



Community Care and Health Third Sector Forum
Tuesday 4th February 2020
10am – 12pm
Falkirk Fire Station

Present:

Scott Malcolm (SM) (Chair)	CVS Falkirk and District
Becca Heggie (BH) (Minute-taker)	CVS Falkirk and District
Jen Kerr (JK) (Speaker)	Integration Joint Board (IJB)
Angela Price (AP)	Falkirk and District Association for Mental Health (FDAMH)
Claire Bernard (CB)	CVS Falkirk and District
Diana Morgan (DM)	NHS Forth Valley
Donna Laidlaw (DL)	Strathcarron Hospice
Duncan Hearsum (DH)	Order of Malta for Mental Health
Ian Dickson (ID)	Falkirk and District Association
Jackie Johnston (JJ)	Penumbra
Kay Morrison (KM)	Falkirk Foundation
Mairi Wright (MW)	NHS Forth Valley
Margaret Coutts (MC)	Samaritans
Martin Kenny (MK)	Royal Voluntary Service
Yvonne McIntosh (YM)	Maggie's Centre

Apologies:

Angela Reid (AR)	Central Advocacy Partners for Mental Health
Jacqui Winning (JW)	Forth Valley Sensory Centre
Morag Fullard (MF)	Falkirk and District Association
Vivienne Malcolm (VM)	Solicitors for Older People

1. Welcome, Introductions and Apologies

Forum members present were welcomed to the meeting and introductions were made. Apologies were noted as above.

2. Review of Previous Minutes from 05.11.19

The minutes of the previous meeting were agreed as an accurate record.

3. Health and Social Care Improvement Plan Development Session

JK introduced herself to forum members as the Integration Joint Board (IJB) representative for the third sector. JK informed forum members there has been



various developments across the board in the last six months which are relevant to the Community Care and Health Forum (CCHF) and have created an opportunity for CCHF to build a good working relationship with the Health and Social Care partnership (HSCP) .

JK referred to a previous CCHF where commissioners attended to discuss the Market Facilitation plan, a plan that guides the principles of how the HSCP works with stakeholders and what the third sector commissioning relationship should look like with the Integration joint board. JK noted they are committed to third sector investment done through a strategic and co-design approach.

JK informed forum members there will be the mental health strategic commissioning review this year and a review of carers support services.

JK referred to a previous CCHF where James King attended to consult with forum members in relation to what they would like to see in the Falkirk Health and Social Care Partnership Strategic Plan 2019 – 2022. JK informed forum members the draft plan will be brought back to the CCHF.

JK informed forum members, in practice there are ways the third sector can develop their relationship and influence the IJB. Last summer the Ministerial Strategic group for health and social care asked every IJB to carry out a self-evaluation of how it thought it was doing against twelve set indicators. JK informed forum members she responded on behalf of the third sector, her response was based on a specific question around “What is your relationship with the third sector?” There are four criteria for this:

- Not established yet
- Partly established
- Established
- Exemplary

JK informed forum members local community organisations and CCHF want different things from the HSCP. CCHF are more focused around data commissioning, joint design and collaboration whereas local community organisations are interested in small grants and small activities to take forward and are less interested in being involved strategically.

It was noted the IJB didn't feel like they understood the third sector well enough. A space was put forward for one of the development sessions to be reserved for a third sector development session, JK noted she would like to co-design this with anyone who's interested in being apart of this.

JK informed forum members the CCHF have an opportunity to do a development session with the IJB board members to look at ways to increase visibility as a sector and as a forum in the HSCP, also an opportunity to

feedback what the third sector thinks the relationship should look like nationally to the ministerial group.

JK informed forum members about the development self-evaluation and the action plan that goes with that, the Market Facilitation Plan which is about the commissioning relationship and the delivery plan. The delivery plan is a twelve-page document written by the two heads of integration it is focused around a delayed discharge and getting the system moving. JK noted CCHF should be leading on the plan or noted as core partners.

The two heads of integration Lorraine Patterson and Martin Thom want to meet with CCHF. A session will be held for the heads of integration to get to know the sector locally and discuss the delivery plan. This session will take place at Denny Town House 108 Glasgow Road, Falkirk, FK1 4HS on Wednesday 18th March. JK asked any forum members who attend the session to feedback into the CCHF.

Action: JK to distribute delivery plan to forum members.

Action: CCHF members to read delivery plan.

A discussion took place around how each organisation has a different relationship with the HSCP due to being different sizes, different partnerships and having different collective relationships. It was noted individual responses would work better rather than trying to have a collective third sector voice.

There was also a discussion around what the CCHF want from the HSCP, forum members agreed they would like early involvement and to be consulted with earlier during planning.

It was noted data in Falkirk is either poor or not analysed correctly. CCHF would like to know where the data is coming from, it was also noted NHS data is not a partnership approach and some qualitative data is needed to back up the NHS quantitative data, it was agreed the third sector could be involved in this.

Action: JK to include comments around data in IJB paper.

