

Health and Community Services Board – (Public Part A)
Notes of meeting on Monday 28 October at 15:00 – 17:00 p.m.
Main Hall, St Paul’s Centre, St. Helier

Present:	Richard Renouf (Chair)	Minister for Health and Community Services	RR
	Hugh Raymond	F&M Committee Chair	HR
	Steve Pallett	Q&P Committee Chair	SP
	Jeremy Macon	POD Committee Chair	JM
	Robert Sainsbury	Group Managing Director	RS
	Rose Naylor	Chief Nurse	RN
	Darren Skinner	HR Director	DS
	Pamela Hobbs	Head of Finance Business Partnering HCS	PH
	James Le Feuvre	CEO - Mind	JLeF
	Emelita Robbins	CEO – Jersey Hospice	ER
	Helen Sargeant Dar	Interim Director for Social Care	HSD
	Jo Poynter	Associate Managing Director for Modernisation	JP
Ruth Brunton	CEO Brighter Futures	RB	
In Attendance:	Karen Pallot	Executive Assistant	KP
	Mark Richardson	Ministerial Assistant	MR
	Sam Lempriere	Informatics Manager	SL

Please note: Minutes have been numbered in accordance with Agenda. Some items have been taken out of order.

		Action
	<u>Meeting Formalities – Meeting Started at 15.00</u>	
1.	<p>Welcome and Apologies</p> <p>Apologies were received from Caroline Landon (Director General), Dr Nigel Minihane (Primary Care Body Representative), Bronwen Whittaker (CEO Family Nursing and Home Care), Sean Pontin (CEO Jersey Alzheimer’s Association and Steven Mair (Group Finance Director) - Pamela Hobbs deputising</p> <p>The Chair welcomed everyone to the meeting.</p>	

2.	<p>Declarations of Interest</p> <p>No conflicts of interest were declared</p>	
3.	<p>Service User Story</p> <p>The Board welcomed and introduced themselves to Yvonne Turmel.</p> <p>Ms Turmel gave the Board an overview of her condition following a road traffic accident and her experience with services over the past 35+ years.</p> <p>Aspects of her experience which she brought to the attention of the Board related to her experience of care packages that supported her to have care in her own home, which she had initially been able to self-fund as she was working fulltime, the impact of changes to her physical needs which affected her ability to work fulltime and resulted in her going into a nursing home. Her experience with a home care agency. Her experience with services off island and finally her ability to ultimately return to employment with a package of care.</p> <p>Ms Turmel was complimentary about the medical treatment she received over the years and grateful for the support she has received from the Social Care Team.</p> <p>The CEO for Mind commented that her bravery and positivity is an inspiration to others and in retirement suggested she may consider becoming an advocate for Social Care by sharing her experiences and advice to other groups. Moving forward, the Jersey Care Model medical support will be available to those wanting to live independently.</p> <p>Ms Turmel explained that her sister swims to raise money to support people with spinal injuries she explained that the monies will be used to purchase equipment and adaptations to accommodation and would like to see new builds to include accessibility for wheelchair users.</p> <p>The Chair thanked Ms Turmel for giving up her time to come and share her experience.</p>	
4.	<p>Professionals Story – Social Care Prevention and Intervention</p> <p>The Interim Director of Social Care introduced Jacqui dos Santos, Social Care Assistant and Louise Shaw, Social Work Assistant (Adult) to the Board.</p> <p>Jacqui and Louise are two months into a 12 month secondment into Social Care Prevention. Jacqui explained that it was identified that a number of referrals requesting social work assessments with care packages could be managed through prevention and intervention.</p>	

Their role is split into a client case load of 55 service users. Work with Closer to Home and look at asset mapping services within our Community. The role is aligned with the strategic direction of the Jersey Care Model and promotes wider sustainable third-sector offerings as well as existing community centres and supporting client choices.

