

## Ageing Well Partnership Board Meeting Minutes



**Date and time: Tuesday 9th December 10:00am -12:00pm**

**Location: Sunnycroft room, Darby House, Lawn Central, Telford, TF3 4JA**

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| <p><b>Attendees:</b></p> | <ul style="list-style-type: none"> <li>• <b>Chair</b> - Dag Saunders - Individual with lived experience</li> <li>• Angela Causton - Commissioning Officer for Telford &amp; Wrekin Council</li> <li>• Sarah Poole - Co-production Lead within Adult Social Care</li> <li>• Jo Hallen - Digital Inclusion Project Manager for Telford &amp; Wrekin Council</li> <li>• Jan Suckling - Chief Officer at Health Watch</li> <li>• Nadine Buchanan - Representative from the Carers Contact Centre</li> <li>• Claire Alford- Representative from the Carers Contact Centre</li> <li>• Paul Kalinauckas - Individual with lived experience as an older person</li> <li>• Denise Jackson - Individual with lived experience as an older person</li> <li>• Alan Jones - Representative from Telford Mind and Age UK (Wolverhampton)</li> <li>• Emma Clutton - Service Delivery Manager - Oversees community social work teams, occupational therapy, safeguarding, and the independent living centre</li> <li>• Diana West - Representative from the Health Improvement Team</li> <li>• Meghan Gardener - Housing Project Support Officer for Telford &amp; Wrekin Council</li> <li>• Adelle Hunt - Community Services for Telford &amp; Wrekin Council</li> <li>• John Linighan – Commissioning Specialist for Telford &amp; Wrekin Council</li> </ul> |
| <p><b>Overview:</b></p>  | <p>The topic area for this meeting was 'Carers' - the meeting also included a focus on a range of topics related to Adult Social Care and support for unpaid carers. Key discussions included updates on ongoing projects, such as the Move to Thrive initiative, the ICB Healthy Ageing Strategy, and the support services available for carers. Attendees shared updates from their respective areas, discussed challenges such as hospital discharge processes and digital inclusion, and explored ways to</p>  |

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|   | <p>improve communication and collaboration across services. The meeting highlighted the importance of co-production, community engagement, and addressing barriers to accessing support.</p>  |
| <p><b>Introductions and Housekeeping:</b></p>     | <p>The meeting began with introductions, where attendees shared their names and roles. Participants included members from various organisations and individuals with lived experience.</p> <p>Apologies were noted for;<br/> Heather and Rob from Age UK<br/> Gemma Naylor<br/> Sherell Fikeis<br/> Cheryl Scarott<br/> David Crosby<br/> Lorna Watkins</p> <p>It was also mentioned that the agenda had been slightly revised due to absences.</p>   |
| <p><b>Review of Previous Meeting Actions:</b></p> | <p>The group reviewed actions from the previous meeting.</p> <p>The minutes from the previous meeting were acknowledged as comprehensive and helpful, particularly for including a summary of actions. Minor corrections were noted, such as clarifying a Board members role. The group reviewed the actions from the last meeting:</p> <p><b>Megan Gardner:</b></p> <ul style="list-style-type: none"> <li>- To send the link to the housing strategy consultation to all board members and encourage feedback from residents, particularly older people - Megan to follow this up</li> </ul> <p><b>Ange Causton:</b></p> <ul style="list-style-type: none"> <li>- To liaise with the active travel team and leisure services to gather information on inclusive activities and adaptive equipment for older residents. Angela explained discussions are ongoing with the transport and leisure team</li> <li>- To collate all information related to the "Where We Live" theme of the Ageing Well Partnership Board action log <b>COMPLETE</b></li> </ul> <p><b>Lorna Watkins:</b></p> <ul style="list-style-type: none"> <li>- To bring the Healthy Ageing Strategy action plan to the next meeting for review and discussion – to be discussed at today’s meeting</li> <li>- To reach out to potential representatives from the frailty assessment unit and dementia services to attend future meetings or provide input – Ange stated an invite has been extended to Marlene from ICB, unfortunately she could not attend today’s meeting</li> </ul> <p><b>Dag Saunders:</b></p> <ul style="list-style-type: none"> <li>- To draft a protocol for setting up a focus group of older people to provide input into the board's work and share it with the board for approval - to be discussed at today’s meeting</li> <li>- To advertise and recruit participants aged 55+ for the focus group once the protocol is agreed upon.</li> </ul> <p><b>Gemma Naylor:</b></p> <ul style="list-style-type: none"> <li>- To prepare a spotlight presentation on carers for the next meeting scheduled for 9th December 2025 - to be discussed at today’s meeting</li> </ul> |

- To include updates on Carers Rights Day in the presentation.

