

**Healthwatch Coventry Steering Group Pre-Meeting
Minutes
Britannia Hotel, Fairfax Street, Coventry, CV1 5RP
At 10:00 am on 07 February 2023**

Attendees: Stuart Linnell (Chair), Last Mafuba, Sue Ogle (VAC), Rose O'Malley, Catherine Smith, David Spurgeon, Mia Hutchinson

Staff Present: Ruth Light, Fiona Garrigan, Ridhwana Sheikh, Alison Manning

Apologies: Christine McNaught (FWT), Claire Dale (Carers Trust HofE), Steven Hill (C&W Mind), Edward Devane

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

SL introduced Mia Hutchinson (MH) to the Steering Group and welcomed her to her first meeting.

SL said it was time to say farewell to Edward Devane (ED) who has moved away closer to work. SL thanked ED for his contribution.

2. Draft report of Healthwatch Coventry VCS grants funded project

Ruth Light (RL) gave an update on the Healthwatch Coventry voluntary groups grants programme. Valley House have submitted the first draft report of their findings. The report (Paper A) was circulated to the group for discussion and approval. It was noted some participants had been told they needed photo ID to register with the GP. However, there should be no requirement for photo ID and the information on the NHS website says it is not required but may be helpful.

Mia Hutchinson (MH) said the NHS website also says people can see a GP even if you are not registered. RL responded that there seems to be an issue in the ways each individual practice interprets this rule. Catherine Smith (CS) asked who is responsible for GP practices and who looks after this? RL explained the Integrated Care Board (ICB) are responsible for GP practice contracts, with NHS England also still having a role.

David Spurgeon (DS) commented, you get the impression that GP services are the issue but that is not entirely true. It is because they are the first port of call. The registration process used to be very simple, but it seems to have become complicated over the years.

Last Mafuba (LM) spoke about research she is doing with black community members about access to mental health services, which is showing a lack of access. Many people who come in to Coventry as asylum seekers are not aware of what services they are entitled to.

Rose O'Malley (RO) commented that it was a good report. She said in her experience Covid has brought some new rules, such as you can only discuss one issue with the GP per appointment. However, there is nothing in the GP guidance to support this kind of rule.

Stuart said that the work added to previous findings, such as what Healthwatch Coventry has been highlighting about access to GP appointments.

The group discussed the draft recommendations and how these should be framed. It was agreed for RL to edit them.

The Steering Group approved the report for publication.

Action
<ul style="list-style-type: none">• RL to edit the report and send to Stuart for final approval before publication.

3. Responding to Palliative Care and End of Life Strategy

Healthwatch had been sent a draft Palliative Care and End of Life Strategy document. This was circulated before the meeting. The group discussed the content of the documents and raised queries regarding:

- The overarching aims being very broad
- Language used including specific terminology which was not understood, such as 'normalisation'
- Lack of clarity over what the outcomes would be

MH said it needs to consider peoples' cultural and religious beliefs.

The different actions in the strategy need to be measurable and there are no benchmarks given. Many questions were raised regarding this.

Members agreed the document was not in simple English and questioned the structure of it.

Action
<ul style="list-style-type: none">• RL to draft a response for the strategy document using the points raised and Stuart to give final approval

4. Updates from the group on any matters for future consideration

Community diagnostic hubs

RL gave an update on the development work locally to create new Diagnostic Centres or hubs. A new diagnostic centre will be created in the Paybody Building (next to the City of Coventry Health Centre) with an additional arm at Rugby St. Cross Hospital. They are not yet built. This is part of a national programme to increase diagnostic capacity. Areas and Trusts have been bidding for money from NHS England with the aim of increasing capacity and joining up services.

Coventry Care Collaborative Consultative Forum

RL had attended a meeting of this group and will continue to do so. The group will develop into the care collaborative for Coventry, once the governance arrangements are put in place. It will then take responsibility for budget delegated to it by the ICB.

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Staff Present: Ruth Light, Fiona Garrigan, Ridhwana Sheikh, Alison Manning

Apologies: Christine McNaught (FWT), Claire Dale (Carers Trust Heart of England), Steven Hill (Cov & Warks Mind)

Other Attendees: Marion Dalton (UHCW), Rebecca Haughton (CRGPA), Dennis Saunders, Mary Burns, Tom Garroway, Gillian Blyth, Lubna Al-Saadi, Rohini Prasannan, Craig Dutton (Coventry City Council), Sandra Fulton (Coventry City Council)

1. Welcome Introductions

Stuart Linnell (SL) welcomed everyone to the meeting.

SL asked if there were any declarations of interest. There were none.

2. Minutes of the previous meeting

Minutes from the previous meeting were approved as an accurate record. There were no matters arising.

3. Care Homes and Social Care Development

Craig Dutton the Commissioning Manager for Coventry City Council and Sandra Fulton - Joint Clinical Quality Lead for Care Provision (ICB and Coventry City Council) gave a presentation on:

- The steps the council takes when a care home is rated as 'requires improvement' or 'inadequate'
- Things that are being worked on or developing in relation to residential care and other social care provision
- Future plans for social care and what they mean

The presentation slides have been circulated with the minutes.

SF highlighted the role of the Joint Quality Team which consists of Contract Officers, Clinical Support Nurses, Quality Assurance Officers, Joint Clinical Lead for Care Provision, Commissioning Officers and Commissioning Managers. There is close working with the CQC.

