

Full Forum Meeting Minutes
Thursday 14 July 2011 – 10am to 12.30pm
Blackfriars Hall

Item

Action

1.00 Present (guest speakers)

Joyce Hopwood	Chair
Norwich Older Peoples Forum working group members	
Mick Sanders	Norfolk PCT - Head of Locality Commissioning (Norwich)
Tim O'Mullane	Norfolk County Council - Head of Social Care (Norwich)
Tessa Gavita	Facilitator / support
Sue Starling	Facilitator

2.00 Pre forum surgery

Between 10am and 10.30am representatives from the following organisations attended the pre forum surgery which took place in an area of the hall set aside for service providers to display table top information and answer individual questions from forum members:

- Oakhouse Foods (Anglia)
- Norfolk LiNK
- Norwich & District Carers Forum
- WISEArchive
- AgeUK

3.00 Introduction and welcome

Joyce Hopwood welcomed everyone to the forum and outlined the programme for the day.

3.01 Joyce invited anyone present who might think they have useful skills which would benefit the forum, who would be representing an organisation and would like to join our working group to see her at the end of the meeting.

3.02 Phil Wells (chief executive, Age UK [Norwich]) explained the desired outcomes / aims of the sessions. Two stages of the process, Stage 1: Hear concerns from everyone at the various tables.
 Stage 2: Identify what concerns the table collectively thinks are the most important concerns for the forum to concentrate on it's

<u>Item</u>	<u>Action</u>
engagement with the Norwich City Council and Norfolk County Council. PW explained how to complete the "Top Concerns for Older People" form.	
4.00 <u>Session 1</u> Each table discussed amongst themselves what the top 3 concerns were – results of which will be made available online (if you would like a paper copy please contact Brent Pearson, 01603 213698).	BP - add to website
5.00 <u>Session 2</u> Each table discussed in detail why they collectively decided to choose the top 3 concerns. Result will be made available on the website, if you would like a paper copy please contact Brent Pearson, 01603 213698.	BP - add to website
6.00 <u>Overview of changes to Health and Social Care</u> JH explained that there are quite substantial changes happening right now and she expressed how fortunate the forum was to have two people who are responsible for Norwich present to explain to us how the system in Norwich is going to work. JH introduced Mick Sanders.	

Mick Sanders - Norfolk PCT - head of locality commissioning (Norwich)

MS Introduced what's called the "new commissioning team". It is a service set up by the County Council and NHS Norfolk. MS explained that 'commissioning' is about arranging the services that people want and need across a range of services and a key element of that process is hearing about what people think it is they need.

Three teams have been brought together (resulted in savings) – those teams were:

Team 1: Out of hospital commissioning (i.e. frail older people, long term conditions, community health, beds in the community outside of hospital and carers and end-of-life services).

Team 2: Social Care Services (domiciliary care, residential care, housing with care, general community care services, carers, end-of-life & social care services).

Team 3: The Supporting People Programme (which funds supported housing – including sheltered housing, elements of housing with care, some parts of home improvements agencies and floating support).

MS previous role was head of supporting people programme in

ItemAction

Norfolk. The Norwich area is going beyond the City Council's boundaries and includes the new GP commissioning areas. For clarification, MS explained what they don't commission: - they don't commission acute hospital services, mental health or learning difficulties or drug and alcohol services, but they do commission services for older people.

One of the top priorities for the new team is;

- Reduce funding in way that tries to make sure the quality of services is not negatively affected but improved.

The emphasis in both Norfolk and elsewhere is looking how services for older people can be provided in the community rather than hospitals. Hospital services are very costly whilst obviously the health care is first class in most places and at the same time people don't enjoy being in hospital and so if those services can be provided somehow in the community to enable people to be supported there, there is potentially a win-win for those services and it is potentially cheaper.

There is also some responsibility in managing Council's money, an example given was the Supporting People programme – they are looking at how some of the money that currently goes into sheltered housing to support sheltered housing service to still retain the visiting support for people in sheltered housing, but to also realise that there are other people in the community that do not benefit from support visits and to look at how we can extend some services to the community.

There are other things they do besides managing money; one of those things will be looking at how they can work in localities. The new emphasis of government is around locality planning. In terms of what they offer as an integrated service; (1) is the obvious benefits of joining up the commissioning teams, (2) range of expertise in new team and (3) hope that it will bring in some new thinking to some old problems.

Tim O'Mullane – head of social care in Norwich

Tim wanted to speak about one thing – Personal Budgets. It's the new big direction in terms of social care, and it is what's going to happen over the next two years nationally in Norfolk and Norwich. All local authorities and County Councils have been given a very strong direction by government; it wants all people to

ItemAction

have their own personal budget (if they're eligible or if they're entitled to help from social services). It's a top priority. It's a different way of how social services would work. In the old system; if someone needed help from social services a visit would take place and an assessment would be carried out. This will completely change. Now, people will have a chance to choose a personal budget.

Personal budget meaning an amount of money that older people would be able to use to buy their own care (whatever that care may be). There are some legal rules (not many) on what you can use the money for and the plan on how you use the money has to be agreed by a social worker. This is the one big message Tim wanted to get across in terms of his job; when speaking to the people in Norwich (3,000-4,000 people) – personal budgets – giving people a great choice & control in meeting their needs.

Norfolk has been involved in a number of pilots. Across Norfolk there are about 3,000 people using a personal budget to organise their health.

JH thanked MS and Tim for their involvement as facilitators, volunteering as working group members and for giving an overview of the changes to health and social care.

7.00 Summary

PW completed a rough list of the main concerns raised during the sessions:

- people want **localised services**
- people want **integration** of health & social care
- people are concerned about **income** (a lot of increases)
- people are concerned about **social isolation**
- people are concerned about the **quality of care**
- people are concerned about been **informed** about what their rights are and services
- people are concerned about **housing**

8.00 Forum close

JH closed and encouraged everyone to come along to the next meeting on the 28 September 2011 @ Blackfriars where we will be celebrating "Older Peoples Day". There will be numerous activities to get involved in.

If you have any queries regarding these minutes please contact Brent Pearson:

E-mail: [Brent Pearson](mailto:brentpearson@norwich.gov.uk) (brentpearson@norwich.gov.uk) or 01603 213698.