

**Minutes of Board meeting in public**  
26<sup>th</sup> November 2020

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Held via Microsoft Teams  
26<sup>th</sup> November 2020.

Present:	Vanessa Barrett	VB	Chair
	Anne Wignall	ALW	
	David Voysey	DV	
	David Beechey	DB	
	Lynn Cawley	LC	
	Terry Hart	TH ?	
	Dee Walker	DW	
	Brian Rapson	BR	
	Bob Welch	BW	
	Steve Price	SP	
	Geoff Rate	GR (visitor)	
Minutes:	Patricia MacInnes	PM	
Speakers:	Abi Butters	AB	
	Gavin Baylis	GB	

**1. Welcome, Introduction & apologies**

VB welcomed all present. No apologies were received and VB introduced guest speakers Abi Butters and Gavin Baylis.

**2. Declarations of Interest**

No new declaration of interest

**3. Presentation:** Abi Butters (Commissioning Officer Residential and Nursing Care) and Gavin Baylis (Commissioning Officer Domiciliary Care) - Shropshire Council

Questions had been sent ahead of the meeting and AB and BG addressed those questions.

- Improvement in managing second lockdown

The biggest differences between the 2 lockdowns were highlighted. It was explained that if there was a national shortage in PPE during the first lockdown, providers did not report any problem in November. It was reported that there is now a national PPE portal which allows care homes and other health providers to continually order new PPE at no extra cost, and that most providers in Shropshire have signed up to it.

It was also pointed out that the local resilience offer which was available in the first lockdown is better established now and can also support PPE provision in emergency.

Changes in testing were also highlighted. While testing was only available in certain specific situations, it is now part of a broader program of preventative testing introduced in July in care homes. Test should now occur on a weekly basis for staff and monthly for residents. A lot of training was provided to do the test and providers signed up to a specific testing portal. There has also been an improvement in the timeframe to receive the results. It was reported that the system is working well and allows for immediate support when a test comes back positive from the time of the outbreak and up to 28 days. It was added that this kind of testing has just been introduced in Domiciliary care and that weekly testing for staff is now possible, every provider registered with the CQC will receive a month worth of test which will have to be undertaken at home by members if staff. DC has not seen the same issues as seen in Care Homes, but this regular testing should be useful.

- Visitor testing in Care Homes

AB explained what the lateral flow testing would entail to but that although it had been announced, the system was still being organised. It was explained that there is always a delay between when something is announced and when it is implemented.

- Discharge from hospital

AB explained that processes had been firmed up and that patients were now always being tested before being discharged back to a Care Home. It was also added that if patients needed additional support, some special designated beds had been commissioned which did not exist in the 1<sup>st</sup> lockdown.

- Scale of DC providers and increase of demand to DC for help

It was answered that the amount of referral to DC had been reduced compared to other years. There has also been a decrease in number of care packages. AB explained that it was the same for the number of residential and Care home referral.

To the question regarding the number of DC agencies, it was responded that there are a lot of providers in Shropshire and that there are pros and cons to that high number.

- Changes that have come about because of good practice in 1<sup>st</sup> lockdown

It was explained that there was now an infection control fund and that there was a lot of creative approaches in Shropshire to allow residents in Care Homes to receive visitors. It was highlighted that because of the guidance not always being completely clear, care homes had adapted as best they could. It was added that each care homes and DC agencies have been allocated money to invest for safe visiting (purchase gazebo, build pods, create partition).

VB enquired whether HWS could be made aware of those stories for the coming Hot Topic.

ALW added that if a visit could not be made, some care homes offered measures to allow online communication. AB explained that nothing specific was requested from Care Homes but that things like WIFI capabilities were encouraged. IPADs were given to Care Homes and very earlier on a piece of work was done and computers were shared with Care Homes.

GB on the question of improvement explained that Shropshire Public Health has done effective contact tracing and is aware through national database of who test positive (carers and clients of Domiciliary Care).

- Review of block contracts

Regarding question about which organisations and agencies are involved in the review of block contracts, AB explained that engagement will be done in the new year with current contractors but with a wider market.

- Day services

Regarding day services, a very good presentation on the topic will be shared with HWS.

VB thanked AB and GV for their update.

Introduction: VB congratulated HWS team for the work done in the past year

#### 4. Healthwatch Shropshire AGM and Approval of Financial Accounts 2019-20

*See separate minutes.*

#### 5. Board Meeting in Public held on 9<sup>th</sup> September 2020.

##### a) Approval of minutes

Minutes of the previous board meeting were anonymously approved.

##### b) Matters arising not on the agenda

The board received an update on actions from the previous meeting:

- Purchase of mobile phones: the board was reminded that HWS was looking at changing the way the phone system is currently provided in the office and that as a result, no further work has been done on mobiles phones purchase.
- LC reported that as requested she had made some format and detail changes in the KPI and Trustee report.

#### 6. Finance and HR

##### a) Management accounts to end September 2020

TH provided an update and explained that currently HWS was in a situation of underspending for a total of about £3000.

The proposed changes to the telephone system and air conditioning which have been discussed at the latest business committee were reported on.

**ACTION: LC to provide quotes and options to the board at a later meeting.**

A question was asked regarding the estimated volunteer hours and it was concluded that all volunteer hours from board members and volunteers might not have been reported on. LC reminded the board of the importance to submit an "expense claim form" with the amount of hours volunteered towards HWS at the end of each month.

**ACTION: LC to email expenses form to board members and volunteers.**

**ACTION: Volunteers and board members to submit their forms with any unclaimed hours volunteered.**

It was specified that each hour spent needed to be itemised as it allowed HWS, when reporting to the commissioner, to articulate where the board and volunteers' contribution were.

##### b) Staffing update

LC reported to the board about the recent staffing changes, it was reminded that BK had had to leave HWS before the end of her temporary contract in order to accept a full-time position and that SD had informed HWS of her decision not to return at the end of her maternity leave. Finally, the board was informed that JM had been on sick leave for a few weeks but was expected to return at the beginning of December.

The need to replace SD's post was discussed and it was explained that the team needed to decide where the needs were. The areas of engagement and administrative support were highlighted as areas that would be the most helpful to the team going forward. LC reported that the option of having an apprentice was considered but could not realistically be implemented until the office formally reopened.

It was explained that for the time being, the team had been covering for the absences of JM and SD.

## 7. Governance

### a) Risk Management

No new elements to the risk management were added.

### b) Board Membership - AW and BW

ALW and BW re-election as board members was formally approved.

### c) Board Recruitment

It was reported that ASW had stepped in to cover for SD regarding board recruitment and that any new member of staff in the future would be working on it. The background of board members was discussed, it was agreed that former HWS volunteers were excellent choices as they had the knowledge and interest.

**ACTION: LC to contact current volunteers to discuss any potential interest into joining the board.**

ASW initiative about gathering board members' personal experiences was also explained.

**ACTION: LC to speak to ASW about this initiative.**

## 8. Reporting (July - September)

### a) Chairs report

No further question was asked regarding the report.

### b) Chief Officer's report

No further question was asked regarding the report.

### c) Committee Minutes

No further question was asked regarding the report.

## 9. Any Other Business

It was reported that the commissioner had confirmed that HWS contract would be extended for another year at the current funding level which meant that it was possible for HWS to confidently plan for the coming years work and objectives.

## 10. Dates of future Board Meeting

03<sup>rd</sup> March 2021  
07<sup>th</sup> June 2021  
01<sup>st</sup> September 2021  
22<sup>nd</sup> November 2021

**11. Resolution to manage confidential business in a closed meeting**

CONFIDENTIAL