

ROSSENDALE HEALTH AND WELLBEING PARTNERSHIP

Friday 26th January 2018. 9.30am. Futures Park, Bacup, Rossendale

Present: Cllr. B. Ashworth (Chair), Alison Wilkins (RBC Communities), Cllr Amanda Robertson, Andy Laverty (ELCCG), Paul Hodges (East Lancs CCG), Craig Pollard (Lancs Wellbeing Service), Wendy Nixon (Mosscafe St Vincents), Elaine Butt (Community Restart), Lorna Robinson (RBC Env. Health), Ian Turnbull (Raft), Julie McDonald (Age UK), Jane Riley (Haslingden Community Link, Jackie Flynn (RBC), Rachel Allen (Bacup family Centre), Gina-Louise Jakaievs (The Surgery, Haslingen), Charlotte Brown (The Surgery, Haslingen), Sandra march (Carers Link), Rebecca Whitcome (LWT), Nataie Coffey (LWT), Souta Van Wick (Stubbylee Greenhouses/ELRC), Trisha Brindle (Newground), Mark Spedding (Inspire)

Apologies: Matt Wiseman, Mel Whitehead, Neil Proctor, Richard Peters, Angela Hammond, Phil Holden, Rev Bevan, Brian Topping

Notes from the last meeting – these were accepted as an accurate record.

1. Care Navigators

Charlotte Brown from The Surgery, Haslingden explained how the first 10 months of implementing the Care Navigator scheme has developed at The Surgery, Haslingden.

4 out of 5 East Lancs areas are now offering this service. All Rossendale practices have been trained and The Surgery was the first to roll the approach out in March 2017.

When patients ring for an appointment reception staff have been trained to spend some time talking to the patient to see if there is a more appropriate service from them than seeing a GP. An example with a patient with a minor eye condition was given, who could be referred to the Minor Eye Clinic or a local optician for a same day appointment to get the care needed.

Initially some concerns were raised by patients, but the service is working very smoothly.

Patients were not aware that there were other services available to them. GP's are now finding that their appointments are with people with complicated or multiple health issues.

The system has freed up the availability of same day appointments to those that need them.

An information sheet has been developed giving alternative health services that patients can be referred to. This is available at: <http://rossendale.realtld.co.uk/care-navigation/>

A question was asked if GP's still provided sick notes. They do, though this could involve a phone consultation rather than a face to face appointment.

The Surgery also identified patients who were presenting with loneliness and social isolation issues and Care Navigators provided them with additional support/sign posting.

The partnership asked for a 12 month review of the programme to see what can be learnt from it.

ACTION: RBC to look at including a link to this information or a link to it on their website

2. Partnership 2018/19 priorities and actions

An interactive session was held in which attendees identified what each of their organisations was doing to achieve the priorities of the partnership and what they could be doing with additional support or resources. This information is included in the attached draft action plan. This will be discussed at the next partnership meeting.

3. Partner Updates

- Barbara Ashworth: Rossendale's early winter death figures were the highest in England last year. An Overview and Scrutiny challenge day is planned to look at the real information behind these figures.

ACTION: Any organisation that has any information it would like to include in the challenge day should contact JF. It was suggested Bereavement Services were included in the challenge day

A review of community transport across the borough and its impact on loneliness and social isolation is to be the theme of a future Overview and Scrutiny challenge day.

- Bacup Family Centre: Now moved to smaller premises which is having an impact on services. No longer providing a food store which is now in Trinity Baptist Church. The community shop and after school club have closed. A teenage girls group is still operating. Dee is leaving the centre and her post is being advertised
- Citizens Advice: Looking for storage for unused furniture that can be distributed to households in need.
- Inspire: Working from the ACD centre in Bacup on Fridays offering open access and assessments. Also peer mentoring, family support and activity groups for service users. Support can be accessed by just dropping in at the centre or via the referral form on the website. The service is looking for a new hub in Bacup as the ABD centre is not ideal. Links with Stubblee Greenhouses will be pursued. Inspire also have a 'clinical van' with a doctor and nurse used by existing service users in Rossendale, Ribble Valley and Pendle.

- Age UK: Now operate a local advice line between 9am and 3pm - 0300 303 1234. Age UK have a 'One Digital' project based in Blackburn. Information about local services was distributed at the meeting. A veterans project is now also operating. Day support services in Nelson and Padiham, working mainly with people with dementia. This service can accept people from Rossendale if they have transport. The East Lancashire hospital aftercare service is still available from Age UK.

ACTION: JF to Invite One Digital to present at the next meeting. Tony Sheppard from CA's Digital Inclusion project also to be invited.

