

*Your LINK for improving health and social care
Your future local HealthWatch*



a LOCAL INVOLVEMENT NETWORK

20 May 2011

**Minutes of a meeting of the Kent LINK Governors' Group held on
Wednesday, 18 May 2011 from 10.00am – 1.00pm
Main Hall, Maidstone Community Support Centre,
39-48 Marsham Street, Maidstone ME14 1HH**

Present – Kent LINK Governors:

John Ashelford
Mike Eddy
John Fletcher - Chairman
Cate Jackson
Bose Johnson
Roger Kendall
Sally Keverne
David Swaffer
Rob Woolley

Present

Ray Harris – Kent LINK Priorities Panel
Robin Ridsdill-Smith - Kent LINK Priorities Panel
Elaine Biddle – Care Quality Commission, South East

In attendance:

Alex Burnand, Contracts Manager, Kent County Council (KCC)

Brenda O'Neill - Contracts Director, Kent & Medway Networks (KMN)
Heather Wells - LINK Project Worker, KMN
Richard Beckwith - LINK HealthWatch Support Worker, KMN
Rebecca Barraclough - LINK Youth Project Development Worker, KMN
Steph Moir – LINK Groups' Support Worker, KMN – minute taker

Opening of meeting

1. **Apologies for absence** were received from, Kent LINK Governors: Mark Fittock, John Holloway, Stanley Richardson, and Junetta Whorwell.
2. **Declarations of interest** – there were no declarations of interest.

3. Care Quality Commission Presentation – Elaine Biddle

- 3.1. Elaine Biddle introduced herself as one of the Compliance Managers of the Care Quality Commission (CQC) Operations in the South East Region and manages the team covering East Kent. The CQC regulates all health and social care services that are within the scope of registration under the Health and Social Care Act 2008. This may include services provided by the NHS, local authorities, private companies and voluntary organisations and aims to ensure better care is provided for everyone being provided with these services.
- 3.2. Elaine confirmed that in the South East region there are 13 compliance teams, with each team having 8-9 inspectors who each cover 60-80 locations to assess individually.
- 3.3. It was confirmed that, if a provider with several care homes becomes registered, they are only able to provide care for people in these homes where they can demonstrate they have the adequate services for the specialist care i.e. mental health that meets the needs of the people who use those services. Providers are registered at provider level i.e. the organisation. Where the provider has multiple homes these are locations that are listed on the conditions of their registration. They can only provide care at a location listed in their conditions of registration and can only provide the activities for which they are registered for specific to that location. The CQC can enter and inspect any building where they believe a regulated activity is being carried out. It was confirmed that for domiciliary care that provide personal care in people's own homes the office base is the registered location and CQC has no legal right to go in people's own homes for an inspection but they view the care plans and speak to people who use the service as part of the inspection.
- 3.4. Elaine advised that full details of all regulated activities are on the CQC website along with details of all registered organisations. The regulations do not require organisations to display their certificate of registration from CQC, however everyone does have a right to ask to see the certificate as they are public documents. The provider has a duty to notify CQC of any changes in circumstances / structural work / or service provision etc. If care homes are not at a suitable standard, there are a number of actions that CQC can take for providers who are in breach of the regulations ranging from informal actions such as compliance or improvement actions to enforcement actions including warning notices, impose conditions or remove locations from their registration, suspension of registration, cancellation of registration and prosecution. If a location is removed from a registration they cannot provide services at that location. If a registration is suspended or cancelled they cannot provide services at any of their locations. Inspections are carried out every 2 years at every care home, unless concerns arise to prompt an inspection. A responsive inspection can be carried out at any time to inspect against any regulation.
- 3.5. It was confirmed that CQC does not have the remit to investigate individual complaints. There are other organisations such as The Healthcare Ombudsman for complaints about MHZ services and Local Government Ombudsman for social care services. We do however wish to hear about people's experiences and all complaints received by CQC by organisations and individuals are used to pick up/highlight problems that might suggest a possible breach in regulations and may trigger a responsive review.
- 3.6. Elaine spoke of CQC's timescales which are:

- By April 2011 – all NHS Trusts will be registered with CQC
- By April 2011 – all Dental and Private Ambulance Services will be registered with CQC
- By October 2011 – Adult and Social Care services will be registered with CQC
- By April 2012 – All GP Practices will be registered with CQC

3.7. It was confirmed that the Kent LINK is working closely with CQC in respect of feeding information to them and vice versa to help build evidence and gather information from providers and other sources.

