

Norfolk Older People's Strategic Partnership Board
Conference Suite, Breckland District Council, Dereham
Thursday 7 July 2016

(Abbreviations: NCC = Norfolk County Council; CCG = Clinical Commissioning Group; DC = District Council; NOPSP = Norfolk Older People's Strategic Partnership)

Present:

Graham Creelman	Chair
Joyce Hopwood	President
David Button	Vice Chair
Veronica Mitchell	Adult Social Care, NCC
Bill Borrett	Chair, Adult Social Care Committee
Jan Holden	Community & Environmental Services (libraries)
Niki Park	Community & Environmental Services (transport)
Padraig O Luanaigh	Norfolk & Norwich University Hospital
Emma Boore	Kings Lynn & West Norfolk BC (housing)
Nigel Andrews	Norwich City Council (housing)
Liam Pickering	South Norfolk Council
Amanda Ellis	Norfolk Police
Lin Matthews	Age UK Norfolk
Susan Ringwood	Age UK Norwich
Rebecca Champion	North Norfolk CCG
Lesley Bonshor	Carers Council
Derek Land	Norfolk Council on Ageing
Carole Williams	Norfolk Council on Ageing
David Russell	North Norfolk Older People's Forum
Erica Betts	Breckland Older People's Forum
Verity Gibson	Norwich Older People's Forum
Lyn Fabre	South Norfolk Older People's Forum
Sheila Young	West Norfolk Older People's Forum

In Support:

Ann Taylor	Norfolk Older People's Strategic Partnership
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Speakers:

Elly Wilson	Creative Arts East
Jan Holden	Norfolk Library Service & NOPSP Board member

Apologies : Janice Dane, Paul Jackson, Laura McCartney-Gray, Emma McKay, Mary Ledgard, Hilary Macdonald, Jon Clemo, Pat Wilson

1. Welcome and Introductions

The Chair welcomed the Board to the meeting and thanked Breckland District Council for hosting it. In introducing the day, he referred to the recent referendum saying that whilst the Partnership is not a political body they will be working in coming months and years to ensure that whatever changes come from the decision to leave the European Union the rights and needs of older people are protected, and that promises of more support for the NHS are honoured.

2. Minutes

The minutes of the meeting held on 9 March 2016 were agreed as a fair record and signed by the Chair.

3. Matters Arising

Carole Williams raised the issue of the information publication. Veronica Mitchell said that she was hoping the publication would be available next year, that discussions are taking place because of links with other services and that she is committed to taking it forward. Carole also raised the issue of the transport information booklet which has not made progress and that she and Ann Taylor would be meeting the following week to see what progress could be made.

Veronica was asked about progress NCC were making with Community Clinics, also known as Community Links. Veronica explained that they were moving forward slowly in Aylsham, Harleston and Kings Lynn. They were experiencing difficulty in finding people to attend but were working with partners. The Chair said that the Clinics had been endorsed by the Board as a good idea, in principle.

David Russell asked about progress with North Norfolk community transport. Niki Park on behalf of NCC explained that this has been re-tendered.

In regard to the presentation at the previous Board on 'Minding the Gap' Carole Williams raised that she had heard a report on the radio that care providers were pulling out of contracts with NCC and asked if there was a problem in Norfolk.

Action: Graham Creelman/Ann Taylor to raise issue with NCC

Susan Ringwood confirmed she had sent the information for circulation on Attendance Allowance and reinforced that Age UK information is available but that they would also be grateful to receive any information that others may come across about this topic because at the moment the subject has gone very quiet.

4. Launch of Dementia Friendly Employers Resource Pack

Amanda Ellis introduced the Dementia Friendly Employers Resource Pack which can now be found on the Dementia Friendly Norfolk website. [Dementia Friendly Norfolk](#) Amanda has worked with Nicola Gregory from Public Health and a task and finish group to produce the pack.

The aim of the pack is to give organisations a structure to work with for both employees and the public they work with. At a basic level this covers basic awareness that everyone in an organisation can have, additional training for staff who work directly with members of the public to allow them to better support someone with Dementia and a further level of in depth training for specialist roles.

