

## **MINUTES**

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

**Present:**

**Directors:**

**Anne-Marie Dean, Chairman**  
**Ian Buckmaster, Company Secretary**

**Bev Markham, Community Support Officer**

**Members: Mary Bell, Helena Cowin, Jenny Gregory, Dildar Khan, Dawn Ladbrook, Robyna Levitt, Emma Lexton, Di Old, Val Perry, Vivien Saxby and Jennifer Smith**

**Apologies were received for the absence of Carol Dennis and Carole Howard**

All resolutions were passed unanimously

**415 CAROLE HOWARD, OFFICE ADMINISTRATOR**

The Chairman advised that Carole Howard was currently in hospital. Members asked that their best wishes for a speedy recovery be conveyed to her and that flowers be sent to her when she returned home.

**416 MINUTES OF LAST MEETING**

The minutes of meeting of the Board held on 10 December 2020 were confirmed as a correct record and the Chairman was authorised to sign them.

**417 DECLARATIONS OF INTEREST**

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

**418 CHAIRMAN'S REPORT**

The Chairman's report is appended to these minutes.

**Havering Healthwatch Limited**  
**Minutes of a meeting of the Board**

**419 FINANCE REPORT**

The Company Secretary submitted the Finance Report for March. There were no matters to which attention needed to be drawn. It was noted that the majority of expenditure for the financial year 2020/21 had been incurred but the final figures would not be available until the final accounts were produced following audit, for the AGM on 29 June.

The average monthly expenditure for the year was £9,662, which was lower than in almost every previous year. Actual spending in March had been £9,752, in line with the previous monthly average expenditure. A total of £940 was spent in the year in dealing with the consequences of Covid-19.

Current reserves were £4,168.48. The amount held in reserve would be reviewed as part of the forthcoming audit and increased.

**420 GOVERNANCE COMMITTEE**

The minutes of the meetings of the Governance Committee held on 12 January, 9 February and 9 March were received and noted.

There were no matters arising.

**421 OFFICE MOVE**

The office move agreed at the last meeting had been completed, although the current covid pandemic lockdown had meant that the new accommodation has yet to be used regularly.

It was not yet clear when it would be possible to resume working in the office, although present indications were that it might be possible to do so in May.

**422 APPOINTMENT OF SPEAK UP GUARDIAN**

Policies on Safeguarding and Whistleblowing had been agreed by the Governance Committee in 2019. They envisaged the appointment of a member as Speak Up Guardian (SUG) but, for various reasons (not least the occurrence of Covid) no appointment had so far been made.

The Board now received and noted:

- A draft role description for the SUG
- A protocol from the Kent and Medway Safeguarding Adults Board about Managing Concerns around People in Positions of Trust (PiPoT)
- The current Safeguarding and Whistleblowing Policies

## **Havering Healthwatch Limited**

### **Minutes of a meeting of the Board**

Following discussion of the proposal, and in response to her volunteering for the role, **the Board appointed Dianne Old as SUG.**

#### **423 INFLUENCE**

During the Covid pandemic, it had not been possible to maintain the Enter & View programme as would have been wished but a number of surveys and informal enquiries had been conducted. These activities appeared to have influenced local, and even national, thinking on various matters. It was clear that the collective influence of Healthwatch across the country continued to benefit patients and residents.

Examples included:

- NHS Dentistry – in the Autumn, a telephone survey of what dental services were available in Havering was carried out and found only four practices were taking new NHS patients. Many people who had not maintained regular attendance at their dentist before Covid had found they were unable to get prompt dental treatment when problems occurred.

Other Healthwatches had made similar findings.

Partly in consequence of this, NHS England and the DHSC had recently advised that the terms of the NHS contract for dental services were to be revised with a view to securing improved outcomes for patients.

- GP websites – also in the Autumn, a survey had been undertaken of GP practices' websites. It was found that the websites varied in quality from very good to, frankly, appalling in their usefulness to patients, with a number failing to comply with the minimal standards expected by the government.

This survey had resulted in alerting the local CCGs to the inadequacies of the websites and they were taking action to obtain improvements.

