

Older People Service Providers' Forum
Tuesday 18th August 2021, 2.00 - 3:30pm
MS Teams

Minutes

Present:

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

Roisin Hurst (EVOC); Stef Milenkovic (EVOC); Julie Anne Hill (EVOC); Caroline McKinna (Dove); Peter Carruthers (South Edinburgh Amenities Group); Marion Findlay (Volunteer Edinburgh); Anne Munro (Pilmey Development Project); Caroline Macpherson (Calton Welfare Services); Chris Salt (Independent Age); Katie Innes (ACE IT); Elaine Aitken (Oxgangs Care); Sophia Latif (Milan Senior Welfare Organisation); Gillian Smith (Queensferry Churches' Care in the Community); Liz McIntosh (Queensferry Churches' Care in the Community); Megan Black (North Edinburgh Dementia Care); Tina Morrow (Homeshare UK); Andrew Ainsworth (Vintage Vibes); Mary Keegan (Vintage Vibes); Stephanie-Anne Harris (Edinburgh Community Health Forum); Ruth Maclennan (Care for Carers); Caroline Heenan (Eric Liddell Centre)

Guest Speaker: Dr Andrew Coull (Consultant Geriatrician, NHS Lothian)

Apologies:

Eilidh Waugh (Corstorphine Dementia Project); Lisa Moodie (Alzheimer Scotland); Chris Grant (AbilityNet)

	Notes	Actions
1.	Welcome and apologies noted by the Chair	
2.	<p>Previous minutes and matters arising/actions</p> <ul style="list-style-type: none"> • Chair went through the previous minutes/matters arising and actions • Training requests to be sent to Roisin/Stef. Several events on re-starting the workplace and remobilisation have been organised as a result of feedback from forum members. Another re-starting the workplace event with GCVS will take place on 25th August. Further details here • Roisin sent link on SCVO webinar on 're-opening services safely' to group • Kellie/Stef have been in touch with Care Inspectorate regarding forum members concerns on registration and useful information has been circulated • Membership Pack information - still being reviewed and will be forwarded to group for discussion. Looking at re-designing EVOC website so a sign-in section for OP forum members will be part of this review • Registered day care services shared survey with their service users and findings are being used for a report by Stef into day care and will share with group once complete • Links to EIJB meeting presentation slides are now on EVOC's website 	<p>Stef to share</p> <p>Stef to circulate report once completed</p>