3.8. Elaine confirmed HealthWatch will be a statutory autonomous part of CQC by July 2012.

3.9. Elaine then responded to Governors questions.

4. Any other business

4.1. *Memorandum of Understanding – East Kent Hospitals.....*

It was AGREED that the draft Memorandum of Understanding be distributed to all Governors for comment.

ACTION: Steph Moir

4.2. Brenda O'Neill advised on a Kent County Council consultation (charges for adult social care) and PCT consultation on maternity services. Governors did not discuss as ran out of time.

5. Minutes of the last meeting held on Wednesday 20 April 2011

5.1. **Accuracy** – Minutes were **AGREED**.

5.2. **Matters Arising**

- i. Items 4.2.1, Revision of the LINK Complaints Procedure are to be undertaken as part of the development of Local HealthWatch. Checking on actions arising from the last Annual Meeting was complete.
- ii. Item 4.2.9, Brenda confirmed that a statement concerning car sharing to Kent LINK events has been added to all relevant LINK correspondence and that Kent LINK are providing a facility to help with this, and take no responsibility. All transport arrangements are a private agreement between attendees
- iii. Item 5.1 Youth Project Update. It was **AGREED** that the recommendations (that was tabled) be sent to the Governors and reviewed for comment.
Action: Rebecca Barraclough
- iv. Item 5.2, John Ashelford confirmed that he had spoken with Jenna at Kent on Sunday concerning the successful Youth Event in March. Jenna and her colleagues had been invited but were unable to attend but have enough material to create a feature article on the event
- v. Item 6.1.5, Steph Moir confirmed that Kent LINK are members of NALM and renewal for membership is due in June 2011.

- vi. Item 14.2, It was **AGREED** that Cate Jackson would attend the Kent Community Health NHS Trust board meeting in June and provide an update on LINKs involvement.
Action: Cate Jackson

Items for decision / action

6. Proposed LINK Selection Event

6.1. It was **AGREED** that a Selection Event be held in July 2011 in the same format as previous events. Governors suggested choosing another venue for the selection event and not use The Holiday Inn, Maidstone. In order to establish numbers of Governor and Priorities Panel Members needed it was **AGREED** that attendance of current numbers be reviewed to assess if the 'Non-attendance Policy' needs to be implemented. In any event it was **AGREED** that a minimum of 2 Governors be selected and an unlimited number be recommended to the Authorised Visitor role. Positions for Governors' Group and Priorities Panel to be confirmed at the June Governor's Group meeting.

ACTION: Brenda O'Neill and Steph Moir.

6.2. It was recommended that a schedule be provided to the Governors confirming Terms of Office end dates.
ACTION: Brenda O'Neill

7. Health Overview and Scrutiny Committee Meeting – 10 June

It was **AGREED** a letter be sent to the Health & Overview Scrutiny Committee advising that the LINK will enter the debate on funding in the NHS locally and respond to questions posed:

- *What are the challenges to ensuring the NHS in Kent is financially sustainable?*
- *Are there any implications for the range and quality of health services available to the people of Kent as a result of any measures being taken to achieve or maintain financial sustainability?*

ACTION: Brenda O'Neill

8. LINK Financial Report - Budget Sub Group meeting – 12 May 2011

8.1. The minutes of the Budget Sub Group meeting were tabled and **AGREED**.

9. Draft Quality Accounts Toolkit

9.1. Heather Wells reported on a meeting with John Ashelford where they discussed the toolkit in its draft format. It has been arranged for Heather and John to meet with the University to discuss any concerns about the toolkit and to work with them towards completion of the project. Heather confirmed for this year's Quality Accounts that the online questionnaire had been very successful, receiving over 200 responses to date. The first commentary has been completed, with others to do in the next month.

