

GOV/18/09/19

## HEALTH AND WELLBEING BOARD

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### MINUTES OF THE HEALTH AND WELLBEING BOARD MEETING HELD ON 12 JULY 2018 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

#### **Present:**

Cllr Laura Mayes, Cllr Jerry Wickham, Daszkiewicz, Terence Herbert and Prosser, Nichola Hazel, Paul Hargreaves, and Emma Leatherbarrow.

In attendance: Byron Standen

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#### 50 **Chairman's Welcome, Introduction and Announcements**

Due to the absence of the co-chairs, nominations were sought for a member of the Board to chair the meeting.

There being only one nomination it was;

#### **Resolved**

**That Councillor Jerry Wickham chair the meeting.**

#### 51 **Apologies for Absence**

Apologies were received from Baroness Jane Scott OBE, Dr Richard Sandford-Hill, James Scott, Cllr Ben Anderson, Dr Carlton Brand, Cllr Ian Thorn and Chief Constable Kier Pritchard.

#### 52 **Minutes**

#### **Resolved**

**That the minutes of the meeting held on the 17 May 2018 be approved as correct record.**

#### 53 **Declarations of Interest**

There were no declarations of interest.

#### 54 **Public Participation**

There were questions from the public.

## 55 **CQC System Review and Action Plan**

Linda Prosser gave a presentation on the next steps on the development of the care model (setting out the approach and standards) and implications for primary and urgent care.

Matters raised in the course of the presentation and discussion included: that Wiltshire was one of 20 areas that benefited from the CQC review on the health and social care system; the workshops that had taken place to draw up the action plan that seeks to address areas for improvement; the focus on expanding the use of digital solutions; the theme common across the 20 areas reviewed including the need to improve on delayed transfers of care; that the Health Select Committee had offered their input and in summary they were concerned that the 86 actions may not be achievable; that the Select Committee would get regular updates; and that the plan would be submitted to the CQC, but that there was unlikely to be reinspection.

### **Resolved**

**To note the draft Local Action Plan and the feedback on the plan from the Health Select Committee meeting of 11 July;**

**To approve the direction of travel and priorities that set out in the Local Action Plan for submission to the CQC; and**

**To approve the proposal that the full programme delivery plan is brought back to the October meeting of the Health and Wellbeing Board.**

## 56 **Better Care Plan**

Linda Prosser and Jeremy Hooper presented an update on the delivery of the Better Care Plan for Wiltshire, including the latest results on Delayed Transfers of Care.

Matters raised in the course of the presentation and discussion included: the links to the issues highlighted in the CQC report; the reduction in numbers going to care homes; how methods of collecting data have impacted on reporting; the reduction in delayed days but that the target was not being met; the different level of delays from different locations; the collaborative approach being taken to access care packages; what opportunities there are to fund non-personal care in localities to take demand of the domiciliary care providers.

In answer to a question from the Board, it was noted that terms of reference were being agreed for the transformation group and that an integration board was in place.

### **Resolved**

- 1. To note the performance levels contained in the Integration and Better Care Fund Dashboard;**
- 2. To note the progress being made to further improve our whole system governance and leadership for Wiltshire residents;**
- 3. To note the revised trajectory 1200 per month on DTOC;**
- 4. To consider the BCP refresh and the plans from the integration board once available; and**
- 5. To mandate the integration board to produce plans, as mentioned above, to address the concerns highlighted regarding the deterioration performance at Salisbury Foundation Trust in particular.**

**57 Wiltshire CCG Care Model: Next steps**

Linda Prosser gave presentation on the next steps on the development of the care model, setting out the approach and standard, and implications for primary and urgent care.

Matters raised in the course of the presentation and discussion included: the key principles underlying the model; the analysis of the demographics of communities and the impact on the model; the assessment of travel times; the desire to standardise opening times; the opportunities to discuss how to meet the needs of social care and other partners when developing where the locations of where services should be best delivered from; how the gaps in provision will be assessed and met; the plans to start to consult with the public once specific changes will be made; the links between health and social care reablement services; and the urgent care centres and the impact on diverting from other services.

