

Physical and Sensory Impairment Partnership Board (PSIPB) Minutes

Wednesday 9th May 2007, 1pm – 3pm, North London Business Park

1. Present

Alan Brackpool	- Joint Commissioner
Jaspal Dhani	- Director of Disability Action in Barnet
Ian Goode	- Physical and Sensory Impairment Service Manager
David Hart	- BVSC Representative
Stella Henriques	- Carers Representative
Fiona Jackson	- Head of Allied Health Professionals
Amy Jones	- Minutes
Kate Kennally (Co-Chair)	- Assistant Director, Health Partnerships (Younger Adults)
Sara Magber	- Barnet Carers Centre
Karen May	- Unscheduled Care Development Manager
Jean McVey	- Representing Barnet's Blind Community
Mike Nash (Co-Chair)	- Service User Representative
Graham Nolan	- Sense
David Pearce	- Middlesex Association for the Blind
Emily Sault	- Communication and Information Manager
Carolin Seitz	- MS Society
Nigel Thornton	- Housing Representative
Joost Van der Geest	- Partnership Officer

Apologies

Carol Baxter	- Project Manager
Mira Goldberg	- Representing Barnet's Deaf Community
Brenda Poulson	- Service User Representative
Dominic Wright	- Director of Commissioning & Performance Management

Kate welcomed the new members to the PSIPB.

2. Minutes and matters arising

Kate said that she had met with Jean and Brenda to discuss how to make the meetings accessible for individuals with a sensory impairment. From this meeting it is going to be ensured that papers are sent out in good time and in an accessible format, amongst other actions.

Fiona said that on p.2 of the minutes there was a point of accuracy in relation to her action regarding Stroke Service. Fiona explained that this meeting was not solely about Stroke Services, and said that she will ensure that Adult Social Service is involved in any future discussions about Stroke Service.

Kate confirmed that the Physical and Sensory Impairment Commissioning Strategy has been signed off at Cabinet.

Emily confirmed that Barnet residents have been involved in a photo shoot to create a bank of positive images of people with a physical and sensory impairment in Barnet.

3. PSI Work Plan

Emily distributed the first draft from the designers, and asked for comments regarding the work plan.

Stella was concerned that the colours of the font and background would not be clear to people with a visual impairment. Emily explained that although we are required to use the colours in the Work Plan since teal is the corporate colour, she will ask the printers to make the contrast between the font and background greater to make the writing clearer.

Nigel asked for the comment regarding aids and adaptations to be rephrased because he feels it is currently very negative when in fact a significant investment has been made to begin clearing the waiting list.

David Hart asked for the Physical and Sensory Impairment (PSI) Network to be mentioned within the Work Plan, and it was agreed that p.6 would be a suitable place.

Action: David Hart will e-mail Emily a statement about the PSI network.

Emily confirmed that the Work Plan will be available in different accessible formats including large print and on cassette as standard. Other formats that the plan will be available in are CD and on computer disk.

Emily explained that we are going to begin recording people's preferences for how they like to receive their information on a database, so we can send them documents in that format. For the meantime, any requests for different formats should go to Emily.

The Board agreed that we should have 500 copies of the plan printed so we can widely circulate it, and it will also be available on the internet.

Action: Everyone will contact Amy about how many copies they would like for their organisations/groups and in which formats they would prefer those copies.

Action: Fiona will contact the PCT Communications Team about putting the Work Plan on the PCT website.

It was stated that Valuing Carers Day is now called Supporting Carers Day

4. PSI self assessment (short Barnet story) – PSI Inspection (July)

Kate said that the self assessment that Barnet Council are required to submit to CSCI is due at the end of the week. Kate went through what we have written for the 6 criteria of our self assessment and invited any comments from the Board.

Kate said that she would like the Board to take forward recommendations from the Inspection in partnership.

5. NSF for Neurological Conditions update

A group of stakeholders has been set up to implement the 10 year NSF plan.

