

Community Health and Social Care Forum - Changes in Health and Social Care -

Monday 11 October
at Leamore Central Community Hub

Attendees

Sheena Wedderman	170 Project
Helen Bloomfield	Age Concern Lewisham and Southwark
Brenda Bond	Age Concern Lewisham and Southwark
Jon Meech	Alzheimer's Society
Julian Rouse	Bellingham Community Project
John Bell	Both Parents Forever
Margaret Bell	Both Parents Forever
Christine De Ionna	CASSEL Centre
Martin White-Peart	Contact a Family
Amina Ismail	Deptford Family Project
Paul Connelly	Diabetes UK
Ros Spinks	Downham Elderly Health Project
Ruth Webber	Downham Nutrition Partnership
Anh Tu Nguyen	FORVIL
Hang Doav	FORVIL
Lucy Geldard	Groundwork
Kat Kilshaw	Heart'n'Soul
Angela Jumbo	Hexagon
Kathryn Sales	Hyde Housing
Elsa Pascal	LEMP
Vanessa Bradley	Lewisham Community Transport Scheme
Carol Mew	Lewisham Disability Coalition
Miriam Long	Lewisham LINK
Bridgit A Sam-Bailey	Lewisham Pensioners Forum
Doris Smith	Lewisham Pensioners Forum
Emma Brech	Lewisham Refugee Network
Lionel Foy	Lionheart in the Community
Cheryl Lewis	London Borough of Lewisham
Ed Knowles	London Borough of Lewisham
Paul Creech	London Borough of Lewisham
Cassy Thorpe	NHS Lewisham
Keji Kazzim	NHS Lewisham
Magda Moorey	NHS Lewisham
Catherine Allen	One in Four
Dianne Ludlow	One in Four
Hayley Gilham	PLUS
Phillipe Grainger	Rushey Green Time Bank
Viola Etienne	Rushey Green Time Bank
Cath Collins	SLaM NHS Trust
Jill Abrahart	SLaM NHS Trust
Naomi Mwasambili	SLaM NHS Trust
Alan D'Arcy	St Mungos
Catherine Winsor	Sydenham Garden

Nesrin Ingham	TeachSport
John Barker	Thames Reach
Nicole Njie	Thames Reach
Stuart Cameron	Tryangle
Chris Wykes Driver	Voluntary Action Lewisham
Jonathan Slater	Voluntary Action Lewisham
Lillian Brown	Voluntary Action Lewisham
Luisa Ares	Voluntary Action Lewisham
Mark Drinkwater	Voluntary Action Lewisham
Martin Howie	Voluntary Action Lewisham
Mike Umoren	Voluntary Action Lewisham
Nicola Kelly	Voluntary Action Lewisham

1. Introduction to the Forum

Mark Drinkwater, VAL, Health Inequalities and Social Care Officer.

Mark introduced the topics for discussion, noting that there are huge changes underway in the delivery of both health and social care services.

2. The scale of the changes and the challenges ahead

Martin Howie, VAL, Director.

Martin discussed the scale and of the changes and challenges ahead for third sector organisations. He acknowledged that Lewisham's voluntary sector seems to be faring better than the voluntary sector in other boroughs, though he noted that voluntary organisations need to adapt to these times of change.

In particular he said that organisations will have to look to being both innovative and co-operative. He noted that this presents challenges to organisations as they try to retain their independence while working in partnership.

3. Changes to the NHS and implications for voluntary sector

Magda Moorey, NHS Lewisham, Director of Governance.

Magda gave a presentation on the changes to the NHS outlined in the NHS White Paper, "Equity and Excellence – Liberating the NHS". She outlined the main points of the paper, summarised in the table below.

