



Older People's Providers Network

Time: 2.30 pm to 4.30 pm, Tuesday 9 April 2019

Venue: The Reed centre, Octavia, 28 Convent Gardens W11 1NJ

Notes and feedback

1	Welcome and introductions by Sylvia Nissim (SN), KCSC	Actions
	Introductions and review of the agenda for the day.	
2	Election of the Chair	
	Reena Mukherji (RM) from the Octavia Foundation introduced herself (see her application here) and was elected to chair the meetings.	
3	Minutes of the last meeting and actions arising	
	The minutes of the last meeting were approved.	
4	Adult social care personalisation - Vicky Swann (VS), RBKC personalisation team	
	<p>See Personalisation presentation slide here.</p> <ul style="list-style-type: none"> • VS stated that after the Care Act, boroughs looked into giving people more control over their benefits. • After a mapping exercise, Adult Social Care (ASC) decided on personalisation as a solution. • With Direct payments, users will have access to a range of services and receive a set amount that they will be able to spend on the services they want. User can manage it themselves online or choose someone to manage it for them. Carers can have that representation function but only if they do not live with the user. • The process is not meant to be taking services away but to review the needs for the services. The ASC team wants to work with the individuals, the carers and their families to define what services are needed. <p>Q&A session:</p> <ul style="list-style-type: none"> • Who will do the engagement? - Engagement will be needed to explain the new process to the user and the ASC team expect the providers to engage with their users and prove that their services are needed. • Will there be more or less money than before? - The amount of money spent should not change but the way to spend it will. • Who will carry out the assessment to determine how much a person will receive? Will they be health professionals? – No it will be assessed by social workers. • Is this the same as the health budget? – The thinking is similar to the My Care My Way (MCMW) programme with the idea to be more flexible and more outcome based around the person but the practice is different. 	

	<ul style="list-style-type: none"> • How do people access the information? – through a digital platform online that is being updated, tested and reviewed by users and providers. There will be training available for social workers and providers to access the platform and help their user access it. • Direct payments have been used in other boroughs and there are lots of lessons learned that can be used to prevent pitfalls. • What is the timeline for the digital platform to be ready? – in the early stages yet, probably another year. • The assessment process is changing, it used to be task based and 15 pages long, now it's more of a conversation with the user being asked questions like: 'what do you like to do?' • Questions around impact on payroll and employment while transitioning to direct payment? – There will be a monthly forum for service providers to discuss issues and air out questions and concerns. • Complex needs will need to be inbuilt in the new programme, the information should be gathered and stored in one central location that will be the one stop shop for all users. <p>Actions:</p> <ul style="list-style-type: none"> • All to share their questions and concerns with sylvia@kcsc.org.uk and ASC team is happy to come back in October to discuss and answer them. • VS to share contact details for the digital team so they can be invited to present as well. 	<p>All VS</p>
5	Breakdown for group discussion on integrated providers case management meeting as a solution.	
	<p>Five cases studies were presented to each group and they were asked how they would collectively refer and help that person. See case studies and notes from the group discussion here</p> <p>General comments:</p> <ul style="list-style-type: none"> • A more rounded approach is needed. • Needs a single point of access to piece it all together and coordinate. • KCSC has a Directory of local organisations and a directory of services included within the Self-care (My Care My Way) programme. • There is a need to understand what MCMW does and include as well as their sorting criteria. Only Tier 2 and 3 patients can access it. Ask for a presentation for the next meeting. 	<p>SN</p>
6	Key organisational changes, events and important information sharing	
	<p>Open the room for discussion, update and events from the providers.</p> <ul style="list-style-type: none"> • The Challenge offers young (14-19) volunteers to support organisations. If you are interested in your organisation being supported by The Challenge please contact Alastair at alastair.pearson@the-challenge.org. • Resonate Arts has a 6-week project in Holland Park starting in June. Contact Julie if you are interested: julie@resonatearts.org. 	

	<ul style="list-style-type: none"> • St John's Ambulance got some funding from DCMS & Nesta in order to encourage over 50's to gain basic first aid skills. They offer workshops, based on the Five Ways To Save A Life and how to become a Community Champion (encouraging fellow over 50's to learn and share their knowledge too.) If you would like them to host a First Aid information session for your beneficiaries and particularly those over the age of 50, do let them know. They can provide you with all the information you need and produce flyers that will help publicise the event, via your website, social media channels and places of interests where a poster can be displayed. For more information contact Rosie: Rosie.Mcgloughlin@sja.org.uk. Rosie also offered to join us at the next meeting. OPPN happy for her to present. • The Office for National Statistics published in November an interesting report breaking down 'Excess winter mortality in England and Wales: 2017 to 2018'. • Age UK no longer runs the Decluttering service and deactivated their newsletter as People first was reporting on the same things. They have a new volunteer project, you can read more here. • RBKC has a new newsletter called North Ken News. See the April edition here. Anybody can contribute to it with news, announcements, community courses, programmes, events, activities, services and anything that you think local residents would be interested in. If you would like to submit content and photos for inclusion in this newsletter, please email northkennews@rbkc.gov.uk. 	SN
7	Date of the next meetings and issues to be discussed	
	<ul style="list-style-type: none"> • Tuesday 9 July 2019, 2.30 at the Reed Centre. • Tuesday 15 October, 2.30 at the Reed Centre. <p>Next agenda to include discussions on Social isolation and loneliness and Safeguarding as well as a presentation from MCMW and a short introduction from ST John's ambulance on first aid for over 50'.</p>	