



# OLDER PEOPLE'S PROVIDERS NETWORK FORUM

**Wednesday 29 July 2020, 1:00pm – 3.00pm**  
**Virtual meeting via Zoom**

**Chair:** Reena Mukherji, Director, Octavia Foundation  
**Minutes taken by:** Zina Serageldin, KCSC

Item	Notes	Action
1	<p><b>Welcome and Introductions</b> – Reena Mukherji, Director, Octavia Foundation</p> <p><a href="#">Agenda</a></p> <p>Reena Mukherji (RM) welcomed everyone and ran through the forum ground rules.</p> <p>Those present briefly introduced themselves ahead of the presentations.</p>	
2	<p><b>Advice from the Government on Covid-19</b> – Elizabeth Dunsford, Public Health Business Partner, Adult Social Care and Mental Health</p> <p><a href="#">Presentation</a></p> <p>Elizabeth Dunsford (ED) provided background to the role of the Joint Public Health department for K&amp;C and Westminster now it has moved from the NHS to working within the RBKC Council. Houda Al Sharifi is the current Director of Public Health, she will be leaving the role shortly.</p> <p>Pandemics tend to happen in two to three waves. This is the first wave of the pandemic timing of the next wave is unclear. ED discussed the impact of the current wave on people and the healthcare system. This again is described in waves impacting on health services. They include non-urgent presentations, interrupted care for those with chronic conditions, psychic trauma and economic impact.</p> <p>ED discussed key local statistics and provided information on disparities and symptoms within the borough. Factors such as having Type 2 diabetes and high blood pressure and obesity seem to be factors and may account for some of the outcomes. Getting physically active, losing weight and getting diabetes and blood pressure under control can help.</p> <p>Updates were provided on opening up activities. There is a balance to think about between safety and protection of older people and the impact on mental wellbeing of older people. There is a loss of cognitive function and physical activity if older people are not meeting people and going to events.</p> <p>ED highlighted that the wearing of face covering can be problematic for older people especially in regard to lip reading and those who are hearing impaired. It is important to regularly wash reusable face coverings.</p> <p>Hand hygiene is paramount, it is important to look after your hand integrity by moisturising as well. Remember that if hand sanitiser is used the sanitiser needs to be dry before touching anything.</p>	

	<p>The NHS want to encourage people to use services and not be put off. ED provided a link to an <a href="#">NHS is Safe to Use Video</a>.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> <li>• Data is available about how many deaths have occurred in care homes. The Office for National Statistics holds this information. There are currently no cases at all in care homes. There were some care homes that were very hard hit. Staff have worked very hard to put processes in place to protect people.</li> <li>• Learnings from user and care home experience. Better at infection prevention control it was a very steep learning curve in care homes. They had cases coming in from hospitals, testing was not in place they were not in nursing homes. Care homes in RBKC and Westminster had enough PPE. A team was sorting that out on a daily basis. Had PH support when there was an outbreak. That machinery is well established now. Now have testing in place and testing is taking place every two weeks locally arranged to track A symptomatic people. Older people keeping up social distancing and infection prevention.</li> <li>• Get people as fit and healthy and active as possible before the winter comes. Staying inside causes muscle lost, loss of cognitive function and loss of co-ordination.</li> <li>• Take vitamin D it is important for immune systems and bones. Older people can't make enough vitamin D in their skin. If you have been stuck inside or cover your skin you will not be getting enough either.</li> </ul>	
<p><b>3</b></p>	<p><b>Feedback from breakout rooms</b></p>	
	<p><b>Question: What are the ongoing issues in the current climate?</b></p> <p>Following the breakout session, the groups reported the following:</p> <p>Delivering activities</p> <ul style="list-style-type: none"> <li>- The benefits are known but issues have arisen around having the space to carry them out safely.</li> <li>- There are issues with capacity in delivering services online as well. There is a limited workforce to support this.</li> </ul> <p>Anxiety</p> <ul style="list-style-type: none"> <li>- About leaving home and joining activities that rely on going out.</li> <li>- About using services even though they are now open.</li> <li>- Caused by confusion about what can and can't be done.</li> </ul> <p>Digital barriers</p> <ul style="list-style-type: none"> <li>- People are unable to get online.</li> <li>- Lack of confidence to learn or use digital services.</li> <li>- More and more services are now being put online.</li> <li>- Getting started. It is not easy if you have never used it especially without access to people who can help you.</li> <li>- Lack of equipment. Families are often sharing one device for the whole family</li> <li>- Grenfell Health and Wellbeing Service are addressing this by encouraging individual tuition.</li> </ul> <p>Loneliness and isolation</p> <ul style="list-style-type: none"> <li>- Hopelessness of having no end date.</li> <li>- People have become reliant on volunteers from outside their family.</li> <li>- Bills will increase as people stay home longer.</li> </ul>	

