



Business Board Meeting
Wednesday 18th December 2024, 10.00-12 noon
Unit 7, Witney Way, Boldon Business Park

Present:

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

Agenda Item		Actions
1	<p><u>Welcome and apologies for absence</u></p> <p>JL welcomed all to the meeting, apologies were received from Tracey Grainger.</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 returned to Healthwatch to give an update regarding the Help to Live at Home / Domiciliary Care contract. Contracts commissioned to the four care agencies are four years into a seven-year duration. South Tyneside Council are undertaking a review as these contracts were written during covid.</p> <p>The service is now seeing a higher volume of patients needing the service, for example, those showing more complex needs and younger people are now requiring support.</p>	

A review has been undertaken in collaboration with the four leading care providers to understand what is working well and what the challenges are. Included in the review are the effects hospital discharge has on the service and staff recruitment.

The new care provider roles developed by South Tyneside Council - Trusted Assessors and Living Made Easy Assessors are funded through the council. These staff liaise with social workers and use evidence-based information gathering to complete assessments. These roles are being developed further.

Emma's team are working with providers to develop joint induction programmes and to source additional staff training. The Care Academy is on hand to help with training gaps.

Home Independence and Crisis Support Service (HICSS) Team support people returning home from hospital to ensure that the right care package is put in place.

A piece of work is being undertaken with the re-enablement service to upskill the team.

Emma is looking forward to receiving Healthwatch feedback from the Help to Live at Home work.

AM shared his experience working on the front line of how reduced care time is affecting staff and patients. Emma confirmed that a review is being undertaken on all patients who have a fifteen-minute visit, (this is the minimum of time allocated per person) as some packages of care have unrealistic expectations. The Trusted Assessors are qualified to assess people's needs on behalf of the council. Managers should escalate patients to the council who require more support time.

Emma asked AM for the name of the provider to investigate further.

CB asked whether Healthwatch should be more involved through our long-term strategy.

Emma responded that she would be interested in Healthwatch supporting research gathering through the reablement journey, particularly when introducing technology.

Emma offered her contact details should Board members wish to discuss further.

Emma was thanked by the Board for her informative update.

4	<p><u>Minutes of the last meeting held on 25th September 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"> There were no matters arising. 	
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.</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 payments from the ICS and NEAS. SS confirmed that these payments had been received. £1000 is expected for the Transgender piece of work from HWE and we have been offered £400 to take part in the NHS 10-year plan engagement. JL confirmed that the accounts are ahead of what was expected.</p>	<p>SS</p> <p>SS</p>
6	<p><u>Items for Information</u></p> <p><u>Chairs Update</u></p> <p>JL noted that he has been Healthwatch Chair for a full year. During this period, Healthwatch has continued to be very stable, and a successful relocation has taken place to new premises.</p> <p>Through his involvement with the Patient Experience group JL has received positive comments regarding the work conducted by Healthwatch which was reiterated by Cllr Ruth Berkley who also attends the Health and Wellbeing Board.</p> <p><u>Operations Managers Update</u></p> <p>SS gave an update on progress to the Help to Live at Home project. She confirmed that the updated telephone numbers had now been received from the council and calls continue to be made to residents receiving the care. Care Company managers have been spoken with and the care workers survey sent out, though there has been a poor response so far. Healthwatch will continue to send requests for the survey to</p>	<p>SS</p>

	<p>be shared with staff until the end of February when all information will be collated to enable a report to be written.</p> <p><u>Staff Recruitment</u></p> <p>Following the job advert in October none of the applicants were suitable for the post. Rachel Mills from the job centre has offered assistance to circulate the job role.</p> <p><u>Health and Growth Accelerator Programme</u></p> <p>This information has been circulated.</p>	SS
7	<p><u>Guest Speaker</u></p> <p>Chris Jennings, Director, Cian Creative PR</p> <p>Chris gave a marketing presentation update on the work he carries out on behalf of Healthwatch. The presentation slides showed statistics around website traffic, social media engagement and news articles.</p> <p>Chris highlighted that some promotion had been paid for through Facebook. SS confirmed that the remuneration had been taken from monies received from other work carried out by Healthwatch.</p> <p>Chris mentioned that Healthwatch is changing nationally with more information being shared nationally and locally, on behalf of the NHS, and the collaborative work being done.</p> <p>Discussion - Shields Gazette. This is seen as a useful resource to compliment other avenues used.</p> <p>Other works carried out by Chris includes the annual reports. Reports must show the impact of the work which we do. This was expressed by Healthwatch England at a meeting prior to writing our 2023/24 annual report. Once completed, the report was given high praise.</p> <p>Due to collaboration work, there has been a high increase in membership. Emails currently have a 40% open rate.</p> <p>The Board were asked how often they would like marketing reports. It was agreed that quarterly reports would coincide with Board meetings. Information to include articles shared on the Healthwatch South Tyneside Facebook page.</p>	

	<p>In previous years, Young Healthwatch had carried out some impactful work. Due to staff capacity this could not be continued. Chris offered the support of his apprentice Lilly when the time is right to recruit and develop this group. BT suggested advertising on Plinth to recruit young members. The local college and Youth Parliament were also put forward. Chris offered to look at best channels e.g. Facebook, to reach hard to reach groups in the New Year.</p> <p>After the presentation, a further discussion around marking expenditure took place. Using KPI's and objectives were considered. Concerns raised around bringing in our own apprentice, in fear it would impact on the quality of the information on the Healthwatch website which receives positive feedback.</p> <p>CB suggested asking Chris to come up with a strategic plan with a separate meeting to be arranged in the New Year to discuss.</p> <p>SS suggested that developing Young Healthwatch could be the start of this work with NA happy to take the lead.</p> <p>One of Healthwatch priorities for 2025 is Young Peoples Mental Health. This could be incorporated. This was agreed.</p> <p>Presentation slides attached.</p>	
8	<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> • 13th January 2025 a meeting is being held at Hebburn Central for NENC Healthwatch Lead Officers which includes Delana HWST Regional Manager and Gavin from Healthwatch England. Healthwatch Chairs have also been invited. • TG requested that the Board consider changing the day of Board meetings to a Monday afternoon. This was agreed. 	
9	<p><u>Date and Time of Next Meeting</u></p> <p>Wednesday, 17th February 2025, 13.30-15.30</p>	