

**NOTES OF A MEETING OF THE HEALTHWATCH ADVISORY COMMITTEE MEETING  
HELD TUESDAY, 13 December 2022**

	08.11.2022.	13.12.2022	10.01.2023	14.02.2023	14.03.2022
Janene Davies Chair	√	√			
Ann Heaton	√	√			
Maggie Skilling	√	√			
Ann Lloyd	√	√			
Ernie Rothwell	√	√			
Annmarie Stone	√	Apologies			
Malcom Coe	√	√			
Mohammed Albaadani	√	√			
Mary Hill	√	√			
Carole Jones	√	√			
Adrian D'Arcy	√	√			
Adrian Hardy	Apologies	√			
Wendy Moss	Apologies	Apologies			
Jean Peet	Apologies	√			
Dave Brown	Apologies	Apologies			
In attendance					
Karen Parker, Chief Officer	√	Apologies			
Andrea Arkwright, Engagement Officer	√	√			
Doris Moreton (BSL Sign Language Interpreter)	√	Apologies			
PA		Apologies			
Rachel Richardson	√	-			
Emmanuel Ndambala, Youth Worker	√	-			

<b>1.</b>	<b>WELCOME AND INTRODUCTIONS</b>  JD welcomed everyone to the meeting including Jess Wood and Leanne Worsley two Community/Youth Worker students on placement with Healthwatch Wigan and Leigh	
<b>2.</b>	<b>Apologies</b>  Apologies received.	

3.	<p><b>Notes of the Advisory Committee Meeting held on 11 November 2022.</b> The notes were approved with some amendments</p>	
4.	<p><b>Action Log</b></p> <p>The full action log was received by the committee The committee commented going forward they just wanted the action log monthly and the full action log every three months.</p> <p>A discussion took place around the Hearing Aid Services action and the committee decided that they would also like this to be a priority of work for 2023/24 work. AH would like to be involved in the ear care project.</p>	
5.	<p><b>Terms of Reference Final Approval</b></p> <p>The terms of reference were approved with the removal of “nominate a secretary to provide admin support”</p> <p>AA to amend the terms of reference</p> <p>AH commented that it was agreed in the past that Healthwatch staff would provide support to the committee. Also complete the chair will contact non-attenders section.</p>	<p>Action</p> <p>Decision</p>
6	<p><b>Care Home Project</b></p> <p>AL presented her update report on the project that had been sent out with the agenda.</p> <p>A lively discussion took place.</p> <p>Some of the concerns that are coming from the visit are difficulty accessing services such as speech and language. Assessments are being completed via zoom which is taking care home staff one to two hours to complete the assessment with the speech and language staff. This is causing much anxiety among staff.</p> <p>MH commented that, in her personal and professional opinion, as a retired Speech &amp; Language Therapist, the situation is unsatisfactory. Questions to be asked could include...Is there evidence of an increase in episodes of choking and/ or aspiration (fluids entering the airway)</p>	

and / or an increase in related medical interventions or hospital admissions?

Are care home staff becoming more risk averse therefore 'downgrading' residents diet / fluid textures/consistencies? and/ or requesting re-assessment. This could be considered as detrimental to the individual resident.

Has there been an increase in re-referrals?

AL commented that we would have to talk to speech and language to get there prospective on it.

Tissue viability and dietitians no concerns.  
Some concerns around continence service  
Podiatry some concerns around privacy and dignity regarding every client being in the same room having their treatment.

There are some concerns around the safeguarding process to hospitals from the care homes. The care homes receive no response from the hospital. Some care homes are commenting what's the point in raising these concerns if we do not get a response from the hospital.

AL commented that this should be taken back to the safeguarding board

MS commented that should this not go back to the hospital

AL commented that the Team Manger sits on the Safeguarding Board.

AA commented that EC HWWL volunteer sits on the Safeguarding Board.

AL also commented that the communication between the hospital and the care homes is lacking. Especially when you are trying to find out how your resident is. This could be whilst they are in AE or the ward. Some residents do not have any relatives, but the care home staff find it difficult to get any information.

