



Partnership Board meeting - Developing an Ageing Well Strategy for Telford and Wrekin – *next steps*

Date: Wednesday 20th September 2023

Time: 10:00am – 11:30pm

Please do use chat facility to comment on anything discussed today

<p>1.</p>	<p>Welcome introductions and action plan update</p> <p>Dag Saunders – Expert by experience (Chair) Julie Edmonds - Commissioning Specialist, Older People TWC Valerie Graham - Health Improvement Practitioner – Age Friendly Communities & Ageing Well TWC Laura Thorogood – Service Manager, Family Carers, CVS Krystyna Flynn - Project Support Officer, Housing Strategy and Commissioning TWC Mayri Cooper – Business Support Officer, Health & Wellbeing TWC Elinor Phillips – Dementia Project Officer, SPIC Chris Fox - Coordinator – Forum 50+ Helen White - Commissioning and Transformation Project Manager for Adult MH Katie Rice – Business Support Officer (Minute Taker)</p>	<p>Chair</p>
<p>2.</p>	<p>Update on the Publication of the Ageing Well Strategy</p> <p>Dag Saunders: Asked if Angela Causton had met with comms on 6th September 2023. Julie Edmonds: Responded she did, and a comms plan is in place with the support of Monica and Sarah Downes. Added a filming date has been confirmed and this will bring the Ageing Well Strategy to life by promoting the Strategy on the website and the purpose of it. Stated Paul Watling, Beverly Ashton, and Claire Fishlock have agreed to take part in the Ageing Well Strategy promotional video. Asked once the Strategy is published if this can be promoted on partners’ websites. Asked if there were any other volunteers. Dag Saunders: Asked who the target audience would be. Julie Edmonds: Responded this would be those over the age of 50 due to the theme of the Strategy being aimed at people planning for later life. Added this Strategy is not only Adult Social Care as there are lots of partners involved too. Dag Saunders: Explained all boards were asked to look at the Strategy and adopt this. Asked if SPIC had any updates. Elinor Phillips: Responded she can ask about this - ephillips@spic.co.uk ACTION Julie Edmonds: Stated they would invite Helen Potter back to a future board meeting as there was updated information regarding carers data. Dag Saunders: Asked about Simon Whitehouse and Jackie Robinson.</p>	<p>Julie</p>

	<p>Helen White: Responded Tracy Jones would be more appropriate.</p> <p>Julie Edmonds: Stated it is important to have a health representative so it needs to be explored who would be best. ACTION</p>	
3.	<p>Health and Wellbeing Strategy - Prevent, Detect and Protect (screening and immunisation)</p> <p>Valerie Graham covered this.</p>	Helen Onions
4.	<p>Update on highlight reports</p> <p>Dag Saunders: Asked for an update on the Health and Wellbeing highlight report.</p> <p>Valerie Graham: Explained the first action was regarding continuing to commit to developing integrated approaches in the borough. This was taken to TWIPP by Julie Edmonds and Dag Saunders. Added it was understood that the Michael Marmot principles were being considered to work towards a Marmot borough. This would ensure comms and relationships between ICS and TWIPP are standardised and transparent. Added there are several people who should be invited to the next meeting for input such as Marianne Grant's replacement and Marie Wigley from NHS. The second action was around monitoring processes involved for hospital discharges and a suitable representative is needed for this but has not yet been secured. Contact has been made with Michael Bennett regarding this and we are awaiting a response. The third action was encouraging community health providers, GP's and hospitals to ensure they can access appointment systems. Added the Telford Healthwatch survey is now underway. Forum 50+ will assist older people with technology to ensure their voices are heard too. Assurance has been provided that insight of the survey will be received when possible. The next action was that the GP access will be fed into the ICT Primary Care Strategy and there are still invites that need to be sent. Explained information and support needs to be available to support with Healthy Lifestyle Choices with the emphasis on prevention rather than cure. Data has been sought around this regarding who is signing up such as specific gender and groups.</p> <p>Julie Edmonds: Asked if the GPs refer to the Healthy Lifestyle Team.</p> <p>Valerie Graham: Responded yes and this will continue.</p> <p>Dag Saunders: Asked if these referrals were consistent.</p> <p>Valerie Graham: Responded they have not yet got the data, but it is likely that some GPs are better than others as it will be based on the GP's having that knowledge. Added the social prescribers can make the GP aware.</p> <p>Julie Edmonds: Agreed and added Age UK Care Navigator is currently not consistent which is a challenge.</p> <p>Dag Saunders: Asked about the blood pressure monitoring.</p> <p>Valerie Graham: Responded health champions have been taught to take blood pressure monitoring correctly. This is being promoted. Explained there is nothing in the body as a trigger for cardiovascular issues which is why this is a silent killer as people are unaware of their numbers. Added</p>	All

