MINUTES OF THE JOINT ENGAGEMENT BOARD
Held on Tuesday 16th June 2015
Wonford Community Centre, Exeter
11.00am – 2.30pm

Present:
Carol Brown [CB] Carers Lay Rep (DCV)
Diana Frost [DF] Devon Disability Network member
Ed Coutts [EC] Be Involved Devon Officer (BID)
John Amosford [JA] Devon County Council
Kath Bird [KB] – Chair Devon County Council
Mary Ryan [MR] Be Involved Devon Officer (BID)
Nrvan Zowal [NZ] Hikmat
Pam White [PW] Devon Carers Voice
Paul Giblin [PG] Devon County Council
Rosemary Whitehurst [RW] Healthwatch Devon Lay Rep
Steph Drake [SD] Devon LinkUp Rep
Tim Casely [TC] Devon LinkUp Rep
Tina Henry [TH] Devon County Council
Gill Masztalerz Devon County Council, note taker

Peer Review – attendees:

<table>
<thead>
<tr>
<th>Graham Gibbens</th>
<th>Cabinet member for Adult Social Care and Public Health (Kent County Council)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kate Waterhouse</td>
<td>Head of Insight, Planning and Performance (Staffordshire County Council)</td>
</tr>
</tbody>
</table>

No. | Item
---|---
1. | Welcome, introductions and last meeting’s minutes
   | Apologies: Carol McCormack-Hole, Cindy Stone, Jo Curtis, Sally Parker
   | Minutes of previous meeting:
   | Previous Minutes, 24th March 2015 – agreed
   | Action Log – discussed and updated

2. | Activity Round-Up from Adults’ Networks
   | DEVON CARERS’ VOICE: Update on Involvement Activity, April-June 2015
   | Carol Brown reported on update from Pamela White

   [DCV Report for JEB June '15 (1).doc]

   DEVON CARERS’ VOICE: Update on Involvement Activity April - June

   The Carers’ Network held its third meeting at the beginning of this period which included an update about the current and likely future funding for carer involvement through Healthwatch Devon. Ambassadors felt that it will be even more important to develop the network to be as strong as possible during the next year so that if funding continues to reduce, Healthwatch would still continue to recognise its value as a vehicle for hearing carers’ voices.
There was continued involvement of DCV (mental health carers) in the Acute Care Pathway Multi-Agency Group, which is working with CCG commissioners on plans to improve crisis care for people experiencing a mental health crisis. Carers worked in partnership with Devon Partnership Trust (DPT) on the Carers’ Charter Monitoring Group and contributed to the development of a questionnaire for carers of people with a mental illness. This has been distributed to relevant carers and the feedback will provide the group with evidence about how the Charter is working. DCV is also represented on the Dual Diagnosis Strategy Steering Group and is working with Be Involved Devon and commissioners to capture carers’ experiences of how mental health services and substance misuse services are working together to improve the outcomes for the people they care for. DCV has also nominated carers for involvement on discussion panels for staff appointments with Devon Partnership Trust, as well as promoting involvement opportunities with the Lived Experience Advisory Panel, a recovery oriented group, employed by DPT.

In June DCV will be asking carers to contribute to a review of the support or services they have received from Devon Carers, with a view to finding out how effective carers think these are. This is part of a peer review of Devon County Council (DCC) which will be undertaken by staff from other local authorities.

The Learning Disability Forum held in North Devon was felt to be a good example of how carer led engagement could lead to better communication and understanding between providers of services and those using them – DCV hopes to be able to host and facilitate more of these in the coming year.

The fourth Carers’ Network meeting will take place towards the end of June and the focus of the meeting will be on the provision of respite care, in particular for those carers of people with Learning Disabilities.

Devon Carers Voice has continued to promote the information and consultation opportunities coming via the Healthwatch engagement gateway.

