Healthwatch Barking and Dagenham Board meeting

Monday 13th March 2023

Venue: Lifeline House

Time: 6pm – 7pm

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|  | Welcome and introductions  Minutes of last meeting and Matters Arising | Daniel Singleton, Interim Chair of B&D Healthwatch Board |
|  | Social care project ideas | Manisha Modhvadia, Healthwatch Manager  Agne Pilkauskiene  Engagement and project officer |
|  | Enter and View discussion | Manisha Modhvadia &  Board members discussion |
|  | Any Other Business | All Members |

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| **Present:**  Val Shaw (VS), Board member  Manisha Modhvadia (MM), Healthwatch Barking & Dagenham Manager  Rachel Allen (RA) Board member  Agne Pilkauskiene (AP) Healthwatch Barking and Dagenham Engagement and Project officer  Ruby Yip (RY) Healthwatch Barking and Dagenham Engagement and Project officer  Daniel Singleton (DJS), Interim Chair | |
| **Apologies:**  Elspeth Paisley (EP), Board member  David Sollis (DS), Board member  Zahra Ibrahim (ZI) Board member | |
| **Item** | **Discussions and actions** |
| 1. **Welcome and introductions.**   **Minutes of the last meeting and matters arising** | DS welcomed the board.  DS reviewed the minutes from the previous meeting, and these were agreed by the board.  DS asked MM for an update on Quality Framework item that was put on hold during the last board meeting. MM briefed the board that currently there are no updates on the sections that she is currently working on.  DS asked if board members were contacted and set up a 20-minute interview with each one online to carry out Healthwatch annual survey. MM has informed the board that a staff member who was assigned to carry this out, this will take place again next year and board members will be contacted around August to book in interviews.  DS asked if board members have suggested their ideas for a social project. MM and AP expressed that no suggestions were received, however a mini workshop has been incorporated in today`s meeting to discuss this face to face. |
| **2. Social care project ideas** | AP expressed that we are looking for board members perspective on what area of social care we should look into next year.  MM has expressed that other Healthwatches have undertaken enter and view inspections as social care projects. MM prompted everyone to suggest what we should be focusing on in our future project, for example, adaptations etc.  VS expressed that she volunteers to call adults accessing domiciliary care and that residents must wait a long time to get required adaptations.   VS also asked if the team could visit a care home as part of enter an view project that is on Lodge avenue opposite the park, as she has had feedback that two family members of residents have recently put in a complaint.  DS suggested that Healthwatch could explore how social care relates to social prescribing and if people are given links to social opportunities.  RA suggested that, as HW has already completed a project on pre-frailty, we could focus on how to prevent people from becoming frail when they are in the pre-frailty stage. MM expressed that there is a model of care that has been developed using feedback from the workshops we facilitated, we will ask for an update.  **MM to contact the commissioner and ask for feedback on the pre-frailty report.**  VS expressed she supported a resident who requested a wet room, and her request was denied. Another resident was a wheelchair user living on a third floor without a lift. AP mentioned that in this case a resident would need to have a PEEP in place (personal emergency evacuation plan). However, HW`s remit does not include housing. VS also said that it has been reported that one carer left the key safe open, however, as advised by MM, this issue comes under adult safeguarding.  VS also noted that Mediquip provide long slots for equipment pick up, thus making people stay at home and wait for them.  MM and DS noted that not much monitoring can be done on agencies that are private, however this does not fall within the remit of Healthwatch.  MM expressed that HW team will ask people during the community engagements their experiences with social care. DS expressed that to support residents, we need to release assets that are in the community already.  **MM, AP and RY to gather feedback from residents during engagements and report back to the board during the next meeting.**  VS suggested that she will speak to residents that she is supporting and suggest they give their permission for us to contact them to hear their stories, which will help structure our project. MM thanked VS for this offer but said we should go through the correct channels due to data protection.  DS thanked board members for their input. In the next few months, the team will use this feedback, analyse data we have received and look at national priorities and report back to the board so a decision can be made about what social care project we should take forward. This will be done in August 2023. |
| **3. Enter and View discussion** | MM expressed that HW B&D will be undertaking an enter and view visit to one of the care homes in the coming weeks and asked board members to suggest what questions we should ask residents, their relatives, and staff.  Board members suggested these questions:   * Do you have entertainment? * Falls statistics. * How does the care home keep family members in the loop? * Was life expectancy better in homes that were covid-free? * What was the impact of lockdown? * Is food served hot? Is it not bland? * Do they watch a lot of TV? Do they engage in stimulating activities? * What is staff turnover like? What is the ratio of staff for each resident? |
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