<p>3.</p>	<p>Presentation by Dr Andrew Coull, Consultant Geriatrician, NHS Lothian (slides attached)</p> <ul style="list-style-type: none"> • Andrew is seeking Forum’s views on a Community Geriatrician Service • He wants to be able to support people at the right time and is interested to know views of participants, find out more about current pathways for support and how we can improve these pathways. Slide 7 demonstrates the complexity of numerous pathways currently available to access support <p>Discussion/questions/comments from forum members below:</p> <ul style="list-style-type: none"> • AF (Libertus) – they identify what capacity is in place and the stakeholder referrer e.g. family or social work. A social worker may not always be allocated to an individual – would normally go through locality hub but this can be ‘clunky’ • Try to signpost to the right body e.g. Occupational Therapy for handrails or VOCAL for Carers’ support • A single point of contact would really help as often easier to contact people out of hours rather than during normal working day • KM (CiC) – first point of contact is often the family. A simpler pathway would be great. Pathways are currently very strict and it is difficult to get help as not everyone is responding quickly. • Needs to be preventative rather than allowing people to reach critical stage • They are sometimes making up to 20 calls to get support • There is a need to empower the population to prevent frailty • Lots of information around the life curve to prevent disability https://pureportal.strath.ac.uk/en/publications/the-scottish-national-lifecurve-survey-costs-of-functional-declin • Need proactively identify frailty • Need to be more realistic with individuals about what is right for them. • All the work that the 3rd sector is doing is preventative, e.g. looking at social and cognitive stimulation • Andrew is hoping to be able to go back to IJB to highlight that the pathway has to be better than this • PC (SEAG) comment in chat function- In conjunction with other parties he tried to set up a "day pass" for those still in hospital but awaiting their care package. The idea was to use community transport to take some people from hospital to a local community day centre for the day. One of the reasons why it did not work was that not enough key people were looking in the right direction to facilitate the plan. Do you think enough people within the NHS and other statutory bodies are now looking more openly towards the 3rd sector and to work in partnership with them? • Can Andrew be a face for working with 3rd sector in the future? • The social connection is lost when people go into hospital. Need to re-build this link as reduces chance of re-admission • GS (QCCC) comment in chat function – ‘one of our day care members was recently admitted to hospital because the home 	<p>Stef can run through some information about this at next forum</p>
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	<p>care provider was unable to provide adequate staff. We also have two people awaiting a package of care before being discharged from hospital. This seems to be a growing issue’.</p> <ul style="list-style-type: none"> • RM (Care for Carers) – we don’t have a fast track into locality hubs, often refer back to SCD and have to start again which isn’t where we want to be. RM loved Andrew’s example from Leeds with the 12 neighbourhoods and the multidisciplinary teams. They are not currently in shared discussions about people and multidisciplinary teams would help fix that. She’s frightened that they are going in the other direction • Andrew – want to do the influencing and raise the red flag • It is also about the resources required to support prevention. What’s the role of GP and care providers? • Any further questions for Andrew – please send to Roisin and she will collate and pass on to Andrew • Agree that we need to keep the discussion with Andrew going and maybe continue this at another forum? 	<p>All – send questions to Roisin for circulation Stef/Roisin/Andrew/Kellie to discuss</p>
<p>4.</p>	<p>Community Taskforce Volunteers – Marion Findlay, Volunteer Edinburgh</p> <p>Marion presented an update on the work of the Community Taskforce Volunteers. Presentation attached.</p> <p>Forum members were very impressed about the level of activity that has been completed and congratulated Marion on the great work.</p>	
<p>5.</p>	<p>Update on Forum priority sub-groups</p> <ul style="list-style-type: none"> • RH (EVOG) updated the forum that 4 out of the 5 sub-groups had met since the last Forum and notes from these meetings will be shared on the Forum’s webpages • Want to increase participation from Forum members in sub groups as numbers are currently very low. • Suggestion that some of Forum meeting could be used to do this (divide people into breakout groups, depending on which sub-group they are interested in) 	<p>Roisin to add meeting notes to Forum webpages</p> <p>Roisin/Stef and Chairs to review this for next meeting</p>
<p>6.</p>	<p>Re-opening of Services</p> <ul style="list-style-type: none"> • Remobilisation Events <ul style="list-style-type: none"> ○ EVOG It's time to re-open/re-mobilise ○ GCVS Returning to the Workplace ○ SCVO Re-starting your Services • Referred colleagues to the links to the events on our website where there is lots of useful information • Remobilisation for grants based services is not as convoluted as registered day care and is owned by board and management committees 	
<p>7.</p>	<p>Regular updates</p> <ul style="list-style-type: none"> • Stef normally provides updates to each of below, but to make the forum more meaningful for more people, we are sending links to the IJB and Edinburgh Pact information in advance with agenda for people to read before the forum. They can then ask for clarification at the forum if anything isn’t clear. 	