- Friends and relatives of care home residents – over the Summer, interviews and a survey had been carried out with relatives and friends of people living in care homes who were distressed by their inability to visit loved ones. Other Healthwatches had carried out similar activities. This had led to pressure on government to ensure that arrangements were made to enable care homes to be visited, largely by constructing "pods" that gave friends and relatives the opportunity to see residents by sitting outside in shelter and conversing through windows – not ideal but better than nothing.

**Havering Healthwatch Limited**  
**Minutes of a meeting of the Board**

**424 QUALITY ASSURANCE**

Ms Old reported that recent meetings of the Borough's Quality Assurance Team had been largely ineffectual as attendance had been poor and there was little evidence of active interventions in residential care. Nonetheless, several homes were giving cause for concern. Only one home was now being used as a staging point for people discharged from hospital to a residential care home.

---

**Chairman**

# Havering Healthwatch Limited

## Minutes of a meeting of the Board

APPENDIX  
Minute 418

### Chairman's Report

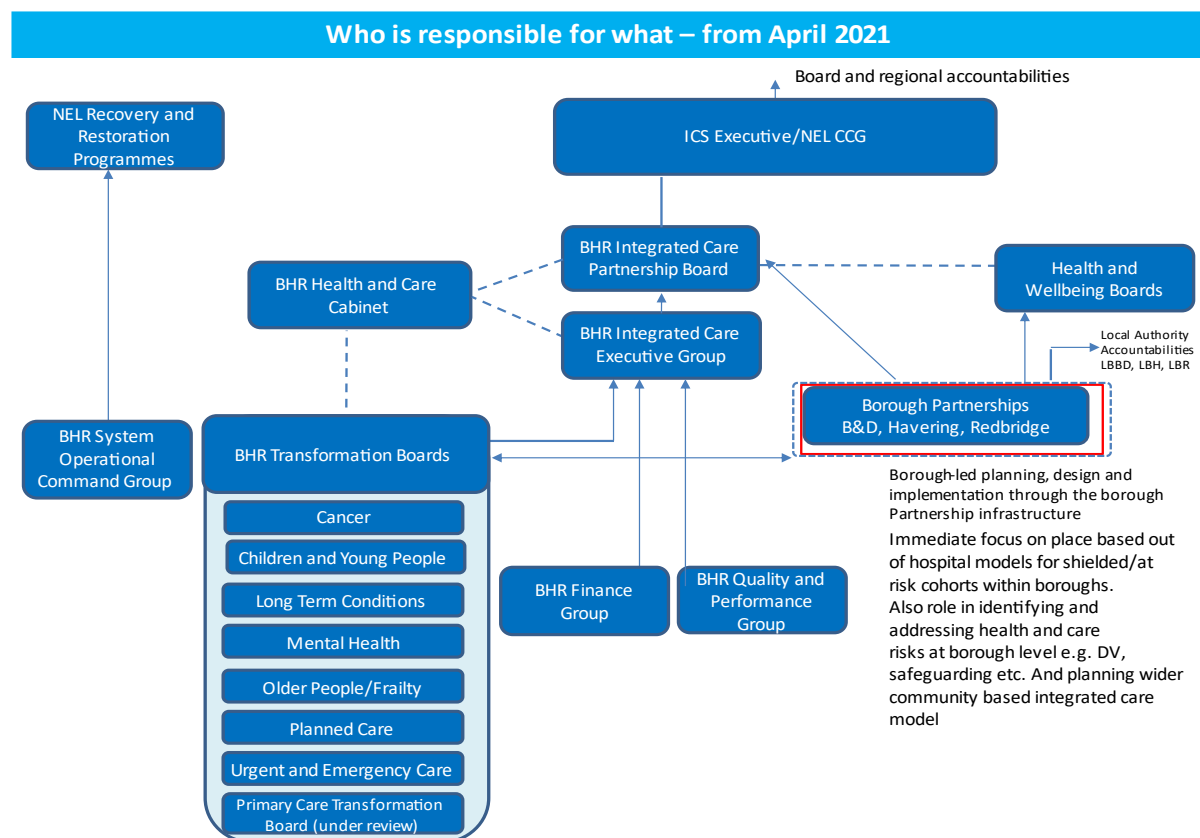
This is the last quarter's report for the year April 2020 to March 2021

It seems incredible that this time last year, when we were in lock-down for the first time, we had assumed that if we followed the rules, we would be free of Coronavirus by April 2021. Instead, we are slowly and so gratefully taking baby steps back to what we all knew before as a 'normal' society. Yet even as we go forward one day, the next day something chips away at our confidence, as statements such as a new version of the virus has been discovered, the vaccine has been withdrawn for further testing, emerges.

