

## MINUTES

### ESSEX AND SOUTHEND LINK: WEST ESSEX LOCALITY MEETING

**Date and Time** Monday 7<sup>th</sup> December 2009 2.10pm – 4pm  
**Location** Council Chamber, Civic Centre, Harlow CM20 1WG  
**Organiser** Julie Harkus (minute taker)

**Attendees:** John Carr, Ken Hearn, Michael Walker, Peter Fentem, Heather Paget, David Paget, Margaret Fitch, Peter Fitch, Jeanette Curtis, Giles Wright, Andrew Smith, Conrad Gorinsky, Chris Hudson, Dorothy Paddon, Joanna Hewelt, Paul Devonshire, Victoria Thatcher, Grant Edwards, Lana Edwards, Lea Brock, Mollie Pattenden, Jonathan Morrell, Julie Harkus.  
**Guest speaker:** Vince McCabe – West Essex Community Services and Mike Walsh – Essex Cares Ltd

	Topic	Discussion	Action by who/ when
1	Welcome, Introductions & house-keeping	John Carr, Chairman, introduced himself and welcomed everyone to the meeting. John then introduced Vince McCabe, Managing Director West Essex Community Services and Mike Walsh, Managing Director Essex Cares Ltd. Julie Harkus, Project Coordinator explained the housekeeping arrangements for the venue.	
2	Declarations of Interest	None.	
3	What type of health services would you like in your community? – Vince McCabe and Mike Walsh	<p>Vince gave a short Powerpoint presentation; copies of which are available from Julie Harkus.</p> <p>Vince's presentation covered the following headings:</p> <ul style="list-style-type: none"> <li>• West Essex Community Health Services – Who are we?</li> <li>• What do we do?</li> <li>• What do we believe in?</li> <li>• Where have we come from?</li> <li>• Where are we heading?</li> </ul> <p>Mike Walsh explained how Essex Cares was set up as a Local Authority Trading Company (LATC) that replicated a social enterprise and how any profit is ploughed back into the company to go into front line services or as a dividend to the Council to invest in services. Essex</p>	

Cares is an independent company which is currently recruiting a permanent board – Mike is the interim Managing Director. There is a three year contract with Essex County Council (ECC) and quarterly meetings are held between the two parties. It is important to look beyond the existing contract and develop new services so that the business and organisation can survive. ECC benefits from any profit that is generated as it is the only shareholder. One of the non-executive directors on the board will be a service user.

Vince then explained that West Essex Community Services will become an arms length trading company subject to staff agreement. Staff are currently being consulted and if they say no, the plan will not go ahead. There is a small interim board made up of Vince and 2 non-executive directors. A separate board will be established if a social enterprise is formed with shareholders being the people who use the services. This type of company will allow more service user and carer involvement.

The following questions were raised by the public:

**Is adult social care completely within your contract if I engage with Fairycroft?**

Mike replied learning disabilities, employment and inclusion services are provided but the rest of the services are run by the Assessment and Care Management Team from within the County Council.

**If money comes down from government, does it go to ECC or Essex Cares? (funding for stroke clubs in Essex was specifically queried)**

Money comes from the council tax payer and government – there are special grants for various services such as stroke services. Funding from government is based on population and level of deprivation. Some grants are bid for.

Mike commented that what was in the original provider services at ECC has moved over to Essex Cares Ltd – there has been no dilution of service.

**To what extent are these changes stepping stones to saving money and what guarantees are there if the organisation goes bust it won't be taken over?**

Mike responded that ECC took the opportunity to put services out to the market place. Consultation was undertaken with the public and other stakeholders. By choosing to set up an LATC, owned by ECC they have ultimate responsibility and a reputational risk to manage, as the Shareholder. In Mike's view, this was the best option the public could have – that ECC retains ownership.

Vince explained that there are similarities in west Essex but also some significant differences. Staff have said no to the move if profits are not re-invested or the organisation is sold off. This pledge will be built into the company. If NHS organisations are deemed to fail the staff transfer to the new organisation like for example where South Essex

Partnership University NHS Foundation Trust has taken over Bedfordshire & Luton Mental Health & Social Care Partnership Trust. Frontline staff working with service users have good ideas which will bring about innovation.

