

Draft minute of the **Health and Social Care Special Interest Group** held at 10.30am on Friday 15 November 2019 in the McGillivray Room, Kirkwall Library and Archive, Kirkwall



Present: Erika Copland (Chair / Home-Start Orkney), Rosalind Aitken (Voluntary Action Orkney), Gary Amos (Voluntary Action Orkney), Gail Anderson (Voluntary Action Orkney / representative IJB), June Anderson (Relationships Scotland Orkney), Phyllis Braby (Orkney Heart Support Group), Ann Clarke (YPeople), Fraser Devine (Orkney Care and Repair), Andrew Drever (Orkney Drugs Dog), Alison Guthrie (Voluntary Action Orkney – Adult Befriending), Joan Jones (Samaritans), Karen Mack (Voluntary Action Orkney – Connect Project), Alison Meason (Shapinsay Community Co-ordinator), Pat Shields (Access Panel Orkney), Sandra Towrie (IJB Carer representative/ Sanday Development Trust), Michelle Ward (Women’s Aid Orkney)

In attendance: Cecily Cromby (minutes), Davie Campbell (NHS Orkney Board)

1 Welcome

Erika welcomed those present and thanked them for attending.

2 Apologies

Apologies had been received from Zelda Bradley (Orkney Rape and Sexual Assault Service), Suzy Frazer (Tackling Household Affordable Warmth), Michael Mahoney (Orkney Diabetes Group), Cameron McConnachie (OACAS), Gillian Skuse (Age Scotland Orkney).

3 Notes of previous meeting held on 20 September 2019

Subject to the following amendments, the notes were approved:

Item 5: Integration Joint Board update. Correct spelling of Des McCart.

Item 9: AOCB. Phyllis had stated that the hospital shop was not open, rather than that the hours were restrictive.

4 Matters arising not on the agenda

Item 6: Third Sector Skills Audit: Gail advised that this had been discussed at the TSWG and that a proposal had been drafted with the support of ‘Interface’ with the intention of securing support from a university or college to carry out the audit.

5 Sharon Paget – new Service Manager for Public Protection – to introduce herself, describe her new role and to find out about local third sector services

Sharon did not attend the meeting.

6 Public Protection Committee – partnership feedback

Gail and Michelle fed back from the meeting they had attended. They reported that the committee had discussed setting up a minimum dataset of indicators for referral to the Child Protection Committee and aimed to capture information about child protection issues in a clearer way. Gail suggested that this provided a good opportunity for third sector data to be included and that this would be taken forward by the TSWG. Michelle noted that third sector organisations did not appear to have access to an existing referral process for child and adult protection. Michelle advised that she would follow this up with Matt Webb at Police Scotland.

Action: Michelle

Michelle noted that recent Child Sexual Exploitation training for trainers provided by Barnardo's had not been as well attended as hoped. She advised that colleagues in Orkney had been trained as trainers and that sessions needed to be rolled out. This would hopefully happen in the new year.

Michelle advised that awareness raising campaigns regarding child sexual exploitation and trafficking in Orkney were needed.

7 Aberdeen Red Cross Guest House

Gary informed members of the proposed closure of the Red Cross Guest House in Aberdeen. He noted that Liam McArthur had raised the closure with Mike Adamson, Chief Executive of the British Red Cross, and had received a response outlining the rationale for the decision. Mike Adamson stated that the proposed closure was due to low occupancy and the financial impact of this – giving a figure of 20% occupancy rates during 2019 and a financial deficit of £50,000. Mike Adamson suggested that low occupancy was due in part to competitive hotel prices in Aberdeen and an increase in the use of remote health care services.

Members discussed the impact of the closure. Phyllis noted that the issue had been discussed at a recent meeting of the Orkney Heart Support Group and members had raised the following concerns: cheaper hotel accommodation might be practical for short trips but not for longer term stays; hotel accommodation may be scarce or more expensive during the summer months; the Guest House helped combat loneliness as guests would support each other; the Guest House was the first point of call when travelling at short notice.