**Diana West:**

- To provide further updates on the Move to Thrive project, including efforts to increase awareness and participation - ongoing
- All board members to explore additional ways to promote the project through meaningful conversations with professionals and community members - ongoing

**Fiona Moore:**

- To attend the Voluntary Sector Forum meeting on 4th November and provide feedback to the board- Adelle Hunt gave the following update, In November, COG hosted an event to strengthen the voluntary and community sector in Telford & Wrekin. Around 50 attendees from VCSE and public sector joined to share ideas and shape priorities.

Key takeaways:

- Training gaps were identified, especially around demonstrating impact, social value, and trustee development.
- Strong support for COG evolving into a more visible, representative body, possibly an Alliance, to improve communication and strategic voice.
- Thematic discussions focused on commissioning, data and impact sharing, peer support, and exploring AI and technology for future delivery.
- Next steps: circulate event materials, refine training offers, and review governance options at the December COG meeting” (**Contact:** Email: [cog@telfordcab.co.uk](mailto:cog@telfordcab.co.uk))

**Tracey Cresswell:**




- To provide more detailed information on the discharge project, including specific challenges and insights related to delayed discharges and accessibility issues Jan gave an overview on the discharge project. Further information to be received to share with the Board
- To share public reports on care home visits and feedback from residents and families
- Tracey Cresswell to send information in relation to Health and Wellbeing action plan area **COMPLETE**

**Rachel Threadgold:**

- To provide updates on the Moving On sessions and Dolls sessions, including their impact on reducing frailty and improving mobility for older people.
- To ensure information on these initiatives is shared with relevant stakeholders and included in the action plan – **COMPLETE**

**All Board Members:**

- To review the housing strategy consultation and provide feedback by October 2025 **COMPLETE/ Consultation now closed**
- To contribute updates and information for the Ageing Well action plan, particularly in relation to their respective areas of expertise – **ONGOING**
- To consider ways to improve communication and awareness of services and initiatives for older residents. **ONGOING**

