.

World Mental Health Day 10th October held at HBH everyone welcome. Tags have been made with the mental health forum details on. They will be attached to bags advertising Miles for Men, and will contain mental health first aid kits, leaflets, stress balls etc. Packets of tissues with HWH information on will also be made to go in the bags. Posters were available for members to distribute.

Fundamental Standards meetings are on hold, due to the CQC inspection taking place at TEWV.

**All
agreed**

ZS mentioned an article on the TV re Staffing levels in Hospitals and Care homes. It was agreed to ask for clarification.

ZS reported that she had received her new DBS check through TEWV. A discussion followed regarding how to renew HWH members' checks. It was agreed CAB to ask at the next regional managers meeting.

**Action
CAB**

EL reported that she has sent an email to Steve Pett from the Hospital Trust to ask if he had an update on securing guest speakers for the Life Long conditions event. No response has been received. It was agreed CAB chase up.

EL gave an update from the 50+ forum where Brenda Loynes discussed the changes to Maternity services in Hartlepool.

EL has joined the Patients Panel at DR Ray's Surgery. She has left leaflets and posters from HW.

Item 6 – Patient & Public Engagement update

TL reported that he attended “Freshers Day” at HCFE. He spoke to several Health & Social Care Tutors who seemed keen to encourage students to get involved with HWH.

Attended 50+ forum on 11th September at St Josephs Court. Brenda Loynes was Guest Speaker. A representative from the Local Pharmacy Network turned up for the meeting in August but due to some confusion with times was unable to stay for the meeting.

Continue to meet with CATALYST re Cancer Events and Community Ambassadors

Re launch of Hartlepool Blind Welfare due to take place in mid-October

Invited to attend an information day at the Job Centre also in October

Item 7 - Enter & View update

ST commented that both visits were very good and received some positive feedback from the questionnaires.

- Clifton House Residential Care Home Report
- Seymour House Report

The above reports were approved and ratified by the Volunteer Steering Group members. Copies will be displayed on the HWH website sent to the Local Authority, Healthwatch England the CCG and any other relevant organisations.

ST informed that HWH have received a request from De Bruce Court asking for extra time to respond, due to there being a new Manager appointed since the visit took place in July. Concerns were raised regarding the turnover in Management at De Bruce Court and fears it may close in the future.

Visits to Brierton Lodge. Ward 29 and the Emergency Assessment Unit in North Tees will be arranged soon and a re- visit to Warrior Park will also take place.

MW and **RM** will interview a new volunteer on Friday 20th who is interested in taking part in future visits.

Item 8 - Training & Development

Refresher Enter & View training to be arranged for October/November. **ST** advised all members take part in the training.

Refresher Safeguarding & DoLs Training also to be arranged. ZS suggested holding the training on the afternoon of the next meeting due to take place on 15th October.

Item 9 - Any Other Business

CAB mentioned that there is an outstanding item on the work programme around discharge. He said that he has had a request from the LA for HWH and other agencies such as Care Home Managers to be involved with workshops around

discharge. Members were asked if they would like to be involved once the dates have been set. MW, RM, BS, EL, ZS, and CSH all agreed to attend if they were available.

ST tabled information from Judy Gray regarding an event Gateshead Health 2nd Palliative Care Symposium to be held on 3rd October at Gateshead. Minutes of the Palliative Care Transformation Locality meeting held in July were also tabled.

MW thanked everyone for attending.

Date and time of next meeting 15th October 2019 from 10am – 12 held at ORCEL