

**NCoA 08/16**

###### **NORFOLK COUNCIL ON AGEING**

## **Minutes of the Norfolk Council on Ageing Meeting held at 10.30am on Tuesday 19 April 2016 in the Training Room,**

## **Great House Training Centre, Age UK Norfolk,**

## **300 St Faith’s Road, Old Catton, Norwich, Norfolk NR6 7BJ**

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| **Members Present:** | Helen Jones (Chair of Age UK Norfolk), Ann Anka (School of Social Work, UEA [University of East Anglia]), Bett Barrett (Vice-President of Age UK Norfolk), David Button (Age UK Norwich), Roy Dickinson (Vice-Chair of Age UK Norfolk), Margaret Drury (Age Concern North Norfolk), Susan Fraser (Co-opted Member/Trustee of Age UK Norfolk), Colin Futter (Norfolk County Council Unison Branch [Retired Members Section]), Renata Hutton Mills (South Norfolk Older People’s Forum), Dr Derek Land (Civil Service Pensioners Alliance [Norfolk] / Norfolk Carers Support), Anne Loveday (The Great Hospital), Emily Millington-Smith MBE (President of Age UK Norfolk), Jonathan Moore (Equal Lives), Sam Morton (Vice-President of Age UK Norfolk), Jeffrey Prosser (co-opted member/Trustee of Age UK Norfolk), Fiona Routledge (Independence Matters), Dr Charlotte Salter (Norwich Medical School, UEA), Cllr Sue Whitaker (Norfolk County Council Adult Social Care Committee), Jean Wilson (Norfolk Federation of Women’s Institutes) and Pat Wilson (Norfolk and Norwich Pensioners Association / Norfolk Older People’s Forum) |
| **In Attendance:** | Anne Bunting (The Norfolk and Norwich Association for the Blind), Willie Cruickshank (Norfolk and Suffolk Dementia Alliance), Aileen Francis (Age UK Norfolk), Hilary MacDonald (Chief Executive of Age UK Norfolk), Ben Long (RVS), Lin Mathews (Age UK Norfolk), Cllr Shirley Matthews, Julian Rudd (Broadland Older People’s Partnership), Paula Skelton (Age UK Norfolk) – minute taker, Linda Smith (Age UK Norfolk), Peter Walker and Amelia Worley (Age UK Norfolk) |
| **Apologies:** **\*Denotes voting member** | John Bracey\* (Broadland Older People’s Partnership), Stephen Burke\* (co-opted member/Trustee of Age UK Norfolk), Stephen Drake\* (co-opted member/Trustee of Age UK Norfolk), Jayne Evans\* (co-opted member/Trustee of Age UK Norfolk), Nicola Gibson (Age UK Norfolk), Margaret Hardingham\* (Vice-President of Age UK Norfolk), Joyce Hopwood\* (Norwich Older People’s Forum), Karen Knights (Age UK Norfolk), Eamon McGrath (Age UK Norfolk), Jacqueline Middleton\* (Age UK Norwich), Chris Mowle\* (co-opted member/Trustee of Age UK Norfolk), John Perry Warnes, Graham Robinson\* (co-opted member/Trustee of Age UK Norfolk), Mary Russell\* (North Norfolk Older People’s Forum), Jack Sadler\* (Norfolk Association of Local Councils), Paul Slyfield\* (Treasurer of Age UK Norfolk) and Carole Williams\* (co-opted member) |

The Chair welcomed everyone to the meeting and read out a number of items

relating to housekeeping. The Chair remarked that it was her first time to chair a meeting of the Norfolk Council on Ageing following her election as Chair of Age UK Norfolk and she provided some background information about herself.