| <b>Benefits Advice Service update:</b>   | Agenda item deferred   |                 |                 |                 |               |               |     |                  |          |                |                 |          |              |                                   |   |  |  |  |  |  |  |   |  |   |  |  |   |   |  |  |  |  |  |   |   |
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| <b>Healthy Ageing Draft Strategy overview:</b>   | <p>The healthy ageing strategy was a key focus of the meeting. Angela provided an update on behalf of Lorna from the Integrated Care Board (ICB) on the strategy's progress.</p> <p>The strategy includes four core workstreams: falls prevention, end-of-life care, digital inclusion, and dementia support. Specific updates included the initiation of a neighbourhood programme in Shrewsbury and the development of a neighbourhood dashboard to analyse public engagement data at the Primary Care Network (PCN) level.</p> <p>The strategy aims to improve understanding of healthy ageing, delay the progression of frailty, and enhance care for individuals with severe needs and their carers.</p> <p>Challenges within the ICB were highlighted, including significant restructuring and staff reductions, which were noted as potentially impacting the strategy's implementation.</p> <p>Attendees discussed the importance of aligning the strategy with local initiatives and ensuring collaboration between organisations. Concerns were raised about the use of the term "frailty," as it may not resonate positively with the individuals it aims to support. Suggestions were made to focus on more inclusive and empowering language.</p> <table border="1" data-bbox="341 1099 1517 1211"> <tr> <td>Workstream Name</td> <td>Health Models</td> <td>Workstream Lead</td> <td>Lorna Watkins</td> <td>Clinical Lead</td> <td>N/A</td> </tr> <tr> <td>Reporting Period</td> <td>December</td> <td>Workstream SRO</td> <td>Vanessa Whatley</td> <td>PMO Lead</td> <td>Gill Harrill</td> </tr> <tr> <td>Overall Programme Delivery Rating</td> <td colspan="5"></td> </tr> </table> <table border="1" data-bbox="341 1218 1528 1749"> <thead> <tr> <th colspan="2">Workstream Summary Aims and Objectives</th> </tr> </thead> <tbody> <tr> <td>1. <b>Improve understanding about Healthy Ageing</b> - To increase public and workforce understanding of the impact of frailty and how to prevent, delay, identify and manage it.</td> <td>2. <b>Delay and level-up the onset of frailty</b> - To increase the proportion who are pre-frail or mildly-frail. 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This role has been appointed by Shrewsbury PCN rather than a system resource.</li> <li>Sharing Agreement for recording digital care plan is in the process of being signed off with ICS Partners</li> <li>Newport and Central PCN have expressed interest in adopting digital care plans as part of their neighbourhood initiatives</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Meeting with The Royal Wolverhampton to learn about the National Frailty Collaborative January 2026</li> <li>Exploring the opportunity for Falls Ambassador Programme - In talks with Lincolnshire for insights, outcomes and shared learning</li> <li>Falls steering group has been planned for 11<sup>th</sup> December</li> <li>EoL Steering group yet to be formed - Deb Millington is in talks with SaTH to understand previous work undertaken and how to move forward</li> <li>Dementia workstream agreed to fall under Healthy Ageing Steering group - Reset and align Operational Group with Healthy Ageing work</li> <li>Exploring BGS Pragmatic prescribing with Medicine Management team</li> <li>Delirium workshop being planned for February</li> <li>Quality Improvement Lead to go out to advert</li> </ul> </td> </tr> <tr> <th>Successes (good news stories, examples of good practice/innovations/initiatives)</th> <th>Escalations (key risks to escalate, matters of concern, gaps in assurance)</th> </tr> <tr> <td> <ul style="list-style-type: none"> <li>Action plan has been set for Shrewsbury PCN to commence Neighbourhood programme</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Reduction in ICB running costs by Dec 25 risks insufficient ICB Capacity to support the effective management of the programme to full implementation.</li> <li>Lack of capacity within stakeholder organisations to actively engage with the programme risking what can be delivered.</li> </ul> </td> </tr> </tbody> </table> <p>Further discussions explored the role of the group in influencing and contributing to the strategy. Attendees emphasised the need for effective communication, capturing feedback, and ensuring that the group's insights are utilised to inform decision-making.</p> <p>The importance of reporting to the Health and Wellbeing Board was also noted as a mechanism to highlight key issues and advocate for necessary changes.</p> | Workstream Name | Health Models   | Workstream Lead | Lorna Watkins | Clinical Lead | N/A | Reporting Period | December | Workstream SRO | Vanessa Whatley | PMO Lead | Gill Harrill | Overall Programme Delivery Rating |  |  |  |  |  | Workstream Summary Aims and Objectives |  | 1. <b>Improve understanding about Healthy Ageing</b> - To increase public and workforce understanding of the impact of frailty and how to prevent, delay, identify and manage it. | 2. <b>Delay and level-up the onset of frailty</b> - To increase the proportion who are pre-frail or mildly-frail. 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| <b>All Age Carers Centre</b>   | Both Nadine and Claire provided a presentation to the Board members (attached with the minutes) to showcase the support provided to unpaid carers across the   |                 |                 |                 |               |               |     |                  |          |                |                 |          |              |                                   |   |  |  |  |  |  |  |   |  |   |  |  |   |   |  |  |  |  |  |   |   |