CCHF agreed they would like to be involved and given an option from the beginning as an equal partner in more of a co-design model.

4.Partnership updates

JK informed forum members the health board has overspent this year and have had discussions with the IJB regarding this. The health board have requested IJB use their reserves to cover this overspend, the reserves should be used for innovation in Falkirk and used to make a difference to people and



communities in Falkirk. It's uncertain if the overspend happened in Falkirk and the health board have been asked to explain the overspend.

4. Third Sector Updates

4.1 Royal Voluntary Service

Working with NHS partners, Royal Voluntary Service provides support leaving hospital called Home from Hospital for older people returning home after illness, surgery or an accident. Volunteers provide support to help clients regain their independence and reduce the chance of re-admission to hospital.

A discussion took place around the high demand for transport for medical care needs. It was highlighted when a person is unable to attend an appointment due to no transport, they often miss the appointment, become unwell and this often results in re- admission to hospital.

Discussions took place around ways to provide transport services for medical care. It was noted there are barriers such as no consistency with hospital appointments and most transport services being volunteer led.

Forum members all agreed this is a massive issue within Forth Valley. JK noted CCHF can add transport and support for people to the delivery plan. JK asked forum members if anyone would like a leadership role in taking this forward.

4.2 NHS Forth Valley

The Nutrition and Dietetics Team engage with local communities to support healthier food choices, provide communities with nutrition knowledge, cooking skills, provide access to nutrition resources, food activity grants and accredited training around food and nutrition.

MW informed forum members Clare McCool who was the Health Improvement Specialist within the Nutrition and Dietetics' Team is no longer in post.

4.3 Dial-a-Journey

DH informed forum members Dial-a-Journey have reviewed their booking system due to feedback received from service users. Service users found the booking system complicated to use. DH informed forum members there is a high demand for the service, and it was difficult to give people a regular booking on a regular basis due to people cancelling bookings without any notice.

DH informed forum members they have lifted all barriers and service users can now call and book a bus up to four weeks in advance. A priority list has been put in place for people who need medical appointments. These service users are aloud to book as many appointments as they need.



DH noted people are not traveling with dial-a-journey as often due to isolation and loneliness or people having made companionships with other people. DH said he would like to look into a volunteer be-friending service.

4.4 Samaritans

MC informed forum members from Friday 1st November 2019 to Friday 31st January 2020 Samaritans have received 1718 calls, 366 emails, 732 text messages and 3 face to face callers all looking for emotional support.

Samaritans are currently looking at other ways to support people and are working externally within schools, prisons and more recently the workplace.

Samaritans have launched a new online module which teaches basic listening skills and teaches not just to look after your own emotional wellbeing but to offer support to a friend or work colleague.

4.5 Maggie's Centre

YM informed forum members Maggie's Centre is a drop-in which aim to help anyone who has been affected by cancer. Maggie's centre offers practical, emotional and social support at any time from 9am to 5pm, Monday to Friday. Maggie's Centre Forth Valley is situated at the Nina Barough Building, off Quintinshill Drive, Larbert, FK5 4SG. YM noted they are currently awaiting new signage for the building as people have had difficulties finding the centre.

4.6 Falkirk Foundation

KM informed form members she was new in post last October as the new the Chief Executive Officer with Falkirk Foundation. KM informed forum members Falkirk Foundation are changing their branding to give a clearer message around what they do. Falkirk Foundations main focuses are education and employability and mental health and wellbeing. KM informed forum members they are going to do a scoping exercise to fin doubt what the public need.

4.7 FDAMH

AP informed forum members that the drop in service at FDAHM no longer exists. FDHAM have replaced this service with a new service, The Social Spark. The Social spark was developed to support people who experience social isolation. The Social Spark is one service with five elements:

- Social Spark
- Bright Spark
- Project Spark
- Vital Spark
- Central Spark

Central Spark is the most recent addition to the services FDAHM offer. Central Spark was developed to support people who are not yet ready to participate in



group settings. FDAHM will support people using this service to build confidence, self-esteem and make connections to their communities depending on the individuals' personal needs.

5. Update from CVS Falkirk Clear Pathway Guidance - Evaluation

In April 2018 the Clear Pathway guidance was sent to the Chair and CEO of every NHS board in Scotland by Professor Jason Leitch, CBE (Clinical Director, Healthcare Quality and Strategy, Scottish Government). Clear Pathway provides a framework for NHS Boards on best practice working with third sector partners to engage volunteers in NHS settings.

The Scottish Government has asked Voluntary Health Scotland to carry out an evaluation of the impact of Clear Pathway. They are keen to hear from organisations who engage volunteers in NHS settings.

If you are involved in this type of work please take a few minutes to complete the [online survey](#) which aims to understand awareness of the guidance and where relevant, its impact on volunteering in NHS settings.

5. AOCB

There was no AOCB.

Date of Next meeting

The date of the next Community Care and Health Meeting will take place Tuesday 7th May 2019, 10am – 12pm at Falkirk Fire Station.

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