Members discussed the wider issues of travel from Orkney and Shetland to Aberdeen hospital for patients and family members. Sandra noted that the NHS did not fund overnight patient accommodation for people with hospital appointments after 10am. For frail or elderly patients, a day's round trip was exhausting and stressful, particularly when flights were delayed. She also noted that the Red Cross bus service between the hospital and airport was not ideal for wheelchair users or those who were frail – patients would have to wait outside while a wheelchair was found in the airport. The 'Quiet Room' for patients travelling home from Aberdeen was the Eastern Airways lounge which, depending on who else was using it, could be very full, loud and intimidating. Pat noted that the Ambulift was not always available and that ramps were not ideal for wheelchair users or carers. Members discussed individual experiences of

the 'Quiet Room' and airport services and agreed that they led to patients, particularly wheelchair users, feeling dumped and abandoned.

Members agreed that issues regarding patient transport should be taken up with NHS Orkney and Grampian and that this could be done jointly with Shetland. Pat advised that the Access Panel would contact Aberdeen Airport regarding the 'Quiet Room' and the distance between the bus pick up/drop off and terminal.

Action: Pat

Andrew advised that he would take up the issues through the external transport forum.

Action: Andrew

Davie noted that more people were travelling to Aberdeen Hospital than ever before, but that this would likely reduce with the increased use of remote access using Attend Anywhere software. He also noted that the NHS Orkney Board had discussed the possibility of providing NHS escorts on all flights to Aberdeen. Davie advised that he would take back the experiences discussed at this meeting to the NHS Board.

Action: Davie

Gail noted that due to changes in Red Cross strategic priorities, they would be withdrawing event first aid services from January 2020. Gail advised that she would feed back discussions from this meeting to Liam McArthur.

Action: Gail

8 Draft Orkney Mental Health Strategy 2020-2025 consultation

Gail advised that the closing date for the consultation was January 2020. Gail asked members if they would like to make individual comments or provide a collective response. June noted that she would be happy to feed into a joint response but would also respond independently. Gail advised that she would contact members to confirm a date for feedback.

Action: Gail

Gail noted that there had been confusion over the consultation as there had been no official launch. Members agreed that organisations and the community needed to be informed about the consultation. Gail noted that it was on the agenda for the TSWG.

9 ACE's Hub (verbal report E Copland)

Erika advised that the ACE's Hub had met that week and had discussed concerns about Community Mental Health Services provision. Erika noted that some progress had been made with the appointment of an adult mental health worker, but this was not enough. She also noted that a Who Cares advocacy worker had been appointed.

Erika requested that members provide information about the support their service offers to people who have experienced childhood trauma. This information would be collated and provided to those attending screenings of ACEs related films. Gail advised that VAO would circulate this request.

Action: Gail

Ann noted that there were gaps in the provision of counselling services for people with learning disabilities.

Erika noted that partners from education had not attended the meeting but that positive work was being done by pupils and staff at Stromness Academy.

Karen noted that KGS had been unable to provide information on the attendance of a pupil on an amended timetable. Members discussed that schools were good at providing attendance information for pupils on regular timetables and that the most vulnerable children were therefore falling through the net.

10 Attached for information

1. Optimising health and wellbeing benefits from volunteering: Good practice for engaging and supporting volunteers. Scottish Volunteering Forum

Gail noted that the document was interesting and useful and advised that VAO worked with volunteers who needed support in their role.

Joan noted that the document had been discussed at a national meeting of the Samaritans. She advised that the Orkney Samaritans had changed their shift patterns to make volunteering more flexible, offering volunteers a greater choice of shorter shifts.

11 AOCB

In-patient mental health provision: Zelda discussed the need for a psychiatric bed in the new hospital. She highlighted cases of patients unable to travel to Aberdeen and treated in unsuitable settings. Davie advised that the lack of a designated psychiatric bed was due to staff availability and recruitment issues, including the fact that no CPNs were available at weekends.

Community Led Support: Pat noted her concern that communities still did not know about the Community Led Support programme. Members discussed that the local group names would include the word 'blether' and that this had connotations of gossip. Although 75% of people voted for the name, very few people had taken part in the vote. Members discussed the need to inform service users of the CLS programme and new hubs.

Jargon busting: Pat and Phyliss discussed difficulties in the use of jargon in local documents and discussions. Pat noted that the original toilet signs in the new hospital read WC, which not everyone would understand. Joan advised that these had now been replaced and the hospital had acknowledged that they had listened to and responded to complaints.

12 Date of next meeting

TBC