Some concerns around mental health practitioners in the reduction of face-to-face contact and their assessments

	<p>Later Life Memory services no face-to-face assessment</p> <p>AL commented that the Activity Co-ordinator's are struggling to get people to come to the home e.g., singers or pantomime as they would have to wear masks.</p> <p>A local MP had been visiting the home and had commented that the residents couldn't understand him as he was wearing a mask and he was going to take this to parliament around the mask wearing going into care homes.</p> <p>We have found the care home staff very caring.</p> <p>AL reported that she had contacted more homes and after repeated requests she hadn't heard from them. If we continue to have people who don't want to engage should we undertake an enter and view.</p> <p>JD also commented that she had tried several care homes herself with no response</p>	
7.	<p><b>Reports from HWWL reps on meetings</b></p> <p><b>Carers Network</b></p> <p>CJ reported that she had attended the Carers Network meeting which is chaired by Mary Davis from adult social care services.</p> <p>Some events that have taken place were the</p> <ul style="list-style-type: none"> <li>• Carers rights day on the 24th of November and they had two drop-in sessions at the Wigan Life Centre.</li> <li>• Carers film club at spinners mill and they want to promote this service more.</li> <li>• The network also wants to support carers with information and have the information sources more joined up. There's lots of different pockets of information.</li> <li>• Carers Centre has a drop in on the first Monday of every month until 7:00 PM. They also have a laptop for carers scheme for unpaid carers which are refurbished by the council, but you do have</li> </ul>	

	<p>to be a registered carer to be able to get one of these laptops</p> <ul style="list-style-type: none"> <li>• Carers are entitled to obtain COVID and flu vaccinations.</li> <li>• There is an app being developed by social services to record memories of people who have a diagnosis of dementia.</li> <li>• CJ had also met with Mary Davies who is working on a piece of work to improve sign posting</li> <li>• Discharge into care homes is a problem. Looking at lived experience</li> </ul> <p>AL commented that she had a story and would share with CJ outside the meeting</p> <p>JD Thanked CJ for all the work that she is doing with the Carers Strategic Board and Carers Network</p> <p><b>Communication Subgroup for Elective Restoration and Recovery Meeting</b></p> <p>MH had submitted a report with the agenda.</p> <p>MH Commented that everything was very slow around getting information out on the While You Wait. Its great having the website but a lot of people cannot access a computer.</p> <p>AD commented that he had a studio at Spinners Mill and would be happy to open that up for people to access health systems if people cannot access at home.</p> <p>MS commented that the Virtual Wards presentation at Wrightington Wigan and Leigh Teaching Hospital NHS Foundation Trust was excellent, and she had spoken to Grace Segar and Dr Ashish to see if they would come and present to the Committee.</p> <p>JD Thanked Mary for all the work that she was doing on the Communication Subgroup.</p>	
8.	<b>Coffee Break</b>	

9.

## Workshop

The workshop took place based on

- What do you think/feel the committee has achieved?
- How do you see the committee going forward?
- Other

Top outcome's themes.

Q1

- Creation of a good, stable, dedicated team who can assist and signpost investigate health care scenarios
- Good influential networks/relationships
- Regular meetings
- Action orientated
- Excellent work with care homes
- Succeed in engaging some minorities
- Basic working mechanisms

Q2

- Volunteers to lead more projects
- More inclusion of PCN areas and how do we do this/more members, recruitment drive
- Set smart objectives
- Being structured to give a better cohesion to the ICS
- To see more actions taken through to completion
- Who is in charge of HWWL
- Improved relationship with the board
- Skills bank for members and their interest in projects

Q3

- Clarity over our role relative to the board
- Board information/relationship and feedback
- Do the board know what we are doing
- Who are the board
- We need the voices of under 30's and those with additional needs
- We discuss a lot but hard to know what has actually happened

	<p>The full written feedback has ben shared with the committee</p> <p>AL commented that she would look at the website update the Board meetings</p> <p>AA to look at the website and update the minutes and send the link out to the committee</p>	Action
10.	<p><b>Decisions made today</b></p> <ul style="list-style-type: none"> <li>• Agreed the Terms of reference</li> </ul>	
11.	<p><b>AOB</b></p> <p>AD asked if Asylum Seekers can volunteer when under a section 90. Members of the committee agreed that they could volunteer.</p> <p>AA to check with KP</p>	Action
12.	<p><b>NEXT MEETINGS</b></p> <p>The dates of future meetings are below</p> <p>Tuesday 10<sup>th</sup> January 2023 10am- 12:30 Sunshine House Annexe</p> <p>Tuesday 14 February 2023 10am-12:30 Sunshine House Annexe</p>	