

## **HEALTH & WELLBEING BOARD**

### **Minutes of a meeting of the Health & Wellbeing Board held on Wednesday, 10 June 2020 at 10.00 am in Remote Meeting**

#### **Present**

Cllr A J Burford - Cabinet Member for Health & Social Care, TWC  
S Dillion – Assistant Director: Early Help & Support, TWC  
D Evans – Chief Operating Officer, Telford & Wrekin CCG  
Cllr I T W Fletcher - Conservative Group TWC  
C Hart – Voluntary Sector Representative  
C Jones – Executive Director: Children Services, TWC  
Cllr K Middleton – Member, TWC (Chair)  
Dr J Leahy – Chair of Telford & Wrekin CCG  
L Noakes – Director of Public Health, TWC  
Cllr R Overton - Cabinet Member for Enforcement, Community Safety and Customer Services.  
B Parnaby - Healthwatch, Telford & Wrekin.  
Cllr S Reynolds - Cabinet Member for Children, Young People, Education and Lifelong Learning  
J Rowe – Executive Director: Adults Social Care, Health Integration & Wellbeing  
Cllr K T Tomlinson – Liberal Democrat / Independent Group, TWC  
Cllr P Watling – Cabinet Member for Co-Operative Communities, Engagement and Partnerships.

#### **In Attendance:**

F Bottrill – Partnership Manager, TWC  
J Clarke – Democratic Services and Scrutiny Officer, TWC  
S Downes – Integrated Place Partnership Manager, TWC  
J Galkowski – Democratic Services and Scrutiny Officer, TWC  
T Jones - Deputy Executive Integrated Care, Telford & Wrekin CCG  
S Norwood – Senior Public Health Commissioner, TWC  
H Onions – Consultant in Public Health, TWC  
J Smith – Integration Lead, TWC  
S Trenchard – Interim Executive Director of Transformation, Shropshire, Telford & Wrekin CCG's.

#### **Apologies:**

J Baker – Community Safety Partnership

A minute silence was held in memory of those who had been affected by COVID-19.

#### **HWB1      Declarations of Interest**

None.

## **HWB2 Minutes of the Previous Meeting**

**RESOLVED** – that the minutes from the meeting on the 10 June 2020 be approved by the Chair.

## **HWB3 Public Speaking**

None.

## **HWB4 COVID-19: CCG Approach to Restoration and Recovery**

The Health and Wellbeing Board received a presentation from David Evans, Accountable Officer for Telford and Wrekin Clinical Commissioning Group on the moving from restoration to system recovery and the new normal following the COVID-19 global pandemic, which focused on:

- Framework for planning & managing the stages of the pandemic.
- The 8 tests that Shropshire, Telford and Wrekin must meet.
- The Shropshire, Telford and Wrekin Integrated Care System principles and expectations.
- Capturing innovation.
- Learning captured through triple lens.
- Methods of information gathering to inform learning about impact of changes.
- Timescales for assimilating learning.
- Recovery & new normal governance structure.
- System strengths in response to COVID-19.

Members noted that there had been a reduction in the number of people attending A&E during the COVID-19 lockdown period, resulting in less unnecessary trips but also the avoidance of legitimate medical emergencies. Members questioned how to get the balance right moving forward. The Accountable Officer responded by agreeing that A&E had seen at least a 50% reduction in attendance at certain points, and that moving forward the NHS needed to ensure the correct messages were put out so that some behaviour exhibited in the lockdown was retained. He stressed that the public also needed to know that the NHS had been open for business as usual and to still attend if you had a medical emergency.

Members asked about the work that had been done with the care sector in relation to a potential second wave, and provided anecdotal evidence of other good practices that had been taken up by care homes in other areas of the West Midlands. The Accountable Officer responded by saying that all patients are tested for COVID-19 before discharge and are told to self-isolate for 14 days. Some challenges were presented for patients receiving continued care in care homes. Some care homes had set up separate wings so that patients returning from hospital could reside there. The Accountable Officer continued by saying that a particular area of challenge for care homes surrounded the patients returning to care homes who suffered from Dementia and may have unknowingly walked out of that wing and cross infected other patients. The

Accountable Officer concluded by saying he believed that there would be recurrence in the prevalence rate at some point within the next five or six months.

In response to a question, it was noted that the Telford and Wrekin average for deaths in care homes as a result of COVID-19 was just below the West Midlands average. It was noted that care homes within the Borough should be praised for their response to the pandemic and that a number of strategies had helped to minimise the impact in care homes, such as, measures that had been taken by the care homes themselves in terms of closing admissions and staffing, a proactive approach to supporting the care homes in the response to an outbreak led by Public Health England and the Council, but also support to avoid an outbreak initially and finally, a measured approach to discharges. A discussion was held regarding dementia patients in care homes.

