

**MEETING OF THE HORSHAM DISTRICT OLDER PEOPLES FORUM**  
**on Thursday 8<sup>th</sup> December 2016 10:30-1:00 pm at**  
**Lower Beeding Village Hall**

**PRESENT**

Martin Bruton	[MB]	HDOPF Chairman	<a href="mailto:horshamolderpeoplesforum@gmail.com">horshamolderpeoplesforum@gmail.com</a>
Arthur Reader	[AR]	HDOPF Vice Chairman	[REDACTED]
Martin Toomey	[MT]	HDOPF Secretary	[REDACTED]
Anusree Biswas Sasidharan			<a href="mailto:Anusree-Biswas-Sasidharan@westsussex.gov.uk">Anusree-Biswas-Sasidharan@westsussex.gov.uk</a>
	[ABS]	WSCC Safeguarding Adults Board.	
Emma Bailey	[EB]	Horsham District Council	<a href="mailto:emma.bailey@horsham.gov.uk">emma.bailey@horsham.gov.uk</a>
Judith Packer	[JP]	WSCC Voluntary Sector Relationships	<a href="mailto:Judith.packer@westsussex.gov.uk">Judith.packer@westsussex.gov.uk</a>
G.B Harvey	[GH]	HORSHAM Resident	[REDACTED]
Claire Webley	[CW]	Horsham & Mid Sussex Voluntary Action	<a href="mailto:Claire.webley@hamsva.org.uk">Claire.webley@hamsva.org.uk</a>
Rosemary Burton	[RB]		[REDACTED]
Sarah Owen	[SW]	Healthwatch Community & Involvement Lead	<a href="mailto:sarah.owen@healthwatchwestsussex.co.uk">sarah.owen@healthwatchwestsussex.co.uk</a>
Lilian Bold	[LB]	NHS Horsham & Mid Sussex CCG	
Sandra Wylie-Sporne	[SWS]	ASHINGTON	[REDACTED]
Christine Wylie-Sporne	[CWS]		
Jane Apostolou	[JA]	Horsham Town Community Partnership	
Sonia Mangan	[SM]	CEO Age UK Horsham	<a href="mailto:ceo@ageukhorshamdistrict.org.uk">ceo@ageukhorshamdistrict.org.uk</a>
Jill Chaytor	[JC]	MIDHURST Parish Council	[REDACTED]
Kate Rowbottom	[KR]	HORSHAM Councillor	
Marlene Riecker	[MR]	Ascot Care : Care and Home Support	<a href="mailto:admin@ascotcare.com">admin@ascotcare.com</a>

**1. PRELIMINARIES**

**Apologies for absence**

Alf Goodchild	HDOPF Treasurer
Philomena Leech	RUDGWICK
Lisa Boydell	HDC

**Previous meeting**

**6<sup>th</sup> September 2016 Slinfold**

The notes of this meeting are on the website <http://horshamdistrictolderpeoplesforum.btck.co.uk/>

There are no matters arising for discussion at this meeting.

**2. CHAIRMAN'S REPORT**

> Committee members have been active in **Southwater** (17<sup>th</sup> Sept ) **Horsham** (22<sup>nd</sup> Sept)

**WSCC Showcase** (1<sup>st</sup> Nov) **Horsham Study Centre** windows for computer & ipad (one to one £35 Small group free intro lessons available)

> **Road Safety Action Group** : Driving Test Re-assessment.. Sight testing suggested [LB]

Leaflet 'Older Driving' RICHARD DAVY suggested presentation for a meeting.

**ACTION [MB]**

> **Dementia Action Alliance** : attended Open Forum meeting 30<sup>th</sup> November.

**Slow Shopping** part of dementia action plan for suggested introduction to local shops & supermarkets.[SM]  
[CW]

> **'Pop up Shops'** : currently using vacant shopping space for exhibition and 'drop in' facilities in the Swan Shopping Centre. [JP]

> **HDC Directory of Older Peoples Services** : Forum have taken on working with HDC on the updating of HDC the Directory with - aim for Publication in- summer 2017 with availability online. Services' entries free but charges

for advertising quarter, half of full page available. Contact 'olderpeoplesdirectory@gmail.com. [EB] and [CW] to spread the word.

> '**Mens sheds**' Horsham in preparation; Shipley starting in Spring 2017 [CW]

[SM] Walking football and Petanque envisaged amongst activities. Walking football also at the Holbrook Club.

### **3. TREASURER'S REPORT**

**Current Balance** £483

**Bill outstanding** 90

£393

**Future income** : Suggestions : HDC Grant [KR]

WSCC Community small grants fund.[JP]

**2017 meetings : March:**Horsham Drill Hall : no hire payment

**June** : Rudgwick no hire payment

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### **PRESENTATIONS**

#### **HEALTHWATCH WEST SUSSEX**

**SARAH OWEN**

Roman Way, Billingshurst, West Sussex RH14 9QW

is the local arm of **Healthwatch England** which is an independently acting part of the **Care Quality Commission** established by the Health and Social Care Act 2012. **Healthwatch's** function is to discover views on the provision of Health and Social care services in quality and scope from those in care, users of the services, and to transmit the user's views to provider and regulatory bodies.

