

## County Durham LINK Enter and View Minutes

Wednesday 5<sup>th</sup> May 2010  
Bowburn Community Centre, Durham Road, Bowburn

		<b>ACTION</b>
1.	<p>Michael Dalton opened the meeting and welcomed everyone. He also took the opportunity to mention that Alesha had taken up her new role as LINK Project Manager and the group joined him in congratulation her on the position.</p> <p><b>Present:</b> John Hudson, Sandra Cottrell, Sheila Grant, Michael Dalton</p>	
2.	<p><b>In Attendance:</b> Colin Burton(Standards Committee), Alesha Aljeffri (minutes), Mandy Allen (Lip Speaker)</p>	
3.	<p><b>Apologies:</b> Pauline Crathorne, Dave Kellett, Agnes Armstrong, Mike Hemmingway, Syd Duggan and Joan Taylor</p> <p><b>Minutes of the last meeting:</b> Approved and agreed as a true record</p>	
4	<p><b>Matters arising not on the agenda:</b></p> <ul style="list-style-type: none"> <li>• Alesha mentioned that there was still no news as to the formal invitation to join the Older Peoples Partnership Board, but she would follow this up in due course.</li> <li>• An information day will be set up for both the Management Committee and the Enter and View Group to which Louise Lyons and Lee Alexander will be invited is now expected to take place in May/June</li> <li>• Alesha has had contact from Nicola Stefanou regarding NHS Darlington's Essence of Care Leaflet and raised the concerns over the lack of a text phone number. Nicola has passed this information on to their Communications group.</li> <li>• Training schedules have been sent out to all members of the group</li> </ul>	
5	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• A discussion took place on the outstanding training that some of the members need to complete. Dates have been Disability Awareness (14<sup>th</sup> May) and Equality and Diversity (13<sup>th</sup> May). Once all training has been completed – a certificate will be issued to all reps to show the extensive training plan they have been involved in – copies of this will also be included in the relevant visit folder. Alesha also thanked the members for their patience and commitment to</li> </ul>	Host to issue

	completing their training.	
6.	<p><b>Attendance at Management Committee meetings</b></p> <ul style="list-style-type: none"> <li>• A discussion took place on attendance at meetings and that reps should indicate whether they are able to attend or not (where possible) so that replacements can be asked if they would like to attend</li> <li>• Michael pointed out that in light of an enter and view rep being unavailable for a management committee meeting that Mike Hemmingway had already volunteered to attend in their place</li> <li>• A discussion also took place around the enter and view meetings and that the day had been switched to provide more flexibility for enter and view reps to attend. Again Alesha asked that all reps notify the Host as soon as possible to whether they are able to attend or not (where possible) so that adjustments can be made for catering etc</li> </ul>	Alesha / Sandra Roberts
7.	<p><b>Meeting with AWBH Commissioning Services</b></p> <p>Alesha provided an update on the meeting with Commissioning Services that Michael D, Colin B and Alesha A attended. The meeting was fairly positive in that Ian Forster agreed to be the main contact from the Commissioning Services team. This way there will be a direct way of gaining intelligence on the visits that they carry out and how that might link to visits that the Enter and View group may want to consider.</p> <p>Ian mentioned that it may be worth members of the Enter and View group meet with the Commissioning team to share best practise and develop relationships, MD suggested that as there was a CQC working group meeting taking place in June perhaps Ian or a member of his team could attend this as well giving a well rounded view of how the CQC carry out visits and what the Local authority does in a similar situation.</p> <p>It was mentioned that there is still more work to be done with raising awareness surrounding Enter and View and SG questioned why this was still happening. A suggestion was made on whether a report should go to the OSC to highlight the barriers that still keep emerging, it was agreed that a report be drafted on the work done so far with Enter and View highlighting some of the issues encountered and this would go to MC.</p> <p>JH remarked that there seems to be a good understanding on how complaints are addressed with health services but no or little understanding of how this works with social services</p>	<p>Host to check and arrange</p> <p>Alesha to draft</p>
8.	<b>Willowdene Care Home – Celebratory event</b>	

	<p>Alesha mentioned that Willowdene Care Home had invited the Enter and View reps to attend a celebratory event on the 29<sup>th</sup> April 2010 and Syd Duggan had attended and reported back that the event was very positive and very useful. A report will be produced and available for the group to read shortly.</p>	
9.	<p><b>Enter and View Visits – Working Groups</b></p> <p>A discussion took place on the working groups for the Enter and View visits currently being arranged. The 3 that are being organised at the moment are a visit with the Clozapine Clinic, Willowdene Care Home and Appletree Care Home.</p> <p>It was suggested that in line with the procedure of having a maximum of 3 reps per group that a reserve member should also be invited to attend just in case one of the other reps could not make the visit</p> <p>As there was a limited number of reps available at the meeting it was agreed that the Clozapine Clinic visit would be carried out by the same reps that visited the first time so that comparisons could be made.</p> <p>The Willowdene visit was discussed and subject to training being completed Sheila G, John H and Pauline Crathorne would carry out this visit with Sandra Cottrell acting as the reserve rep.</p> <p>It was agreed that the visit should take place either 22<sup>nd</sup>/23<sup>rd</sup> June subject to confirmation from the home. A provisional working group meeting was to be organised for the 19<sup>th</sup> May, however as Pauline C was not in attendance, the Host would check if this was still possible for her to attend.</p> <p>A further suggestion was made that there should be 4 meetings for reps in a working group – 1 for the visit itself, a pre meeting to discuss what background info should be requested for the group to look at and discuss the format of the visit etc, a previsit meeting to discuss the plan of action of the group and a follow up meeting to discuss the findings (if needed) This format would be dependent on the type of service being visited and would be flexible</p> <p>It was agreed that the Clozapine Clinic Working group would be arranged in the next few weeks, where MD, Agnes A and Dave would attend to discuss the format of the visit and questions to ask</p>	<p>Host to arrange</p> <p>Host to arrange</p>
10.	<p><b>Any other business</b></p> <p>Sheila G had raised question about what other LINKs were doing</p>	

	in general and wondered whether there was any information available. AA mentioned that there are updates available on the LINKs Exchange website that show what is happening across the country	
	<b>Date of next meeting:</b>  Monday 5 <sup>th</sup> July 2010 10.00 am – 12.00 noon, Bowburn Community Centre, Durham Road, Bowburn	