Members noted the great work that had been done in the community in partnership with local care providers, and wondered if there could be a commitment that on the relooking of how the borough offers healthcare services across Telford and Wrekin, that more community based partnerships were created. The Accountable Officer responded by saying that both he and the Telford and Wrekin Clinical Commissioning Group (CCG) were committed to keeping what had gone well in response to COVID-19 and learning from the experiences that didn't. This included a shorter term plan for preventing hospital admission as well as a more co-ordinated and joined up approach for the short, medium and long term approach to the prevention of ill health for the population.

Members welcomed the innovation and digital advancements that had been picked up by GP's through the pandemic. Members requested an update on this work, as well as a timeline for introduction

Members referred to the plans for NHS involvement in care homes after COVID-19, and believed that a more radical change could be made with further presence of the NHS in care homes. It was noted that every care home in the Borough had a clinical lead to provide clinical advice and that the multi-disciplinary team from Shropshire Community Health NHS Trust provided support when required.

Members asked about services for residents with learning disabilities and a discussion was held regarding suspended services. It was agreed this needed to be looked into further.

A discussion was held regarding restoration of services, as well as the reformation of services to embed the lessons learnt during the COVID 19 pandemic. Healthwatch Telford and Wrekin had undertaken several task and finish groups relating to patient experience, which had highlighted that patients were fearful in going to the GP or A&E and only did out of desperation due to pain. A discussion was held regarding the need for the right advice to be given to the public regarding the use of GPs and A&E during the pandemic, but that the NHS remained open. It was noted that services

had split areas for COVID positive or suspected patients to those for COVID 19 free patients and that some actions have already undertaken such as moving phlebotomy services and urgent care centres out of the hospital to support this.

The Board was informed that the Council had received extremely good feedback from the regional panel for its submission for the Council Support Plan for Care Homes. The regional panel had also identified nine areas of good practice which would be recommended to other Local Authorities.

**RESOLVED – that the contents of the presentation be noted.**

**HWB5 Care Act Easement: Implementation of the Coronavirus Act 2020**

The Health and Wellbeing Board received a report from the Jonathan Rowe, Executive Director: Adults Social Care and Health & Wellbeing, Telford and Wrekin Council on the Care Act Easements 2020 and was presented by Sarah Dillion, Director: Adult Social Care, Telford and Wrekin Council. The report had been published to support the decision making within Adult Social Care in Telford and Wrekin Council in relation to the implementation of the Coronavirus Act 2020 which allowed for some flexibilities of the duties in the Care Act 2014. The Director: Adult Social Care reported that Telford and Wrekin Council had rated itself a level two based on the guidance set out in the Coronavirus Act 2020. The main flexibilities were:

- Adjustments to the method of undertaking Care Act Assessments in line with social distancing and non-essential visits.
- Three month suspension of client contribution for all care and support delivered in the community.
- Scheduled reviews of care and support plans undertaken remotely where possible.

The Director: Adult Social Care concluded by summarising that the main impact that had been undertaken by Adult Social Care in response to the coronavirus was the suspension of day services for individuals with learning difficulties but the service had continued to maintain contact and provided some services virtually as well as temporarily suspended respite care at Lakewood Court residential home. Some care had continued to be provided where required and there had been some delay on minor works on equipment and occupational therapy.

Members wanted some clarity as to when it could be expected that the emergency regulations would be suspended and the flexibilities reversed. The Director: Adult Social Care responded by saying that biggest area of concern was the daytime support for individuals with disabilities while social distancing measures were in place. Work was being done to assess the types of support they can offer, but daytime support could not be resumed until social distancing measures were relaxed.

Members asked what was the learning to take away from the alternatives types of support that has been offered and whether there was an invest to save strategy that could be implemented.

A discussion was held regarding residents who needed minimal support and that the close relationship between Adult Social Care and the Wellbeing Independent Partnership.

**RESOLVED – that the contents of the report be noted.**

**HWB6 Health & Wellbeing Strategy Refresh Proposals 2020/21-2022/23**

The Health and Wellbeing Board received a report from Liz Noakes, Director for Public Health. Telford & Wrekin Council detailing the Health and Wellbeing strategy refresh proposals for 2020/21-2022/23 in the context of the COVID-19 pandemic. The Board originally received and agreed the draft proposals in February 2020 however the full nature and scale of the COVID-19 pandemic could not have been imagined at the time. Therefore, within the recovery, reform and reset context for the Council and partners, it provided a unique opportunity to re-imagine and re-invent the health and wellbeing agenda for the future. An additional health protection priority was added which focused on the prevention and reduction on infectious diseases in the community. Therefore the proposed priorities were:

- Continue to develop, evolve and deliver our Telford & Wrekin Integrated Place Partnership (TWIPP) Priority Programmes:
  - Building community capacity and resilience.
  - Prevention and healthy life styles.
  - Early access to advice and information.
  - Integrated care and support pathways
- Have a priority focus to drive progress on tackling health inequalities
- Set a priority call to action to improve emotional and mental wellbeing
- Ensure we protect people's health as much as possible from infectious diseases and other threats.