There is no specific training nationally for Human Resource and Occupational Health staff so a framework for this has also been designed. It includes examples of how Dementia can be incorporated into HR policies.

The resource pack covers the built environment as a place of work and as a place visited by the public and how changes can be made to the environment to assist people with Dementia.

The Chair thanked Amanda for presenting the resource pack, and congratulated the police service for taking a lead with this. Joyce Hopwood thanked Amanda and Nicola for such an excellent and helpful piece of work.

5. Life and Art are Long

In introducing the speakers for the Board the Chair expressed the indebtedness of the partnership to the recent work and conference organised by Creative Arts East, sharing the learning from the Norfolk Arts and Wellbeing programme. He said today's board was about taking the message from this and applying that specifically to older people. Art and culture bring positive practical benefits to wellbeing and are, most importantly, good for the soul. But how do we take the hard evidence that is mounting about the value of art and creativity and use it to encourage funders and providers to look at this as valuable a therapeutic tool as pharmaceutical and medical interventions?

6. 61% and smiling: developments in Norfolk

Elly Wilson, Project Portfolio Manager and Deputy Director of Creative Arts East introduced the Norfolk Arts and Wellbeing Programme; a major arts and wellbeing Action Research project across Norfolk to support local arts organisations to pilot creative interventions for vulnerable older and young people. Among vulnerable older people the groups covered were older people in care settings and people with early onset of Dementia. The work was undertaken to create evidence for the effectiveness of arts and wellbeing programmes, trial new or expanded approaches, build capacity in arts organisations and create stronger links between arts and wellbeing sectors.

From an online survey of 509 people who had participated in the programme:

- 61% of participants reported improved wellbeing
- 73% felt less isolated
- 59% said they communicated with more or new people
- 62% had raised or maintained confidence
- 69% wanted to do more activities
- 85% said it was important to have access to cultural activities

The things that people said prevented them from participating in cultural activities were:

- 28% lack of transport
- 27% no money

20% lack of confidence
17% nothing
14% health problems

Examples of activities undertaken were “My Day Out”, “Village Screen” and “Rural Touring”. Rural Touring provides high quality live performances in locations like village halls. It has been in place for over 25 years, most volunteers and audience members are over 65.

Breckland District Council and Admiral Nurses funded “our Day Out” for people with early to mid-stage Dementia and their carers. People could participate or be an audience member. Breckland District Council funding ends in September but an application for funding to continue for a further three years has been made. The sustainability of the project will need to be achieved through volunteers.

In response to questions from the Board, Elly explained that part of Creative Arts East responsibility is to support groups that want to set up and point them in the right direction. They work closely with partners such as The Garage and have relationships with organisations such as the Writers Centre and Theatre Royal. There is a website for ‘61% and smiling’ that people can access for information about programmes, local organisations and what they specialise in and help and support for the arts sectors to join and move forward together. www.61percent.uk

7. Music, Mirrors and Libraries

Jan Holden talked about the library service in Norfolk and the diversity of opportunities available for older people. Last year four million visits in person and six million online visits were made to libraries. Libraries offer a range of activities and opportunities.

Reading: for pleasure for all ages, reduces depression, increases wellbeing and improves social relationships.

Libraries as creative places to explore ideas, there are dance and theatre events, history, chess, scrabble, craft activities and volunteering. People can engage and connect with others.

There are later life and activities for people with Dementia for example a dementia choir and Music Mirrors This was set up by Heather Edwards and is a way of linking up personal memories with music to take a person back to a time and place through the music memory. People are helped by trained volunteers to make sound recordings relevant to memorable times and the portability of the music means it can be taken with the person on their care journey. Those providing care can get to know the person through something very personal to them. It helps people in early stage memory loss. The scheme launches in September at the Millennium Library and people will be able to book an appointment to talk to a volunteer.

History PIN is lottery funded and is a way of gathering stories from older people to contribute to local history on the basis that everyone has a story to tell. It is creating a national community archive and will be part of Norfolk’s history. Currently a project worker is recruiting volunteers to undertake this work www.historypin.org

The library provides a “get digital” offer delivered by library staff and volunteers. So far 350 older people have been shown how to use a tablet device.