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|  |  | **Action** |
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| **1.** | **Minutes of the Norfolk Council on Ageing Meeting held on Tuesday 19 January 2016 (NCoA 04/16)** |  |
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|  | The minutes of the Norfolk Council on Ageing (NCoA) meeting held on 19 January 2016 had been circulated prior to the meeting.  The minutes were agreed as a correct record and signed by the Chair. |  |
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| **2.** | **Matters arising** |  |
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|  | **2.1 NHS Walk In Centre, Norwich** |  |
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|  | The Chair noted that Mr Sadler and Mr McGrath had both sent apologies to today’s meeting and said it was hoped that a report on this item could be provided at the July 2016 NCoA meeting. | JS/EM |
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| **3.** | **Board of Trustees Report to the NCoA (NCoA 06/16)** |  |
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|  | The report from the Board of Trustees had been circulated prior to the meeting.  The Chair reported that since the Board report had been circulated, an election for the position of Vice-Chair of Age UK Norfolk had taken place. The Chair reported that Roy Dickinson had been elected as Chair and she congratulated Mr Dickinson.  The Chair welcomed the following new members onto the NCoA:   * Stephen Burke (co-opted member). * Lynda Goodchild (Royal Voluntary Service – Norfolk Branch), being represented today by Ben Long. * Jeffrey Prosser (co-opted member). * Fiona Routledge (Independence Matters).   The Chief Executive reported that a premises had been secured in Dereham which would serve as a shop, warehouse and distribution centre for the Charity’s retail work. It was anticipated that it would open in June 2016.  The Chief Executive reminded members that Age UK Norfolk was running its Open Garden Season again in 2016. If members were interested in opening their garden or in becoming a “garden ambassador”, she invited them to contact her. |  |
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|  | **3.1 Ten-Minute Update: Linda Smith, Respite and Day Support   Manager, Grays Fair Court, Age UK Norfolk** |  |
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|  | Mrs Smith introduced herself and said she had worked for Age UK Norfolk for 15 years. Her first role had been as a Respite Team Leader and she was now Manager of the Respite and Day Support Services provided at Grays Fair Court which was located in Costessey, Norwich.  Mrs Smith reported that Grays Fair Court had been built and opened in 2008, with the respite and day services provided at Ethel Tipple Court in Hellesdon being transferred to the new building. The new building provided each room with en suite facilities and also included within the complex were 34 flats where tenants lived in, with care provided by Age UK Norfolk staff if they required it.  Mrs Smith spoke about how the Service had changed during her time with Age UK Norfolk, with many guests requiring a much higher level of support than previously. Accordingly, the induction and training that Age UK Norfolk staff were provided had increased to ensure the more complex needs of guests could be accommodated.  Mrs Smith said that the respite service was unique in Norfolk as it could be pre-booked in advance which meant that carers could plan holidays and breaks. Grays Fair Court accepted bookings one year in advance and the facilities offered could be viewed before booking. Private bookings and bookings from Norfolk County Council (NCC) Adult Social Services Department (ASSD) staff were accepted.  Mrs Smith said that recently NCC had decided to trial the use of two of the beds at Grays Fair Court as “planning beds”. This trial had proved successful and five beds were now commissioned as “planning beds”.  Mrs Smith reported on positive feedback received from guests and their family/carers about the service they had received and said that the services provided by Grays Fair Court were well-respected.  Mrs Smith ended by providing a case study of a respite service user and his family who had been provided with substantial support by the team at Grays Fair Court.  Mrs Smith responded to a number of comments and queries:   * Lack of knowledge about the services provided locally and the need to advertise. * Promoting services in a carers handbook. * Age UK Norfolk staff (and volunteers) were able to provide talks to any clubs and groups in the County about services provided by the Charity. * Grays Fair Court staff provided personal care but not nursing care. * Making better use of the knowledge that staff have about local services at GP surgeries. * Acknowledging that not everyone has a family carer.   The Chair thanked Mrs Smith for her presentation. |  |
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| **4.** | **Vote of Thanks to Jonathan Bolton by the Chair of Age UK Norfolk** |  |
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|  | The Chair referred to item 2. of the Board report which referred to Mr Bolton’s seven years’ of service as a Trustee, Vice-Chair and Chair.  On behalf of members, the Chair thanked Mr Bolton for his service and contribution to Age UK Norfolk. |  |
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| **5.** | **Norfolk Older People’s Strategic Partnership Board** |  |
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|  | **5.1 Verbal Report from NCoA Representatives (The NCoA   representatives are: David Button, Dr Derek Land and   Carole Williams)** |  |
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|  | The Chair noted that Mrs Williams, who had sent apologies to today’s meeting, had submitted a written report on the Norfolk Older People’s Strategic Partnership (NOPSP) Board meeting held on 09 March 2016. Dr Land and Mr Button also provided verbal updates, speaking about the importance of partnership working particularly for smaller organisations and priorities for the Board’s work.  The Chief Executive agreed that partnership working was important and reported on the community development work that Age UK Norfolk provided locally. |  |
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| **6.** | **Health and Wellbeing Board (NCoA representative is Joyce Hopwood).** |  |
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|  | The Chair explained that the NCoA representative on the Health and Wellbeing Board, Mrs Hopwood, had sent apologies for today’s meeting. Cllr Whitaker reported that the next meeting would take place on 20 July 2016. |  |
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| **7.** | **Presentation: Willie Cruickshank, Norfolk and Suffolk Dementia Alliance: *Dementia – The Regional and National Picture*** |  |
