



## Co-production network 14th November 2023 meeting notes

### What words mean...

Words that were explained on our **Jargon Buster** will be explained in **bold** in the blue box at the end of the notes where relevant.

**Where?** Arbour Park and on-line

**Who attended?** Janine, Jane, Vanessa, Diana, Shahanaz, Anne ( facilitator), Karen S, Karen E, Natasha, Vicky, Sally, Shahnaz, Zhora, Sue, Marcia ( facilitator) , Gaye, Bestina

**Apologies:** Marc, Mike, Vickie

### 1. Oak House Update - Vanessa

- For further details check [Appendix A –Oak House update \(PPTX 68kB\)](#).
  - An appraisal of Oak House was undertaken with the view to consider contract extension.
  - This involved an engagement exercise called a ‘Quality Conversation’ that is less formal than full service review
  - This was a partnership exercise with HealthWatch, Co-Production Network and Slough borough council.
  - We used both survey questionnaire as well as speaking to residents and staff on how it feels living /working at Oak House. Family members were also asked about their views of the service. ,
  - The engagement took place over two days (18<sup>th</sup> and 19<sup>th</sup> September)
  - These conversation have helped in the development of the carers and older people strategies vision and action plans. The carers plan has been approved by Cabinet and the older people strategy is now going through cabinet approval process.
  - Feedback from the visits were that people who live there are happy, feel safe and at home. They are particularly happy with the care they receive and the kindness of staff.
  - The environment was clean, tidy and odour free.
  - Food is good quality and residents are involved in planning the menu.
  - There is a range of activities to suit different levels of abilities and interests.
  - Staff are happy and feel supported.
  - Family members are happy and involved in their loved ones care.

The CPN asked questions which included:

- Did you visit dementia facilities?
  - o There is more than one dementia unit, those we visited and spoke to residents were happy with level of care
- Is there a plan for unannounced visit?
  - o There is a plan with HealthWatch to enter and view in the future not just Oak House but other care facilities too
  - o A toolkit is being developed of the Quality Conversation model to supports less formal engagements.
- Is there cultural consideration at Oak house to reflect cultural needs of residents?
  - o There are provisions for various religious and cultural celebrations eg recently celebrated Diwali as evidenced on their Facebook page.
  - o There is a quiet room called 'Namaste'
  - o There is also provision for people with limited communication using English language. Staff members usually translate for residents
  - o Were staff who speak the language are not available, they would use a communication card with words translated in English

## **2. ICB Winter Plan - New Slough Urgent Care Centre for Winter – Karen S**

- For further details check [Appendix B –Slough Urgent Care Centre presentation from Frimley Health and Care \(PDF 2.5MB\)](#).

### **Slough Urgent Care Unit**

- o The Slough Urgent Care Unit is set up to help people access same day urgent care for minor illnesses and reduce the need for A&E attendance
- o The Slough Urgent Care is located at Priors Close, open 7 days a week from 8am to 8pm
- o The centre is primarily for Slough residents registered with a GP but those who are not registered with GP can be seen as well
- o The NHS app has been updated which can be used to order prescriptions.

The CPN asked questions which included:

- Is Slough urgent care a pilot service?
  - o It is a pilot service, however the uptake has increased to 70% since it started, if this continues it may be extended further. Also available urgent care service for Orthodontic, Dentistry and Podiatry
  - o Vaccines are available at GP surgeries
  - o Karen will share the posters for urgent care available in Slough
- What are the numbers of people with mental health needs taking up the service
  - o KS Will find information on mental health numbers

### **Actions:**

- o Karen to send urgent care information posters to Bestina to be shared at the carers rights event to help with information and 50+ forum
- o Karen will send information that can be shared with providers
- o CPN to help promote the Unit amongst their networks

## **The 'winter ready' assets developed**

- Provides information about keeping ourselves well and includes key contact details

### **3. Community Connectors and Carers support updates**

More information here

- For further details check [Appendix C –Connectors and Carer presentation \(PPTX 3.66MB\)](#).

#### **Community connectors**

- The community connector's role is in operation essentially developed from the consultation and feedback undertaken earlier which included the CPN.
- As a new service we will continue to monitor the effectiveness of it and develop new approaches to help manage the challenges.
- We have made changes that allow social workers to make referrals into the community connectors
- The service is being advertised through Slough community groups to allow more people to ask for help so as to support people to stay healthy for longer
- The service is being reviewed every 6 weeks so the demand can be monitored. This is helping to prioritise groups that will benefit from intervention and enable social workers to respond to those who are in need of formal care
- Over the first 3 months, 56 residents were connected to community engagements
- 90% of the hospital discharge has been connected to community engagements

#### **The CPN asked the following question:**

- What is the difference, there are social prescribers do they work alongside community connectors?
  - Referral to social prescribers can only come from GP surgery, community connectors take referrals from hospital discharge, social workers and as the service develops, the referral could be from anyone.

#### **Carer Support Officer Recruitment**

- We are recruiting for the carers support lead
- There was a lot of interest in the post
- 4 candidates have been selected for interview.
- Thanks to Zhora and Jan ( from Special Voices ) for attending the candidates selection panel

#### **Carer's rights day is on 23rd at Arbour Park**

- Various organisations attending to provide information for carers

#### **4. Feedback from Volunteer meeting – Sue / Sally**

Productive meeting took place which a number of volunteers attended. We:

- Planned a potential volunteer recruitment workshop. This will take place at Arbour Park on 23rd November
- Updated the CPN charter
- Updated the project template which project leads are required to complete when seeking CPN involvement
- Developed cards to encourage participation in meetings ( I want to speak/ I don't understand/want to ask a question )
- Reviewed and commented on terms of reference for new steering groups
- Discussed potential implications of sharing meeting notes online

#### **Actions:**

- Bestina to share a copy of the charter with the network
- Reasonable adjustment to be discussed in future meeting

#### **5. AOB**

- Autism strategy update
  - Engagement events planned for 15th and 18th December
  - A survey will be sent out next week
  - Autism will be agenda item at the next meeting
- Volunteers would like to start the meeting at 1.30 at least 20 minutes before officers joins in for informal chat

#### **6. Next meeting: 12th December**