

**Older People Service Providers' Forum**  
**Tuesday 18<sup>th</sup> May 2021, 11:00am-12:30pm**  
**Zoom**

**Minutes**

**Present:**

Andrew Farr, Libertus (Chair); Kellie Mercer, Caring in Craigmillar (Vice-Chair)

Roisin Hurst (EVOC); Stef Milenkovic (EVOC); Peter Carruthers (South Edinburgh Amenities Group); Anne Munro (Pilmey Development Project); Eilidh Waugh (Corstorphine Dementia Project); Lisa Moodie (Alzheimer Scotland); Linda Wright (Prestonfield Neighbourhood Project); Lisa Redpath (Prestonfield Neighbourhood Project); Emma McGonagle (Space and Broomhouse Hub); Nancy Bryson (Space and Broomhouse Hub); Marjorie Mitchell (Portobello Monday Centre); Caroline Heenan (Eric Liddell Centre); Caroline Macpherson (Calton Welfare Services); Naomi Potts (Lifecare Edinburgh); Gary Toner (Handicabs Lothian); Chris Salt (Independent Age); Katie Innes (ACE IT); Sheila Mutch (Oxgangs Care); Sarah Stewart (Canalside Day Centre); Sophia Latif (Milan Senior Welfare Organisation); Neeru Bhatnagar (Nari Kallyan Shangho); Gillian Smith (Queensferry Churches' Care in the Community); Liz McIntosh (Queensferry Churches' Care in the Community); Patricia Eason (Cramond Dementia and Carers' Lunch Club); Susan Cull (North Edinburgh Dementia Care); Marion Randall (Oxgangs Care); Gerry Kiernan (Independent Age); Morna O'May (Food Train Connects); Helen Tait and Ryan Lytwyn (Pilton Equalities Project); Amy Karp (Cyrenians); Wendy Robertson (Lifecare Edinburgh); Margaret Stewart (Lifecare Edinburgh);

**Apologies:**

Marion Findlay (Volunteer Edinburgh)

	Notes	Actions
1.	Welcome and apologies noted by the Chair	
2.	<p><b>Previous minutes and matters arising/actions</b></p> <ul style="list-style-type: none"> <li>• Everyone had received minutes and actions of previous meeting.</li> <li>• There was one outstanding action re training to support re-opening services post-Covid. Roisin and Stef had been in touch with EVOC's training co-ordinator to ask about suitable training programmes. However it might be easier if organisations highlight in more detail what they need support with and Stef and Roisin can then take this to her.</li> <li>• Roisin also attended the recent SCVO webinar on re-opening services safely and has already sent out the presentation slides and useful website links. The webinar can be viewed in full on SCVO's youtube channel <a href="#">here</a></li> <li>• Stef and Kellie had also met recently with Jane Brown from the Care Inspectorate. However her role is not focused specifically on registration or inspection as she's in a management position. She is not best placed to answer questions on variations etc. However she wants a list of detailed questions to pass to relevant colleagues.</li> <li>• The idea is to do a broader event with the Care Inspectorate which will include mental health and carers colleagues</li> </ul>	<p>All to send training requests to Stef/Roisin</p> <p>Roisin to send SCVO webinar link with minutes - DONE</p> <p>All – send any questions to Roisin/Stef to collate</p>
3.	<p><b>Update on forum sub-groups</b></p> <p>Since last meeting, sub-groups have been established to take forward the 5 priorities that were identified by forum participants in the development sessions in January. Apart from the sub-group on social isolation, all the others have had an initial meeting and a member from each sub-group has been asked to provide a short update at today's forum. In addition to this, Stef and Peter have met to discuss putting together the Forum's membership pack. The membership pack will also include terms of reference for the forum and role descriptions for the Chair and Vice Chair.</p>	<p>Stef to forward to Forum members for comment</p>

**Priority One – support for re-opening and recovering services post-Covid – Kellie Mercer**

**6<sup>th</sup> May – meeting attended by Gary Toner (HCIL), Ruth MacLennan (Care 4 Carers), Patricia Eason (Cramond Dementia and Carers' Lunch Club), Kellie Mercer (Caring in Craigmillar), Andrew Farr (Libertus); Roisin Hurst and Stef Milenkovic (EVOC)**

