

Norfolk Older People's Strategic Partnership Board
Minutes of the meeting at Breckland Council, Dereham
Wednesday 3rd December 2014

(NCC = Norfolk County Council; CCG = Clinical Commissioning Group; DC = District Council)

Present:	
Joyce Hopwood (Chair)	Also Chair of Norwich Older People's Forum
Jan Holden	Assistant Head of Service, Norfolk Library & Information Service, NCC
Sue Whitaker	Chair, Adult Social Care Committee, NCC
Elizabeth Morgan	Vice Chair, Adult Social Care Committee, NCC
Veronica Mitchell	Head of Prevention, Adult Social Care, NCC
Niki Park	Commissioning & Client Services Manager, Transport, NCC
Paul Jackson	Consultation & Community Relations, NCC
Caroline Howarth	Patient and Public Engagement Manager, West Norfolk CCG
Rebecca Champion	Engagement Manager, North Norfolk CCG
Jack Walmsley	Lay Member, Patient Experience, Great Yarmouth & Waveney CCG
Ann Clancy	Commissioning Manager, Integrated Health & Social Care Commissioning, Norwich
Emma MacKay	Director of Nursing, Norfolk & Norwich University Hospital
Tracey Fleming	Head of Therapies, Norfolk & Norwich University Hospital
Chas Lockwood	Service Manager, Dementia Care & Later Life, Central Norfolk, Norfolk & Suffolk Foundation Trust (mental health)
Anna Morgan	Director of Nursing & Quality, Norfolk Community Health & Care NHS Trust and Norfolk Safeguarding Adults Board
Emma Boore	Careline Community Services Manager, Kings Lynn & West Norfolk Borough Council
Alison Spalding	Housing Strategy Officer, Norwich City Council
Keith Mitchell	Housing Strategy & Enabling Officer, South Norfolk DC
Mary Ledgard	Board Member, Healthwatch Norfolk & Member, Norfolk Older People's Forum
Kate Rudkin	Head of Development & Operations, Age UK Norfolk
Phil Wells	Chief Executive, Age UK Norwich
Jane Warnes,	Managing Director, Cotman Housing & Norfolk Housing Alliance
Jon Clemo	Chief Executive, Norfolk Rural Community Council
Claire Collen	Voluntary Sector Engagement, Voluntary Norfolk
Denise Denis	Owner Manager, Aylsham Manor Residential Home & Norfolk & Suffolk Care Support (workforce development)
Jo Ardrey	Apple Home Care & Norfolk Independent Care (NIC)
Graham Creelman (Vice Chair 2015)	Norfolk & Suffolk Foundation Trust (mental health)
Lesley Bonshor	Member, Norfolk Carers Council
Dan Ward	Member, Norfolk Carers Council
Derek Land	Member, Norfolk Council on Ageing
David Button	Member, Norfolk Council on Ageing
Carole Williams	Member, Norfolk Council on Ageing
Marcia Solloway-Brown	North Norfolk Older People's Forum & Red Cross Older

	People's Outreach
Sonia Shuter	North Norfolk Older People's Forum & North Norfolk DC
Brian Wells	Vice Chair, Broadland Older People's Partnership
Pat Wilson	Treasurer, Broadland Older People's Partnership
Kate Money (Vice Chair 2014)	Joint Vice Chair, Norwich Older People's Forum
Verity Gibson	Joint Vice Chair, Norwich Older People's Forum
Ann Baker	Chair, South Norfolk Older People's Forum
Lyn Fabre	Vice Chair, South Norfolk Older People's Forum
Shirley Matthews	Chair, Breckland Older People's Forum
Erica Betts	Member, Breckland Older People's Forum
Hazel Fredericks	Chair, West Norfolk Older Person's Forum
Lynne Armitage	Member, West Norfolk Older Person's Forum
Pauline Weinstein	Member, Norfolk Older People's Forum
Kate Platt	Member, Great Yarmouth Older People's Network

In Support:

Annie Moseley	Support Officer, Norfolk Older People's Strategic Partnership
Sonya Blythe	Corporate Business & Support Manager, NCC

Apologies

Harold Bodmer, Janice Dane, Carol Congreve, Amanda Ellis, Linda Rogers, Hilary MacDonald, David Russell, Val Pettit, Emily Millington Smith, Catherine Underwood, Chris Hardwell, Nigel Andrews, Tony Cooke, Gaye Clarke, Robert Clarke, John Bracey, Laura McCartney-Gray, Emily Millington-Smith