9.2. Brenda O'Neill confirmed that the budget spent for the Quality Accounts for last year was £10,000 and £10,000 will be the cost of the toolkit this year.

10. Kent LINK Priorities Panel

10.1. Heather Wells provided an update on the Priorities Panel. It was confirmed that a letter had been sent to Maidstone and Tunbridge Wells NHS Trust regarding stroke services. Ray Harris enquired if the Terms of Reference need to be changed now participants are taking a more direct approach writing letters. Rob Woolley requested a copy of the Terms of Reference. **Action: Brenda O'Neill**

10.2. Cate Jackson raised concern on her position as Kent LINK Governor after recently being asked to leave a meeting during a confidential section. Brenda apologised to Cate for the misunderstanding

11. LINK Annual Meeting

Brenda O'Neill confirmed the responsibilities of individuals at the annual meeting. It was **AGREED** John Fletcher to provide a brief project update along with the Project Leads during the presentation.

12. LINK Community Engagement Event, 22 June 2011, Dover

Programme for the event tabled and **AGREED**.

Items for discussion

13. Local HealthWatch and Pathfinder application

13.1. HealthWatch Update from Richard Beckwith was distributed at the meeting. Roger Kendall confirmed that the Kent LINK have applied to become Pathfinder, he is liaising with Clare Murray from the Medway LINK. Alex Burnand confirmed Tish Gailey is organising the Transition Sub Group and will liaise with KMN.

14. Project Updates reports

14.1. Project Update received and noted.

15. LINK PR and Publicity Update

15.1. John Ashelford confirmed that Purple Edge was no longer involved in the preparation of the Kent LINK newsletter or the website and social networking sites. All these duties are now being done in-house by KMN staff.

15.2. John Ashelford reported on an enquiry from the BBC regarding Medway Trust as members of Swale are also being served by this Trust. Jane Williamson, Director of Kent & Medway Networks, on behalf of Medway LINK, tried contacting the BBC 8 times with no success. John Ashelford will liaise with David Harris, the Chairman of the Governor's of Medway LINK regarding media contact.

Action: John Ashelford

16. Reports of external meetings

16.1. Reports received and noted.

17. Transport to quarterly meetings

Brenda O'Neill confirmed that the offer of car sharing to Kent LINK meetings / events has been advertised on all Kent LINK correspondence.

18. **Any other business** – taken at the start of the meeting.

Items for information / noting

19. Health & Social Care Integration Programme

19.1. It was noted that Cate Jackson will be joining this board alongside Brian Davis, both as Kent LINK representatives.

20. **Diversity Information** - noted.

21. **Kent LINK website hits** - noted.

22. **Complaints and compliments** - tabled.

23. **Date of next meeting - AGREED:** Wednesday, 15 June 2011 from 10.00am until 1.00pm, Main Hall, Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH

Confidential Items

24. KMN Support to the LINK:

- 24.1. Governors noted the letter that had been sent to Roger Gough, Kent County Council Councillor, regarding delay in agreeing extension of KMN contract.
- 24.2. Brenda O'Neill reminded Governors of the pressures on staff, mainly due to the uncertainty of their jobs, and that, despite this they were working at full capacity to support the LINK. It was a very busy period with annual meetings, annual report annual accounts and Quality Accounts.
- 24.3. Governors commended all staff for their resilience. Governors are acutely aware of the situation in which staff are placed and they will be doing everything they can to support Jane Williamson and Brenda O'Neill to get a swift resolution to the situation.

end of draft minutes

*Steph Moir
LINK Groups' Support Worker
May 2011*