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| <p><b>Support and Resources:</b></p>                        | <p>borough. The Carers Centre provided an overview of their services, which includes intensive support, well-being groups, and a quarterly newsletter. The well-being groups, held in various locations, offer carers a chance to socialise, access information, and participate in activities. The meeting emphasised the importance of supporting unpaid carers and highlighted the challenges they face, including lack of sleep, isolation, and limited recognition of their role.</p> <p>Barriers to identifying as a carer were discussed, including stigma, fear of judgement, and lack of awareness. The group stressed the need for services to proactively identify carers and provide them with appropriate support.</p> <p>Efforts to engage with diverse communities, such as visiting the Gurdwara in Priorslee, were noted as positive steps towards building relationships and raising awareness.</p> <p>The group also discussed the importance of collaboration between organisations to improve information, advice, and guidance for carers. A Task and Finish group will be established to address these issues, with a focus on creating a consistent and accessible information, advice and guidance within the Carers Partnership Board.</p> <p>Diana included updates on various ongoing projects and initiatives. A significant focus was on the "Move to Thrive" project, which aims to provide physical activities for individuals with dementia and their carers. The project is currently in progress, with efforts to communicate its benefits to key stakeholders and promote it through meaningful conversations at grassroots levels.</p> <p>It was noted that Energize, a programme that has recently received funding to expand its place-based work. Discussions highlighted the importance of preventative work and the inclusion of older people in these initiatives.</p> |
| <p><b>Carers Action Plan:</b></p>                           | <p>During the meeting the Board members worked in groups to complete areas of the Carers action plan. Angela will update the main action plan to reflect everyone's feedback</p>  |
| <p><b>Focus Group Advert:</b></p>                           | <p>Following on from the last meeting, Dag shared with the Board members a draft version of the Focus Group advert, stating we do have one person who is interested in supporting with this. Angela shared the advert on the screen. Board members stated the advert needs to be simplified and 'catchy' Angela stated she will share this out again with Board members and asked for feedback to be returned by <b>Friday 19th December</b> with amendments. This will then be shared with TWC comms for final approval.</p>   |
| <p><b>Digital Inclusion and Technology Integration:</b></p> | <p>Digital inclusion was a recurring theme throughout the meeting. The group discussed ongoing efforts to support residents in becoming digitally included, particularly unpaid carers.</p> <p>AbilityNet has been working with carers groups to provide digital support, including help with using the NHS app and online triage systems for booking GP appointments. The group acknowledged the challenges faced by individuals with low digital confidence and highlighted the need for tailored support.</p> <p>The "Hello System," a digital information tool, was mentioned as part of the new extra care scheme at Walkers Wood and Ramblers Court. This system aims to enhance independence and support for residents, including those in Lavender</p>  |

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|   | <p>Lodge, a unit designated for individuals with dementia. The group discussed the potential of assistive technology to improve outcomes for residents and their families.</p> <p>Efforts to promote digital inclusion also include the "Tech Friendly" sessions, a six-session programme covering basic digital skills. These sessions are free and open to anyone over the age of 18, with upcoming locations including St. George's, Belmont, Wellington, Hollinswood, Randlay, and Edgmond. The group noted the importance of addressing barriers such as lack of devices and connectivity, and a bid has been submitted to secure funding for additional resources.</p> <p>A discussion on the need for a centralised calendar or platform to consolidate information about local events and services, making it easier for residents to access support. The group recognised the value of paper-based materials for those who are not digitally connected and emphasised the importance of reaching all members of the community.</p> <p><b>Digital Inclusion - Community Engagement and Outreach Efforts</b></p> <p>The meeting included discussions on various community engagement and outreach initiatives. Jolene (Jo) Hallen, the Digital Inclusion Project Manager, highlighted ongoing efforts to support residents in becoming digitally included. Jo mentioned working with AbilityNet to deliver digital support sessions, including at the Newport Baptist Church group and other locations in the new year. These sessions aim to address barriers to digital access and provide tailored support. Jo also shared plans to distribute devices to unpaid carers as part of a funding bid, with updates expected in January.</p> <p>The group discussed the challenges of reaching carers who may not identify themselves as such or who are digitally excluded. Suggestions included using paper-based communication and leveraging family members' email addresses to share information.</p> |
| <p><b>Any other business – Open Forum</b></p> | <p>The council's Adult Social Care team shared updates on their prevention and enablement workstreams. They have reintroduced ward-based support before the completion of transfer of care documents to improve hospital discharge processes. Additionally, a second Independent Living Centre has been opened at Stirchley House, offering functional assessments and try-before-you-buy opportunities for assistive equipment</p> <p>Angela Causton and Sarah Poole from the council highlighted the success of the All-Age Carers Partnership Board meeting held in October, which brought together carers, organisations, and young carers to discuss shared priorities. The board has initiated task and finish groups to improve information, advice, and guidance for carers.</p> <p>John provided an update on the new extra care scheme, Walkers Wood and Ramblers Court, which includes Lavender Lodge, a dedicated unit for individuals with dementia. The scheme aims to provide an alternative to residential dementia care.</p> <p>Healthwatch representatives shared their ongoing work, including a follow-up report on emergency department services and a robust programme of Enter and View visits to care homes and other facilities. They emphasised the importance of capturing</p>   |