1	Welcome and Introductions. The Chair welcomed the board to the away day. She explained that the day would review work the Partnership had undertaken in 2014, and then look forward to what it should be doing in 2015.
2	Minutes of the Meeting on 24 September and Matters Arising The minutes of the meeting were agreed. No matters were arising.
3	Election of Chair and Vice-Chair. Joyce Hopwood was nominated and duly elected as Chair for the forthcoming year, 2015. Graham Creelman was nominated and duly elected as vice-Chair for the forthcoming year.
4	Co-option of Board Members and Update of Terms of Reference and Graham Creelman was co-opted onto the Board. The updated terms of reference had been circulated in advance, and the suggested changes were agreed. The Chair advised that Healthwatch had asked to join the Board, which she had agreed. The representative would be Mary Ledgard

5 What did we do, what went well and what could have been done differently?

The Chair spoke of the improvements that the Board had made over the past year. It had become more firmly established and better known. It had worked closely with all the older people's forums and the Norfolk Council on Ageing, consulting on a wide range of issues and sharing good practice. Board members had been invited onto a range of groups and committees such as the County Falls Committee, the Care Standards Group and the Norfolk Bus Forum. A small group had advised on leaflet design and content to make sure printed information for older people and websites were clear and easy to read and understand or navigate. Board members had attended Norfolk County Council Committee meetings including the new Adult Social Care Committee when there were relevant items on the agenda. Thanks were passed to Kate Money, the Vice Chair, and Annie Moseley, Support Officer, for their hard work during the year.

The Board's greatest achievement had been its work on dementia which had laid the foundation for the Norfolk Dementia Strategy. Along with obesity and pre-school children, dementia was one of the three main priorities for the Norfolk Health and Wellbeing Board, and Joyce had been asked to be Norfolk Dementia Champion, supported by a new Public Health Officer, Nicola Gregory. Joyce had suggested a simple strategy implementation plan, and had now been elected as the Chair of the new Dementia Strategy Implementation Board. A full page advertisement had recently been placed in the Eastern Daily News and Eastern Evening News appealing for anyone who information about support and services for people with dementia and their carers to make contact so their information could be added to a new Norfolk dementia website.

A 'Norfolk Celebrates Age' exhibition for the planning of which Hilary Macdonald and Phil Wells, our Board members, were involved along with Joyce Hopwood and a number of others. This was in the Norwich forum in October and had involved a wide range of stalls and information for older people. Joyce had been asked to judge the new Norfolk Care Awards, which had attracted a high calibre of entrants, celebrated good care and practice and promoted care work.

Joyce said that during 2014 they had had a wide range of issues to tackle and give a view on as so much change was taking place so quickly in health and social care, and sometimes decisions had to be taken at a rapid pace. The Board always tried its hardest to meet expectations, and to take account of constructive feedback.

During the ensuing discussion the following points were made:-

- Work on an information handbook for older people in Norfolk had been delayed due to other work pressures, but Norfolk County Council (NCC) was committed to begin work very soon, as it tied in with their obligations under the 2014 Care Act. They hoped to work on this with partner agencies and older people. Funding had been put aside for the initial handbook, though not for future editions and this would need a discussion with partner agencies. The handbook would signpost people to specialist sources of information and advice.
- More information was needed about very local activities to support people with dementia and their carers. The new dementia website would hopefully become

	<p>a centre for this information but it would need to be updated regularly. Paper-based information would still be essential as many older people can't access the internet.</p> <ul style="list-style-type: none"> • No responses to the newspaper request of information about services and support for people with dementia and their carers had yet been received from any NHS agency. • Age UK Norfolk had received £50,000 from the People's Lottery to continue their work to support Norfolk towns and communities to become dementia friendly. • Some people with dementia didn't want a diagnosis and many wanted an 'age-friendly' service which was open to all older people, rather than a service just for people with dementia and their carers.
<p>6</p>	<p>Focusing in GP Surgeries on older people's strengths and needs</p> <p>6.1 The board was shown a film by Phil Wells of a new service which had been piloted around a GP surgery in Newquay, Cornwall. The aim was to use a paid Age UK Cornwall worker to talk to older patients about their strengths and what they wanted to do and the barriers in the way, and then to use trained volunteers to support the person to achieve their goals. For example, the main concern of an older woman in the surgery was loneliness and isolation rather than her health problems, and volunteers introduced her to a coffee group one of them had set up and took her shopping. As a result she felt she had something to look forward to and was able to remain living in her own home as she wanted, so she benefited, the GP's time was saved and a possible admission to residential care avoided. http://www.cornwall.gov.uk/media/6162062/Newquay-pathfinder-Evaluation-proof3.pdf</p> <p>6.2 Phil Wells talked about a similar pilot Age UK Norwich was undertaking with Norwich Clinical Commissioning Group. They were focusing on a limited number of GP surgeries and identifying the 2% of patients who were most at risk of a hospital admission, of whom many were frail and had at least two long-term conditions. They were using paid 'Promoting Independence Workers' to ask them about their strengths and needs, to give information and advice, and to introduce them to volunteers who would link them into community activities and services. Twenty volunteers were required to link with two hundred people over one year. Twelve weeks intensive support would be available, and people who needed on-going help after that time would be linked with other volunteers. The aim was to meet the person's needs so they could continue living independently at home as they wished.</p> <p>6.3 A similar advice and support pilot was about to begin in South Norfolk, where the Clinical Commissioning Group was working with Age UK Norfolk. Twenty six GP practices had signed up to be included in the pilot. Three paid Age UK advisors had been recruited for this, and they were also working with agencies like the Red Cross outreach service, the Carers Agencies and Voluntary Norfolk's volunteering for health scheme, and in co-production with older people in Patient Participation Groups and other older people's groups. They would also link with Norfolk Community Health and Care staff who were already providing a service to some of the older people in the pilot group. The advisers would talk with identified patients who had significant health problems about their concerns and what they</p>