**Essex Cares is a not for profit organisation – what strategy have you if you have a deficit and who picks up the bill?**

Mike responded that no deficit is projected for this year and ECC would expect an explanation on how this was being dealt with if there was one. We would be doing something wrong. Services are scrutinised more than they were when they were within ECC. There's quality management and services are run in an efficient way.

**Are you confident you'll stay in budget when there is a rising number of people wanting day care services – will available money go down?**

Mike replied that there is a fixed envelope of resource to provide an agreed capacity. Recognising that changing demographics will have an impact for all Local authorities in needing to provide services to more people.

**Day care is part of your contract – for people with individual budgets, a figure of £50 has been mentioned.**

Mike said that the demand for day care is there and that existing service users want more day care. Some people or their families are choosing to fund additional days. There is an agreed reduction in day care capacity and funding so that this funding can go to individuals to purchase different services. The costs of a day at a day centre will vary depending on the services provided.

**I've heard that the cost of day care is cheaper with Essex Cares than ECC – how come?**

Local government is a very bureaucratic organisation and has large "back office" services. The back office costs for Essex Cares as an independent organisation are significantly lower which means that comparatively the costs of the services in Essex Cares are less. Some back office services are provided by ECC and some are sourced from the market place.

Vince reported that staff have been involved in a three month consultation and all staff will have voted by 21<sup>st</sup> December. More discussions are planned with the public and other stakeholders.

**What type of patients are you serving in west Essex?**

Vince replied that services are provided for children from 10 days old to palliative care for end of life patients. The staff of 1000 provide support services from St Margaret's Hospital and Princess Alexandra Hospital (PAH) – wherever the patients' needs are. For those with long term, limiting illness, we will attempt to assess and treat them – for those with existing physical conditions or with health preventative treatment. We need to coordinate the care and that's where community matrons are of benefit.

**Can profits be put back into older people's services like arthritis**

		<p><b>care?</b></p> <p>Vince responded that the very good musculoskeletal physio service is very stretched and priority must be led by clinical need. Those with sports injuries, for instance, may need to fund themselves. We need to get better at understanding the whole needs of a patient to get the whole care plan in place.</p> <p><b>The language used today is very business like – mental health has always been the Cinderella service – there are issues with youth and suicide rates, dementia, people coming back from war with mental health problems.</b></p> <p>Vince responded that mental health does not come under the remit of Community Services and that there are good mental health services in the area – there is significantly more spent in the west Essex area.</p> <p><b>According to recent radio coverage, there has been in shift in government policy to IAPT (Improved Access to Psychological Therapies) rather than dispensing antidepressants. Money is targeted from central government to the PCTs and doesn't go to mental health.</b></p> <p>John Carr commented that this is an issue about the commissioning of services and that we need to get the Commissioners to a future meeting.</p> <p><b>There's been much talk today about efficiency and effectiveness – that all depends on good communications between the different pathways – I see no evidence that communications between the hospital, GPs and community services are any better. Information doesn't reach the GPs, practice nurses or the district nurses.</b></p> <p>Vince responded that the new care record system is on hold due to technical issues rather than cost. In community health services, all clinicians are on the same system and about 10% of GPs are too but it is going to take time to get everyone on board. The biggest impact will be for clinicians in different services having access to one patient record.</p> <p>John thanked Vince and Mike for attending the meeting and Vince offered to answer any other questions members may have via Jonathan Morrell (Communications Manager West Essex Community Health Services) – <a href="mailto:jonathan.morrell@westessexpct.nhs.uk">jonathan.morrell@westessexpct.nhs.uk</a></p> <p>Further information about Essex Cares Ltd can be obtained via their website – <a href="http://www.essexcares.org">www.essexcares.org</a></p>	
4	Approval of minutes of previous meeting – 13 <sup>th</sup> October 2009	The minutes were approved by Michael Walker.	
5	Matters Arising	<b>Page 3 item 6 (Matters Arising)</b> – John reported that Ann Nutt had passed on Sheila Bass' contact details to the organiser of the Older People's Planning Group so that Sheila could help to represent the	