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|  | Mr Cruickshank introduced himself as the Director of the Norfolk and Suffolk Dementia Alliance.  Mr Cruickshank spoke about the Prime Minister’s challenge around preparing for the expected increase in the number of people living and dealing with Dementia. An implementation plan had recently been published by the Government. Mr Cruickshank said that the PM’s challenge was a key driver in the fight against Dementia.  Mr Cruickshank said he would not explain what Dementia was, as he was aware that he was speaking with an audience who were knowledgeable about the condition and how it affected older people and their carers. However, he said part of the reason that Dementia was so prevalent was because people were living longer - since World War II, life expectancy had doubled. There were now 11.4M aged 65+ who had Dementia. It was noted that North Norfolk was in the top areas of the country for residents who were aged 65+.  Mr Cruickshank demonstrated the challenge that Dementia presents to the UK:   * 850,000 people currently living with Dementia: * By 2025 this number could increase to 1M. * By 2050 this number could increase to 2M+.   Mr Cruickshank said it was not widely known that Dementia was currently the leading cause of death among women in the UK.  He said women were more likely to take on a caring role for someone with Dementia and that it was not uncommon for carers to feel isolated and depressed.  Mr Cruickshank reported on the costs of dealing with Dementia in the UK:   * £4.5B on state social care. * £4.3B on health care. * £5.8B on individual social care. * £11.6B on unpaid care. * £100M on other costs.   Mr Cruickshank reported that for every £1 spent on Dementia research, £7 was spent on cancer research.  Mr Cruickshank said the national aim was to improve quality and levels of care, so that England was recognised as the best country in the world for dementia care and support.  An important area was around reducing risk especially preventable causes. Priorities for risk reduction included:   * Raising awareness of the risks. * Building the evidence base. * Promoting Dementia risk reduction. * Enhancing Dementia component of NHS Health Checks. * “One You”.   Priorities in providing care included:   * Improving diagnosis. * Support and care after diagnosis. * Enabling people to live well in their own homes for longer * End of life care. * Education training and workforce.   Mr Cruickshank said that part of the NHS mandate was for NHS Trusts to ensure availability of Dementia awareness training and for staff working regularly with NHS patients with Dementia, to undertake more in depth training.  The social care mandate included a commitment by the Department of Health to commission a study to identify:   * Relative levels of education and training for this workforce; * Gaps and challenges to up-skilling the social care workforce supporting people with dementia; and * Options to address these challenges and gaps by 2020.   Mr Cruickshank spoke about the priorities to deliver 3M additional Dementia Friends and developing communities to be Dementia Friendly so that by 2020, over half of the people with Dementia would be living in Dementia Friendly Communities. Mr Cruickshank remarked on the work being undertaken by Age UK Norfolk with communities in Norfolk to become Dementia Friendly. He said Norfolk was leading the way on this work, with 10% of all Dementia Friendly Communities in the UK being in Norfolk. He said further funding was required to continue the development of this work.  Mr Cruickshank encouraged members to speak with Amelia Worley, Dementia Friendly Community Co-ordinator, for more information about Age UK Norfolk’s Dementia Friendly Community work.  Mr Cruickshank said it was very helpful to have the support of local BBC Radio Norfolk presenter, Nick Conrad, with Dementia work, particularly his Dementia Challenge. He said there were currently 1.5M Dementia Friends and the aim was to increase this to 3M.  Mr Cruickshank referred to research being undertaken into Dementia and referred to the husband and wife research team based at the UEA (University of East Anglia): Michael Hornberger and Eneida Mioshi.  Mr Cruickshank ended his presentation by reporting that the UEA was launching a bi-monthly DRC (Dementia Research Collaborative) fora. A meeting would be taking place on 26 April 2016 and was open to all with an interest in Dementia research to discuss current work and future plans.  Mr Cruickshank responded to a number of queries and comments:   * The benefits of providing facilities in hospitals for carers whose loved ones were staying in hospital. * The importance of mental stimulation and learning new skills. * Dementia and the link with loneliness. * Recruiting new Dementia Friends.   The Chair thanked Mr Cruickshank for his presentation and there was a round of applause. Mr Cruickshank left the meeting at this point. |  |
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| **8.** | **Any Other Business** |  |
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|  | **8.1 Health and Wellbeing Board** |  |
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|  | Cllr Whitaker said she would inform the Chair of items on the agenda for the next Health and Wellbeing Board meeting. |  |
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|  | **8.2 Domiciliary Care** |  |
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|  | Ms Fredericks referred to a recent report by Leonard Cheshire which said that eight councils were still using 15-minute care visits for personal care.  This was despite Care Act guidance advising against them. Ms Fredericks asked about NCC’s view on this. Cllr Whitaker said that all contracts for home care were being reviewed. Care slots were arranged with individuals based on their wishes. |  |
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|  | **8.3 NOPSP Board** |  |
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|  | Cllr Whitaker referred to an item contained in Mrs Williams’ written report and said that “community clinics” involved arranging an appointment with a service user in a community location such as a GP surgery or community centre. This meant that an assessment could be carried out at a location more convenient for the service user. |  |
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| **9.** | **Date of the Next Norfolk Council on Ageing Meeting:** At 10.30am on Tuesday 19 July 2016 at Great House Training Centre, Age UK Norfolk, 300 St Faith’s Road, Old Catton, Norwich, Norfolk NR6 7BJ. |  |
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| There being no further business, the Chair closed the meeting at 12.05pm. Signed ……………………………………………………  Position …………………….…………………………….  Date ………………………………….………………….. | |  |
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| **Circulation:** | |  |
| NCoA Members  NCoA Non-Members  Age UK Norfolk Website | |  |