**DEVON DISABILITY NETWORK**

Diana Frost update given

Devon Disability Network (DDN)

JEB Update

Date: June 2015
What we have achieved:
- Eye Health Needs Assessment: organised focus groups across the County in partnership with Healthwatch and Devon County Council. Enabled people to share their experiences of using Eye Health services and highlight areas for improvement
- Recruitment of a representative for the Commissioning Involvement Group
- Independent Living Fund focus group to feedback user experiences of transfer process to Devon County Council
- Volunteers received refresher safeguarding training
- Held a teleconference on Direct Payments for members
- Meeting held to share information about directly employing care and support staff. It was led by an individual employer and her Personal Assistant.
- Representatives attending the Care Act Service User and Carer focus groups
- Encouraged responses to all Healthwatch gateway requests.
- Trustee, staff and representative attended Engagement Review meeting
- Article in Healthwatch Voices magazine.

Other meetings / events included:
- Seaton Blind Club
- East Devon District Council Equalities meetings
Dawlish Open Dawn
Health and Social Care Forums
Crediton Access Group

What is planned:
Care closer to home meeting in Cullompton
Update of our website information so it is more user-friendly
Talk for Bideford Stroke Group
E-network meeting for those who are housebound
Event for the Deaf Community

Example issues from our members:
Feelings of consultation being ‘tick-box’ and exclusive as short timescales for key consultations prevent some members from participating (e.g. Fair and Affordable Care policy)

Independent Living Fund transfer – lack of information from Devon County Council resulting in anxiety and worry for some of those affected

Service users finding that although organisations have loop systems, they are often not checked to see if they still work.

Notes from discussion following:

E-network meetings running for the past 18 months where everyone can become involved in consultations, making a big difference for those who are housebound – Healthwatch and CAB have been involved.
Diana also reported a very positive involvement in sport activities.

DEVON LINK-UP

Steph Drake and Tim Casely gave a PowerPoint presentation

![PowerPoint presentation](june 15 JEB presentation.pptx)

Notes from discussion:

Steph explained that there are two new monthly day services groups, in Honiton and Exeter; also two drop-ins, at Exeter Central Library and the Beehive Community Centre in Honiton – where consultations are held encouraging everyone to express their views.

One member has signed up to be part of the Patient Participation group, and she attended the most recent open evening for local people at the surgery.

Two new part-time Safe Place Workers have been employed, one for Exeter & East Devon and one in South Devon.

It is currently Learning Disability week – Steph will email details of a public meeting to be attended by Neil Parish MP at the Beehive Centre on Friday 19th June, for circulation to Board members.

Steph will check if there are any plans for Safe Place Workers to be employed in North Devon.

Links with dementia friendly communities are not happening yet, but this could be discussed with Carol McCormack-Hole. Diana Frost would be able to send suggestions of where places could be in South Devon, from a Police database.
Be Involved Devon (BID)

Presentation for the Joint Engagement Board Meeting
16 June 2015

Updates

1. Devon Partnership Trust – ‘Recover Together’

Devon Partnership Trust is working with an organisation called ‘Enable East’ to improve its approach to engaging with people who need its services and their carers. This project is called ‘Recover Together’ and aims to radically improve the Trust’s approach to all aspects of engagement and to work towards genuine coproduction of underpinning policies and good practice guidelines, as well as shared decision making on many issues. The steering group for this initiative met for the first time in May and a person using services is supported by BID to be part of it. Devon Partnership Trust have invited each of the care groups represented on the Joint Engagement Board to be part of the Recover Together project.

2. Devon Partnership Trust – ‘Smart Recovery’

Devon Partnership Trust have embarked on a five year programme of service development called Smart Recovery. A major aspect of this programme is how the Trust can work to meet increasing need with less money. Smart Recovery also involves looking at how the Trust deliver ‘integrated care pathways’, with staff working more efficiently. This is known as ‘agile working’. The Trust are looking at ways to maintain front-line staffing while also saving money and ways to save money on non-front-line services.

BID is working with Devon Partnership Trust and other partners to explore the best ways for people using services to influence the development of the Smart Recovery programme. This has included supporting people to be part of a recent workshop on a Single Point of Access and Clinic Hubs. In addition BID has been hearing views from people in Devon about service changes related to the implementation of Smart Recovery. In particular BID has heard concerns from people in East Devon about the proposed closure of one of the two current team bases and BID has fed these concerns onto Devon Partnership Trust and Healthwatch Devon.

