

VOCAL Wellbeing, Health & Social Care
Salford Innovation Forum, Conference Room 2
10.00am – 12.00pm
15th August 2016
MINUTES

1.	<p>Welcomes and Introductions</p> <p>Present LM, Louise Murray, Salford CVS LT, Lesmond Taylor, Salford CVS BP, Bruce Poole, Unique Improvements CB, Cath Barningham, Age UK Salford DL, Delana Lawson, Healthwatch Salford JR, Jean Rollinson. Age UK Salford AJ, Amy Jeffrey, Penderels Trust CV, Carlie Valleley, Big Life PJ, Pamela Johnson, The Stroke Association TV, Tara Vickers, The Stroke Association PB, Peter Bainbridge, IEB Member JF, Jessica Francis, Relate GMS JS, Joanne Sherpherd, Red Devils Foundation JP, John Philips, Langworthy Cornerstone SA, Stacy Adams, Gaddum Centre RH, Rachel Hope, University of Salford BG, Bernie Garner, The Fed KS, Kate Simpson, Social Adventures JW, Jason White, Sporting Memories Ce, Caroline Elliott, Citizens Advice Bureau BE, Bernadette Enright Salford Royal Foundation Trust KD, Keith Darragh, Integrated Care Organisation</p> <p>In Attendance Cathrine Lee, Salford CVS (Minutes)</p> <p>Apologies: Sam Cooke, Penderels Trust Alison Page, Salford CVS Paul Parlby, Carers Trust Bernadette Colon, Start in Salford Loretta Haslam, St Vincent's Housing</p> <p>LT introduced the meeting agenda, the session would be concentrating on Integrated Care Organisation with Keith Darragh and Bernadette Enright providing an overview of where they currently are, challenges and where can work together.</p>	
2.	<p>Integrated Care Organisation (ICO) contracting arrangements and relationship with the VCSE.</p>	

**Keith Darragh Assistant Director Adult Social Care, Resources
Bernadette Enright, Assistant Director, Adult Social Care,
Assessment and Care Management.**

Keith explained how ICO is very new with the transfer over to the Salford Royal Trust only taking place on the 1st July, therefore they are very much still within a transition period.

440 people transferred over from the Salford City Council to become part of the ICO, which will provide a more joined up health and social care all within one organisation meaning it is more streamlined.

It has taken 18 months to merge the organisations, to ensure it has been done correctly.

Salford City Council is changing to a commissioning organisation, commissioning ICO as a supplier, however the council will still be responsible for adult health and social care.

A transformation plan is to be put in place in Autumn 2016 with a 17 million pounds budget available to put the strategy in place over the next few years, the overall aim is to:

- Keep people living at home independently for longer
- Have care closer to home, within the community
- Help keep people healthier for longer
- Support people in the community

The transformation plan is an opportunity for VCSE sector to work with ICO to plan adult social care together.

Bernadette informed that it is very important that there is communication at all levels and everyone uses their voice to help benefit Salford people within this integrated care program.

Bernadette explained that ICO wish to create the right culture, inclusive to everyone. The people working with communities on the ground know issues that are occurring and these need to be within the plan along with all the available resources.

Over last three / four years there has been an integrated approach programme with the following:

- Multi-Disciplinary Group- which has been risk stratifying vulnerable people providing a more joined up system.
- Community Assets- which has been looking at what resources are already available within the communities.
- Centre of contact- simplifying the route in for Salford people
- It's about developing good networks across Salford and so that people know who to contact for a certain service allowing support services to work more effectively to support the general public.

	<p>Bernadette identified the need to work with the following partners: The community Individuals Organisations Small groups Health providers Statutory services Looking at what the needs are and what help is already available.</p> <p>To summarise Bernadette said that ICO is like hearts and minds; needs the right culture in place with people involvement, everyone on board and a clear focus on supporting people in Salford the best way we can.</p>	
<p>3.</p>	<p>Question and Answers to Keith and Bernadette</p> <p>JR asked if there was a diagram showing the different statutory services in adult social care, outlining who works with who and their responsibilities. KD said he will take away with him and send one to LT.</p> <p>PB asked if there will be a decent Autism service for Salford as he has details of a programme that is cost neutral with only a 4% uptake. The project is all set up to go but need finances. LM asked any requests like this to be put in an email then they can look into it and come back. KD explained would look at evidence based but also replicability therefore will not be a quick turnaround. KD was happy to respond to PB in a one-to-one meeting.</p> <p>DL asked How ICO are going to monitor the experience of health and social care service improvements?</p> <p>KD explained there are different levels to the monitoring and evaluation:</p> <ul style="list-style-type: none"> • Performance report based on seven indicators • Outcome framework which has thirty national indicators • Social Services survey which goes out to measure perception • Own baseline and measurements to be establish as an innovative approach. <p>On top of this ICO also use qualitative stories as a more personalised approach of how the service has helped people and to empower people to take control of their own lives.</p>	<p>3.1</p>