	<ul style="list-style-type: none"> <li>- There is a need to work together in various organisations and partnerships was expressed. There is a feeling that the current situation will continue into early next year.</li> <li>- There is a great deal of work to be done on getting home visits running again safely.</li> </ul>	
<b>4</b>	<p><b>The Impact Covid-19 has had on the social work teams who work with older people</b> – Ajibola Awogboro and Jan Carpenter, Adult Social Care</p> <p><a href="#">Presentation</a></p> <p>Jan Carpenter (JC) introduced himself and Ajibola Awogboro (AA). They are both social worker practitioners working as part of the South complex team.</p> <p>JC highlighted the 10 key issues that have been identified as part of the Covid-19 response.</p> <p>AA discussed the key activities RBKC are delivering in response to these issues to enable to ensure a robust social work service.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> <li>• The vulnerability of older people to the increase in virulent scams. How can we make sure we get alerts around to the community? The trading standards team would deal with this primarily. If anyone is aware of a vulnerable adult being exposed to scams the social services team would pursue this information.</li> <li>• The isolation of carers and its impact on them which has increased during this time. AA and JC agreed to take this information back to the team. There has been an increase in carer assessments taking place due to the burden of care increasing. AA noted that many carers were unwilling to have outsiders enter their homes. The department is looking at ways of managing this by making direct payments that can be used to pay carers rather than commissioning packages.</li> <li>• The topic of mental capacity for people returning to activities and day centres was raised and their capacity to make decisions. If concerns arise about mental capacity for returning to their previous life style is then being assessed by the team.</li> </ul>	
<b>5</b>	<p><b>Discussions for the next meeting</b></p> <p>The breakout room format was well received and would be welcome again.</p> <p>Topic suggested for the next meeting included:</p> <ul style="list-style-type: none"> <li>• Digital exclusion – the divide and how we might bridge that.</li> <li>• A spike or second wave – what is going on at the moment and what is current government advice.</li> <li>• Sharing experiences – have organisations successfully reopened and what has worked and not worked.</li> <li>• Safeguarding.</li> </ul>	
<b>5</b>	<p><b>Any other business</b></p>	

	<ul style="list-style-type: none"> <li>Deaf Action are campaigning for transparent masks they have info on their website to lobby MP's</li> <li>The next meeting will be around September/October 2020. Details will be circulated by KCSC.</li> <li>Following the meeting the date of the next meeting was scheduled as <b>Tuesday 13 October 2020.</b></li> </ul>	
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## ATTENDANCE LIST

		Organisation
1	Atta Amo	Chelsea and Westminster
2	Basma Yaslem	Al Hasaniya Moroccan Women's Centre
3	Claire Scott Booth	Sheppard Trust
4	Claire Singer	Grenfell Health and Wellbeing Service
5	Dhanveer Dhanoa	KCSC
6	Emma Cohen	Open Age
7	Everine Shand	RBKC
8	Elizabeth Rickarby	Creighton House
9	Jenny Marshall	Open Age
10	Justine Dornan	RBKC
11	Linda Wade	RBKC
12	Nada Sallam	KCSC
13	Pasha Moinuddin	LCAT
14	Reena Mukherji	The Octavia Foundation
15	Roberta Andall	Pohwer
16	Rosana Ordoubadi	The Dalgarno Trust
17	Sara Murphy	KCSC
18	Stephanie Scott- Linden	Pohwer
19	Zara Ghods	Kensington and Chelsea Over 50s Forum
20	Zina Serageldin	KCSC

*The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.*