3. Healthwatch Devon Local Engagement Review

A BID worker attended the recent Healthwatch Devon Local Engagement Review event alongside a person with experience of using mental health services. There was a genuine willingness to listen to the views of people supported by the specialist engagement strands and to provide opportunities for involvement and engagement despite a very difficult financial landscape.

4. Zero Suicide Collaborative

The Zero Suicide Collaborative for the South West is building on key areas of the Government’s strategy Preventing Suicide in England and aims is to bring people together from communities and agencies across the region to share good practice and learn from each other. A number of people from the BID network continue to participate in the work of the Collaborative. This has included people attending a recent two day event in Bristol and further developing a ‘Letter of Hope’ for Devon.

Multi-Agency Work Stream Groups

BID has continued to support involvement in follow up work related to the February 2014 Care Quality Commission inspection of Devon Partnership Trust services.

Integrated Psychological Therapies Multi-Agency Workstream Group

The psychological therapies strategy for Devon is due to be ratified soon and work will then begin on implementing the strategy. This will involve the setting up of a number of local implementation groups and BID will support the involvement of people using services in these groups.

Acute Care Pathway Multi-Agency Workstream Group

This workstream group was set up in August 2014 and has met regularly since. There have also been sub-groups and workshops to focus on specific pieces of work. BID has supported the involvement of people with lived experience of needing acute services in all of this work. They were able to play a key role in the preparation of the Devon Mental Health Crisis Care Concordat document, which sets out current limitations in services and how all local agencies will work together to improve access to mental health care for people in mental health crisis.

A further Care Quality Commission inspection of Devon Partnership Trust services is scheduled for
July 2015 and BID is working with Healthwatch Devon to ensure that people using services are able to share their views and experiences with the inspectors.

Notes from discussion:

Care Quality Commission will be looking at the work of Devon Partnership Trust, this will be an opportunity for Mary to meet with inspectors.

The Trust is working with ‘Enable East’ on the ‘Recover Together’ project, and Steph from Link-Up has had discussions with them.

KB queried whether there is any financial support from the Trust – the feeling was that they must recognise there should at least be a reimbursement of costs.

**ACTION:** KB/PG to follow up with Director of Nursing and Commissioners (BID to send more information)

**HEALTHWATCH DEVON**

Slides – presentation from Rosemary Whitehurst, and quarterly report Executive Summary sheet circulated

(A link to the slides was requested – embedded below)

Healthwatch Devon Slides for JEB June 20

Healthwatch Devon Update to JEB June 20

**Notes:**

Public responses were collated on changes to community health services in South Devon & Torbay – the CCG are considering all responses to the consultation.

A Reflective Audit review was undertaken for 2014/15 – generally positive feelings were received about the service.

New Rate and Review and data analysis system will help to reach greater numbers. There is a need to get young people’s voices heard.

Positive and negative figures from ‘Speak outs’ were explained.

**DEVON SENIOR VOICE** – paper circulated

Devon Senior Voice Engagement and Consultation Events 2015

For June Joint Engagement meeting….Jan.to May..2015

Devon Senior Voice is active across Devon and have a wide membership of 2300 people plus organisations. We offer feedback, signposting and assistance to members and reports of events, reports from conferences, stories of experiences from our members and feedback from life experiences in our magazine, which we produce four times a year. This Magazine is distributed to Doctors Surgeries, Care Homes, Libraries, and to Parish Councils throughout Devon. We network with most of the organisations in Devon, sharing expertise and working together on behalf of our members. We participate in Gateway requests for consultation feedback and focus group participation from Healthwatch and our representatives attend consultations and engagement events extending to the length and breadth of Devon.
We have representatives on the Equality Reference Board, the Carers Strategy Delivery Board, the Patient Participation Groups in our hospitals and Doctors Surgeries, The Clinical Commissioning Groups and Patient Panels, The Joint Engagement Board, the Commissioning Involvement Group, the RD & E Patient and Carers Group, the Dementia Partnership Strategy Group, the Patients Association Reference Group and others.

