healthwatch Cheshire East

healthwatch Cheshire West

MINUTES of Healthwatch Cheshire CIC Board

Date: 2nd December 2019 Venue: Sension House, Denton Drive, Northwich, CW9 7LU
Time: 10am Chair: Lynne Turnbull

	Part 1 – In Public	
Item	Topic	Action
1.1	**Welcome and Apologies** **Present:** Chairing the meeting: - Lynne Turnbull – LT (Cheshire Centre for Independent Living), Chair, Board Member and Director Erica Morriss – EM, Board Member Keith Roper – KR (DIAL West Cheshire), Board Member and Director Caroline Whitney – CW (Community & Voluntary Services CE), Board Member and Director George Loughlin – GL, Board Member Lucy Welsh – LW (Age UK Cheshire), Board Member and Director Mervyn Harding – MH (Youth Federation), Board Member and Director. **In attendance:** Louise Barry – LB, CEO Emma McKenzie – EMcK, Administration and Finance Manager (minutes) Debbie Dalby – DD, Facilitator for Board Development. **Apologies:** Catherine Bowden – CB, Board member Alison Kaye – AK, Board Member Alistair Jeffs – AJ (Cheshire West Voluntary Action) Shantele Sutherland (formerly Janes) – SS (Cheshire Halton & Warrington Race Equality Centre), Board Member and Director Aaron Davies – AD, Board Member Elizabeth Bott – EB, Board Member. LT welcomed all to the meeting and apologies were noted.	
1.2	**Board Introductions** Brief introductions were made for benefit of DD.	
1.3	**Declaration of Relevant Interest** None	
1.4	**Minutes of previous meeting (enc) and matters arising** Minutes were checked for accuracy and matters arising and agreed as accurate.	
1.5	**Action Log (enc)** Savings account/s still being considered – target date to be amended to January Board meeting. Benefits of accounts discussed. CW to send	

	over details of short and long-term savings accounts. Photographs of AK and AD to be followed up. Completed actions to be removed from Log.	CW EMcK EMcK
1.6	**CEO Report (enc)** **Place plans** – Long Term Plan Survey report was extremely well received by Health and Care Partnership and is being used and useful. NHS 5-year plans were, unusually, led by Local Authorities (LA) in this area. East responses were collated by the HW Cheshire East website and comprehensive engagement by Healthwatch took place in Cheshire East, including every market. East Partnership Board acknowledged that it evidenced breadth of engagement. **Enter & View** – continually being refreshed and now led by volunteers. New team members have brought a new perspective. Reports are at centre of more discussions at LA. Future focus on nutrition, training undertaken and tailored training sought for HW. EM – trained as Authorised Representative and undergone several visits - suggested that where CQC reports are 'poor', different briefing/support seems to be required for volunteer team. **Staffing** – one member continues to be long term sick and significantly poorly; occupational health involved. Service Lead on maternity leave was intending to return, but before returning found a job closer to home and resigned. Interim Service Lead, who was to be retained to double up with original Service Lead, now made permanent and doing a 'cracking job'. New staff – two full time Community Engagement & Project Officers employed October and November. **Annual Report** was presented to Cheshire East HWBB and received very well. Very positive feedback from Cheshire CCG Accountable Officer. CWaC meeting cancelled due to Purdah. **March 2020** – we are taking a Healthwatch branded van across the 17 Care Communities. Members of staff are being assigned specific Care Communities. Partnership working will be involved and our Priorities Survey will be carried out. The safety of staff was queried; no change to normal engagement other than the use of the van. **Twitter and FB** – Daily tweets using #Elfwatch during December. **Safeguarding** Query regarding training around Safeguarding. HW role is to inform the relevant authority and check on progress of case. **Age UK LGBTQ+ report** – Age UK carried out report on older trans people's experiences of health and social care – LW to forward copy.	