- Need a clearer understanding of what we can re-open and more guidance from Scottish Government
- Day care services re-opening is complicated by the idea of blended service being put forward by EHSCP
- Kelly has spoken to someone at East Lothian as they re-opened day care services on 3<sup>rd</sup> May.
- Will be looking to the Partnership to sign off anything going forward. Kellie is meeting with the Partnership on 20<sup>th</sup> May and will provide updated info
- Lisa Moodie (Alzheimer Scotland) - have re-opened their service in Midlothian. Their risk assessment was signed off by Health Protection Scotland.
- Stef/Kellie met with CI and meeting was very positive – happy to support organisations with re-opening and relevant risk assessments and hoping to have an event with them and other colleagues from mental health and carers organisations
- EVOC is putting together two surveys with care providers and service users/carers to ascertain what kind of service they want going forward (i.e. blended service, building based, digital, phone support etc.)
- If any organisations have already carried out a survey with their service users, please share their findings with Stef
- Implications for staff/employment law on how services move forward
- Patricia (Cramond Dementia and Carers Lunch Club), a lot of their lunch club members have passed away. Main issue for them is getting service going again as won't have many members to bring with, so it is like having to start again.
- Eilidh (Corstorphine Dementia) – service user numbers are down from 44 to 25. They have been reassured by Partnership regarding low referral numbers. Lewis Hunstan has said that numbers will pick up.
- Helen (PEP) – their issue is reliance on using other venues such as sheltered housing/church and bowling club. They need to wait for go-ahead from managers of these buildings
- Need to be better as a forum at sharing templates of risk assessments and other useful guidance etc. to support each other
- Marion Findlay (Volunteer Edinburgh) has also recommended checking out their resources online here: [Covid-19/Coronavirus resuming activities - VolunteerWiki](#) for guidance, resources & templates

**Priority Two – Working collaboratively to increase investment and provide more consistent funding for older people's services – Nancy Bryson**

**6<sup>th</sup> May attended by Marlyn Bald (Cyrenians), Nancy Bryson (Space and Broomhouse Hub); Andrew Farr, (Libertus), Roisin Hurst and Stef Milenkovic (EVOC)**

- The focus of this group isn't on EVOC doing funding applications to increase organisations' sustainability, more on working collaboratively to support increased investment
- Policies coming out of local government on areas like dementia strategy – what investment is required?

Kellie to provide update

Lisa to share useful guidance with group and Roisin to circulate with minutes - DONE

All to share with Stef any survey results carried out with service users/carers

Use of other venues to be discussed in sub group

- This group should take a lead on understanding strategies and bringing organisations together to apply collaboratively for funding e.g. outreach support for early onset dementia
- Funding for unregistered services is different to registered
- Moving forward from Covid, collaborative funding applications is the future

#### **What do we need?**

- First we need to start by identifying gaps, although this can be difficult
- Need to understand the full need and landscape of Older People's Services
- Cyrenians 'Mind the Gap' event to identify what we've got/what is missing
- Which ones could we work collectively towards to fund?
- EVOC can support some of this via needs and gap analysis, some information might be limited
- 3 conversations model: Conversation One should support identifying gaps in service. However EHSCP has not kept records to date
- This group could work with EHSCP/Thrive/CLWs/ 3 conversations stream to identify where more capacity is required so that we can respond in an appropriate way
- Nancy – pilot project called Space Age Connections – would like ideas of how to make this pilot project better
- Do we need to look at making more of community assets and focusing on other models of community based work?

#### **Developing a Plan**

- Mapping what's out there already and identifying needs/gaps
- What's coming from Scottish Government/EHSCP?
- Work to better inform organisations like EHSCP, where we can influence what they want to buy
- Organisations have diversified during Covid and won't go back to how they were.
- E.g. some work that Cyrenians are currently doing is about positioning themselves to make the Council buy what they want them to buy
- Nancy is often asked by social workers for services that aren't funded – very unplanned and transient. They have a CLW based with them who tells them what current needs are
- Andrew – need to be mindful that any additional funding secured wouldn't negatively impact block funding
- If applying for new money and expanding work, this is very different approach to applying for existing funding
- Need to ensure we aren't going through a futile exercise in procurement and that services stay in Edinburgh. Points-based procurement limits our radicalisation and encourages a competitive approach
- Cyrenians is a larger organisation and feels it has a duty of care to take smaller organisations under their wing – can provide support/consultancy as smaller/local day care services have so much to offer
- Nancy – could we use their professional fundraisers to provide training on this?
- Stef – could also use Christina Hinds' (EVOC) experience and contacts

#### **Next steps and actions**

- Mapping existing services
- What's needed – identifying gaps
- Challenges of collaboration (e.g. competition)
- Look at upskilling for people on funding/fundraising

