

## **DRAFT Minutes of Trowbridge Health and Wellbeing Group held on Wednesday 6<sup>th</sup> September 2017 at Dorothy House, Trowbridge**

### **Present**

Mary Cullen (WC CEM), Alan Docherty (Carer's Support Wilts), Stephany Bardzil (Alzheimer's Support), Cllr Deborah Halik (WC), Barbara Smith (WC Adult Social Care), Jane Milton (NHS, Bradford Rd Surgery), David Breese (Trowbridge Street Pastors), Sally Maynard-Smith (WC Health Trainer), Farzana Saker (Trowbridge Mosque), Sarah Ash (seAp NHS Advocacy Service), John Stanwix (seAp Advocacy for Veterans)

### **Apologies**

Sue Chilton (OP Champion), Tom Ward (WC Public health), Chris Maple (Dementia Advisor, Alzheimer's Support), Rebecca Seymour, (Celebrating Age project co-ordinator), Stephen Dale (Dorothy House)

**Minutes of last meeting** -agreed

**Matters arising**- on agenda.

### **SeAp Advocacy Services**

Sarah Ash introduced herself and SeAp Advocacy Services, SeAp have the contract for Independent Health Complaints Advocacy in Wiltshire, formerly delivered by Swan Advocacy service. They provide a variety of advocacy services for customers with issues concerning NHS services or treatment. The advocacy service is free and the aim is to resolve issues and prevent problems recurring. The service supports people in the short or longer term depending on need and vulnerability. Support is available with letter writing, liaison with the NHS complaints department and signposting to other services such as Cruse bereavement care

FS queried whether translation services were available to support speakers of other languages. There is a language translation service available, although it was acknowledged that further discussion between FS and SA would be useful to explore how the service can be promoted and made accessible to BAME communities. **ACTION SA/ FS**

It was agreed that the service would be promoted locally by members of the HWB group and on the OCM blogsite.

### **Action on Addiction-**

No speaker present

### **Trowbridge Dementia Action Alliance update**

At the last meeting CT from Alzheimer's Support reported that her current post was coming to an end and that the group needed to give some consideration as to how the dementia friendly work would be sustained in the area.

Over the last two years the following achievements had been made

- Music for the Mind set up in Trowbridge, funded by the HWB group/Trowbridge area board
- Memory café set up at Palmer Gardens by Adcroft Surgery
- Regular DF sessions at county hall and other places
- Work with Holbrook and other primary schools
- Staff support group set up at county hall
- Dementia conference held at the Civic Centre- supported by funding from the area board
- Dementia Friendly Trowbridge launched
- Trowbridge Dementia Action Alliance set up

Following discussion, it was agreed that-

- MC would continue to deliver monthly dementia friends sessions in the library at county hall
- MC and BS will set up a Dementia Champions meeting to find a small group to steer the work going forward.

#### **ACTION: MC/BS**

#### **Celebrating Age Partnership project**

MC provided an update on behalf of Rebecca Seymour who was on annual leave. Rebecca has spent that past two months developing links and networks in the local area. She has visited agencies such as Carers Support, adult social care, care homes, day centres etc., with a view to finding out more about the needs of older people in our area and the best approach to delivering the Celebrating Age arts project. From October, Rebecca will be starting the arts based activities with older people out in the community. She intends to take activities around the community area including small venues such as day centres, sheltered and residential care schemes. The project will tie in with the Saturday Social project to be launched this month by MC and SC, to help prevent social isolation of older people in our area.

#### **Saturday Social Club**

This is a new club to be piloted by MC and SC the Older Peoples Champion. The aim is to deliver a social club once a month on Saturdays, for older people facing social isolation.

SC has found volunteers to help run the club, a bus and driver and Tesco have offered use of their community room with free tea and coffee.

There will be a soft launch on Saturday 16<sup>th</sup> September to test out the venue and talk to older people about what they might want from the club.

The official launch will be towards the end of October to link in with the Celebrating Age project.

## **Unpaid carers survey**

The unpaid carers survey is in its second draft and has been circulated to key partners for comment including Age Up, Healthwatch and Carers strategy team at Wiltshire Council. It has also been piloted by 4 carers.