Members queried that the report did not make reference to the ageing population that Telford has and wondered if this has been addressed. Ms. Noakes responded by saying that the Health and Wellbeing refresh strategy was an all-age strategy.

**RESOLVED – that the reset strategy proposals be approved.**

**HWB7 Single Strategic Commissioner for Shropshire & Telford and Wrekin CCG - Update Report**

The Health and Wellbeing Board received an update report on the Single Strategic Commissioner for Shropshire, Telford and Wrekin Clinical Commissioning Group from Alison Smith, Director for Corporate Affairs, NHS Shropshire CCG and NHS Telford and Wrekin CCG, and was presented by Dr. Jo Leahy, Chair of NHS Telford and Wrekin CCG. The purpose of the

report was to provide an update on the application process for the creation a Single Strategic Commissioner across Shropshire and Telford and Wrekin. The Health and Wellbeing Board was asked to note that the application for dissolution of the two existing CCGs and proposal to create a single CCG from April 2021 was made on 30th April 2020.

Members were concerned surrounding the number of sites that would be used by the CCG moving forward. The Chair of Telford and Wrekin CCG responded by saying that the experience from the COVID-19 pandemic is that individuals can work effectively from home and that moving forward there will be more remote working so that the site will become less important.

Members expressed concern, that from a commissioning perspective, Telford & Wrekin and Shropshire had different needs, and didn't want this to be overlooked. For example, the rurality in Shropshire compared to the urban deprivation in Telford & Wrekin. Likewise, members also believed that more money should be directed to community based assets rather than hospitals. The Chair of Telford and Wrekin CCG cited that the Telford and Wrekin Integrated Place Partnership group would push this area forward and assured the Board that the CCG would be engaged with this.

In response to a question, it was confirmed that members of the joint Governing Body were elected from GP practices in their respective areas and that this helped the diversification of the Body.

Members thanked the Chair of Telford and Wrekin CCG for her work on the Health and Wellbeing Board, and wished her luck moving forward following her departure as Chair of Telford and Wrekin CCG.

**RESOLVED** – that;

- a) **The actions taken to date on creating a single strategic commissioner for Shropshire, Telford and Wrekin be noted.**
- b) **The feedback outlined in the Engagement report be noted.**
- c) **That the Chair of the Health & Wellbeing Board would write to David Evans to seek clarification on the management arrangements and budget for Place-Based working in Telford & Wrekin.**

**HWB8**      **Telford and Wrekin Integrated Place Partnership - Health and Social Care Rapid Response Team Update**

The Health and Wellbeing Board received a report on the integration of health and social care in Telford's "place" approach and progress from Julie Smith, Integration Lead, Telford & Wrekin Council and Tracey Jones, Deputy Executive Integrated Care, Telford & Wrekin Clinical Commissioning Group and Sarah Downes, Integrated Place Partnership Manager, Telford & Wrekin Council. The report outlined the progress made by the Telford & Wrekin

Integrated Place Partnership (TWIPP) over the last 6-9 months and the difference it had made to residents and the system as a whole. The report gave progress updates to the various projects there were being undertaken by TWIPP. Highlights included:

1) Building Community Capacity and Resilience

- Grant Rounds to develop provisions of additional community groups
- Increased volunteering capacity with the community
- Development of the Personal Assistant (PA) role and support development of a PA+/Micro-provider role.

2) Prevention and Healthy Lifestyles

- British Heart Foundation community blood pressure testing programme
- Living with and Beyond Cancer Programme
- Development of social prescribing role in Primary Care Networks
- Implementation of Telford & Wrekin Smoke Free Plan
- Delivery of whole system approach to reduce obesity

3) Early Access to Advice and Information

- Ongoing development and promotion of Live Well Telford (Information Portal)
- Establishment of Independent Living Centres/Smart House

4) Integrated Care and Support Pathways (including out of hospital)

- Implement the Health and Social Care Rapid Response Team (HSCRRT)
- Rollout of Care Home Team & exploring early intervention team for care homes
- Hospital pathways development – including Pathway Zero
- Development of a telehealth option to deliver care for long term conditions
- Delivery of national service specification for PCN's
- Consolidation and further development of domiciliary care zone model

5) One Estate

- Development of new integrated estates/extra facilities

6) Other TWIPP Deliverables

- Implementation of the Hertfordshire Family Safeguarding Model
- Mental Health – place based approach

The report also focused on the work of the pilot Health and Social Care Rapid Response Team which aimed to:

- Improve the person's experience,
- Reduce avoidable unplanned admissions to hospital or care homes,
- Reduce the number of crisis referrals,
- Optimise follow up care to reduce re-admissions,
- Improve access to a range of community services,
- Happy and productive staff, and

- Provide data and information to support future decision making and service

Members expressed their support for the update they had heard regarding the Health and Social Care Rapid Response Team (HSCRRT) and how it was a good example of the partnerships that was needed in Telford and Wrekin.