Devon Senior Voice trained member volunteers are at present visiting all the Memory Cafes in Devon to engage with people who suffer memory loss and their Carers and discover about their journeys and whether services are improving. We network with other organisations offering these services and offer access to information and support, provide the opportunity to swap experiences and receive emotional support as well as practical ideas on how to live well with Dementia. These include Hospice Care, Alzheimers Society, Dementia Action League, Local Churches and Rotary Clubs and many more. We encourage members to develop Dementia Friendly communities (DCF) and are planning our third Awareness Day in Credington to gauge the success of the DFC launched in Credington two years ago. Members in Teignmouth and Exmouth are currently involved in launching DFCs in their communities.

We host events across Devon to engage and inform as well as provide a social contact for people who are often hard to reach. These include:

Ivybridge Branch…Held a New Year tea party for isolated older people, many of whom are living with dementia. The branch also hold regular monthly meetings on topics of interest, mainly focusing on health and social care issues. Member volunteers are very active on their PPGs and involved in volunteering for Dementia Friendly Parishes around the Yealm.

Seaton…Holds a regular meeting and Coffee morning for stroke survivors and people with head trauma. Members also help to run a regular Memory Café every Monday and hold other information days.

Tavistock….Hold regular open meetings with emphasis on Health and Social Care….including recently Open meeting on hearing impairment, and Skin-Cancer awareness.

Credington… members volunteer at a Memory café every Tuesday and Friday as well as holding regular monthly open meetings on a variety of subjects, including what it is to be a Street Pastor.

Culm Valley….hosts a regular Memory Café, as well as information events to relieve social isolation.

Okehampton…hosts a regular Memory Café in Hatherleigh. During term time members volunteer at the Intergenerational Memory Café with pupils from Okehampton College.

Great Torrington….volunteer members hold a regular Memory Café.

Dawlish branch hosts regular information events and bi-monthly open meetings.

In February Teignmouth held an Open Forum and Talk on ‘Your Hospitals: The Future’ by Jenny Turner, Coastal Locality Commissioning Manager. South Devon and Torbay CCG.

In March Teignmouth held an Open Forum and Talk by Dr Wesley Trowse about ‘A Diet for Good Health’. In April Teignmouth held an Open meeting when Torbay Community Development Officer addressed the meeting. Teignmouth members are also actively involved in launching the town as Dementia-friendly.

Honiton Branch held an Open Meeting and a Talk about,’ The Crisis of Care and What to do about it’ by Neil Duncan-Jordon of the National Pensioners Convention. Also in April Honiton held a General Election Hustings Event….a Public Question and Answer session for all the Parliamentary Candidates in the local Constituency….over 100 people attended.

Newton Abbot Branch volunteers have been actively involved in a Gateway request from South Devon and Torbay CCG around services for Vulnerable and Frail Adults.

Barnstaple Branch held a Public meeting in Lynton attended by 50 people called.’Health and Social Care Focus Group’ when there were presentations from NEW Devon CCG and The North Devon District Hospital. Also an officer from the Alzheimers Society about how people can become Dementia Friends.

Barnstaple Branch also held a lively meeting to talk about Medicine Waste, and ‘Care Closer to Home’. Also they held meetings with Elderly Army Veterans about how to live in a state of ‘Wellbeing’.

Barnstaple Branch members attend a Public Stakeholder Network with other members of the Patient Participation Groups in local G.P.s Surgeries. Also attend Patient Groups at North Devon District Hospital. Also close networking with Age Concern, Diabetes, Alzheimers Society and University of the Third Age [U3A], and with local Memory Cafes.

Our West Devon Branches have been organising and are holding a Rural Isolation Conference in Bridestowe on June 11th.

Our Publicity and Development Officer gave a talk recently to Barnstaple Macular Support Group when 25 people attended and raised issues to be reported to HWD via Speak Outs.