- Rossendale Borough Council: Living Well Living Better Project - Now expended until May/June of this year and focusing on project evaluation and a learning/celebratory event. An interim final report will be available in March. Neighbourhood Forums- to be relaunched in May/June as community partnerships looking to address local issues.
- Andy Laverty/CCG: Together a Healthier Future – three recent document produced including an overview. Rossendale Community Partnership update – suggested as a standing item for future meetings

ACTION: Together a Healthier Future documents to be distributed with minutes

- Mosscafe St Vincents: Supporting older people with essential home repairs and improved heating systems across Rossendale, Burnley and Pendle. Uses several funding pots to provide a person centred approach supporting people in fuel poverty or struggling with heating
- Lancashire Wellbeing Service: Has undertaken a service rebranding exercise with a new website. Now offering a monthly drop in service at the job centre. Local LWS workers are offering 8 support sessions or 115 days support for clients, and offer motivational support and build skills to help clients support themselves. Referrals can be made at <http://www.lancashirewellbeing.co.uk/referrals>
- Haslingden Community Link: Moving towards a focus on supporting older people. Now have funding for a monthly dementia information service that will include speakers from other services. HCL will be offering community lunches subsidised by Fairshare on Fridays starting mid-February.
- Carers Link: Have a development worker based at Waterfoot and Whitworth GP surgeries every month. Also currently working with Stubbylee Greenhouses. Have identified 1200 carers in Rossendale, 200 of which are within walking distance of Stubbylee. Carers link have extended their wellbeing scheme which offers reduced rates for carers from local providers.
- RAFT Foodbank: Still delivering around 12 food parcels a week and getting donations from local churches and Fairshare.
- Community Restart: The Circle still meets at The Close. The Fibromyalgia group currently meeting at Glen Crescent is looking for a new venue. A women carers support group meets every other Friday at Haslingden Community Link. A Wellness Recovery Action Plan 6 week course is available to be delivered in Rossendale if

enough people or organisations are interested. Contact Elaine Butt for more information.

- Lancashire Wildlife Trust/LCFT My Place project: An Eco-therapy project based in Stubblelee Park, funded until 2019 and available for economically inactive people over 25. The project offers a 3 month cycle of activity for participants recognising the impact on wellbeing of contact with nature. AQA awards are available for participants. The project also offers 9 month paid trainee placements. The project will also be working in Haslingden next year.
- Stubblelee Greenhouses and Café: Have undertaken a recent evaluation which shows that over 1200 interventions have been delivered with the Recovery College. The project is seeking to identify people not engaging with services, and is seeing more lonely and socially isolated people, often attracted to the project initially by the café. A new parent and toddler group is being developed. Lottery funding that has supported the project is ending, but the project can continue as it is becoming more business focused and seeking additional commissioning funding. More participants are entering employment or self-employment. A new website has been launched. .Look out for this year's soap box challenge on Saturday 5th May which was really successful last year!
- Newground: Based in Stubblelee Annex and delivering walking and cycling projects and open access bike workshops. After school bike workshops will be starting soon with bikes available. Working with Bacup pride on an allotment site in Stubblelee Park jointly with the Bacup Family Centre. Also delivering the More Positive Together ESF project supporting people into employment via volunteering
- Bacup Pride: Undertakes clean up's and gardening projects in Bacup and seeking new volunteers. Meet in in Bacup centre on Wednesdays and the first Sunday of the month. Have initiated the Bacup Flowerpot Festival which will continue in 2018
- Lorna Robinson: Environmental Health have had recent successful prosecutions on air quality and tipping issues. She highlighted a new programme looking at on street charging points for electric cars. More information at <http://www.energysavingtrust.org.uk/travel/electric-vehicles/street-residential-chargepoint-scheme>

There is also a new free drinking water scheme being promoted nationally. Info at <https://www.water.org.uk/news-water-uk/latest-news/new-national-drinking-water-scheme-water-companies-cut-plastic-bottle-use>

- Councillor Amanda Robinson: St Anns Church and Whitewell Bottom community centre both have rooms available for community bookings. The community asset transfer of Whitewell Bottom Community Centre has been confirmed. St Anns now has over 4000 people using their community facilities. The White Horse Project based there is working with 11-18 year old people 3 nights a week and providing the Duke Of Edinburgh Award scheme.
- Spice Time Credits: Pam Barmby is now working for Spice, developing a Time Credits network across Rossendale. A time credits training event is available free of charge for Rossendale voluntary and community groups at Futures Park, Bacup on

Friday 2nd March 8.30am-2pm. Contact Pam for more details at pambarmby@justaddspice.org

4. Any other business

None

5. Date of next meeting

Meeting dates 2018, all meetings 9.30am at Futures Park, Bacup -

- 23 March
- 18 May
- 13 July
- 14 September
- 16 November