this links with the action that older people need to be encouraged to participate in cardiovascular checks and cancer screening programmes and vaccinations. It needs to be understood what the barriers are to accessing health checks and cancer screening. The purpose is to identify those with high blood pressure, they then monitor this for a week and if this is still high after a week, a conversation would take place with the GP. Added more cancer champions are being recruited. Stated screening fact sheets highlighting the ages when these are due should be visible in GP surgeries and hospitals. Stated an event is being held at Telford Golf and Spa Hotel, Great Hay by Blossom Lake for breast cancer awareness on 14th October 2023 (poster has been sent with the minutes). This cancer awareness will be broadened next year as it is important men are aware of prostate cancer as well. The next action was around implementing a falls pilot project in early 2023, for people who have fallen as they were supported at home and monitored to prevent admission to Accident and Emergency departments. Explained this was delivered by E-zec which was a private ambulance service, however, this stopped.

Julie Edmonds: Added this ceased due to there being no further budget. This was intended to respond to calls where people had fallen and were lying on the floor as this was more likely to have a poorer outcome. Vanessa Whatley, ICB, is looking at another proposal for winter. These are for lower-level falls to get them off the ground rather than waiting hours for an ambulance. Added she would pass this link onto Valerie Graham. **ACTION**

Valerie Graham: Stated the next action was that all partners in Telford and Wrekin will work together to ensure work is joined up to ensure older people at risk of loneliness are reached out to and social participation is promoted. Explained the loneliness and isolation cafes worked well with the different activities which ranged from cooking, crochet, to the exotic zoo. Some of these have been sustainable through donations and subscriptions. Added she would like to see more representatives from ethnic minority groups as they also have voices and should be engaged with.

Laura Thorogood: Asked for more information on these cafes for family carers in the next catch up with Valerie Graham. **ACTION**

Valerie Graham: Added there is more work to be done with the Live Well Telford Directory. The next action focusses on older people being supported through social prescribing to enable them to be socially connected through community activities beneficial to their health and wellbeing, i.e., physical, creative, recreational, and eating well. It needs to be understood what the public want.

Julie Edmonds: Responded they have some data from the Age UK care navigators which can be shared. **ACTION**

Valerie Graham: Explained the next action was around people who have a diagnosis of dementia to receive support on a pathway led by a whole team approach. Added it would be good to have Diane Beaumont's input and for her to see how the programme works.

Helen White: Stated she is moving away from this, and it will be Helen Rowney taking over as lead - helen.rowney2@nhs.net.

Dag Saunders: Asked about the waiting list.

Helen White: Responded temporary staff have been recruited to focus on this and they are hopeful by Christmas to have this down to 6 weeks in line with the national average. There are more staff starting mid-September and will be trained to start assessments quickly. Added there will be a transformation programme due to the high demand. This is currently in the design and planning stage which will finish in March and then move onto the implementation stage. They will be using the term Dementia Assessment Service rather than Memory Service.

Valerie Graham: Stated the next action is about working with a variety of stakeholders (leisure, active travel, energize etc.), partners and the voluntary sector to encourage physical activity that is fundamental to ageing well. This needs to be mapped and understood what is out there for older people. The last action is about working with the voluntary sector to develop a community centred approach and support provision of a range of activities that benefit health and wellbeing. It is essential to have representation of those from ethnic minorities and they need to be reached.

Dag Saunders: Asked about the current round of flu and Covid vaccinations.

Valerie Graham: Responded the Covid vaccinations have not started yet and the flu will not be delivered as this will be the GP practice. There are plans to start the Covid ones soon as we are aware this is increasing again.

Dag Saunders: Added the NHS booking opened on Monday. Asked if there would be some publicity around this.

Valerie Graham: Responded there should be.

Chris Fox: Stated in relation to screening it is an issue for these to be booked as it is difficult to get through to the surgery. It would be helpful if they had a dedicated phone line for this as some give up even trying. Added there are more minority groups that should be encouraged based on loneliness, such as carers, those with a disability, those with long term conditions. It is important to consider all boundaries and not focus on only ethnic minorities. Added they have a huge directory for clubs and other activities.

Dag Saunders: Asked if the social prescribers use this.

Chris Fox: Responded they use it a lot.

Valerie Graham: Agreed screening is a major problem, so it is important to hear from ageing partners for further involvement on promoting messages to residents. Added bowel screening among 60-64 years olds is below, breast screening among 50-70 years olds is below and cervical screening among 50-64 years olds is below. (Slide sent with the minutes)

Julie Edmonds: Stated how people are offered screening needs to be explored. Bowel screening kits are sent through the post, so it is down to the individual to return this. Feedback is needed on how contact is made.