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|                                   | <p>feedback from residents, staff, and relatives to inform service improvements. Jan explained what was meant by Enter and View.</p> <p>The group also discussed the need for a more structured approach to utilising the wealth of information and knowledge shared within the meeting. Suggestions included reporting to the Health and Wellbeing Board and exploring ways to formalise the group's role in influencing local decision-making.</p> <p>Finally, attendees reflected on the importance of maintaining face-to-face meetings to foster meaningful discussions and collaboration, while also considering hybrid options to accommodate wider participation.</p>   |
| <p><b>Summary of Actions:</b></p> | <p><b>Angela Causton (Commissioning Officer):</b></p> <ul style="list-style-type: none"> <li>• To liaise with Energize representatives to explore their involvement in the ageing well board and provide an update by the next meeting.</li> <li>• To share the updated focus group document with board members for feedback and ensure amendments are made promptly to avoid delays in launching the initiative.</li> <li>• To ensure the focus group advert contact details are updated to include the ageing well email address and phone numbers for accessibility.</li> <li>• Angela and Dag to follow up conversations with attending the Health and Wellbeing Board</li> </ul> <p><b>Claire and Nadine (Carers Contact Centre):</b></p> <ul style="list-style-type: none"> <li>• To continue building relationships with local communities, including the Gurdwara in Priorslee, to raise awareness of the support available for unpaid carers.</li> <li>• To promote the LiveWell hubs and other relevant services to carers through their quarterly newsletter.</li> <li>• To explore ways to reach carers who are not digitally connected, including the possibility of using family members' email addresses or alternative communication methods.</li> </ul> <p><b>Jo Hallen (Digital Inclusion Project Manager):</b></p> <ul style="list-style-type: none"> <li>• To continue linking with unpaid carers groups to provide digital support and address barriers to digital inclusion.</li> <li>• To work with AbilityNet and other partners to develop specific content for carers based on identified digital barriers.</li> <li>• To update in January on the bid for devices targeted at unpaid carers.</li> </ul> <p><b>Diana West / Rachel Threadgold (Public Health Team):</b></p> <ul style="list-style-type: none"> <li>• To prepare a detailed report in the new year on the impact of the Move to Thrive sessions, including data on frailty, mobility, and falls incidents.</li> </ul> <p><b>John Linighan (Adult Social Care):</b></p> |

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|                                     | <ul style="list-style-type: none"> <li>• To continue monitoring and addressing issues related to hospital discharge processes, particularly for individuals not requiring Adult Social Care services.</li> <li>• To ensure care homes are supported in raising concerns about unsafe discharges and to work with the council's quality assurance team to address these issues.</li> </ul> <p><b>General Actions for Board members:</b></p> <ul style="list-style-type: none"> <li>• To ensure that information, advice, and guidance for carers are reviewed and updated to reflect the local offer and available support.</li> <li>• To explore opportunities for collaboration with local organisations, such as Age UK and faith groups, to engage with older people and carers in their communities.</li> <li>• To promote the Healthy Telford newsletter and Community Support newsletter to ensure attendees are informed of relevant initiatives and services.</li> </ul> |
| <p><b>Date of next meeting:</b></p> | <p>Thursday 12th March 2026 10:00 – 12:00<br/>Sunnycroft room at Darby House.</p>  |