Members wondered how the HSCRRT built into the longer term strategy of ensuring that individuals were able to stay in their home, rather than going to the hospital. The Integration Lead advised that the HSCRRT built on top of previous neighbourhood based work and that Telford and Wrekin was welded to the idea of place based working. The Integration Lead added that they understood that residents in different areas of Telford and Wrekin had a diverse set of needs, and this is what TWIPP as a place based partnership wanted to be welded to.

**RESOLVED – that;**

- a) The progress set out in the report and the request for a further update report in December 2020 be noted.**
- b) The local, place based work of Telford & Wrekin Integrated Place Partnership be supported and promoted.**
- c) The need for Telford & Wrekin Integrated Place Partnership, to remain a key part of the STP / and emerging Integrated Care System be supported.**

**HWB9 Telford and Wrekin Community Safety Partnership - Domestic Abuse Progress Report**

The Health and Wellbeing Board received a report on the Telford & Wrekin Community Safety Partnership Domestic Abuse from Helen Onions, Consultant in Public Health, Telford & Wrekin Council and Stacey Norwood, Senior Public Health Commissioner, Telford & Wrekin Council. The report focused on the work of the Domestic Abuse subgroup during the COVID-19 pandemic and then an update on the implementation of the Domestic Abuse Strategy 2019-2021. The Board also received a presentation which summarised the key message of the report, which were:

- The Council and partners had a special focus as part of the COVID-19 response
- There had not be an increase in the number of domestic abuse crimes and incidents but this was expected to rise as lockdown was lifted.
- The Council had committed additional funding for victims through the West Mercia Women's Aid Live Chat Service & the Shropshire Domestic abuse Service which supported people 1:1 and Helpline.

- ‘You are not alone’ campaign promotion: refreshed web pages, Shropshire Domestic Abuse Service video, social media call to action, supermarkets and NHS settings posters.

Members wondered if the Council had the capacity in place to deal with the increased number of cases that was predicted to occur when the lockdown ended. The Consultant in Public Health responded by saying that the Council was ready to start commissioning arrangements around enhanced support and perpetrator programs as they already had a service model prepared. It was noted that a support package for schools had been prepared to provide support for pupils who had suffered from domestic abuse on their return to school.

**RESOLVED** – that the arrangements in place to assess the impact of domestic abuse locally in light of the pandemic, the additional support and awareness raising and the further progress made in implementing the Telford & Wrekin Domestic Abuse Strategy 2019-2021 be noted.

#### **HWB10 Mental Health & Inequalities - STP Trauma & Adversity Work Stream Update**

The Health and Wellbeing Board received a presentation on the Sustainability and Transformation Programme (STP) Trauma and & Adversity Work Stream on Mental Health and Inequalities from Steve Trenchard, Interim Executive Director of Transformation for Shropshire, Telford and Wrekin CCG's. The presentation focused on the following topics:

- Mental health and inequalities.
- What contributes to poor mental health.
- Long Term Plan ambition.
- System trauma informed approach.
- System approach to raise awareness of adverse childhood experiences.
- Support Offer.
- Health and Wellbeing: Psychological Support.
- Proactive response during COVID-19 outbreak.

A Member queried the use of community based assets for social prescribing before individuals were submitted to trauma informed therapy. The Programme Director stated that this was part of the step care model and that trauma based therapy was about normalising experiences and giving individuals the help and guidance they needed.

In response to a question it was confirmed that this work was part of the Telford & Wrekin Integrated Place Partnership (TWIPP). The Interim Executive Director of Transformation added that just as he got to the point of signing off the plan for the initial submission, he begun the wider conversation on how to localise parts of the plan. The Interim Executive Director of Transformation concluded by saying that he has been supportive of investment being allocated to front end services which concentrated on

prevention, such as the Calm Café and out of office support, rather than just secondary specialist services.

A Member understood the importance of virtual therapy sessions for mental health support, but stressed the significance in retaining face-to-face sessions in the future, it was advised that a blended offer would be provided in the future, based on the needs of the user.

**RESOLVED** – that the contents of the presentation be noted.

The meeting ended at 12:30pm.

**Chairman:** .....

**Date:** Monday, 13 July 2020