

Joint Disabled Patient and Carers Steering Group
Minutes of meeting of 9th December 2016 from 10.30 p.m. to 1.00 p.m.
Forest Lodge, Heatherwood Hospital, Ascot

NB: Those present at this meeting should be aware that their names will be listed in the notes of the meeting which may be released to members of the public on request.

Wexham and Heatherwood Group		
Trust Staff		
Kirstie Hodgson	Surgical Matron - W	Not in attendance
Claire Marshall	Head of Patient Experience	Present
Colin Simpson	Estates and Facilities	Apologies
Dawn Bacon	Equality Officer	Present
Jo Brown	Nursing Outpatients	Present
Kevin Queenan	Chief Pharmacy Technician	Apologies
Michelle Youens	Head of Nursing – Medicine	Present
Najeeb Rehman	Equality and Diversity Manager	Present
Jan Dent	Senior Matron for Paediatrics, Neonates and Safeguarding Children	Present
Satinder Dosanjh	Commissioning Manager, Capital Team	Apologies
Peter Clarke	Dementia Lead	Present
Theodora Baron	Safeguarding Lead	Present
Christine Wheelan	Health & Safety	Apologies
Caroline Reynolds	Occupational Therapy	Apologies
Maura Price	Unison/Union Rep	Present
Not yet appointed	Lead Nurse for Older People	N/A
Not yet appointed	Radiology	N/A
Not yet appointed	Doctor Education Rep	N/A
Patient / Carers		
		Present
		Apologies
		Apologies
		Apologies
		Present
Frimley		
Trust staff		
Ablen Dacalos	Specialist Dementia Nurse	Present
Catherine Jones	Manager of Pre-Op Dept	Not in attendance
Colette Meredew-Lynch	Disability Liaison Nurse	Apologies
Dawn Bacon	Equality and Diversity Officer	Present
Faith Beswick	Carers Link Nurse	Not in attendance
Gordon Parry	Estates	Not in attendance
Jess Cubberley	Carers Link Nurse	Apologies
Lydia Cattell	Physiotherapist	Apologies
Megan Allen	Carers Link Nurse	Apologies
Mel Martin	Safeguarding	Apologies
Sally Martin	Matron Children's Non-Inpatient Services	Apologies

Vera Gill-Wakatama	Clinical Matron – Medicine	Not in attendance
Patient / Carers		
		Apologies
		Apologies
		Apologies
		Apologies
		Apologies
		Apologies
		Apologies
		Apologies

Minutes taken by Dawn Bacon, Steering Group Secretary

Minutes of meeting of 13 th June 2016 (Wexham and Heatherwood Site Group) and 22 nd June 2016 (Frimley Site Group) - Approved	ACTION
Matters arising (see progress reports attached) Gardens: Some gardens have been improved and are now disabled friendly ACTION: DB to contact site map plan to see if disabled friendly gardens can be marked on site plan. Adult cots: AD reported that adult cots are available for dementia patients. ACTION: AD to liaise with SM. Always Event: NHS England are doing contract work across 20 hospitals. The idea is that the trust will co-design with patients something that patients really want and that will then 'always' happen. Currently looking at ENT outpatient provision for those who may need additional assistance. The trust is working with patients rust wide to collate pinions on what is needed. A meeting on 9 th Feb will look at the results and formulate a response to address the issues raised,	DB AD/SM
Review of Terms of Reference and work plan for coming year Postponed to next meeting – to be reviewed in individual groups	
Updates <ul style="list-style-type: none"> Estates / Capital Projects – <ul style="list-style-type: none"> update on DDA provision Frimley and Wexham sites have had DDA assessments within the last 3 years. Frimley site has no 'red' and the few 'amber areas are due to be updated within the current estates plan. Wexham had a number of 'red' areas requiring immediate attention. A plan is in place to rectify the issues within the next year. New hand rails have been sourced for the corridor walls. These have an indent which allows for a firm grip which is easier for frail patients to utilise. EE to implement the use of these in future renovations to corridors. Skype Box for long term patients Estates were not able to comply with this request. The suggestion is now that any patient who wishes to can use electronic visual and audio communication devices along as it does not intrude on a person's privacy or disturb them i.e. bed curtains need to be drawn and the noise kept to a conversational level. 	