They are currently seeing an increase in the 30 – 50 year old age group who are experiencing similar problems, through homelessness, long-term unemployment, addiction, mild learning difficulties. By getting to know the needs of their clients and working in partnership with charities, parish volunteers and social enterprises, they have been able to help many clients to access services whereas in the past they would have looked to Social Worker support through the care system.

There are many clubs and associations which offer the same but do not link in with each other. Jacqui and Louise have identified opportunities for organisations to share volunteers and transport.

They have been actively working with some third sector partners such as Call and Check, Your Store, Age Concern, Good Companions and more recently Enable Jersey to work together to support those suffering from isolation, loneliness, mobility issues, language barriers, transport and accessibility to buildings. Examples are:-

- Call and Check (postal). Call and check will contact client and signpost missed hospital appointments, assist with mobility problems, arrange client transport, appointments and language service.
- Your Store – grocery enterprise – it has extended its services to include telephone service and payment acceptance. On line forms/hearing and sight impaired assistance and has agreed to deliver goods at social clubs.
- Age Concern and Good Companions share social clubs and use minibus. Older men have been encouraged to get involved in social engagements following the loss of a loved one. Age Concern is considering holding small cooking sessions for men to learn new skills.

Louise has been working closely with older adults who are no longer supported by their families, or their families have moved to the UK and are relying on Community Services. Those people lead very isolated lives, not knowing their neighbours. They have lost the confidence to create their own wellbeing by stepping out of their comfort zone and meeting new friends and new connections.

	<p>Louise and Jacquie have been working with the older adults in putting together a care package to enable them to learn life skills, become more sociable and independent.</p> <p>The Chair thanked Jacqui and Louise for presenting their work.</p>	
5.	<p>Minutes</p> <p>Subject to a minor amendment, the Minutes of the meeting held on 30 September 2019 were taken as read and approved.</p>	
6.	<p>Matters Arising and Action Log</p> <p>The Board noted that there were no Matters Arising</p> <p>The Board noted the Action Log.</p>	
7.	<p>Chairs Report</p> <p>The Chair gave a verbal update on the work he has been involved with since the last meeting as follows:-</p> <ul style="list-style-type: none"> • Government Plan. The Chair and Assistant Ministers have attended Scrutiny Hearings and that there will be Propositions and Amendments around funding primary care coming in for debate. • Jersey Care Model – States Members and Media briefing took place earlier today and feedback has been positive. The Chair thanked the CEOs of Mind, FNHC and Jersey Hospice for their support in appearing in the video. Next step - public briefings at Parish Halls. • Mental Health Week – Launch of the Listening Lounge. Planning applications for Clinique Pinel have been lodged. • Non-Medical Prescribing legislation final amendments have been made that enables prescribing across the entire system. • Law introduced to formally transfer responsibility for legislation relating to Children’s Services from the HCS Minister to the Children and Housing Minister. 	
8.	<p>Director General’s Report</p> <p>The Group Managing Director provided a verbal update on the Target Operating Model and informed the Board of recent key appointments:-</p> <ul style="list-style-type: none"> • General Manager for Women, Children and Family Care • General Manager for Unscheduled Care 	