Outline of Key Points

	When?
<ul style="list-style-type: none"> Funding of health improvement to be transferred to local authorities, who will jointly appoint local directors of public health with a new national Public Health Service. 	Apr-2012
<ul style="list-style-type: none"> Local 'HealthWatch' groups will replace the existing Local Involvement Networks, Local authorities are to fund local HealthWatch groups. A national HealthWatch body will be located within the Care Quality Commission. 	Apr-2012
<ul style="list-style-type: none"> A statutory national NHS Commissioning Board in place. 	go live in April 2012
<ul style="list-style-type: none"> New GP commissioning consortia – groups of GP practices. They will hold a budget to buy care (all but maternity care and highly specialist care) on behalf of their registered patients. 	Introduced by 2013

- The ten strategic health authorities (SHAs) will be abolished. During 2012/13
- All 151 primary care trusts (PCTs) will be abolished. From 2013
- All NHS trusts will become, or become part of, autonomous foundation trusts. By 2013/14
- The foundation trust regulator Monitor will be transformed into an economic regulator of providers of NHS-funded care. During 2013/14
- Key performance targets, such as waiting times, will be scrapped (except for waiting in A&E). By end 2014
- NHS management costs will be cut by 45 per cent. By end 2014

Magda noted that 11 October was the final day for submissions concerning this consultation. Magda's full presentation is available for download at: <http://www.valewisham.org.uk/content/forum>

4. Changes to Lewisham Council's services

Ed Knowles, Lewisham Council, Service Manager - Strategy

Ed gave two presentations. His first presentation was on: Charges and contributions to Adult Social Care Services. Delegates asked a number of questions about charging and the impact that it would have on service users. A range of comments were made, including Brenda Bond who noted that Newham and Tower Hamlets do not make any charges for care services.

(More information at: <http://www.which.co.uk/money/retirement/guides/long-term-care/care-funding-and-assessments/>).

The deadline for this consultation is 30 November.

Ed's second presentation was titled: Representation on the partnership boards

The presentation focused on a number of questions for discussion:

- 1) What are the areas and activities that you, as VCS partners are most keen to be involved with? Commissioning, performance etc.
- 2) How do we make partnership activity relevant to all parties around the table? What are the areas where the input of public, private and vcs can be most beneficial?
- 3) How do we make sure the right organisations are involved?

Delegates' responses to these three questions are outlined in Appendix 1.

Ed's two presentations are available for download at:

<http://www.valewisham.org.uk/content/forum>

5. Personalisation: The transformation of social care in Lewisham

Cheryl Lewis, Lewisham Council, Self-Directed Support Development Officer

Cheryl gave a presentation on Self Directed Support services and personal budgets.

Cheryl explained that since 1996, Lewisham has been providing funding (Direct Payments) directly to some people, who organise their own services (over 500 people do that now). Cheryl said that Personal Budgets have some new elements, as they will be for everyone: Clients will be offered the choice either to take their Personal Budget as Direct Payments or leave their budget with the Council for us to spend it on their behalf (or a mix of both)

Cheryl noted that having a Personal Budget means that the client knows how much money Lewisham will contribute towards their support and how much they might have to contribute themselves. They therefore have the opportunity to decide how this money is to be spent. This does not mean they are forced to change if they don't want to.

Cheryl also explained that Councils remain legally obliged to carry out Community Care Assessments and that clients will be as actively involved in the assessment as possible (they are devising a questionnaire called a Pre-Assessment Questionnaire).

A number of pilot projects will start trialling with a very small number of Younger Adults and Older Adult Services Social Workers and clients. A short trial to look at how best to change council systems so they work for all client groups.

Cheryl's full presentation is available for download at:

<http://www.valewisham.org.uk/content/forum>

6. Brief Announcements

- 1) Age Concern's Café space for hire – Brenda Bond said that the café space is available for hire. Age concern can be contacted at Brenda.Bond@acis.org.uk.
- 2) Link – Miriam Long gave an update on the work of the Lewisham Local Involvement Network. Further updates can be found at <http://www.lewishamlink.org.uk>
- 3) VAL's training – Lillian Brown, VAL's new Learning Partnership Officer, gave an overview of her role and explained that VAL will be running Mental Health Awareness courses in the coming months. More details on training at www.valewisham.org.uk
- 4) Deptford New Cross Choose Health – Mark Drinkwater announced that the latest round 3 has been launched. The closing date for applications will be November 19th 2010. Details at <http://www.valewisham.org.uk/content/nlp-stakeholders-deptford-newcross-choose-health-round-3>

7. Date of next Forum

The next Forum will meet again in early 2011.