Carol McCormack
3. **Adult Social Care Peer Challenge Review – Q&A / discussion session**

Paul Giblin introduced Graham Gibbens and Kate Waterhouse.

Graham explained that they would like to hear of things that DCC do to support and help people who have social care needs, plus support given for carers.

[Care Act – Point raised re. concern over charging for carers’ services, and positive outcome that this did not happen.]

- MR expressed appreciation that the Group is very well supported.
- RW, Healthwatch Devon – concerns are reported back to both Scrutiny Committee and Healthwatch England.
- Monitoring of DCC contracts – CB was involved in the evaluation of day care services and said that this is a positive involvement of people.

Graham asked how well members of the Board knew their local County Councillors: Noted that case studies had been presented to a sub-group of the Health & Wellbeing Board. CB and a Healthwatch member attended a meeting of the H&W Board – CB said we have a partial opportunity to influence the Board, and encourage the views of people affected by proposed cuts.

Graham: Are there things that you feel DCC could do differently supporting those with needs and their carers?

- Prevention, and care closer to home, to prevent a crisis
- Carer services have improved, but reablement is patchy and hospital admissions cannot be cut unless care at home is there
- No back-up service to help
- Very poor pay for support workers

Graham thanked the Board and explained that ideas and comments would remain confidential – a report will be made and feedback given.

4. **Children’s Involvement Update**

KB showed a slide which listed the activity for the quarter.

- ‘Have Your Say’ day in half term
- Voice overs recorded for new animated coming into care guide
- Young people participated in Corporate Parenting Board
- Young person participated in Virtual School Governing Body
- Liberteas event to celebrate children’s rights

Since our inspection by Ofsted the focus has been on the ‘Voice of the Child’ agenda, and responsibility for the education of looked after children within the authority. Numbers were given as 700+ with a range of upper ages – mostly up to 18 / those in higher education, up to 21 / and those with special needs, up to 25.
5. **Health & Wellbeing Board – Feedback**

CB had attended a training day in the previous week – there are great differences in the way other Boards are made up in the South West area, from Gloucestershire to Cornwall.

Tina Henry reported on the Board meeting held on 11th June, and gave a PowerPoint presentation

The Board will be looking at long-term conditions and multiple new health needs assessment.

Discussion looking at the work that needs to be done over the next year.

NZ raised the issue of transport concerns, and whether feedback was received from ethnic minorities.

Each meeting has a theme – there is the opportunity to air the views of the JEB, and it was suggested to arrange a discussion during August to look at the theme for CB to take these views back to the meeting.

**ACTION:** to send link, and dates of the Board meeting

CB also reported that case studies have been very well received.

**ACTION:** KB to arrange an extra H&WBB preparation group

6. **Commissioning Involvement Group Update**

Items discussed have included:

- Terms of Reference
- Change of name, from ‘Service Delivery Monitoring’ to the Commissioning Involvement Group
- View of work around the commissioning cycle
- Engaging with procurement
- Involvement opportunities for the future

7. **NEW Devon CCG**

Paul Giblin reported that he will be taking secondment as Deputy Head of Communication for NEW Devon CCG, for six months from mid-July, and has discussed the idea of maximum engagement opportunities.

Kath Bird has been appointed to the post of Involvement Manager for this time.

Thanks from the Board were expressed to Paul.
South Devon & Torbay CCG update – Jo Curtis

Paper received from Jo Curtis was circulated and discussed

SDTCCG update to JEB June15.docx

South Devon and Torbay Clinical Commissioning Group

South Devon and Torbay Clinical Commissioning Group update to Joint Engagement Board June 2015

Recent engagement:

Community Services Consultation, Coastal Locality
This 14 week consultation has been about providing services in a different way in the locality, based at community hospitals 3.6 miles apart. All services are intended to be for the whole Coastal community of Dawlish and Teignmouth and surrounding villages and hamlets.

We promoted the online consultation widely, attended more than 40 meetings with individual groups, and held advertised public meetings at Dawlish, Bishopsteignton, Shaldon and three at Teignmouth.