**Priority Three – addressing social isolation and loneliness among older people – meeting to be rescheduled**

	<p><b>Priority Four – better promotion of group’s services to reach people who may fall through the gap and to increase participation in the forum</b>  <b>6<sup>th</sup> May meeting attended by Roisin Hurst, Esther Currie and Stef Milenkovic (EVOC), Kellie Mercer (Caring in Craigmillar) and Gillian Smith (QCCC)</b></p> <ul style="list-style-type: none"> <li>• How do we communicate about ourselves/policy and supporting each other?</li> </ul> <p><b>What do we need?</b></p> <ul style="list-style-type: none"> <li>• Need to use the EVOC website to share documents/resources. Esther is working on re-designing the whole EVOC website, but should be things we can do for now for forum participants</li> <li>• We should be able to store policies/strategies and decide how we filter these</li> <li>• How should we communicate? Slack channels can sometimes feel overwhelming, although there is a lot of useful information on them</li> </ul> <p><b>Developing a Plan</b></p> <ul style="list-style-type: none"> <li>• Esther has suggested that we put together an Older People’s Service Providers’ Forum e-newsletter that could include highlights from the forum meetings and other relevant news</li> <li>• Ensuring voices are heard and we become more adept at capturing people’s opinions on various issues – using more polls and online whiteboards to record this. We could be asking forum participants in advance of a major strategy/policy what they think and ensure this is recorded</li> <li>• Important that we get better at extending discussion pre and post meetings and collect information about a particular subject/discussion area to feed back</li> <li>• Could have a sign-in on webpages for forum participants for this purpose to allow members to share information and increase peer support</li> <li>• Kellie has seen whiteboard function being used in online events – will look into this.</li> </ul> <p><b>Priority Five – more equal collaboration with statutory partners such as government, health and social care partnership – Andrew Farr</b>  <b>7<sup>th</sup> May meeting attended by Kellie Mercer (CiC); Andrew Farr (Libertus); Roisin Hurst and Stef Milenkovic (EVOC)</b></p> <ul style="list-style-type: none"> <li>• Need to consider how we can influence effectively as a group rather than just as individuals</li> <li>• Need to keep up with current thinking e.g. referrals to third sector – how do we know what is required if we don’t know capacity?</li> <li>• Communication should be two ways – should receive responses to queries that we put to the Partnership, need to stop being a them/us relationship</li> </ul> <p><b>What do we need?</b></p> <ul style="list-style-type: none"> <li>• We need to map current key relationships/contacts within the Partnership – Stef has some of this information e.g. registered day care, dementia, frailty, procurement, 3 conversations, Edinburgh Pact, Thrive, mental health</li> <li>• Operational – via Innovation Sites, Strategic – organisational chart</li> <li>• Also locality hubs/cluster managers etc.</li> <li>• Who do we need to know and why?</li> <li>• What are the obstacles? The hardest part is often getting the right person</li> </ul> <p><b>Developing a Plan</b></p> <ul style="list-style-type: none"> <li>• Start by putting together an organisational chart for strategic contacts and operational staff</li> </ul>	<p>ALL – feedback - do we want Slack and website access or just one of these?</p> <p>People like the idea of e-news every couple of months and participants’ web pages for discussion/sharing of information.</p>
4.	<b>Regular updates</b>	

	<p><b>IJB and Edinburgh Pact – Stef Milenkovic</b></p> <ul style="list-style-type: none"> <li>• Stef updated group on recent Edinburgh Pact events and IJB have agreed the Community Mobilisation paper which will go to the Finance and Resource Committee in July.</li> <li>• Agreement that the grants programme will be extended until 2023 to allow for period of transition post-Covid. Most organisations have not heard anything yet from Suzanne Lowden about extension to grants programme.</li> <li>• Also highlighted that EVOC website now has a section on the IJB and Transformation Project, which will be updated regularly, so that participants can easily see updates from meetings. EVOC will share what they are allowed to in terms of papers etc on this. <a href="https://www.evoc.org.uk/partnership/edinburgh-shadow-health-social-care-partnership/">https://www.evoc.org.uk/partnership/edinburgh-shadow-health-social-care-partnership/</a></li> <li>• Bridie Ashrowan EVOC Chief Executive is the third sector representative on the IJB. Stef reminded group that it is possible to watch IJB meetings live through their online portal</li> <li>• Next stage of Edinburgh Pact work will be recruiting Community Animators to work within buddy organisations to start engaging communities and citizens in local areas. These will be managed centrally by EVOC.</li> </ul> <p><b>Care Inspectorate Meeting – Kellie Mercer</b></p> <ul style="list-style-type: none"> <li>• Kellie had already provided an update during her feedback from the sub-group into re-opening services. Main point is that organisations need to send questions they would like the CI to address to Stef/Kellie.</li> <li>• Hoping to run an event with the Care Inspectorate and include organisations supporting mental health and carers.</li> </ul> <p><b>Day Care – Stef Milenkovic</b></p> <ul style="list-style-type: none"> <li>• There has been no update since last meeting. Another meeting of day care providers is happening on 27<sup>th</sup> June.</li> <li>• Hopefully will get more information on what’s allowed/what’s not.</li> <li>• EVOC survey will help provide more information on what aspirations are for service providers and users.</li> <li>• Should also ensure we include unregistered services as they get forgotten about – this should also be captured in the sub-group on collaborating with statutory colleagues.</li> </ul>	<p>Stef to circulate relevant slides from last IJB.</p> <p>Send questions to Stef/Kellie</p>
7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• Date in diary for 29<sup>th</sup> July for half day event on Review of Adult Health and Social Care. SNP commitment in their manifesto to accept Feely recommendations</li> <li>• Next forum meeting will take place on 15<sup>th</sup> July from 2-3.30pm</li> </ul>	<p>Roisin to send details</p>