ACTION

Valerie Graham: Responded social prescribers can get feedback from the GP. Added the ladies from the Oakengates Gurdwara are starting a new group 'Connecting Communities Telford' and are meeting on the

	<p>26th September at the Oakengates Gurdwara at 10:30 – 12:30pm with everyone welcome.</p> <p>Dag Saunders: Asked about housing. Krystyna Flynn: Responded Ravi Phull could not make this meeting today. Sarah Poole has been asked to join future meetings. ACTION There are updates needed on the Live Well Telford website as there are gaps in information. There are delays in hospital discharges which are not reported but it is known who is waiting. It is not clear what can be done regarding this due to it being a cross over with care and housing which makes it complex.</p> <p>Laura Thorogood: Asked for an updated template and a conversation with Julie Edmonds and Angela Causton to ensure it is reflective of carers, not only dementia. Added she could then complete a draft on this. ACTION</p> <p>Julie Edmonds: Explained it needs to be discussed how they will report to the Health and Wellbeing Board as they don't have long so this needs to be concise.</p> <p>Laura Thorogood: Responded the outcomes from family carers would be useful to show the emotional and practical support.</p> <p>Julie Edmonds: Added from a community point of view a consensus is needed to show those being supported with dementia and how to access those that are not being reached.</p> <p>Laura Thorogood: Stated conversations with ethnic groups need to take place. Added Amardeep Grewal had sent some contacts so it would be good to have this information all in one place.</p> <p>Valerie Graham: Agreed the messages to the public need to be consistent to ensure they don't get confused.</p> <p>Julie Edmonds: Explained the highlight reports show progression as it focuses on what is delivered, progress update, planned work, gaps identified and what has been achieved in the last year. Added Heather Bolton has sent a highlight report for transport. Stated she was unsure who leads on finance so this needs to be followed up on.</p> <p>ACTION</p>	
5.	<p>A.O.B</p> <p>Health and Wellbeing Board – Dec 23. (It has been asked by the Chair of the HWB to give an update on how the Strategy is making a difference)</p> <p>Laura Thorogood: Asked when they would be presenting to the Health and Wellbeing Board.</p> <p>Julie Edmonds: Responded this would be December.</p> <p>Next Steps – to continue with the work on the action plans/ highlight reports</p> <p>Dag Saunders: Stated the final publication and video needs to be promoted as much as possible. Added they need to keep an eye on things such as digital impact and doctors strikes as this will affect older people. Participation is still light, and it needs to be ensured there is a spread across the community.</p> <p>Valerie Graham: Stated she would participate in the Strategy video.</p>	<p>Julie</p> <p>Chair</p>

<p>Julie Edmonds: Responded she would as well. Added she is leaving the Council at the end of October for early retirement. Thanked all for their help with this journey for the Ageing Well Strategy. Confirmed the Strategy will be published before this and hopefully the good work will continue.</p> <p>Dag Saunders: Thanked Julie Edmonds for all her work on this.</p> <p>Next meeting – 12th December 12:00 – 13:00</p>	
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No	Action Required	Lead	Due by	Completed YES/NO Update
1	Online video to make interactive	Ange	May 2023	A date has been planned for the 27 th September between 9-11. If Partners would like to help support this please contact Ange
2	To ensure all partners are liaising with own governance boards on the Ageing Well strategy	All	ASAP	Ongoing
3	Helen Potter to check if the Census statistics included carers under the age of 18.	Helen P		Newly released data enables us to break down the Carers data by age, and will be included in the next release of the JSNA due in the autumn
4	To raise this with Simon Whitehouse and Jackie Robinson for support on the AW board and action planning	Julie	31 st May	
5	Rachel Threadgold to share information on what is already happening in relation to the Health and Wellbeing meetings	Rachel	26 th May	Rachel/ Valerie to give an update at Septembers Partnership Board meeting – on the action planning
6	Ravi Phull to share information on what is already happening in relation to the Housing meetings	Ravi	26 th May	Ravi/ Krystyna to give an update at Septembers Partnership Board meeting – on the action planning
7	Angela Causton to follow up if the Ageing Well can be presented at the next TWIPP meeting	Angela Causton	Complete	
8	Krystyna Flynn to follow up with Housing teams regarding health links	Krystyna Flynn	Complete	Information sent to Dr Ian Chan
9	Angela Causton to amend the highlight report document to make it linear and include achieved actions	Angela Causton	Complete	

10	Elinor Phillips to ask SPIC for comments on the Ageing Well Strategy	Elinor Phillips		
11	Explore who as a Health representative would be best to attend these meetings	Julie Edmonds		
12	Details to be passed on to Valerie Graham for Vanessa Watley regarding the falls project	Julie Edmonds		
13	Valerie Graham to provide further information on the loneliness and isolation cafés to Laura Thorogood	Valerie Graham		
14	Share the data from the Age UK care navigators	Julie Edmonds		
15	Feedback to be explored how screenings are offered	Julie Edmonds		
16	Sarah Poole to be invited to future meetings	Angela Causton		
17	An updated template to be sent and a conversation with Julie Edmonds and Angela Causton to take place	Laura Thorogood		
18	Find out who volunteered to lead on Finance	Angela Causton		