However, one of the most powerful and enduring things is friendship and camaraderie and fortunately our Healthwatch is blessed with that. Thank you to Ian, Bev and Carole and every member of our Governance and KIT meetings for your commitment and support during this last quarter. Here are some of the issues which we have addressed and opportunities that we have taken.

### NHS Health and Social Care – national changes

This quarter more details have been available to explain the changes to the NHS structure. From a day-to-day perspective most people will notice little difference as their care will be provided by BHRUT, NELFT, our local GPs, LBH and other clinical teams working in the borough. However, it is always good to know who is responsible for what. Please see the diagram below.



Locally, the creation of a Borough Partnership is the most exciting opportunity. It will take some time to properly establish and we keep you up to date as this partnership develops. You will see a list of 8 Transformation Boards and there is an opportunity for us to be part of these including membership of the Boards and we will keep you up to date as these begin to form.

# **Havering Healthwatch Limited**

## **Minutes of a meeting of the Board**

### Keeping in Touch (KIT) meetings, COVID 19 – Coronavirus, Vaccination programme

Our weekly Zoom meetings for all Healthwatch members takes place on Thursday morning from 11.00am to 12.30pm. This has enabled us all to keep up to date with local communities and the various organisations to which members belong.

We have an updated and detailed presentation on the Coronavirus both locally and national. Our members have ensured that we have been kept up to date with issues for concern and where good practice is being achieved. I know members would like this report to recognise the tremendous dedication that has been shown by Care and Nursing homes to their residents, and by other carers who have been in the front-line providing home care and care to friends and family members.

The Vaccination roll out programme has moved at an amazing pace and the London Borough of Havering has done exceptionally well in achieving a very high rate of vaccinations and their commitment to the nursing and care homes has been exceptional.

### Recognising the Importance of Communication – Havering Healthwatch Friends Network (HHFN) and HW Website

With social isolation being one of the only ways we can all stay well and healthy a tremendous amount of time and energy has been put into how we communicate with each other. This applies not just to us but every organisation across the globe.

Our HHFN often, many times a week, shares information across our network of resident friends, this ranges from updates from BHRUT, LBH, Advice from St. John Ambulance, news of changes to services, opportunities to complete questionnaires on important issues such services for people with disabilities, with 100 residents or more regularly responding to issues.

However, what this has also identified is that there are a lot of residents who do not have **confidential** access to the internet. This is being recognised by LBH and the NHS and we are keen to support this on-going work.

### Website

In partnership with Healthwatch England we have been developing a new website and we anticipate that this will be launched on 1 June 2021.

### Safeguarding

We have become more involved with the issues associated with Adult Safeguarding and how we play our role in this important issue as a Healthwatch. We are now represented on the Safeguarding Adults Board, the Quality and Safeguarding Board and the Quality and Effectiveness Board.

It is good practice for all Safeguarding Adults Board to undertake an annual survey of residents. This year at the request of the Safeguarding Adults Board we are undertaking an annual survey of residents which we launched via our HHFN in March – **‘Safeguarding Adults is everyone’s responsibility’**. To ensure that we are able to reach as many residents as possible an Easy Read supporting document is also available. We will be providing the results of the survey at the Safeguarding Adults Board on 29 April 2021.

### Phlebotomy Level 2 enquiry

We are working as members of the enquiry panel and the enquiry has now received the majority of the information required and the panel will be able to review a final draft report shortly

### Development Away Day

The theme for the Development Away Day will be ‘What and how are new initiatives strengthening our Community’. The pandemic has made us all realise that our community, our neighbours and friends and family are very important to us. We will be inviting people to talk to us about their new roles and how this will support some of the most vulnerable in the community. We have had to postpone the diary date of 22 April and will be confirming arrangements shortly.