IJB and Edinburgh Pact – Stef Milenkovic

- EIJB and Edinburgh Pact – Stef Milenkovic
- [[Transformation Programme](#)]
- [[Strategic Plan](#)]
- [[EIJB June](#)][[EIJB August](#)]
- [[Edinburgh Pact](#)]
- [[Joint Strategic Needs Assessment](#)]

Community Transport – Peter Carruthers, SEAG

- All services including community transport were shut in March 2020 and SEAG went from averaging 11 buses out per day to none. Peter felt it took a long time to establish reliable communication links with various bodies and authorities.
- Every national guidance announcement seemed to contradict the previous one causing confusion and frustration and there was no clear guidance for community transport.
- SEAG kept a skeleton staff at work with others on furlough – which helped with cashflow.
- They received continued support from the likes of Edinburgh Council and the EIJB via existing funding agreements. From 24th March 2020 to 30th June 2021 they had virtually zero hire income from our minibuses.
- During the early part of the pandemic all ECTOG members got involved with national and local food delivery projects. SEAG worked with Edinburgh Community Food, Fresh Start and Prestonfield Neighbourhood Centre SEAG and delivered over 33,000 meals.
- Along with their Edinburgh Community Transport Operators Group (ECTOG) colleagues PEP, Dove, LCTS and Handicabs Lothian, they worked with the NHS and Edinburgh Council to provide transport to enable vaccinators to vaccinate vulnerable and older people in their own homes. Together they helped to deliver 30,000 vaccinations across Edinburgh.
- As things moved on Peter managed to develop a reasonable communication network for information. It involved Edinburgh Council, NHS, the CTA, the SCVO and parts of the SG. This meant, at last, he felt he was obtaining reliable information which allowed him to get on with risk assessments and policy updates to help SEAG prepare for a return to work.
- They kept in touch with staff and registered groups throughout the period.
- As they started to look forward to emerging from lockdown restrictions, ECTOG created a common policy and a set of measures to keep passengers safe during transport. They had restricted passenger numbers, significant use of PPE, cleaning buses more regularly, clear protocols for responsibility on looking after passengers. They also started liaising with their registered groups to ensure mutual understanding and acceptance of requirements to transport people safely.
- On 9th August 2021, the country moved beyond level zero. This meant the removal of physical distancing. ECTOG met again and

	<p>decided that their policy on restricted passenger numbers could flex a bit, but are still being cautious. Currently SEAG is carrying 4 passengers plus 1 passenger assistant on a single run – but further runs could be made to pick up more passengers as required. Alternatively, 1 wheelchair passenger plus 1 other seated passenger plus 1 passenger assistant.</p> <ul style="list-style-type: none"> • Some of their regular groups have now restarted, but there is still some hesitancy about the level of confidence of some group members to leave the house. • SEAG is presently operating at about 30% of their capacity pre-pandemic. Peter thinks this will increase as time moves on – all things being equal with progress with the pandemic. • There is still some uncertainty about the future and things are now very different. • However, their drivers are being inducted back to work. There are many measures still in place to keep things safe. People are starting to come back into their communities. There is still a bit to go yet but things are gradually reopening. • If you are looking to restart your services and need community transport then please get in touch with your local provider and start the conversation on needs and requirements. Peter’s details: manager@seag.uk.net <p>Consultation on National Care Service</p> <ul style="list-style-type: none"> • Will provide more information on how EVOC is planning to respond to this consultation. Some discussion on whether to submit a forum response • https://www.gov.scot/publications/national-care-service-scotland-consultation/ 	<p>Stef and Chairs to follow up</p>
7	<p>EVOC Training News</p> <ul style="list-style-type: none"> • EVOC’s Training Co-ordinator Julie Anne Hill gave an update on EVOC’s training programme and encouraged anyone who has any specific training requirements to get in touch with her at julianne.hill@evoc.org.uk • She wanted to highlight that EVOC is running a Move into Management course as well as a blended first aid course where the theory is delivered online and the practical is delivered in person. • Details of EVOC’s full training programme can be found here: https://www.evoc.org.uk/training-voluntary-edinburgh/course-programme/ 	
8	<p>AOB</p> <ul style="list-style-type: none"> • Stef asked the group whether there would be enthusiasm for some peer support/blether face-to-face. General consensus that 	<p>Stef/Roisin to explore venues and dates</p>

	people would appreciate it, so will put some dates together and send out.	
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Date of next meeting – Thursday 14th October at 11am