The group has carried out a mapping exercise and decided upon the following priorities for the year:

- Improving the Single Assessment process
- Increasing understanding of local needs in Barnet
- Ensuring prompt diagnosis of neurological conditions (meeting 18 week target)
- Establishing training needs for front line staff
- Improving the provision of carer support
- Reorganising rehabilitation services, including the re-modelling of the Marie Foster Centre to keep people in their homes for as long as possible
- Recruiting a specialist nurse for people with MS
- Looking at waiting times/provision for aids and adaptations

Action: The NSF plan will be circulated to the Board.

6. PSI User Survey results

There were 188 responses from the 366 sent out. Emily felt that more responses may have been received if the survey was shorter and available in more formats.

82% of replies said that they were satisfied with their service from Adult Social Services.

A fact sheet regarding the results is being compiled, including changes we are going to make for the better, and sent to everyone who took part in the survey.

Ian said that the PSI Team feel very encouraged by the generally positive feedback. Ian also thought it was excellent that the majority of the areas we need to improve upon have already been picked up in our Work Plan. Two areas Ian felt were very important to address were the number of people who had not been told about Direct Payments and returning people's calls promptly, and he confirmed that steps are being taken to improve these.

Action: Emily will do some work with the results to find out more detailed information about our client population.

Action: Amy will design a form that Board members can fill in to state what information they would like compared and why.

7. Supporting Carers Event (5th June)

Two plans were circulated about the event for adult carers of people with a physical and/or sensory impairment, and Sara invited any comments.

The day is proposed to take place over 3 rooms:

- One with stalls of relevant information for carers
- One room of complementary therapies for carers e.g. reflexology
- One room with presentations about relevant information for carers

It was confirmed that the presentations were on topics that carers had expressed an interest in.

David Hart said that it is very important to publicise the purpose of the day to carers, which is to let carers know how valued they are, inform carers of services, and inform services of carers' issues. BVSC offered to help with publicity.

It was agreed that there should be less presentations so carers have the opportunity to talk to members of staff at the stalls about their issues, and that the structure of the day must be made clear because there is a lot going on.

Kate said that the day would be an excellent opportunity to introduce carers to the PSI Work Plan.

8. Stakeholders Conference (4th July)

Emily said that the aim of this day is to inform people with a physical and sensory impairment what services are available to them, in addition to publicising the Work Plan and giving out the Guide for Disabled people that the Communications Subgroup is putting together. Emily was also hoping to have accessible exercise sessions for people to try at the event.

Fiona, Graham, Jaspal and Mike volunteered to help with the day.

9. Top Tips for supporting people with a physical and sensory impairment

Kate explained that at her meeting with Jean and Brenda it was discussed that it would be useful for the PSIPB to produce a prompt sheet of tips for agencies to follow when supporting people with a physical and/or sensory impairment.

David Hart said that there could be tips for each of the 6 headings of the Work Plan. However, David Pearce felt that it would be of more value to roll out awareness training rather than produce top tips cards.

Graham said that as a Board we also need to do more to make our meetings fully accessible to people with a physical and/or sensory impairment, and then we can advise others of our learning.

Action: It will be added to the next agenda to discuss what we can do better.

10. Hearing Advice Outreach Service

It was agreed that this could be carried forward to the next meeting since Brenda was not present and would like to discuss this.

11. Leaflets (Communication Subgroup)

The Communication Subgroup is up and running. It is working on a Guide of useful contacts and information for people with a physical and/or sensory impairment, in addition to the Direct Payments campaign.

12. AOB

- Adult Social Services PSI Service structure update
- Wheelchair report
- Waiting times for Audiology Service
- Equality Impact Assessment

The new PSI Service structure was given out, along with the report 'Out and about: Wheelchairs as part of a whole-system approach to independence' and two papers regarding the Equality Impact Assessment.

Action: Fiona will look into getting the waiting times of the Audiology Service for each meeting.

The Terms of Reference for the Disability Equality Advisory Group were circulated.

It was confirmed that a Carers Support Group is being considered.

Kate stated that there is a new Physical and Sensory Impairment Commissioning Manager who will attend future meetings.

Action: Amy will record on tape for Jean the names, jobs and contact details of all of the PSIPB members.

Date of next meeting

18 July 2007, 1pm-3pm (Building 5, room 8), North London Business Park