**DISCOVERY FROM USERS : Questionnaires** at point of services asking for **comment on improvement for the future and current experience of a service**. Points of attention are Staff Attitudes, Waiting Times, Quality of Care, Dignity and Respect, Treatment Explanation, Involvement in Decisions, Environmental cleanliness and comfort. The judgement asked for is whether the experience is 'positive' or 'less than positive'.

: **Verbal queries / criticisms** : are invited for positive response (working with providers) by publication and distribution of cards for contact with phone number 0300 012 0122 and email help desk address. [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk).

**INFORM PROVIDERS & REGULATORS** Healthwatch is represented on **West Sussex Health and Wellbeing Board** which oversees health and social care in the county; it also works with the three **Clinical Commissioning Boards** within the county; with the **Local Authorities** and with **NHS England**. The National body: Healthwatch England is a statutory committee within the Care Quality Commission so that there is a statutory duty for the authorities to listen to the voice of the local Healthwatch. The Department of Health fund Healthwatch and have produced a pamphlet explaining its function "*Local Healthwatch: A strong voice for people*"

#### **COMMUNITY OUTREACH**

Volunteers are encouraged to take part in visits to services for immediate comment on them with outcomes of immediate remedial or improving action or reference further. Examples of this currently are working with services for Autism in Crawley and Immigrants in Bognor.

#### **QUESTIONS & COMMENT**

[JC] [LB] **Patient Transport in Rural Areas**: known to be poor.

[MB] **Patient referral from large central hospitals to local care**: cases where no care plan is made.

[EB] **HEALTHWATCH ENTRY IN HDC SERVICES DIRECTORY**

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#### **COMMUNITY LINK**

**EMMA BAILEY**

People vulnerable on their own through health or infirmity of age are able to live in their homes alone by **telephone link to an emergency call service available 24 hours 7 days a week**. This link consists of a button, worn from a pendant around the neck or on the wrist, which when pressed activates a telephone contact with an emergency room opening communication by loudspeaker and sensitive

microphone with the caller. This is the basic equipment which has add-ons which enable safeguards such as traceability for lost wanderers and detection of movement or lack of it in the home. Demonstrations of this equipment are made available in 'Popup Shops' with guidance as to add-on gadgets.

The equipment is available for hire through Horsham District Council. The hire cost can be supported by the personal attendance allowance of £70 pw which is not means tested.

It is supported by local councils 'Telecare' working together with the control room staffing costs.

See West Sussex Connect to Support booklet tel 0800 0321129 / [westsussextelecare.co.uk](http://westsussextelecare.co.uk)

**COMMENT : [LB]** Useful for liaison with local Good Neighbour organisations.

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## **SAFEGUARDING ADULTS**

## **ANUSREE BISWAS SASIDHARAN**

The Care Act 2014 now provides for **Safeguarding Adults Boards** for every area. The areas of Brighton and Hove, East Sussex and West Sussex each have boards which have the statutory duty of safeguarding adults aged 18 or over who have care and support needs with the remit to safeguard against abuse, discrimination, neglect, violence and slavery.

Membership of the boards includes County Council, Police and Probation services, and NHS Hospitals.

**Contact points** are in place : West Sussex Adults' Carepoint manned by Adult Services personnel.

**Support advocacy:** Adult services will make individual Safeguarding Plans where required which will be supported.

**Pamphlet: Adult Safeguarding Guide** published by the three local boards together identifies and illustrates **Abuse:** physical, emotional, sexual, financial

**Discrimination:** exclusion from society / activities for illegitimate reasons

**Neglect:** failure of those responsible for your health and safety.

**Self Neglect:** self induced poor health

**Domestic violence:** between people living together

**Modern slavery :** domestic and commercial

Advocates help from the police or people of trust or the safeguarding board contact.

Access point team 01243 642121. For people concerned on behalf of others there is also the Safeguarding Concern form online at [westsussex.gov.uk/reportadultabuse](http://westsussex.gov.uk/reportadultabuse)

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## **OTHER BUSINESS**

### **(1) Local Post Offices Issue:**

**Horsham:** closing the main office for a move to WHSmith Retail premises.

No quick-stop parking and no seating within the post office area.

**Southwater :** A similar issue. Moving the Post Office to Londis' Retail premises.

### **(2) Neighbours networking : A subject worth examining. [RB]**

### **(3) Guest Speaker suggestion: Care Services moving locally. [LB]**

Are people fearful for their future care?

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## **NEXT MEETING**

Question Time with Nick Herbert CBE MP for Arundel and South Downs Constituency.

**FRIDAY 3<sup>rd</sup> MARCH 2017 10:30 am at HORSHAM DRILL HALL, Denne Road, RH12 1JF**