	<ul style="list-style-type: none"> • Head of Midwifery/Associate Chief Nurse • Lead Allied Health Professional for Mental Health. The Mental Health senior team is now complete. • Head of AHPs/Wellbeing lead 	
9.	<p>Jersey Care Model</p> <p>The Group Managing Director provided a verbal update as follows:-</p> <ul style="list-style-type: none"> • The Jersey Care Model received approval from the Political Oversight Group and the Council of Ministers. It was taken to the Health and Social Security and Future Hospital Scrutiny Panels (joint presentation) and overall the feedback was positive. Briefings to States Members and Media were held earlier today. • HCS is appointing health planners to begin testing and analysing the model for a period of three to four months. • As part of the analysis, the Team will be developing a Labour Market Strategy. • Primary Care, Members of the public and Voluntary and Community Sector Partners will be involved in creating a better prevention care model. 	
10.	<p>BREXIT Preparedness</p> <p>The Group Managing Director presented two papers on plans undertaken by HCS in preparation for a Day 1 No Deal Brexit.</p> <p>The Chair questioned whether in the event of a no deal in January, the Department will come under pressure from people requiring admission to hospital that would coincide with flu pressures. The Group Managing Director explained that the Flu Vaccine programme is underway should provide more good cover.</p>	
11.	<p>Committee Report – Management Executive</p> <p>No report - meeting was cancelled. Full report will be available at the next meeting.</p>	
12.	<p>Committee Report – Quality, Performance and Risk</p> <p>The Chief Nurse led the Board through the report which was taken as read.</p>	

The Committee now covers both agendas of the previous Committees, the Quality and Performance and the Risk and Audit Committee. The Committee has met on one occasion and the key areas to note:-

- Risk Register - the Committee is working on the Risk Register and it will be presented to a future meeting.
- Jersey Nursing Assessment and Accreditation System (JNASS) – more areas have been reviewed. Orchard House demonstrating improvement against standards. The Maternity Unit completed its first assessment and some areas require improvement and they are working proactively through an improvement plan. Robin Ward completed its first assessment and achieved Green rating on standards. The Board was given assurance that there are no improvement notices in place.
- Comptroller and Auditor General's Report. HCS presented a report on progress to the Public Accounts Committee. Feedback was positive.
- Serious Incident Investigations –The Committee has agreed that the Associate Medical Directors should bring a Business Plan to the Management Executive Committee for further investment to speed investigations.

The Chair of Quality, Performance and Risk expressed the Board's appreciation to Mr Geoff White regarding the work with colleagues to date at Orchard House which has been well received by staff.

Radioactive Protection Review – The Radiology Team received an excellent report from the Review. The Board expressed its thanks to the team.

Performance Report

Waiting Lists – The Patient Tracker List will require a lot of validation over the next 5 – 6 weeks. Data cleansing had highlighted issues for example, the orthodontic waiting list included some patients who were no longer on waiting list. There were difficulties in recruiting. Additional capacity is being sought in the commercial sector.

There has been an increase in the number of patients over 7 days. Social Care and Chief Nurse are working with the home care providers to bring forward a plan to address some of the issues across the sector which is impacting across the whole system as demand outstrips supply. A working group has been set up Chaired by Helen Sergeant Dar.

	<p><u>Mental Health</u> – increase in occupancy. Decrease in length of stay. Occupational Therapist now working there so should see occupancy going down.</p> <p>The Board noted the report.</p>	
13.	<p>Committee Report – Finance and Modernisation</p> <p>The Chair of Finance and Modernisation welcomed and introduced Ms Pamela Hobbs, Head of Finance Business Partnering HCS to the Board.</p> <p>The report was taken as read. Head of Finance Business Partnering led the Board through the main points of the report as follows:-</p> <p>The Financial position as at month 9 is showing a £147k underspend.</p> <p>Some Capital underspend will be carried forward and will be spent in 2020.</p> <p>The Board noted the report.</p>	
14.	<p>Committee Report – People and Organisational Development</p> <p>The HR Director informed the Board that the meeting was cancelled however the work of the Committee has continued.</p> <p>Key points to note:-</p> <ul style="list-style-type: none"> • Resilience Training has started, and all places have been filled. Further sessions booked for November 2019 and January 2020. • Workforce Strategy – draft to be developed during December. • HCS is working with Liberate to deliver equality and inclusion training in the New Year. <p>The Board noted the report.</p>	
15	<p>Any Other Business</p> <p>There was no other business.</p>	
17.	<p>Date of Next Meeting</p> <p>The Board agreed that there will be no meeting in December. The next meeting takes place on 13 January 2020 at St. Paul's Centre.</p>	