'Colour Me Calm' is a colouring book activity for grown-ups, to calm the mind, occupy hands and focus the brain on the present plus social chat over tea.

Shared reading is part of bibliotherapy, reading creatively to help people feel better in themselves and about other people. Groups are led by a facilitator and last year 400 people participated.

Music Mirrors – people could do this for themselves prior to memory loss and could then act as volunteers for others who need help.

Transport to get to schemes can be an issue. The survey being carried out as part of the transport project will find out why people experience transport issues.

Community libraries can work with groups in a community centre where there are no libraries.

Community facilities could be used in rural areas. If a community takes on an activity programme they could help get people to the community centre.

8. Panel (Graham Creelman, Padraig O Luanaigh, Elly Wilson, Jan Holden)

A panel was formed to take questions and prompt discussion on the subjects covered during the morning. The following are some of the responses and comments from that discussion:

- Lin Fabre for South Norfolk Forum will invite Jan to talk at next open meeting.
- Sheila Young of West Norfolk Forum shared a personal example of folk songs creating a legacy and stressed the importance of local forums having information.
- Joyce Hopwood commented that the work Jan had done has been inspirational, should be given credit and she hoped the library service would get even more resources.
- A number of comments were made from people's personal experience of creative activities not being available in care homes.
- Ellie Wilson explained that more care homes are making activities available to people although some homes still only have budgets in the region of £50 in total for residents for the year. She said there was still much work to do regarding staff attitudes to promoting arts and culture.
- CQC included a review of available activities when they inspected homes, but it was not clear how this was scored and how it might affect the overall assessment of a home.
- Graham commented that training and culture play an important role in the development of activities in care homes. The partnership could take this up through Norfolk Independent Care.
- Susan Ringwood raised the question of whether Healthwatch could have a role in this and reinforced not to be reluctant to use soft evidence.

- Elly Wilson said there is evidence relating to care homes showing increased staff morale and reduced absence in addition to the benefits for residents when they engaged residents creatively. Norse have invested and have been active partners.
- Jan Holden commented that nationally there is research done on savings to health by people using libraries. In Norfolk the value is around £2 million.
- Pdraig commented on the frustration of how money is ring-fenced inside the hospital service, when arguably it could be used to better effect. For example, money is spent on “specials” to provide one to one support for people with distressed behaviour and asked how this could be converted into money for meaningful activity with the person rather than rather than just safely containing.
- Jan said there are lots of opportunities for partnership and funding streams and that people needed to come up with exciting projects that can prove the case. There are experts within arts organisations in writing bids and evaluating. Organisations worked better together and achieved sustainability through collaboration.
- Commissioners have power to put activities into specifications for services.
- Could arts and culture activities be part of the contract with the care home when a person becomes a resident?

Actions :

The partnership will:

- Follow up with Norfolk Independent Care and Norse the development of arts and creativity in care homes**
- Seek a meeting with the training body for care home staff about including in training and leadership programmes, using the statistics and knowledge about the benefits of arts and creativity.**
- Speak to Healthwatch about their knowledge of and engagement with this.**
- Find out how CQC measure the quality of activity and if they differentiate between activity and real engagement. Are any practical measures of benefit used/could they be used?**
- Everyone to promote/shout about the value of arts and creativity!**

9. Any other business

Lynn Fabre highlighted the Safeguarding adults day in September.

Action: Ann will circulate information.

Concerns raised about an inappropriately worded poster from National Age UK encouraging older people to contact their GP if stressed or worried. Lin said Age UK Norfolk were not aware of its circulation and Susan Ringwood said Age UK Norwich have chosen not to distribute.

David Russell commented research is being done by UEA on GP appointments.

Ann Baker raised a question about the wellbeing service in South Norfolk and whether it still existed. Amanda Ellis explained that NSFT have a wellbeing service that anyone can refer themselves into.

The meeting closed at 1pm

Next Board will be held on Wednesday 21st September in The Cranworth Room, County Hall, Norwich from 10am to 1pm.