Minutes of our August 2016 Meeting

We met at:
The Mayflower Centre, Lyons Court, Dorking, Surrey, RH4 1AB.

The Meeting was Chaired by Sally Dubery.
What we talked about today

Minutes of our last Meeting

Community Hospital Consultation Update

Workforce Development

County Care Update

Feedback from Community Events

Updates from members
Who came to our meeting

Brenna
Paula Carman
Sally Dubery
Angela Goodwin
Gemma Hare
Joanne
Llinos John
Benjamin Kimberlee
Sarah Linington
Diana Mooney
Dee Peck
Sonya Sellar
Catherine Sheard
Suzi Shettle
Douglas Strachan

The Grange
Surrey Choices
Voluntary Action Mid Surrey
Carer Support Mole Valley
Surrey and Borders Partnership
The Grange
Elmbridge Community Link
County Care
Surrey County Council
Surrey Choices
St Giles and St George/ALDAG
Surrey County Council
The Grange
Surrey Downs CCG
Surrey County Council

Apologies Received from:
Rebecca Brooker
Phil Edmunds
Pollymarch Mather
Patrick McCord
Marion Price
Wayne
Dorothy Watson

Surrey County Council
The Grange
Surrey Downs CCG
Mole Valley District Council
Family Carer
Service User/Co-Chair
The Sunnybank Trust
Wednesday 27 April 2016

The Minutes from the last meeting on 27 April 2016 were agreed as being correct.

Community Hospitals Consultation Update

Update from Suzi Shettle

Suzi Shettle from Surrey Downs Clinical Commissioning Group (SDCCG) provided the group with an update about the Community Hospitals Consultation.

In 2015, SDCCG undertook a comprehensive review of the services delivered from the five community hospitals located within its borders (Cobham, Dorking, Leatherhead, Molesey and the New Epsom and Ewell Community Hospital).
Update from Suzi Shettle

The review covered both inpatient and outpatient services, but focused primarily on the provision of community beds.

A senior nurse was brought in to work in these Community Hospitals to look at the processes.

To gain a full insight, the comprehensive review process considered a wide range of areas including patient and activity data, the health needs of the local population and projected changes that will affect demand for healthcare in future, quality of care, national best practice and the condition of the current buildings.

The review process led to a series of recommendations and four options, which the CCG then sought views on, as part of a public consultation.

The public consultation ran for 14 weeks from 28 January 2016 to 5 May 2016.
Community Hospitals Consultation Update Continued

Update from Suzi Shettle

During the 14 week consultation, over 3000 people were engaged with. SDCCG met with individuals and local groups to discuss the options and how people felt about them. They also attended over 40 events across Surrey Downs, answered many questions and emails, taking note of everyone's feedback.

Everything was fed into a report that was compiled by an independent research company.

Taking into account findings from the review process, feedback received as part of the public consultation and further work in some areas, the decision made by the Governing Body is to continue to explore relocating services currently based at the current New Epsom and Ewell Community Hospital (NEECH) to Epsom Hospital.

Under this option (known as ‘Option 2’), the community ward and the Poplars would transfer to Epsom Hospital and some other outpatient services would be transferred to other nearby locations.
Update from Suzi Shettle

Services at Dorking and Molesey Hospitals would stay the same and Leatherhead Hospital would be developed as a planned care centre, with a wider range of services available.

As part of the consultation, people raised concerns about accessibility and journey times. SDCCG have looked carefully at potential journey times under each of the options. In addition to the clinical benefits, this option appears to offer the most accessible solution, reducing journey times for some areas and increasing access to the community hospitals for the population in and around Epsom and Banstead, which has a high population density and a high population profile of those over 65 years.

Whilst the Governing Body has agreed to explore this option, further work will now be needed to link this decision into the work happening at Epsom and St Helier University Hospitals NHS Trust, particularly in relation to their estates review.
Update from Suzi Shettle

Further details, and copies of the Governing Body paper which summarises the outcome of the review and the public consultation, can be found on the CCG website: /about-us/our-governing-body/

To see the independent consultation report, which summarises all of the feedback we received click here: /media/153533/05a-chsr-consultation-report-final.pdf

SDCCG will next be undergoing a Stroke Review.
Update from Sonya Sellar

Sonia Sellar, Area Director of Mid Surrey, Adult Social Care at Surrey County Council gave an overview of Workforce Development, as she has the strategic lead for workforce for Adult Social Care.

**Recruitment and Retention**

**Data**

- NMDS (National Minimum Data Set) 27% turnover in direct care providers
- Turnover – 8% within ASC

Staff retention within Adult Social Care is high but there are some harder to recruit posts which require experienced qualified staff e.g. experienced Social Workers and experienced Occupational Therapists.

Sonya said that due to internal promotion, this can create a further feeling of vacant posts.

Sonya said the list of Area Directors will be available shortly.

Members of the group said that some Adult Social Care staff tell them that they are overworked. Sonya said that it is not appropriate for staff to say this and that if this is happening, please let her know.
Update from Sonya Sellar

**Initiative**

- **Value Based Recruitment (VBR)** - recruiting people for their hearts and then providing training. Through the ADASS Network, Skills for Care will be providing 2 sessions on VBR. VBR is recognised as having more success at recruitment and most importantly retaining staff. The basic premise is if you recruit people from their values base, you can always train them on technical skills and knowledge i.e. people who want to be in the caring workforce and want to make a difference.

- **Surrey Care Association project worker** - whole provider market on attraction and recruitment.

**Training**

**Providers and Partners**

- Workforce Development Fund
- Surrey Skills Academy

**Internal ASC Training**

- Training programme that covers a wide range of areas
- Autism Champions (in each locality team)
- Task and finish group co-design with staff
- Multi agency training

It was agreed that Sarah Linington would ask Tom Moore for a list of the Autism Champions.