**Resolved**

- 1. To note the presentation; and**
- 2. To ask officers to prepare a report for a future meeting regarding implementation plans and their links to the Adult Care Transformation Plans.**

**58 Healthwatch Wiltshire Annual Report**

Emma Leatherbarrow and Stacey Plumb, presented the annual report and slides.

Matters raised in the course of the presentation and discussion included: the priorities for previous year, including a focus on dementia and mental health,

and how findings were responded to; the results from the young listeners project which is still a valued project; the reviews of primary care and the inequalities between different areas; the specific work in support of better care plan; that some review and reports had not yet been reported to the Board; the importance of volunteers in delivering work and that most are remaining; the monitoring work undertaken and actions taken; the other areas covered by the parent organisation; the opportunities for peer-learning; the support given over the phone by experienced staff; and the governance structure that is being set up in Wiltshire that will be accountable locally.

### **Resolved**

- 1. To note and comment on the content of the Annual Report;**
- 2. To recognise the progress which has been made during 2017/18 in fulfilling the statutory duties of a local Healthwatch**
- 3. To welcome the continued engagement of Healthwatch Wiltshire with the Board and opportunity to share the outcomes from its engagement work as appropriate in the future.**

### **59 Wiltshire's Offer to Care Leavers**

Laura Mayes presented the report which asks the Board to endorse the outline offer to Care Leavers in Wiltshire.

Matters raised in the course of the presentation and discussion included: that council had a duty of care for care leavers until the age of 25; how the proposals have been developed; the desire to develop a further the draft, and how partner organisations would be engaged; the input from the Children's Select Committee; the growth in numbers of relevant children; the important factors including stable housing; the mentoring projects and access to apprenticeships; that a discretionary bus pass and driving lessons are offered to help young people overcome transport barriers; the support given through revenue and benefits; the possibility of setting up a charitable foundation for care leavers in the area; that partners had agreed to look at how they can contribute to the plans; and the interest from partners in receiving training and further information on how they can improve the offer to care leavers.

### **Resolved**

- 1. To endorse the outline offer to care leavers;**
- 2. To request that partners actively consider ways their organisation can assist in strengthening their offer to Care Leavers;**

3. **To ask that in the update, given the Board n six months, that officers identify what the take up from partners had been and what changes had been made; and**
4. **That the update include information about the milestones in the plan.**

#### 60 **Multi-Agency Hoarding Protocol**

John Carter, Head of Public Protection, presented the report which recommend the adoption of the protocol for all agencies dealing with cases of people who hoard.

Matters raised in the course of the presentation and discussion included: that hoarding is recognised as a mental health issue which can have significant impacts on individuals and partner agencies; the process of drawing up a protocol to promote best practice; the wide range of partners involved; that the protocol is an operating tool that helps staff dealing with issues; the relevance of safeguarding and data sharing issues; the move to a 'person centred' approach; the agreement to a common assessment and trigger points for access; the importance of understanding a person's background when establishing what help is needed; and the escalating list of referral actions based on an assessment of severity.

In answer to question from the Board, it was noted that: there was good engagement with AWP, but that further discussions could take place to update the protocol particularly with reference to community mental health teams; that work was ongoing to ensure that data sharing barriers were overcome.

Councillor Wickham thanked the officer for the report and that a further update be given to a future meeting

#### **Resolved**

1. **To approve the protocol and supports its use by all relevant agencies when dealing with people who hoard.**
2. **To ask that a programme or project implementation plan and performance measures is reported to a meeting after six months.**

#### 61 **Date of Next Meeting**

It was note that the next meeting would be on the revised date of the 17 October 2018.

#### 62 **Urgent Items**

There were no urgent items

(Duration of meeting: 2.00 - 3.51 pm)

The Officer who has produced these minutes is Will Oulton, of Democratic & Members' Services, direct line 01225 713935, e-mail [william.oulton@wiltshire.gov.uk](mailto:william.oulton@wiltshire.gov.uk)

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