wanted to change. They had bought computer tablets to show people how easy it was to find out information. The aim was to improve the wellbeing of older patients and avoid hospital admissions.

During the ensuing discussion the following points were noted:

- North Norfolk Clinical Commissioning Group had grouped GP practices into 4 hubs, each with 40,000 patients, and the needs of the 2% identified as most vulnerable were discussed at weekly meetings with a wide range of professionals. Integrated Care Co-ordinators (ICCs) linked agencies and volunteer befrienders provided through Voluntary Norfolk. This could be seen in 'Mary's story' on North Norfolk Clinical Commissioning Groups website: <http://vimeo.com/95285687>
- Transport was often a barrier to older people being mobile. It was reported that most areas of Norfolk were covered by commercial buses, flexibuses or community transport schemes. There was no additional funding for transport so new ways of working had to be considered e.g. GP surgeries could be encouraged to bring older people together on the same day for flu injections so transport could be shared; supermarkets could be approached to provide transport for shopping.
- Independence Matters, the County Council owned Social Enterprise which provided day care and respite care, was working in conjunction with two localities in West Norfolk council to provide services.

7 Achieving Lifelong Housing

The board was given a presentation by Jane Warnes, Managing Director of Cotman Housing and Alison Spalding, Housing Strategy Officer at City Council Norwich..



AchievingLifelongHousingAlisonSpalding&JaneWarnes

The presentation advised that those over 55 years of age were a growing group within Norfolk, and an estimated 250,000 homes were required to meet the growing needs within the next twenty years. Norfolk contained a supply of sheltered housing, but no retirement villages which might be a future choice for some people. Appropriate housing was essential as it was a crucial factor in ensuring older people's good health and wellbeing. The Care Act 2014 had made it a duty to consider housing as part of the overall care assessment, but there was no specific policy for the provision of accommodation for older people.

During the ensuing discussion the following points were noted:-

- The Greater Norwich Partnership has an active housing strategy which refers to a need for housing with care, though it doesn't mention retirement villages. Some people might prefer to move to a retirement village but Lifelong housing within an existing community would probably be the choice of most people. In South Norfolk 20% of the housing stock is bungalows which can be very suitable for older people.
- Research is being undertaken by the 5 central district councils on housing need and there will be a report in early 2015. It will cover housing for older people and will provide evidence on which housing policy could be based.

	<ul style="list-style-type: none"> • Sheltered housing community rooms could be used as ‘community hubs’ where many over 55s could come to use the facilities and activities. This would help reduce isolation and loneliness for both residents and visitors, and would give locals a chance to see what sheltered housing is like. Could sheltered housing be re-designed as housing with care? • Where there is a lack of space, flats for older people could be built • There is a growing interest in co-housing where people choose the people they live with and will collectively employ support staff. • There is a growing number of older people who want to downsize but can’t do this for themselves and need help to do so. This could include help with de-cluttering and with unpacking boxes after the move – the older people’s outreach services can help with this.
	<p>The morning part of the meeting closed for lunch at 12.40.</p>
<p>8.</p>	<p>Workshops were held in the afternoon session to identify older people’s priorities for work in 2015. (The list of priorities is attached separately)</p>

The next meeting of the Norfolk Older People’s Strategic Partnership is on

Wednesday 11th March 2015 at Norfolk County Hall, 10.00 am – 1.0pm, followed by a buffet lunch and informal discussion with the speakers until 2.0pm

This meeting is open to the public who are very welcome to attend.