		<p>west Essex area.</p> <p><b>Page 4 item 7 (AOB) point 4</b> – John confirmed that Chris Hudson had written to PAH regarding neonatal intensive care services and that a holding reply had been received from Chris Pocklington, chief executive. In view of the time lapse, it was agreed that a follow up letter should be sent.</p>	JH
6	Approval of project plan for Social Care	<p>John read out a project proposal briefing that Ann Nutt, Vice-Chairman had written. Ann is leading on this project to produce a booklet which explains, amongst other things:</p> <ul style="list-style-type: none"> <li>• What Essex Social Care can provide and cannot provide?</li> <li>• The terminology that is used</li> <li>• What is meant by meeting the criteria?</li> <li>• What is substantial or critical?</li> <li>• What is the Social Model of Disability?</li> <li>• What is meant by user involvement?</li> <li>• What is meant by advocate and where do you go to get one?</li> </ul> <p>Ann will be working closely with our partners in Social Care to ensure that we do not replicate existing publications. The draft booklet will be sent to individuals and organisations to ensure that the language used can be easily understood. It is hoped that once the west Essex version is completed that it can be replicated in the other four localities.</p> <p>John read out a profile on Ann explaining her extensive knowledge of social care user involvement.</p>	
7	Meetings attended form for members' use	<p>Julie tabled a feedback form that CEMVO has developed for members to complete after they have attended a meeting, conference or workshop on behalf of the LINK. The information captured in the form will contribute to the annual report and be shared amongst locality members either monthly or at locality meetings. The locality has not been good at sharing information so this will help.</p> <p>Members were asked to complete the forms and send them to Julie promptly after a meeting. Julie will email the form to members she is aware of that attend meetings on behalf of the LINK.</p>	JH

8	Any other business	<ul style="list-style-type: none"> <li>• John publicised <b>ICE</b> “in case of emergency”– a facility that East of England Ambulance Service are encouraging - to store a contact number in your mobile phone in case of emergency.</li> <li>• Julie read out a recent article from the Harlow Star “Clean bill of health for maternity unit.” PAH has become only the fourth trust in the country to win an impressive level two rating for safety and quality standards in its maternity unit. The highest rating is level three. The assessment was carried out by the NHS Litigation Authority, the body responsible for any settlements and payments of claims related to hospital services and determines how safe the medical practice is and assesses internal policies. Gaining a level two rating means that the trust will save up to £500,000 from annual insurance premiums.</li> <li>• Andrew Smith public Governor North Essex Partnership NHS Foundation Trust, reported that the LINK’s Dual Diagnosis conference on 1<sup>st</sup> December had been well attended. Nationally there is little funding for alcohol addiction services; it is said that people are being encouraged to say they have a drugs problem too in order to get treatment. Andrew also commented that the Dr Foster report about Basildon &amp; Thurrock Hospital had been discussed at the public countywide meeting on 2<sup>nd</sup> December and the LINK will monitor the performance of all 5 acute trusts in Essex.</li> <li>• Paul Devonshire from ISS (Integration Support Services) introduced himself and fellow community development worker Joanna Hewelt. The organisation helps migrants to integrate into the community to access services. Interpreter services are available in GP surgeries but they are not being publicised to patients who need them. Margaret Fitch agreed to take this issue to the next PBC (Practice Based Commissioning) consortium meeting for Epping Forest on 14<sup>th</sup> December. All agreed that a letter was needed for all the PBC groups.</li> </ul>	MF
9	Dates of future meetings	<p><b>No meeting in January.</b></p> <p>Wednesday 17<sup>th</sup> February 2010 2pm – 4pm Waltham Abbey Town Hall</p> <p>Tuesday 16<sup>th</sup> March 2010 2pm – 4pm Chinese Community Centre, Harlow</p> <p>Tuesday 13<sup>th</sup> April 2010 – 2pm – 4pm Friends Meeting House, Saffron Walden</p> <p>Tuesday 11<sup>th</sup> May 2010 – Epping Forest area</p> <p>Tuesday 8<sup>th</sup> June 2010 – Harlow</p> <p>Tuesday 13<sup>th</sup> July – Uttlesford area</p> <p>Wednesday 15<sup>th</sup> September – Epping Forest area</p> <p>Tuesday 12<sup>th</sup> October – Harlow</p> <p>Tuesday 9<sup>th</sup> November – Uttlesford area</p> <p>Tuesday 7<sup>th</sup> December – Epping Forest area</p>	