Healthwatch Devon handled the consultation response process, working hard to accommodate additional meetings and information published as a result of correspondence throughout the consultation. They reported to us that there were 431 responses in total, with 417 voting for Option 1 (our preferred option) and 14 for Option 2. One percent of those voting for Option 1 said they would have preferred to vote against both.

In presenting two options, the intention throughout was to listen to other suggestions and ideas, and to keep an open mind as to the future shape of services. In May, we worked with our local engagement group to evaluate the 14 options and suggestions received through the consultation. This evaluation reduced the options to six. These include the two options originally put forward by the CCG.

The six options will go before the CCG Governing Body on 25 June for consideration and possibly for decision. This will take into account any comments from the Health and Wellbeing Scrutiny Committee this week.

Healthwatch told us that no one under 16, and only six people under 25 voted in the online survey and suggested that “further work may be required to ensure young people’s views are taken into consideration”. The locality did, however, meet young mothers’ groups during the consultation and had offered visits to schools and a number of youth organisations; none of these was taken up.

Our agenda item discussion at the last Joint Engagement Board meeting highlighted that few networks were aware of whether their members had actively participated in the formal consultation and there was no evidence in the Healthwatch report to demonstrate how effectively the Gateway process had worked on this occasion.

Frailty Service - Newton Abbot
Through the Gateway, we have recently worked with both Senior Voice and Devon Carer Voice to find out how older people in Newton Abbot feel about being isolated and being able to contact health and social care services if they need to. Feedback was to inform the new frailty service as it developed. We had seven responses from older people and four responses from carers.

We have evaluated the responses to check the service is on the right track and will contact patients of the service direct for any future evaluation.
Sepsis – information for parents

We asked parents for their opinions of a draft sepsis awareness leaflet and several, particularly members of Devon Parent Carer Voice told us what they thought about the tone and quality of information. Now the University of Plymouth are evaluating how useful the leaflet is and would like parents to take a survey which is more than about just the leaflet, looking at how well they feel able to advocate for their children when they have to. If anyone who has used the leaflet would like to comment, please visit http://www.research.net/s/parents-opinion

Have you used the SAM sepsis leaflet?

Tell us about your experience – and help save lives

Late in 2014, thousands of SAM leaflets were circulated in South Devon and Torbay to help parents protect their children from sepsis – a response to severe infection that can cause damage to vital organs and even kill.

Have you used it to check symptoms? If so, did it help? And how could we make it better?

Please share your experience so others can benefit in the future, by:

- Completing our online survey at: www.research.net/s/parents-opinion
- Or, if you are happy to take part in a phone or face-to-face interview, call: 0113 824 8778 or email: sepsis.project@nhs.net

What you say will help shape NHS care here and elsewhere, as we seek to reduce the toll from sepsis.
NHS England tool to help people find their way to the right place

People always say they have trouble understanding the complicated NHS and load of different ways to give feedback, raise a concern or complain. NHS England has asked us to test this tool throughout June to see if people find it an easy way to get to the right place. It is on our website here: http://www.southdevonandtorbayccg.nhs.uk/get-involved/current-engagements/Pages/default.aspx

If you are able to try it out and have any observations on how easy it is to use, please let jo.curtis@nhs.net know.

Jo Curtis
Patient Engagement Lead
15 June 2015

**ACTION:** A link to the NHS England tool being tested throughout June was sent to members following the meeting.

**AOB**

CB reported on CQC inspection at Mapleton in Newton Abbot, and shortcomings found.

**ACTION:** Paul Giblin to speak to Paul Collinge

**Dates of meetings to end of 2015:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday 29th September</td>
<td>Wonford Community Centre, Exeter</td>
</tr>
<tr>
<td>Tuesday 15th December</td>
<td>Wonford Community Centre, Exeter</td>
</tr>
</tbody>
</table>

11:00am to 2:30pm, at Wonford Community Centre, Exeter

Refreshments are provided, but please feel free to bring your own lunch