There is a quality assurance framework in use with an audit once a year. Following a visit there may be a service improvement plan.

Care homes who have been rated inadequate or have performance concerns are escalated to the Joint Quality Team. This is to evaluate the areas of concerns, to help allocate the correct members of the Team to help improve the issues. However, if the issues are of major concern or the Joint Quality Team have concerns, this is escalated further to the Provider Escalation Panel (PEP). PEP consists of members from CQC, Coventry City Council and senior management members from the ICB. Regular meetings are held however, if there are any concerns in the interim these can also be addressed and actioned.

Announced and unannounced visits are carried out by Quality Assurance. CCC has the authority to stop placements but CQC have the power to close facilities down.

Steering Group members and audience members raised questions about:

Q If placements to a care home are stopped, is there a time frame given to the care home to improve the issues?

A Can vary.

Q If some of the same providers are escalated and then improve those issues, but then are escalated again, do you have a way to manage these homes?

A Yes there is, but this is also dependent on the care home and people's safety first.

Q Have you noticed a theme/pattern with small and larger care homes providers?

A Larger providers tend to have more resource to draw on. Cost effectiveness of smaller care homes is an issue.

Q What support is there for nurses in these facilities?

A Comes from the nurse in the team. More access to clinical training would help support nurse further.

Q How CQC ratings relate to commissioning assessments

A Leadership and good governance are common themes. CQC are not inspecting all their domains at the moment.

CD talked through developments including Docobo (remote monitoring of care home residents), the Urgent Care Response Team initiative to respond to falls. Work on enhanced health in care homes and work in relation to workforce training.

Improving service user feedback was also a priority. RL said Healthwatch Coventry had made some relevant recommendations about this as part of a report on home support services. We found that people were concerned about raising issues or giving feedback, they would worry it would impact their care or relationship with their care company.

DS raised issues regarding home support staffing and the challenges understanding the quality of peoples' experiences.

CD highlighted other developments including:

- Adult social care reforms have been delayed. Changes at the CQC meaning they will start inspecting the council.
- Challenges eg retaining social workers

SL asked about recent funding to ICB to buy social care beds to support hospital discharge.

Reasons for discharge delay are complicated. Can be about skill sets of staff to look after people with complex health issues.

4. Health and Care System updates

RL said this paper highlighted information on key areas of work and demand on services. The information is taken from the ICB Board papers. RL asked if this information was useful and member said it was.

5. Healthwatch Activity

A) Work Update

Paper two provided an update on work carried out since the last Steering Group meeting. RL highlighted that the report from the 'enter and view' visit to Youell Court has been sent to the care home management for a response.

Healthwatch Coventry was referenced by Taiwo Owatemi MP Coventry North West, in the Health Select Committee Meeting. The draft report from our first grant funded project has been produced. New mosque friendly leaflets have been printed for a piece of work we are looking to do with mosques.

RL and Chris Bain (Healthwatch Warwickshire) are doing a presentation at the Integrated Care Partnership (ICP) meeting, to explain what Healthwatch do and how they can support them.

The staff team is beginning to plan ways to celebrate Healthwatch 10th Anniversary in April 2023. Healthwatch England have produced a framework we can use including key themes.

We have a new recruit to the Healthwatch Coventry Team. Ruth Burdett who has joined us as Outreach and Projects Co-ordinator.

Healthwatch England Update

The group noted an update from Healthwatch England to show what they are monitoring and their recent focus. This was shared for information.

Reviewing work priorities

RL said that it seemed the right time to review the Healthwatch Coventry work priorities and to have time on the agenda of the next Steering Group meeting to do this. This was agreed.

Action
<ul style="list-style-type: none">• Review of work priorities to be on agenda for next Steering group meeting

6. Reports from meetings

Reports from Steering Group Reps who attended any external meetings were shared.

There is now a vacancy for the rep role on Scrutiny Board 5 due to Ed moving away.

7. Service Updates

A) CQC Inspection findings

Information was received regarding three care home inspections that have been carried out recently by the Care Quality Commission (CQC).

The Beaufort Care home has had an overall rating of inadequate. A copy of the report was distributed to the group. The two other care homes have received an overall rating of requires improvement. CWPT forensic inpatient secure wards were inspected by CQC last year and actions taken as a result were reported to the ICB board.

A report of a national maternity survey has been published by the CQC. It found overall that people's experience of care have deteriorated in the last 5 years.

B) Pharmacy Services Update

Three pharmacies in Coventry are due to close by mid-February 2023 and one pharmacy is due to be relocated.

8. Items for information

SG members received web links to useful information and reports covering:

- NHS England priorities and operational guidance - 2023/24 priorities and operational planning guidance. The guidance identifies three key tasks:
 - recover core services and productivity
 - make progress in delivering the key ambitions in the Long-Term Plan (LTP); and
 - continue transforming the NHS for the future
- Care and Support Reimagined a National Care Covenant for England. From Archbishops of Canterbury and York
- Delivery Plan for Urgent and Emergency Care 2023 – NHS England

9. Any Other Business

There were none.

10. Date and time of future meetings

Next Steering Group meeting is on 28 March 2023.

- Members meetings start at 10am.
- Meeting in public starts at 11am.

All meetings to be held at the Britannia Hotel, Fairfax Street, Coventry, CV1 5RP (Three Spires meeting room)

Date of future steering group meetings are:

- 6 June 2023

- 1 August 2023
- 3 October 2023
- 5 December 2023