- Dementia

The role of the Dementia Care Team

Peter Clarke, dementia practitioner at Wexham Park Hospital, presented the current dementia care plan for Wexham. The team are maintaining the dementia CQUIN within their practice as well as providing links to local dementia cafes, website information, and information for local community care advice. They provide training in how to treat / handle dementia patients to all areas of the Heatherwood and Wexham Park Hospital teams

Peter explained the care methods in place including a lounge for patients decorated in the 1950s style and a pop up cinema which help recollection and decreases agitation. They also undertake craft sessions with patients which stimulate memories and give patients the ability to make their own decisions. A daily/weekly 'newspaper' the Daily Sparkle, is being introduced with the intention of using this as a tool to improve current memory, knowledge of the date etc. as well as enhancing the visiting experience for the patient and visitors)

The team encourage patients' carers to put together 'grab bags' which can be brought into hospital with the patient. These consist of personal items which will make the patient feel 'at home; and also stimulate conversation and memory connections (i.e. photos, favourite blanket, games, reminders or hobbies, etc.)

Music therapy is used to give patients pleasure as well as to stimulate engagement and increase a patients self-esteem and confidence.

■ suggested the use of 'twiddle muffs' to help with provide a stimulation activity for restless hands. AD confirmed that the trust already use these.

Change is expected in early 2017 when Wexham change to the nationally recognised 'butterfly scheme' will replace the sunshine scheme. A Band 7 nurse has been appointed to the Wexham Dementia Team.

The Dementia Services cross site will be aligned early in 2017 to provide a platinum level of service for all people with dementia.

Frimley Site has a good rapport with carers, both individuals and those in the community, support a café 'DCaf' so that carers can support each other, deflate concerns etc, and link in with local churches. There are Alzheimer Groups in Camberley area and AD is currently looking at Groups in the Slough area in order to build links with them.

ACTION: AD to send DB links to local groups

AD

- Pharmacy

Hearing loop now installed at Wexham.

No issues at Frimley

- Learning Disabilities

DB working with Surrey and Borders Link nurse to support this group of patients. S&B are happy for the trust to adapt some of their easy read documents for Frimley Site and we are working at getting permission to use the cross site.

- Physical Disabilities

There is an issue with some staff being unaware of how to assist patients with communication difficulties. Additional training in this areas is required to increase awareness about and needs of patients with communication difficulties, i.e. deaf/hard

<p>of hearing, blind/partially sighted, and those with no speech.</p> <p>ACTION: DB to liaise with training department to see what courses are available</p> <p>Accessibility Standard</p> <p>ACTION: CM agreed to speak with the GP Liaison team as regards to information being sent from GPOs on referrals.</p> <p>Door widths in new builds</p> <p>Some patients find it difficult to negotiate door frames due to large wheelchairs. EE commented that all doorways are to standard or larger than standard specifications. However this needs to be addressed and if any door in particular is giving difficulties please report it as s risk.</p> <p>ACTION: MY will take this up with the team designing the new ED</p>				DB
				CM
				MY
<p>Complaints and PALs</p> <p>No Reports available. Agreed that this would not be a standing item on the agenda. The Head of Patient Experience or quality lead to take ‘soft intelligence’ to the appropriate meetings rather than formal reports to aid work planning.</p>				
<p>AOB – Nil</p>				
<p>Date of next meeting:</p>				
<p>Frimley Park Group</p> <p>Seminar Room</p> <p>2 to 4 pm</p>	27 th March	<p>Wexham Park Group</p> <p>Post Grad Seminar Room 4</p> <p>10 to 12</p>	March 15 th	
	26 th June		June 8 th	
	11 th September		Sept 22 nd	
<p>Joint Groups</p>	<p>4th December 2017; 10 to 12;</p> <p>Large Meeting Room, Forest Lodge, Heatherwood Hospital.</p>			