

LPB INVOLVEMENT GROUP (LPBIG)
Minutes of meeting held on Thursday, 28th October 2009

Present:

Waheda Ahmed	BME Carer Representative – Lancashire
Sharon Calverley (am only)	LTSC/Making Space
Ian Clift	Carer Representative – North Lancashire
Rebecca Davis	LPB Team/Network Director of Commissioning
Brian Gumbley	Service User Representative – Central Lancashire
Rod Hacking	Service User Representative – North Lancashire
Maureen Hindle	Service User Representative – East Lancashire
Philip McGladdery	Service User Representative – Fylde Coast
Valerie Minns	Carer Representative – East Lancashire
Angela Radcliffe	Carer Representative – Fylde Coast
Ann Robinson (pm only)	NHS East Lancashire
Pat Rolph	LPB Team
Rosemary Trustam (<i>Chair</i>)	LTSC/Integrate
Marjorie Twist	Carer Representative – Central and West Lancashire
Katharine Wykes	LTSC

Apologies:

Grainne Cuerden	LTSC/Rethink
Christina Lyons	LPB Team/UCLan

No.	Item	Action
1.	<p>Introductions and apologies</p> <p>Rose welcomed everyone to the meeting, the first of which to be chaired by the LTSC. There was agreement to rearrange the timings of some of the agenda items, the following items are noted in the order as they took place.</p>	
2.	<p>Review and agree ground rules</p> <p>A draft copy of the proposed code of conduct was circulated to members prior to the meeting. Rose explained the reasons for needing to agree a set of ground rules for the group and asked members for their comments.</p> <p>Valerie noted that due to life pressures there may be times representatives need to arrive late or leave before the end of a meeting. Rose acknowledged there would always be flexibility to accommodate individual circumstances.</p> <p>A concern was raised by Maureen over whether the code of conduct would also apply to Partnership Board meetings, and gave an example of where work on crisis intervention had been deferred since January 2009. Frustration was expressed by some members over the lack of full Partnership Board meetings having taken place this year. Whilst it was recognised there had been work around the re-launch of the board's structure and future work plan, there was disappointment and some scepticism expressed that almost a year had been lost.</p> <p>A discussion continued around the new LPB meeting format, with some members stating their views on the board's purpose and value. The levels and strengths of member representation were considered.</p> <p>Rebecca arrived at the meeting.</p> <p>The code of conduct was agreed by all members.</p>	
3.	<p>LTSC Involvement by Agency</p> <p>Before breaking into groups, Maureen asked Rebecca for clarification on the purpose of Partnership service user and carer representation. Rebecca gave her</p>	

	<p>view that it was imperative people with experience of services are able to convey what's important, and the issues significant to how services are run. Commissioners need to allow people to have that conversation.</p> <p>A brief discussion continued, summarised as follows:-</p> <ul style="list-style-type: none"> • To see and highlight best practice and take forward. • Constructive criticism and ideas for improvement. • Avoid duplication of work/practices • To bring forward the views of other service users and carers, good and bad. <p>Almost all members agreed with Rose, that having service user/carer representation did have value, and the fact that Rebecca attends the group supported that view.</p> <p>At this point members separated into groups by area with LTSC facilitating, notes were recorded onto flipcharts for the following groups:-</p> <p>Rose – Central/West Lancs & BME (Brian, Marjorie and Waheda) Katharine – East Lancs (Maureen and Valerie) Sharon – North Lancs & Fylde Coast (Ian, Rod, Angela and Phil)</p>	
4.	<p>LTSC Project Plan – Feedback</p> <p>Members re-joined the main meeting and comments were fed back:-</p> <ul style="list-style-type: none"> • Rose – A wide ranging discussion on many issues including; gaps in the Chorley/Leyland areas being a lack of knowledge of service providers, challenges for BME communities and young people, there is a need to engage with these groups. It is important to piggy back on events and the use of students for short term research would be a key link. • Katharine – A list of all groups in East Lancs to tap into and an understanding of taking part e.g. feeding in to meetings and taking information away. To look at individual contacts through different databases or face to face. East Lancs is a very large area and LPB representatives cover a good spread in locality where members live. Engage with hard to reach groups e.g. BME, young people and piggy back onto events. • Sharon – In the North Lancs footprint services are very different. There is a need to identify who is responsible for what as there is a lack of information. Attending carer forums and receiving minutes are useful. There is a network of BME Community Development Workers that Waheda could link in to. 	
5.	<p>Minutes of the previous meeting</p> <p>The minutes of the previous meeting held on Wednesday, 19th August were agreed as accurate subject to one amendment requested by Valerie, as follows:-</p> <p>Page 2 – item 5 – the last sentence to read <i>“Members agreed it would be useful for Valerie to bring the DVD along to view at the group’s next meeting”</i>.</p>	
6.	<p>Matters Arising</p> <ul style="list-style-type: none"> • Self Directed Support Team – Katharine forwarded on to Pat the contact details for the Self Directed Support Team for future use. • Social Care ‘Green Paper’ – Valerie forwarded to Pat a copy of the social care ‘Green Paper’ which was circulated to all members by email. • Carers Strategy Update – Valerie advised there had been a delay at the printers. She had emailed Patrick Sullivan (LCfT) to ask about timescales, but as yet had not received a response. For Katharine’s benefit, Valerie explained the 	

