



Public Meeting
Tuesday 18th February 2025
Hebburn Central
Learning Lounge

Present: 19 Professionals and 13 General Public

Healthwatch Staff

John Lowther (JL)

Angela Fahey (AF)

Sheila Scott (SS)

Bev Cook (BC)

Guest Speakers:

- 1) Anna Hargrave (AH) Divisional Director, Division of Community Services South Tyneside and Sunderland NHS Foundation Trust and Hannah Davidson (HD) - Associate Divisional Director.
- 2) David Newell (DN) Directorate Manager, Karen Kinghorn (KK) - Clinical Team Manager, Paula Wake (PW) – Clinical Team Manager and Lisa Mundell (LM) – Clinical Lead STSFT Mental Health Services.
- 3) Jeanette Penman (JP) - Interim Head of Adult Social Care and Nicola Price (NP) - Assurance Manager – South Tyneside Adult Social Care and Commissioning, Adult Social Care services, South Tyneside Council.

Agenda Item	
1	<p><u>Welcome and Housekeeping</u></p> <p>JL opened the meeting by welcoming all present and giving a brief explanation of why the Public Meeting was being held and that it came about in response to queries raised by members of the public at the July 2024 Healthwatch AGM.</p> <p>SS gave housekeeping details.</p>

2	<p><u>Guest Speakers 1</u></p> <p>Anna Hargrave (AH) Divisional Director, and Hannah Davidson (HD) - Associate Divisional Director, Division of Community Services South Tyneside and Sunderland NHS Foundation Trust.</p> <p>Presentation: Overview of Urgent Care services</p> <p>AH gave a presentation at Healthwatch AGM in July 2024. Following the queries raised then this presentation was centred around urgent care services.</p> <p>These are.</p> <p>Urgent Community Response Virtual Wards (Hospital @ Home) Fast Track Palliative Care Fast Track Discharge to Assess</p> <p>The new Care Co-ordination Hub launching in April 2025</p> <p>Urgent care services available in South Tyneside aim to reduce the pressures on A&E</p> <p>The Urgent Community Response Team work closely with Local Authority Services and North East Ambulance Service. The team is made up of a number of health professionals and includes the services Virtual Wards (Hospital at Home), Fast Track Palliative Care, Fast Track Discharge to Assess and Care Co-ordination Hub.</p> <p>In one day, Recovery at Home received 800 calls with patients needing urgent assessment.</p> <p>Virtual wards (Hospital at Home) – enable people to receive the care they need at home rather than being in hospital and can enable people to be discharged from hospital sooner. Your GP and a multi-disciplinary team work together to prevent you going into hospital.</p> <p>The LUCY App, which can be downloaded onto an iPad or mobile phone, can be offered to assist people in recording their own vitals which can be checked by the team remotely and a visit arranged if needed.</p> <p>Care Co-ordination Hub – A new service from April 2025. All urgent care services will be brought together with one single telephone number. This will be available 24 hours per day/365 days per week.</p>
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Questions Overview of Urgent Care services	Answers
Will further communication be shared in April?	The service will be live from 1 st April, but communication will happen before then. All existing telephone numbers for each service will be re-directed to the new number. A list of current numbers will be forwarded to Healthwatch for dissemination. The new number will be T: 0191 5656100.
Is the service open to patients and professionals? When we asked for help last year we were refused and told that you had to be a professional. My kids had to go through a lot of emotion to get help from the recovery at home team.	This is not true. 96% of calls last year came directly from the public. I will have a chat with you at the end of the event.
My mam has COPD; she is on steroids but needed a nebuliser and didn't want to go to A&E. If she had Recovery at Home, could they prescribe oxygen?	We can support if a prescription is already in place, but we can help with this if not.
The GP never mentioned Recovery at Home. How do you get referred?	You can self-refer. We would probably suggest using the LUCY App even if the patient struggles with tech. Support will be given.
What provision is there for those with learning disabilities?	The service does not exclude anyone. Carers or relatives can call. Part of our community team looks after the learning disabilities team. I could make those links and if necessary, we could do a joint visit.
Do you have capacity to visit community groups to deliver your presentation?	Yes. The more opportunities to share the information with members of the public the better.
If my granddaughter was poorly could recovery at Home come out to visit her or is it adults only?	Adults only. Paediatric services are managed differently as paediatric nurses must be trained in a different qualification. We say 18+ but sometimes it can be 16 and above.

