

MINUTES

of a meeting of the Management Board
10 December 2020 (11:00-12:20)
Held by Zoom video conference

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary

Carole Howard, Office Administrator
Bev Markham, Community Support Officer

Members Mary Bell, Carol Dennis, Jenny Gregory, Dildar Khan, Robyna Levitt, Emma Lexton, Di Old, Val Perry, Vivien Saxby and Jennifer Smith

An apology was received for the absence of Dawn Ladbrook

All resolutions were passed unanimously

406 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 30 June 2020 were confirmed as a correct record and the Chairman was authorised to sign them.

407 DECLARATIONS OF INTEREST

There were no declarations of interest in business before the meeting.

408 CHAIRMAN'S REPORT

The Chairman reported as follows.

Care homes and Covid-19

Although the pandemic had led to the temporary suspension of Enter & View, the role of Healthwatch with care homes had evolved. In addition to surveying residents' relatives, Healthwatch now attended regular meetings of the Care Provider Forum for the BHR area; at a recent meeting, there had been discussion of the programme for vaccinating care home residents. The first supplies of vaccine would arrive imminently, and priority for inoculation would be given to care home residents, NHS and care home staff and people in the

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community who were at greatest risk. (although there were suggestions that many of those eligible were likely to refuse it). For care homes, there was an issue of consent by those who lacked mental capacity to do so, which had still to be resolved. No one could be compelled to be vaccinated.

Discharge to Assess

The scheme to provide intermediate placements for people who were fit enough to be discharged from hospital but not ready to return home or to a care home had now been implemented.

It was however likely to be affected by the rising numbers of Covid infections in care homes.

Blood testing (Phlebotomy)

Partly in response to representations from Healthwatch, the CCG had designated recent failures in the local provision for Phlebotomy as a “serious incident” (SI), which had led to immediate and far-reaching changes. Healthwatch was participating in the SI oversight board and a clinical harm review was underway to ensure that no patients were harmed by the failures.

Surveys and reports

The Chairman thanked all members who had contributed to recent surveys and reports. The reports on the Care Home relatives and Dental Services surveys had now been published, and the report on the Audit of GP websites was nearing completion: its preliminary results showed that much work was needed if the websites were to become the key means of accessing health services from GPs.

Learning disabilities

A new specialist had been appointed at Queens Hospital for supporting patients living with learning disability or autism. A meeting would shortly be held with him.

Outpatient clinics at Queens Hospital

Reports had been received of overcrowding at Queens Hospital. Ms Gregory advised that, when recently visiting the hospital, she had not observed overcrowding in the outpatients’ areas, but had felt that the Atrium was very full.

409 FINANCE REPORT

The Company Secretary submitted the Finance Report for November. There were no matters to which attention needed to be drawn.

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The average monthly expenditure for the year to date had been £9,100, which was below the five-yearly average but rising, and the actual spend in November was £9,709, in line with previous monthly average expenditure. A total of £828 had been spent in the year to date in dealing with the consequences of Covid-19.

Current indications were that (disregarding any potential income) the likely end-of-year surplus would be of the order of £5,000.

Current reserves remained £4,160.

410 GOVERNANCE COMMITTEE

The minutes of the meetings of the Governance Committee held on 14 July, 11 August, 15 September, 13 October and 10 November were received and noted.

There were no matters arising.

411 OFFICE MOVE

The owners of Queens Court had agreed that the office should move from its current location on the second floor to new accommodation on the ground floor, removing the need for the use of stairs or lifts.

The new room, currently used for storage, would be slightly smaller than the room in use at present but there was a meeting room adjacent to it that would replace the area in the office that had hitherto been used for meetings.

No problem was foreseen in moving the existing furniture and office content to the new room. The move was likely to be undertaken during the Christmas/New Year break so that the new office would come into use from 4 January.

The Healthwatch office would be closed from Wednesday 16 December until Monday 4 January.

412 WALKING FOR HEALTH

The Board were pleased to note that arrangements for people to walk for health, using the Streets Apart scheme, were gathering pace. The Board agreed that members participating in these events would be permitted to wear Healthwatch reflective jackets when doing so.

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413 SUPPORT FOR HEALTHWATCH DURING LOCKDOWN PERIODS

The Chairman thanked members for their continued and invaluable support throughout the past year despite the unprecedented problems caused by the pandemic.

414 ST GEORGE'S PROJECT

The St George's Project was definitely proceeding, and the formal business case for it was being prepared. Ms Gregory reported that she had joined a group of local voluntary organisations that would be helping to develop the proposals for the new facility.

Chairman