	<p>purpose of the strategy and gave a brief background to how the work began advising there was positive support from the LCfT board and management, however there were concerns whether frontline staff would adhere to the strategy.</p>	
7.	<p>LTSC Project Plan - Feedback</p> <p>Rose clarified the LTSC's involvement in supporting the LPB service user and carer representatives, advising that a small group of LTSC members have formed a steering group responsible for the support. Rethink are to manage the contract. A clear link needs to be identified a relevant contact for each LPB member, using a two layered approach; senior management and ground workers to support this group.</p> <p>It was agreed that two LPB Involvement Group meetings will take place between quarterly Partnership Board meetings, one to focus on LPB business. The other to include speakers delivering presentations. A new LTSC email address has been set for members use, Pat will circulate the address.</p> <p>Brian advised he recently attended a meeting where information about a stepped care approach was discussed but its purpose was difficult to understand. It is important for representatives to have a clear idea of stepped care. Katharine suggested it would be useful for Brian to bring this issue up by email to the LTSC.</p> <p>Maureen also gave an example of the lack of consideration given when invited to attend a meeting she wasn't sent directions for where the meeting was held. Rose agreed there were lots of issues which needed to be fed back into the Partnership Board.</p>	<p>PR Actioned 30/10/09</p> <p>BG</p>
	<p>Rebecca introduced Tracey Callaghan-Hayes, the LPB Team's newly appointed Project Manager, who arrived to meet members briefly during the break. Tracey will be joining the team in her new post from January 2010.</p> <p>At this point Sharon Calverley left and Anne Robinson joined the meeting.</p>	
8.	<p>Feedback newsletter</p> <p>It was agreed that the Feedback newsletter would be deferred to the next meeting in November.</p>	PR
9.	<p>Carers Assessment Training DVD</p> <p>Rose welcomed Ann who joined Valerie in delivering a presentation about the Carers Assessment Training DVD recently developed.</p> <p>Ann advised of the new PCT Trainer post being put into place to be managed by Lancashire County Council in Kirkham, to support the implementation of this training package. Presentation slide handouts were tabled to members and are available on request. A brief discussion continued the details of which are summarised as follows:-</p> <ul style="list-style-type: none"> • The Carers Assessment DVD will become a mandatory training package. • The DVD is copywrited to ensure the delivery of training is protected. • Training will be rolled out across Lancashire except for Blackburn with Darwen and Blackpool. Anne wasn't able to answer Maureen's query as to why, but agreed to find out and feedback to the group. • There is a legal requirement for carers to have an assessment each year. 	AR

	<p>Following this discussion members viewed section two of the DVD incorporating carer interviews (played by actors).</p> <p>Waheda asked if BME representation had been considered. Valerie explained that the first section of the DVD included BME representation.</p> <p>A brief discussion continued around whether young carers could have been included. Some members felt that both issues should be addressed but it was unclear how. It was suggested that Waheda should liaise with Ann to link in to the new carer training development work once in post.</p>	WA & AR
10.	<p>NHS Central Lancashire – ‘Level Up’ project</p> <p>Waheda advised of her new two year role working with NHS Central Lancashire’s BME Mental Health Race Equality Team within a new project called ‘Level Up’. Waheda explained the project works with service users through creative arts. The work includes visits to Guild Lodge, Lancashire Care Foundation Trust’s secure services, looking at ways for individuals and groups to express their cultural experiences.</p> <p>It is hoped that between 70-100 people will be involved with the programme, with the aim of producing a live art exhibition.</p> <p>Maureen noted Mark Nutley was involved in similar work with East Lancashire. The use of the Feedback newsletter was discussed as possible tool for raising awareness of the projects and displaying artwork in the future.</p>	
11.	<p>Any other business</p> <ul style="list-style-type: none"> • Rebecca advised that from the group’s extra meeting held on 22nd September, members had discussed their priorities for a future work plan. The minutes and flipchart notes taken from the meeting were tabled for information. <p>Rebecca suggested and it was agreed that the topic for discussion at the next Partnership Board meeting would be ‘outcomes’. Rebecca explained this would be a timely as the new contract for Lancashire Care NHS Foundation Trust would be considered in the new year. Three or four outcomes identified could be fed in to the mechanisms of the contract. A briefing needs to be included on the next agenda for further discussion prior to the December Partnership Board meeting. Rose advised a draft schedule of topics for future LPB meetings could be drawn up.</p> <ul style="list-style-type: none"> • Rod noted that some members would be completing their three year term of post next year and expressed concern over lost time this year. Terms of membership was acknowledged as an area for review along with succession planning. • Marjorie highlighted the need for a list, identifying the names of key organisational contacts, setting out roles and responsibilities. It was accepted that there were frequent staff changes but it was agreed that an up to date list would be useful. Pat will endeavour to compile a list and circulate as soon as possible. • Rose advised that the notes taken from the small group discussions today would be written up and circulated. Rose and Rebecca both gave their apologies for the next group meeting. Rose advised that Peter Green will be chairing the next meeting. 	<p>LPB Team</p> <p>PR</p> <p>LTSC</p>
	<p>Date and time of next meeting – Thursday, 26th November 2009 from 11am – 2.30pm, at the Harris Park Conference Centre in Preston.</p>	