How do people get to know about this service. One GP mentioned it but no one else.	We anticipate that GP's will spread the word also pharmacists and we have an online presence.
What about a leaflet drop to South Tyneside residents? And include in the residents Newsletter.	Yes, we can look at that.
It would be a good idea to drop off leaflets to voluntary sector organisations who work with community groups and with people on a one-to-one basis to get the information out.	We are aware of some organisations within the sector but I will catch up with you at the end to compile a list.

3	<p><u>Guest Speakers 2</u></p> <p>David Newell (DN) Directorate Manager, Karen Kinghorn (KK) - Clinical Team Manager, Paula Wake (PW) – Clinical Team Manager and Lisa Mundell (LM) – Clinical Lead STSFT Mental Health Services.</p> <p>Presentation – Overview of mental health services for South Tyneside residents</p> <p>DN started by saying that mental health is as important as our physical health.</p> <p>South Tyneside and Sunderland Foundation Trust do not deliver all mental health services. The more complex support is offered by other organisations such as CNTW with the less complex support being delivered by our voluntary sector organisations.</p> <p>Lifecycle mental health service has three teams.</p> <p>Lisa Mundell (LM) – Clinical Lead - Healthy Minds Team, in operation since 2018. This is school based with easy access into mental health services for children and young people from reception age up to and including 6th Form. All schools across South Tyneside have a designated officer linked into the service. Healthy Minds is an additional service. The focus is on early intervention and prevention. Building resilience, mental health awareness and developing self-help skills. The service is accessed by a ‘Request for Support’ via the school.</p> <p>Feedback slides were shared.</p>
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Questions Overview of mental health services for South Tyneside residents	Answers
<p>I totally agree with the feedback slides. We have a granddaughter who has changed, she was extremely sociable and now is a school refuser. She has a very good relationship with the therapist. We don't know if we are doing the right thing.</p> <p>I cannot fault the school or the therapist, but I just can't see a positive outcome because we do not know how to react.</p>	<p>Where possible we do encourage staff to have a conversation with families to offer guidance how they can support their child.</p> <p>We can have a private chat after the event if that would be helpful.</p>
<p>How do home educated children get access to the service?</p>	<p>We have a project ongoing at the moment to help the home-schooled community. A pilot is being delivered to secondary school age children. If successful and what the community want, we will roll out to different age groups.</p>
<p>Have you been working with the young health ambassadors in the schools and Youth Parliament?</p>	<p>Some of our staff have champion roles who would link in with these groups.</p>

Paula Wake (PW) – Clinical Team Manager – Lifecycle Service for children. Getting Help Children and Young People's Mental Health (CYPMHS). This service provides additional expertise above and beyond universal services. It is a single point of access. Holistic assessment undertaken to understand what is impacting on the child to identify the correct course of action. CYPMHS is a time limited support service but will refer on if additional support is needed.

This is an open referral system for children and young people up to the age of 25 if the young adult has been in the cared for system.

Training and support are offered to Kinship Carers building a support network to upskill and share experiences.

CYPMHS is delivered by a specialist team at CNTW.

For additional support regular referrals are made into family Hubs.

Questions Lifecycle Service for children. Getting Help Children and Young People's Mental Health (CYPMHS)	Answers
<p>I self-medicated at the age of 11 years. If you have a young person who uses drugs and alcohol because of anxiety, or the drugs and alcohol have caused them to have mental health issues can you still work with the young person?</p>	<p>Yes, we have a substance misuse councillor within the service. We will speak with the young person and the family to see if what we can offer. We also work with Matrix.</p>
<p>Do you see children quite quickly? My daughters father died, and she cannot get any counselling support. The GP keeps sending her to Talking Therapies which has a long waiting list.</p>	<p>We will always treat children as quickly as possible. The service is a single point of access which means we assess quickly to see what the best treatment option will be. I can talk with you after the event.</p>

Karen Kinghorn (KK) - Clinical Team Manager – Adult Talking Therapies.