Appendix 1 Feedback

Questions for discussion:

- 1. What are the areas and activities that you, as VCS partners, are most keen to be involved with? Commissioning, performance etc.**
 - Areas for involvement. All at every level from commissioning to assessment
 - Areas of input that can be most beneficial – each partner to present their prospective view point and these are discussed in full.
 - Older Persons services - dementia
 - Health improvement – recognising contribution of many VCS organisations to this agenda – bring together to co-ordinate local delivery / promote efficiency.
 - Ensure the partnerships are diverse and representative of local people.
 - Older people's concerns.
 - New projects, commissioning.

- 2. How do we make partnership activity relevant to all parties around the table? What are the areas where the input of public, private and vcs can be most beneficial?**
 - Relevant to all parties by having planned agendas and different forums for different client groups
 - Same Clients / user groups being engaged – VCS can often help build capacity of local communities to make choices between and/or engage with public/private providers.
 - Make partnership activity relevant by consulting early to pilot schemes.
 - Should be focused around issues. Ie older persons services.
 - Use residents' and service users' views to change and improve services and the support.
 - Work Plans for the year would help inform attendance and ensure preparation for meetings / agendas and papers.
 - Partnership Boards need limited leadership and direction from the Lewisham Strategic Partnership and significant feedback re: what the LSP has done with the work of the Partnership Boards.

3. How do we make sure the right organisations are involved?

- Clearly lay out the benefits of being involved – what a voluntary sector organisation would get.
- Invite as many groups as possible – let them decide if they can add value.
- Communication about opportunity to be involved through VAL including clarity about issue to be explored.
- At the National Association of Link members AGM, the overwhelming majority thought it should be Health and Social care watch. It was suggested ever one write to their MP asking that this be raised.
- Find out what local people want: what their needs are.
- Lewisham to information share and make sure all organisations are informed of the different forums and what each forum does.
- To get the right organisations involved first of all. Your (?) database should have details of all VCS* organisations in Lewisham. Contact them to be represented.
- Think about the pathway / life / journey of an individual, map it and track it and identify who they interact with. This will be a good start.
- My question is on Accountability. How can we assess the performance of the service providers and with what knowledge base, do we do this?
Also, if we have a complaint, how do we deal with it, and if we are not satisfied with the outcomes, what next?
- Orgs represented must represent the voluntary sector and feed back to and from the sector.
- Reps must commit and be supported to feedback to the Partnership Boards regularly, and to influence agendas, commissioning, strategic plans, complaints monitoring and quality.

Other opinions

- Lack of addressing issues of provider/ voluntary sector advocate. So issues fudged.
- Current involvement does not have much influence. Voluntary sector don't have enough clout re: agenda setting. No communication down through structure.

- Use the known organisations. Who have a network of older people's group.
- Concerns at duplication of committees and boards re: older people. New structure proposed and process not inclusive.
- E-bulletins, Annual Partnership events, up to date website, involvement,
- Public areas ie shopping centres etc., with flyers,

*VCS – voluntary and community sector

Appendix 2

Feedback from Forum attendees

	Yes	Yes	No	No	Don't know	Don't know
1. Would you be interested in coming to a follow-up event on Personalisation in Lewisham?	21	75%	4	14%	2	7%
2. Would you be interested in finding out more about being a voluntary sector representative on one of the partnership boards?	16	57%	9	32%	2	7%
3. Would you be interested in your project featuring as part of a health and social care Tour of Lewisham?	17	61%	5	18%	1	4%
4. Would you like to receive VAL's fortnightly email bulletin ? If yes, please write your email below.	21	75%	7	25%	0	0%

