



Business Board Meeting
Wednesday 29th May 2024, 10.00-12 noon
Unit 7, Witney Way, Boldon Business Park

Present:

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| John Lowther (JL) | Chair | Nafizah Ahmed (NA) | Director |
| Arthur Mckean (AM) | Vice Chair | Carl Buckley (CB) | Director |
| Angela Fahey (AF) | Director | Barbara Tennet | Director |
| Bev Cook (BC) Business Support/Engagement Officer (minute taker) | | | |

| Agenda Item | | Actions |
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| 1 | <p><u>Welcome and apologies for absence</u></p> <p>JL welcomed all to the meeting, apologies were received from Tracey Grainger and Sheila Scott.</p> | |
| 2 | <p><u>Declarations of Interest</u></p> <p>No new declarations of interest declared.</p> | |
| 3 | <p><u>Guest Speaker</u></p> <p>Emma Kennington, Service Manager for Regulated and Support Services at South Tyneside Council.</p> <p>Emma gave an overview of Adult Social Care Direct Services available to enable residents to remain in their own home. The four zones within South Tyneside were clarified and the Care Organisations responsible for delivering the care within those zones identified.</p> <p>Help to Live at Home functions include.</p> <ul style="list-style-type: none"> • Support Coordination Team • Quality and Provider performance Team • Trusted Assessor • Living Made Easy Assessor • Urgent Care Response (UCR) <p>Home Independence and Crisis Support Service (HICSS) was explained as “All people new to care and Support all have a period of HICSS to support the assessment of ongoing need.”</p> | |

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| | <p>Home Independence Support Service (HISS) Performance Overview was delivered. (See attached presentation). AM asked whether a technology advisor could present at a future meeting to advise on Technology and Independence Service.</p> <p>Emma was thanked by the Board for a very interesting and informative presentation.</p> <p>Care in the Community is a current priority for Healthwatch South Tyneside. Following the presentation, discussions continued around this topic which included, considering the viability of contacting a number of carers, including the care provider management team as part of the survey.</p> <p>BT queried, how many referrals are made for residents to receive the available technology to aid independence and how many people take up the offer or decline due to cost.</p> | |
| 4 | <p><u>Minutes of the last meeting held on 28th February 2024</u></p> <ul style="list-style-type: none"> • The minutes were agreed as a correct record of the meeting. <p>Matters arising from the minutes.</p> <ul style="list-style-type: none"> • Page 1, It was reported that the meeting with ICA on Wednesday 20th March was successful. Both Libby and Philip are keen to engage further. They have been invited to our outreach sessions and the HWST AGM on Wednesday 10th July. • Page 2, Board members were asked to share details of the AGM to enable as many of the general public to attend as possible. • Page 4, JL updated members of the Human Software trial following his recent attendance at the Patient Experience meeting. There has been a low uptake of 29% with no mention of gifts being given. This is a three-month scheme, so further data is expected soon. • Page 5, AF attended the Partners as Corporate Parents meeting hosted by South Tyneside Council on 20th March. There was nothing to report other than organisations were asked to promote fostering in South Tyneside. | |

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| 5 | <p><u>Finance Report</u></p> <p><u>Management Accounts</u></p> <p>SS circulated the updated management accounts prior to the meeting via email. CB shared his queries regarding the management accounts. Queries would be answered by SS.</p> <p><u>Income and Expenditure</u></p> <p>The accounts made available prior to the meeting were discussed and noted. One query was raised regarding PR Consultancy costs which would be clarified by SS. Any changes to the marketing review to be factored in.</p> | SS SS |
| 6 | <p><u>Items for Discussion</u></p> <p><u>Chris Jennings Marketing Review</u></p> <p>Further discussion regarding marketing review to be had via email with SS.</p> <p><u>Annual General Meeting</u></p> <p>Arrangements in place for the AGM being held on Wednesday 10th July from 10.00 until 12.00 at Hebburn Central. There will be a light lunch afterwards Guest speakers confirmed Jennifer Owen, Chair of the Northern Region LDC (Local Dental Committee) including Gateshead and South of Tyne. And, Anna Hargrave, Divisional Director - Division of Community Services, STSFT.</p> <p><u>Operational Plan 2024-2025</u></p> <p>Updates on the Operational Plan will follow.</p> <p><u>Staff Recruitment, interviews held on 8th April 2024</u></p> <p>Update to be given by SS either by email or to be include as an agenda item for the next meeting.</p> | SS SS SS |

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| 7 | <p><u>Items for Information</u></p> <p><u>Chairs Update</u></p> <p>JL forwarded his update to members via email. All present were asked if they had any questions or would like further Information about the activities to email JL.</p> <p><u>Operations Managers Update</u></p> <p>A report was emailed to the Board prior to the meeting.</p> <p>Care in the Community work has started. SS liaising with Emma Kennington, Service Manager for Regulated and Support Services. The details of the Care Companies associated with the four zones and the contact details of residents in receipt of care has been received. Telephone calls have begun, and a survey created on Survey Monkey. The survey will be made available on our website.</p> <p>Our joint work with the Living Well Alliance looking at mental health intervention for residents over the age of 65 is still ongoing. Engagement still to be carried out throughout June includes, CREST, NAAFI Break and Jarrow Big Local.</p> <p>Notes from NENC Healthwatch Network Lead Officers Planning Meeting 24th April was shared by SS via email prior to the meeting. Any item requiring further discussion to be added as an agenda item at the next meeting.</p> <p>A discussion took place regarding the unannounced Enter and View visit at The Lodge Care Home in South Shields in April 2024. The report was shared with the Quality Lead at South Tyneside Council and the manager of the care home. A six month re visit to the home is planned. CB asked whether a response has been received from the Care Home and South Tyneside Council following recommendations which were made by HWST in the report which could be shared on our website. SS to follow up.</p> | |
| 8 | <p><u>Any Other Business</u></p> <p>CB suggested an agenda item for future meetings. The benefits, outcomes and what was achieved during the meeting to be discussed. This would highlight the benefits to HWST and to the borough.</p> | |

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| 9 | <u>Date and Time of Next Meeting</u> Wednesday, 25 th September 2024, 10.00-12.00 noon | |
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