The service works with young people and adults from the age of 16 years and offers a short-term talking therapy for people who are suffering from common mental health problems.

Sessions can be held via telephone, face to face or virtually.

Specialist Pathways are available for.

- Older Persons
- Autism
- Bereavement
- Learning Disabilities
- Long Term Conditions
- Maternal Mental Health

Talking Therapies can be accessed via telephone - 0191 2832937

www.stsftmentalhealth.nhs.uk/st-self-refer

Email – stsft.mhadmin@nhs.net

GP or other health care provider

Virtual Tour <https://youtu.be/tV5-8gabhNI>

There were no questions asked following this presentation.

4	<p><u>Guest Speakers 3</u></p> <p>Jeanette Penman (JP) - Interim Head of Adult Social Care and Nicola Price (NP) - Assurance Manager - Adult Social Care.</p> <p>Adult Social Care provides supports to adults 18 and over (and their carers) to stay independent. Any adult with a physical, learning or mental disability or a physical or mental illness and the people who care for them can get support.</p> <p>A range of support is available to enable a person to live at home, safe and independently.</p> <ul style="list-style-type: none"> • Equipment to help you live independently • Living Better Lives Resource Centre (previously the STAR Centre) • Assistive technology • Home care • Hospital discharge • Personal assistants • Support with food shopping • Mobile meals • Laundry and cleaning • Personal assistants • Support with food shopping • Mobile meals • Laundry and cleaning • Gardening <p>Local Area Co-ordinators are based in the community to help people to stay connected within their local community</p> <p>Let's Talk Hubs are open across the borough where free advice, information and guidance can be sought face to face. These are based in four locations, Action Station, Hebburn Central, The Word and Cleadon Park Primary Care Centre.</p> <p>A directory of services is available which contains local services that offer a range of support. Go to, https://www.southtyneside.gov.uk/article/5375/Search-our-A-Z-directory-of-services</p> <p>Let's Talk Team are unable to help with;</p> <ul style="list-style-type: none"> • influence housing applications • provide key safe numbers • purchase or fit a key safe for you if you are unable to answer the door yourself • provide a ramp (the Council will only provide ramping for wheelchairs prescribed by the NHS)
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	<ul style="list-style-type: none"> provide walking aids - you should speak to your GP who can refer you for a mobility assessment. <p>AskSARA is a new online self-help guide which provides expert advice and information on products and equipment for people of all ages who want to stay independent in and outside of their home.</p> <p>For further information go to South Tyneside's AskSARA tool. This service will provide a free personalised report on the individuals assessment needs.</p> <p>Adult social care has a qualified Occupational Therapy (OT) Service which works with people to assess and support them to live as independently.</p> <p>South Tyneside have a Multi-Agency Safeguarding Hub (MASH) which considers all safeguarding concerns submitted.</p> <p>Adult Social Care contact details 0191 424 6000 - Monday to Thursday, 8.30am to 5pm and Friday, 8.30am to 4.30 pm 0191 456 2093 (In case of an emergency outside the above office hours)</p>
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Questions Adult Social Care	Answers
Do you offer 24hr care to keep someone in their own home.	It depends on the individual circumstances. Depending on their needs following an assessment, it is possible. There is a live in carer service where the person can receive two weeks of care on discharge from hospital.
Do you have a timescale when there has been a safeguarding referral.	We try to respond within one day. The MASH that we have established includes, Police, health, housing, Safeguarding, STARS Service, Early Help. About 9000 calls are received per year. The team agree on the action within one working day and timescale to be taken.
Are Direct Payments going to be harder to apply for with the new changes?	The direct payment system hasn't changed and is different to the contributions policy. It is purely based the persons assessment and what the needs are. The direct payment will cover the needs of that person. Contribution depends on a person's finances. They may have to contribute towards their care. This is changing.
Is assistive technology means tested?	Yes, there is a charge. This is based on the level of equipment needed. We are looking at as a service how we can bring this into the overall charging policy. The current charge is £6.00 per week, and you can get quite a lot of assistive technology for this amount.

The guest presenters were thanked by Healthwatch South Tyneside Chair, John Lowther.

5	Public Draw Three numbers were chosen at random from the public attendance register. The recipients received a £50.00 Love2Shop voucher.
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