

Coventry LINK Care Taker Steering Group Meeting
2.30 pm – 4.30 pm on 9 July 2009
Held At: Meeting Room, Voluntary Action Coventry

Final Minutes

Attendees: Tom Stone, Colin Tysall, Manjeet Stone (Grapevine), Christine Upton (Grapevine Health Buddy), Ruth Light, Barinder Johal, Rob Allison,

Apologies: Bhanu Dabhi, George Keay, Dave Spurgeon, Bhanva Ranchhod

1. Welcome, introduction and apologies.

Tom volunteered to chair the meeting, and this was accepted by all. Ruth mentioned a new LINK member (Bhavna Ranchhod) was joining the Caretaker Steering Group; however she had given her apologies at the last minute because of a family issue.

2. Notes of the last Caretaker Steering Group meeting (held on 11th June 2009) and matters arising

Ruth gave a verbal update on the actions from the last meeting. All actions had been completed apart from:

- Ruth unable to liaise with Bob to set up KPI's meeting.
- Ruth yet to speak to Alison Porter regarding PSI follow up interviews as a meeting of the Project Group had been set for 31 July.

Ruth had met with Esther Peapell regarding the working relationship between LINK and NHS Coventry and the next step was for a meeting with Esther and Simon Dudman, Ruth and David Spurgeon as previously agreed.

ACTIONS
<ul style="list-style-type: none">• Meeting with Esther Peapell and Simon Dudman to be set up by Ruth

3. Launch Event De-brief

Tom said that he had noticed that the income section of the LINK Annual Report said that income came from Coventry City Council and felt that this should not have been worded in this way.

Ruth reported that not many evaluation forms had been returned from the Launch event - only 18. The feedback was largely positive although people would have

liked more group discussion time and some people had trouble hearing the speeches and panel discussion.

Manjeet said some people with learning disabilities had left early because they lost concentration and found it difficult to understand the presentations and that they were too long. These points will be noted down for the next event.

Manjeet was afraid that these people may not want to be involved with Coventry LINK anymore. Tom suggested that these people can be targeted at a later date with further information.

Tom asked if any people had joined LINK as a result of the session. Ruth said 8 membership forms were returned on the day and lots of postcards identifying issues for LINK to consider for the work programme. Completed membership forms were coming regularly now from distribution in a variety of ways. There were now 38 members and confirmed people for Working Groups were increasing although more work was needed to chase people up especially for the Hospital services group.

4. Results of LINKs Terms of Reference consultation paper 1a.

Ruth talked through the paper giving the results of the Terms of Reference consultation. The group discussed key questions and made decisions.

Question 1: How to ensure that all of the elected Steering Group don't come to the end of their term of office at the same time.

Respondents to the consultation had opted for those with the fewest votes serving a shorter term. Tom said he was uncomfortable electing someone for just one year as it took time to get into the role.

Rob suggested as 9 people need to be elected, the first 5 could be elected for 3 years and the other 4 for 2 years. This was agreed by all.

Question 2: Proposed steering group membership -

Respondents to the consultation had supported the proposed membership of the Steering Group. Therefore this was agreed.

Question 3: Should LINK Steering Group meetings be open to other to attend and if so who?

The majority of consultees said meetings should be open to members to attend. The group discussed the practicalities and whether there were any issues that would need to be discussed in closed meeting. It was agreed that these would be issues related to breach of policy/complaint and discussion of findings from LINK work before the findings are published. It was agreed that all Steering Group meetings will be open to members to observe and that closed session will be held as needed probably at the end of the open meeting.

The meeting discussed feedback on the LINK values and they were agreed once Ruth made certain changes. It was agreed to change 'transparent and accountable' to 'open and accountable'.

The meeting discussed a question raised in the consultation about how voluntary organisations be selected for co-option onto the Steering Group.

It was agreed that organisations would be contacted through the VAC mailing list and invited to apply and provide details of how they will contribute, who they represent, and how they will share information etc.

ACTIONS

- Ruth to write final version of Terms of Reference for CSG ready for the next meeting and it was agreed to be reviewed after one year once the permanent Steering Group was in place.
- Ruth to change transparent and accountable to open and accountable in the LINK Values.

5. Policies and Procedures

A Enter and View policy and procedure

Ruth and Tom explained what Enter and View is. Ruth said Enter and View needs to be linked in with pieces of work the LINK is doing and can be announced visits or unannounced visits. Enter and View volunteers must be trained and have a CRB check.

The group went through the document making decisions on proposals

It was agreed that:

- The Steering Group must approve all proposals for Enter and View arising from LINK working groups
- Authorised Representative will be the agreed term used on name badges etc
- The period of time in the role would be aligned with CRB checks – so a review will take place every two years

The meeting discussed ID badges and potential issues that may arise with volunteers in the role. Ruth said Enter and View volunteers would also be people on a theme group.

It was agreed that a letter of authorisation specific to each visit would be issued in conjunction with name badges.

It was agreed that the I.D badge will have end date on it. If a volunteer is under investigation, the badge can be taken off them.

Page 7: It was agreed that the LINK Project Manager or a LINK Project Officer would interview potential volunteers regarding the role.

Page 8: Ruth to amend the time of 15 days before a visit to 30, and, change 5 days to 5 working days.

ACTIONS

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| <ul style="list-style-type: none">• Ruth to make changes and arrange meetings with key people from Trusts in order to discuss paper further |
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B Draft LINK Confidentiality and Data Protection policy

The policy was agreed.

C Draft Young Person's Involvement Strategy

The group discussed a proposal from Scott Spencer (Project Officer) about joint work with the V-involved project to set up a route to involve young people in LINK.

Manjeet suggested getting schools and colleges involved and Ruth stated V involved have built partnerships with local educational bodies that we could 'tap into' and Scott has also been looking at various other routes. Manjeet said it would be good for young people to get involved with LINK as part of their work experience.

The proposal was agreed.

6. LINK work programme – Discussion

Discussion of any update on current work programme

Ruth said work is ongoing on the maternity services piece of work. Louise Stratton (Project Officer) is organising a meeting with the Head of Maternity services at University Hospital Coventry and Warwickshire and raise issues brought up in two focus groups.

Louise has also met with people in the transgender community and is looking into gender reassignment and the choices of hospitals to have this done. Louise is investigating this further.

Formulating the 1st full LINK programme

Ruth said to dedicate next CSG meeting to focus on the LINK work programme. This was agreed.

ACTIONS

- Ruth has been looking at a scoring system from Derbyshire LINK that Coventry LINK may be able to use and will send them around to CSG
- Ruth/Barinder to invite the Project Officers to next CSG meeting

7. News and updates**Scrutiny Board 4**

It has been talking about events about Dignity Champions and has drafted its programme of work. This does not seem to include any big projects, rather different topics for discussion at its meetings

Invite to events

LINK's participants meeting may be cancelled due to lack of take up (to be held 21st July) Tom was due to attend.

ACTIONS

- Care Quality Commission (CQC) will require all health organisations to register with them. Document deadline is 24th August and Ruth is to forward it onto Colin and Manjeet.

PCT Board meeting

No feedback

8. Any other business

Manjeet talked about the Health Action Groups in the North East and Hillfields. Manjeet is involved in these. Ruth said that Louise and Jenny (Project Officers) have been in contact with them.

Manjeet is attending a meeting of the user group for the Partnership Trust and will report back.

Colin – gave update on conference in London on July 2nd. The organisation (National Institute for Involvement) will cease to exist in October 2009.

9. Agenda for next meeting?

LINK work programme

10. Date and time of next meeting:

Tuesday 18th August 2009 at 2pm