**Action: Sarah Linington**
Update from Sonya Sellar

Transforming Care Workforce Workstream

Recruit, retain and develop staff of right quality and capacity

- Work with other agencies to implement a programme to build the workforce through a wide range of activities.
- Implement workforce training and development.
- Management training, including Proactive and positive behavioural management; supervision, mentor and peer support.
- Facilitate cross-organisational training, so that training specialism and excellence is shared.
- Develop an interactive model of best practice to supporting staff to deliver excellent care.
Update from Ben Kimberlee

Overview

County Care is a provider of support for people with learning disabilities, autism and mental health throughout Surrey, West Sussex and Lincolnshire.

Community Skills Project

The Community Skills Project is a service for adults with learning disabilities and autism which can be accessed on a full or part-time basis. The goal is to provide the people County Care support to live purposeful, independent lives encompassing practical work, leisure and social skills. Currently there are bases in Horley and Woking, as well as a new base in Ewell.

County Care offers activities 5 days a week, such as:

- Living with Technology/Organising My Life
- Plan it, Buy it, Cook it
- Mow-tivated Gardening
- Art Works
- Office Project
- Pathway to Employment
- Community and Enterprise
- Healthy Life Styles – Swimming, Badminton and Running
- Media Scene

Prices

- Full Day = £65
- Half Day = £32.50
Update from Sarah Linington

Learning Disability Week 2016

The theme of Learning Disability Week 2016 was Friendships and Relationships.

Community Events

To coincide with Learning Disability Week, we held 2 Community Events:

Thursday 16 June
- Ash Centre
- 50 attendees with a Learning Disability

Wednesday 22 June
- Colebrook
- 40 attendees with a Learning Disability
Feedback from Community Events

Update from Sarah Linnington

What we did:

Talked about:
- Relationships
- Friendships

Performance by:
- Rhythmic Collision
- The Include Choir
Feedback from Community Events

Update from Sarah Linington

What we did:

- Learnt about: Using Technology and Social Media to keep in touch with friends
- Learnt about: Keeping Safe
- Friendship Exercise
Update from Sarah Linington

What we asked people:

- When do you see your friends?
- Where do you see your friends?
- How often do you see your friends?
- Would you like the opportunity to see them more?
- What support do you need to see your friends?
- How do you keep in touch?

What we found out:
Feedback from Community Events

Update from Sarah Linington

Feedback from Friendship Exercise

People meet their friends at lots of different places:

- Day Centres
- Social Clubs
- Sports Clubs
- Church
- Choir
- Cinema
- Pub
- Work
- Town
- Parties and Events

- How often people get to see their friends varies. Some people said they see their friends every day but others said only every so often.

- Most people said they would like the opportunity to see their friends more.
Feedback from Community Events

Update from Sarah Linington

People said that they needed more support to be able to see their friends. For example:

➤ General support from staff:
   ■ Help with making arrangements
   ■ Friendships should be noted on Person Centred Plans
   ■ Help with talking friends using technology e.g. Skype

➤ Support with travel:
   ■ Good reliable transport options
   ■ Travel training
   ■ Help with travelling especially at night

People are using technology to help them stay in touch with friends:

➤ E-mail
➤ Phone
➤ Text
➤ Skype
➤ Facebook
➤ FaceTime
➤ Twitter
➤ Instagram
➤ WhatsApp
Update from Sarah Linington

People said:

- Friends make me feel happy
- Friends make me feel proud of them
- Friends make me feel safe and comfortable
- Friends talk and listen to me

With Thanks
Updates from members

Group members told us their news

Surrey County Council

Epsom Mental Health Week

Doug Strachan said that Epsom Mental Health Week is 8-16 October 2016.

Epsom Mental Health Week has been established to promote a better understanding of mental health and to reduce the misunderstanding, fear and stigma which surrounds it. In partnership with local service users, carers, voluntary and statutory organisations and mental health professionals, to offer information to all local groups in the community about mental health issues and the treatments, services and resources which are available. In addition, the week offers people a chance to explore and discuss issues in more detail and to ask questions of the people who really understand.
Ashtead Learning Difficulties Action Group

Café ALDAG

Cafe ALDAG, situated in St. George's Christian Centre, Barnett Wood Lane, Ashtead is open on Mondays and Tuesdays, during school term time, from 9.00am – 2.30pm and serves snacks, drinks and light lunches.

Conquerors Club

The Conquerors Club - ALDAG’s social club for young local people with learning difficulties in Ashtead and the surrounding area now has 31 members.

The Grange

Building Work

This building work is still continuing.

Fun Day

A fun day has been held for those with more challenging needs.
Activities

A music based evening for 16–30 year olds with a learning disability are held from 6.30pm - 8:30pm at Burview Hall, Walton on Friday evenings.

Other activities currently on offer are things such as Ipad training and an Arts/crafts workshop.

Carers Support Mole Valley

As a result of Surrey County Council's (SCC) severe financial challenges, they are reviewing and prioritising the services they fund and, as a result, is making decisions about the services that exist across the county.

The funding for Carers Support Schemes across Surrey is part of the review. SCC want a more efficient and effective way of delivering support to Carers across Surrey.

Carers Support Mole Valley, along with the other nine Carer Support Schemes across Surrey, has been asked to take part in a bidding process to secure funding from 1 April 2017. The bid deadline was 6 September and SCC will announce the outcome in December 2016.
Date and venue of our next meeting

Mid Surrey Local Valuing People Group

Our next meeting is on 26 October 2016 from 10am to 12pm.

We are meeting at:
The Sunnybank Trust
St Barnabas Church,
Temple Road, Epsom,
KT19 8HA

For more information about our group contact:

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