

**Business Board Meeting
Wednesday 30th September 2020
Via MS Teams**

Present:

Peter Bower	Chair	Margaret Adams	Director
Joy Curry	Director	Shobha Srivastava	Director
Ged Dixon	Director	Sheila Scott	HWST Manager
Arthur McKean	Director	Tara Johnson	HWST Team
		(minute taker)	

In attendance:

Matt Brown, Executive Director of Operations, South Tyneside CCG

Agenda Item		Actions
1	<p><u>Welcome and apologies for absence</u></p> <p>All attendees were welcomed by Peter and apologies were received from Marilyn Stidolph and Steve Burton.</p>	
2	<p><u>Guest Speaker</u></p> <p>Matt Brown - New model of Palliative and End of Life Care</p> <p>Matt provided an update on the current situation. He noted that the closure of St Clare’s was sudden and difficult for the residents of South Tyneside. The new model of Palliative and End of Life care had been produced via a co-production process and was based on a hub and spoke solution. The CCG, at its last meeting had agreed to its implementation.</p> <p>Matt advised that the new model’s bed hub would be based at Haven Court. It would offer a home from home patient feel and an improved community care service. The CCG has made a substantial investment of £750,000 which will be reflected in increased nursing care and consultant staff.</p> <p>The key areas of the new model of care are:</p> <ul style="list-style-type: none"> • 24/7 community palliative care team • Community integrated teams • Specialist palliative care team • Rapid response domiciliary care • Complex care service • Marie Curie • Lymphoedema • Third sector services • Inpatients beds at Haven Court 	

	<p>As previously stated Haven Court will provide four en-suite bedrooms with a family and carers' room with catering facilities, in its own separate suite in the residential area. There is also an enclosed garden area.</p> <p>Q Will there be enough beds?</p> <p>A The number of beds is based on the usage of St Clare' and St Benedict's and will be kept under constant review.</p> <p>Q When will the beds at Haven Court be open?</p> <p>A Matt advised the service was planned to be operational from Spring 2021 and he would keep HWST updated on progress.</p> <p>Q With the population rising in age over 65 where will emergency doctors come from?</p> <p>A Matt advised as Haven Court is situated close to South Tyneside Hospital this will make the access to emergency doctors easier.</p> <p>Q You mentioned carers/relatives being able to stay with patients will this be the case?</p> <p>A There will be no extra beds for carers/relatives to stay over but they will be made comfortable if they wish to stay with their relatives.</p> <p>A frank exchange took place between Matt and PB took place about the continuity of involvement of HWST with the development of the new model and strategy. PB stated that prior to changes at the CCG HWST was fully involved with development of the new model and strategy but recently the involvement had been ceased and he hoped that it would be improved going forward. Moreover PB was disappointed that HWST questions were not fully addressed at the CCG meeting he, however, looked forward to the written response from Matt. MB stated that HWST will be part of the end of life alliance and acknowledged the new relationship will be re-established with HWST in the future.</p> <p>Sheila asked Matt if HWST could visit the facility at Haven Court at an appropriate time, Matt agreed to that.</p> <p>PB thanked Matt for attending the Board meeting at short notice and for his presentation to the Board.</p> <p>3 <u>Minutes Last Meeting /Matters Arising</u></p> <p>P1 - SS has completed P2 - SS advised there were no comments back P2 - PB advised an email has been sent P2 - Midwifery Services - Marilyn had agreed to take up the work in this area that Sue Taylor, then Co-chair, had agreed to undertake Joy to speak to Marilyn see how this could be taken forward P3 - PB has drafted the letter to Neil O'Brien, PB will send it to the board and chairs of Sunderland and Durham HW next week for</p>	<p>JC</p> <p>PB</p>
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	<p>comments before sending to the CCG's Accountable Officer</p> <p>PB advised Dr John Dean, Chair of Sunderland HW has agreed to take forward DNA /CPR</p> <p>PB advised that he had written to Tom Hall, Director of Public Health regarding the excess deaths in care homes associated with Covid-19 locally.</p>	
4	<p><u>Finance Report</u></p> <p><u>Management Accounts</u></p> <p>GD advised we had overspent on IT but this was due to Quantum posting under the wrong heading. GD agreed he would resolve this with the accountants.</p> <p>GD advised there had been an underspend on salaries.</p> <p>GD advised HWST has a healthy surplus and its recurrent spend was on track.</p> <p>PB asked if the service Quantum provides is to the standard required. GD advised he was content with their work.</p> <p><u>Income/Expenditure</u></p> <p>Sheila advised there were additional costs to support working from home such as upgrading online accounts, but these were very small.</p>	GD
5	<p><u>Items for Discussion</u></p> <p><u>Staffing and Budget Review</u></p> <p>GD advised the first staff review group meeting had been held and there will be a further meeting of the group after the Board meeting today.</p> <p>GD advised that a Terms of Reference had been circulated and agreed for the work of the Structural Review Group.</p> <p>GD advised the key areas of the group were to:</p> <p>Review staff capacity/resources External resources Future proofing our work Review the work plan outcomes as some are out of date and should also fit with Covid-19</p> <p>Sheila and PB advised given the staffing issues and capacity to deliver work currently they would like the Boards agreement to explore outsourcing some of HWST engagement work. The Board agreed.</p> <p>Sheila had been given the contacts for two marketing companies from PB. Sheila has met with both, so far one has provided a quote and the other has not, Sheila to chase up.</p> <p>It was felt by the members of the SRG the quote could be cost effective and the companies can deliver value for money in specific areas of work .</p>	Sheila