	<p>LM asked if going forward ICO was looking for these stories for the strategy. KD responded there was a national study but was also looking for these stories as they are as valuable as the research elements as small communities will not have the expensive research behind it.</p> <p>LM offered support from CVS with relationships going forward and bringing forward good examples of such stories. She also suggested a workshop was required with VCSE groups for the transformation plan.</p>	<p>3.2</p>
<p>4.</p>	<p>Round Table Discussions</p> <p>The group split into 5 groups to discuss the following questions:</p> <ol style="list-style-type: none"> 1. How will the ICO and VCSE'S work more closely together in the future for the benefit of Salford residents? How might this work at a strategic level, e.g. ICO Governance and the design of services as well as at an operational level in the delivery of services? <ul style="list-style-type: none"> • More clear information and engagement with us in the sector • More clarity needed • Building on good relationships in Salford • Detailed mutual understanding of the needs of our different client groups. • Give VCSE a role and then listen to and hear our 'expertise' and different user perspectives • Trust us • By understanding which organisation(s) are leading and who are the decision makers - what the key objectives are and who we need to connect with. • Preventative measures- crisis (Sanctuary) • Reducing pressure on A&E • Hard to answer without knowing ICO governance • How are ICO going to find out what services are available? • Lack clarity on ICO what it is, what will be and how operate. What information is needed from the group? More information required to really think what ICO means to each group. • 'Soft' access 2. Health and Social Care Devolution is about shifting demand from acute to community and prevention. What shift in 	

	<p>resources will be needed to support this and how can ICO and VCSE’s work together for this? What role might the transformation fund (£17 million) play in this?</p> <ul style="list-style-type: none"> • Prevention is key- where is the prevention element? • Outcome focused community • Volunteer role in holding ICO to be accountable. • Include VCSE in the different culture- less bureaucracy • Think about ‘non-traditional / unpopular funding i.e. activities, transport, Days out and volunteer supports. • Preventative measures- crisis (Sanctuary) • Reducing pressure on A&E • Community hubs- reducing isolation • Facilitating networks- connecting Salford • How ICO impact different people we work with- more detailed engagement and pathways for client to take. • Add £’s to support visits • Better expertise • More time for support • Better training for staff • Professional services • Reduce isolation by having support to go to groups and take part in activities. • Insight- VCSE sector provides good insight as clients have more honest conversations if driven by community. <p>LT advised he would feedback the comments to ICO.</p> <p>LM proposed the workshop with ICO take place 1st week in October. This would be a half day workshop looking at how VCSE can help with the transformation plan. LM asked for a couple of reps to help plan the workshop, if interested please email LM.</p> <p>Was suggested all organisations prepare a profile for their group to bring to the workshop and ICO can take them away with them.</p>	<p>4.1</p> <p>4.2</p> <p>4.3</p>
<p>5.</p>	<p>Minutes of the last meeting and Matters Arising</p> <p>Minutes agreed as accurate account.</p>	
<p>6.</p>	<p>Vocal Forum updates from Representatives</p>	

	<p>The Vocal representatives provided an update from the recent meetings, a paper copy was provided please see attachment.</p>  <p>Salford VOCAL Wellbeing Update</p> <p>LT thanks the reps for the update and requested if anyone hears of anything taking place regarding health and social care to let him know and we can see about getting a sector representative to attend.</p>	
7.	<p>AOB and Close Please email LM/ LT with an ideas for themes for the next meeting.</p> <p>Salford Way App launches 21st September 2016</p> <p>Unique improvement are launching blood pressure testing in around Salford.</p>	

Date/ Time of next meeting: Tuesday 1st November 2016

Venue: TBC

Chair of Meeting: Lesmond Taylor

Minutes taken by: Cathrine Lee

Meeting closed 12:15pm.

Action	Minute Reference	Assigned to and Date
Statutory services diagram to be produced showing all services in adult social care.	3.1	KD
CVS to support ICO with relationships with community groups and collecting good stories of outcomes.	3.2	LM
Send the workshop roundtable discussions to ICO.	4.1	LT
Arrange workshop with ICO first week in October to discuss the Transformation plan in more detail.	4.2	LM
All groups to prepare organisation profile to take along to the ICO workshop in October so all resources available are passed onto ICO. Any one wishing to be a rep to help plan the workshop please email LM.	4.3	ALL