Some minor amendments have been suggested and incorporated into the survey which is now nearing completion. Cllr DH suggested a further amendment which will also be considered.

MC sought views from the group on ideas for getting the survey out to older people over 50yrs old and crucially getting completed surveys back.

Ideas suggested, to be followed up, include, paper copies in GP surgeries with a box to put completed surveys in, paper copies in library with support to complete, paper copies in Community Hub, day centres, care homes, churches. Electronic copies to all partner agencies, town and parish Councils, elected members, residents' associations, social care teams, as well as promotion in newsletters and Twitter. All partners need to offer help to people to complete surveys if needed.

There will be a briefing session on completing the survey for volunteers from the BAME community and interested others- date to be advised.

It is anticipated that the survey will be launched on 6<sup>th</sup> October and run over a six-week period with a closing date of 17<sup>th</sup> November.

It was discussed and agreed that a prize draw would act as incentive and has already been budgeted for. M+S gift vouchers of £20 will be made available to the first 5 completed surveys drawn.

## **Support to sustain tenancies**

BS introduced the item in relation to the Care Act 2014 which provides that if customers are at risk of losing their homes, the Local Authority will provide support to them to help sustain tenancies and help prevent homelessness.

The group was asked to liaise with Barbara if there were any concerns about anyone facing these issues, related to hoarding tendencies or other problems in keeping up with rent payments.

BS and team had met with housing associations to discuss individual cases previously, however these were already at a serious level, it was acknowledged that earlier knowledge of potential issues might have resolved matters without things moving towards eviction. It was agreed that a more strategic approach would be beneficial to agree ways of joint working going forward. BS to arrange a meeting with housing and other key partners.

## **ACTION BS**

## **Updates from partners**

### **Health Trainers**

SMS gave an overview of the work of WC Health Trainers who work across Wiltshire helping people to make positive lifestyle changes, with 1-2-1 support over six sessions.

The work is focused on behavioural change to support people with stopping smoking, losing weight, improving levels of exercise. The work is client led and clients need to be motivated to make the changes for themselves.

There are 3-4 health trainers covering the Trowbridge area and the service is very well used.

Referrals can be made by agencies on behalf of clients or they can self-refer.

See leaflets for more information.

**Carers Support-** Carers Support provide a range of service to support unpaid carers in the community and have been instrumental in development of the carers survey.

**Surgeries-** JM reported that surgeries have now merged and that Bradford Rd medical centre will close on 22<sup>nd</sup> September. Staff and services will move to Trowbridge health centre on Seymour Rd. Widbrook will remain open as part of the merger. There will be a single number for contacting surgeries. Lovemead surgery will however remain separate. A key focus is on the needs of older people which fits well with the remit of the HWB group. Elderly care facilitators are now also in place.

### **Trowbridge Street Pastors**

DB gave an overview of the work of Trowbridge Street pastors. There are 21 active street pastors mostly volunteers from local churches. They work on Saturday nights between 10pm and 3am, patrolling the town centre handing out lollipops, water and flipflops to support those under the influence of alcohol who may need assistance with getting home safely. They come across a variety of people in a variety of different situations and have even helped in suicidal cases. DB and team were commended for their work supporting the local community.

### **Wiltshire Mind**

Cllr Halik reported that Wiltshire mind was the Mayors charity this year and that it was planned to run a mental health Awareness Day on May 5<sup>th</sup> in Trowbridge Park. This will be a family friendly event with a range of activities including fun dog show.

MC advised that Karen Spence at Wiltshire council provides Mental Health Awareness workshops which it might be possible to include in the day if this would be helpful.

MC to write to KS to ascertain whether this might be possible. **ACTION MC**

MC further advised that this project might be suitable for a grant application from the HWB group. **ACTION Cllr DH if appropriate.**

**Grant applications received – None**

**Recommendations to area board- None**

**AOB** – BS noted that there will be a local professionals meeting at Florence Court on 21<sup>st</sup> September at 2.30pm. This is an opportunity for health and social care professionals to share learning, network and work together more effectively.

**Date next meeting** – Jan 2018-to be advised.