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TJ raised she was worried about losing our strong community partners. GD acknowledged that he felt this was important and should be kept whichever route was decided upon.

PB advised TJ that there was no intention of changing the way YHW was administered.

Draft Hard to Reach Volunteers Project

The Board agreed to sign off the Hard to Reach Volunteers report. PB will add an acknowledgement to the end of the report to all of those involved in producing the report.

Items for Information

Chairs Report

Was received and no questions were raised.

Staff Update and Covid-19 Measures

Sheila gave an update on current staffing matters.

Sheila advised that an engagement officer had resigned and her last day at work would be 2 October 2020.

TJ has been working from home since March, Sheila returned to the office in August. Due to government guidelines Sheila will start working from home again starting Monday 5th October until government guidance was changed. The telephone will be diverted to Sheila.

PB asked for it to be minuted that in relation to home working, the Board of HWST fully supports this precaution. The health and safety of all staff must take priority and this will continue to be supported on a case by case basis.

Shobha raised that she still has concerns around BAME and the increase in domestic violence within that community.

TJ advised she had raised this with Tori Hunt at the Change 4 Life meeting and this did not seem to be the case.

NACEL, Brief to Healthwatch England

It was noted that HWST had provided a brief on NACEL to HWE which had been posted and shared on Workplace; HWE network platform.

Current Chair position

PB advised he had received notification from HW England that the Memorandum of Understanding as HWE national representative on the NACEL advisory panel had been extended to January 2022. On the basis of this continued role the **Board confirmed** PB as HWST Chair, under the appropriate paragraph of the Terms of Reference. PB thanked the Board and staff for their continued support.

7	<p><u>Any Other Business</u></p> <p>Arthur had had a conversation with Vicky Pattinson about the Care at Home service. He advised he felt satisfied the providers being used had been correctly vetted. He did acknowledge issues with Comfort Call but advised these were being addressed.</p> <p>Sheila advised she had some complaints about the Care at Home service and she has passed these to Vicky Pattinson as agreed and will pass on any further complaints.</p> <p>Arthur advised he had a leaflet on a new South Shields radio station, he thinks this may be a good way to promote HWST. Arthur to give the details to Sheila to explore.</p> <p>JC asked are members of the public feeling they are getting less services during COVID-19? She had heard that ear syringing is not classed as an emergency and you cannot have this done at your GP practice.</p> <p>Sheila advised we have launched a “Your Views Count” group sessions where we will attend (virtually) local community groups to find out where the gaps are in current service provision.</p> <p>The Board agreed to purchasing the Recite Me function to be added to HWST website. This will be monitored for the first year and reviewed.</p>	Sheila Arthur
8	<p><u>Date and Time of Next Meeting</u></p> <p>28th October (Public Meeting) 25th November (Business Meeting)</p>	