Other Feedback from the feedback forms

- *We are experienced in personalisation. Lots of work is needed on completely changing our business models in the sector.
- ** I am a rep but do not find the role effective at the moment.
- Good meeting today. There is a lot going on and we need to be actively preparing and changing to meet the challenges. Service providers may need 'master classes' in new business models, charging individuals and debt collection, marketing and selling services, business modelling / budgeting post grant and block contract funding.
- Agenda item 3 was far too complex and didn't answer the title of the question regarding effecting the voluntary sector.
- All very interesting. Although Hexagon are 3rd sector/vol sector – we do not fit with group entirely as also have private sector element.
- Content very informative and relevant
- Interesting and Informative.
- But did not really answer the issues set in the agenda. However, questions from attendees balanced this.
- Personalisation presentation was good.
- Venue good.
- Interesting topics and very much required.
- Very interesting. More info and consultation please.
- Very useful,
- Although the council presentation felt more like we were ticking boxes for him, and less about participants!
- We have our HQ outside the borough but have done some extensive research into how social services wrongly use mental health as a way to justify their decisions. We have won a number of cases in the courts, overturning their decisions. We could give a talk on this.
- Would be really keen to explore further how the voluntary sector can respond to the opportunities that the Health Improvement agenda shifting to the local authorities presents.
- Excellent presentations – feel really clued up on the White Paper and also the consultation on charging; but dismayed.
- Can VAL point members in direction of opposing the cuts locally?
- Good basic explanation on personalisation .
- Venue was quite noisy but nice and large, so loads of space.
- Like the useful websites on back of agenda – hope others spotted it.
- The tour sounds like a great idea.
- Venue – acoustics are not good; it is hard to hear speakers and delegates.
- Written information – it would be really helpful to have copies of all powerpoint presentations.
- Topics – were good. Thank you.

Appendix 3. - Further information on topics being discussed at Forum

NHS White Paper

For more information on the White Paper "Equity and Excellence – Liberating the NHS"
<http://www.dh.gov.uk/en/Healthcare/LiberatingtheNHS/index.htm>

Consultations in Lewisham

There are a number of 'live' consultations affecting the sector, including:

- Charges and Contributions to Adult Social Care
- New Drug and Alcohol Misuse Service

For details: <http://consult.lewisham.gov.uk/portal/>

Adult Strategic Partnership Board

www.lewishamstrategicpartnership.org.uk/partnership_adult.asp

Personalisation

Perplexed by Personalisation? Check out our Personalisation jargon-buster at:

www.valewisham.org.uk/content/personalisation

Consultations across London

Commissioning Support for London has developed a case for change and proposed model of care for cardiovascular and cancer services in London. Deadline for responses is 31 October. [www.csl.nhs.uk/News/Pages/Cancer and CV MoC.aspx](http://www.csl.nhs.uk/News/Pages/Cancer_and_CV_MoC.aspx)

- Cancer Model of care questionnaire - www.surveymonkey.com/s/29PBjH7

- Cardiovascular Model of care questionnaire - www.surveymonkey.com/s/2DZCB8H

Equality Act 2010

What does it mean for the voluntary sector ?

www.ncvo-vol.org.uk/news/people-hr-employment/equality-act-2010-what-does-it-mean-you

Training

VAL has a comprehensive training programme. For example:

Facing Funding Cuts: A Survival Guide for Charities, 20 October.

www.valewisham.org.uk/content/facing-funding-cuts-survival-guide-charities

Funding

- Capital grants for health or social care - Social Enterprises offering services in either health or social care are being offered capital grants of between £50,000 and £450,000 from the Social Enterprise Investment Fund until 1st November.

www.valewisham.org.uk/content/capital-grants-social-enterprises-health-or-social-care

- Get Connected - Cycle 4 of the Social Care Institute for Excellence (SCIE) Get Connected Fund will be opening in November 2010. Get Connected is a support programme to help care providers for adults in England to access information and communication technology (ICT) more effectively. For more information on the fund see the SCIE website www.scie.org.uk

For further information email mark@valewisham.org.uk or ring 020 8314 9841.