

SOUTHERN HEALTH AND SOCIAL SERVICES COUNCIL

**The One Hundred and Twenty-fifth Meeting held in the offices of
Banbridge District Council on Tuesday 17 February 2004 at 10.00 am**

125/1 PRESENT: Mrs Roisin Foster, Chairman
 Mr Sydney Anderson
 Mr Norman Badger
 Mr Pat Brannigan
 Mrs Lynne Cairns
 Mrs Nazy Harris
 Mr Clive Henning
 Mr Peter Kearns
 Mrs Pat Mallon
 Mr Peter Murray
 Mr John McArdle
 Mr Jim McCart
 Mr Wilfred McFadden
 Mrs Eileen Wright

IN ATTENDANCE: Mrs Delia van der Lenden, Chief Officer
 Mrs Nancy Downard, Office Manager
 Ms Colette Hart, Complaints Officer [for
 part of the meeting]
 Mrs Margaret Campbell, Banbridge
 Carers Group [for part of the meeting]
 Mr Tom Smith, Project Manager,
 Learning Disability, SHSSB [for part of
 the meeting]

APOLOGIES: Mrs Annie Burrell
 Mr Brendan Montague
 Mr Charles Rollston

Prior to the business of the meeting, the Chairman welcomed everyone, including members of the public to the 125th meeting of the Council. She said the Council had decided to hold more of its meetings in external venues and invite local groups and members of the public to attend. An advert was placed in the press in the Banbridge/Dromore areas and a press release issued to all the local papers. The information was also made available through the Council's website. For the benefit of members

of the public she outlined the role of the Council, its make up and how appointments were made.

Ms Cassie McDermott, Chairman of the Banbridge District Council gave a very warm welcome to the Council and said she was pleased that the Civic Building had been chosen for the meeting.

The Chairman thanked the District Council for the use of the Chamber and for the hospitality provided.

125/2 The Chairman welcomed Mrs Margaret Campbell, Banbridge Carers' Support Group to brief the Council on issues relevant to carers in the Banbridge area.

Mrs Campbell said she was pleased to have the opportunity to highlight the work of carers. She said she started working with the Banbridge Carers' Support Group 12-13 years ago because of her own experience of being a carer. The Banbridge office is open 5 mornings a week and is there to support anyone in the area who has a caring role.

Throughout the year a number of support group meetings are held around the area. Two 12-week training courses are held each year, a regular news letter is published and a number of social events are organised throughout the year. It is only through the training courses that many carers become aware of the benefits available to them.

She informed the Council that Craigavon and Banbridge Community Trust had provided financial assistance for a carers' group in Portadown and it had just been established. The Co-ordinator would be based in Banbridge and would work across the Trust area to highlight carers' issues.

Mrs Campbell welcomed the plans for the new Community Health Village and said she would be delighted to see the plans implemented. However, support for carers was needed now. She emphasised the need for carers to get a break and highlighted some of the main issues of concern to carers. These included the lack of a special facility for senile dementia patients; the lack of appropriate residential care for physically disabled in the 50-60 age bracket; the need for more occupational and speech and

language therapists, and the need for the planning process for adaptations to be speeded up.

The Chairman thanked Mrs Campbell for the presentation and she left the meeting.

125/3 MINUTES OF THE PREVIOUS MEETING

Minutes of the previous meeting which had been circulated, were agreed and signed.

125/4 MATTERS ARISING

1 Solvent Abuse

In response to Mr Curran's previous request for information, the Chairman reported that a request for statistics on the number of deaths of young people in the Newry area, in relation to solvent abuse, had been made to the Information department at the Southern Board.

124/5 Craigavon Area Hospital Group Trust

Mr Anderson expressed concern regarding recruitment of locally trained nurses to Craigavon Area Hospital and asked if anything was being done to address the situation. The Chief Officer informed members that this issue had been raised in the recent past with Craigavon Area Hospital and she was aware of the hospital's commitment to address the issue of the retention and recruitment of nurses.

Mr McArdle said it was regrettable that the post of enrolled nurse had been phased out as these were often the people closest to the patient. He said it was not necessary for a nurse to have a degree and he was of the opinion that the hierarchy had made a great mistake. Mrs Cairns agreed with his sentiments and said she was speaking from experience and had a great belief that a student nurse learns to be a nurse at the bedside and not at University. Mrs Mallon concurred with the views expressed by Mr McArdle and Mrs Cairns and said there were a lot of young people out there lost to the community. Mr Murray said it was very important to listen to the nursing professionals.

The Chief Officer informed members that the Health and Social Services Councils were jointly represented on a project board of NI Practice and Education Council for Nursing and Midwifery (NIPEC) which is currently developing a framework for the nursing profession. She suggested that the Council might consider inviting a NIPEC representative to address the Council at a future meeting and this was agreed.

125/5 CHAIRMAN'S BUSINESS

1 Council meetings in External Venues

Mrs Mallon agreed to approach the Craigavon Borough Council to host the Council's meeting on Tuesday 20 April 2004.

2 CAHGT – Clinical Governance Committee

Members confirmed the nomination of Mrs Eileen Wright to the Craigavon Area Hospital Clinical Governance Committee.

3 New Year's Honours List

The Chairman reported that letters of congratulations had been forwarded to Deane Houston, Chief Executive, Blind Centre NI on his MBE award, Joan Ruddock OBE, Chairman, Belfast City Hospital on her CBE, and Joan Harbinson CBE, Chief Commissioner, Equality Commission on her appointment as Dame Commander. Replies had been received.

4 Conference – Innovative Partnerships – A Palliative Care Conference

It was agreed that Mrs Lynne Cairns would attend the conference in Craigavon Civic Centre on Tuesday 23 March from 9.00 am to 3.30 pm.

125/6 CHIEF OFFICER'S REPORT

1 SHSSB - GP Out of Hours Project

The Chief Officer reminded members of the changes to the GP contract which mean that responsibility for arranging out of hours services would pass to the Boards. The Boards are required to have arrangements in place by October 2004 and will be consulting with the public on their plans. A consultation paper is currently being prepared by the Southern Board and this should be available for the Council's April meeting.

In order to inform its response to the consultation document the Council will arrange a series of meetings across the Southern Board area. The Chairman suggested that it might be possible to use some existing community group meetings as a means of consulting with the public and this was agreed.

2 Newry Social Education Centre

A request for information on any plans for replacing the Newry SEC building would be an item of agenda when the Chief Officer meets with the Chief Executive of the Newry & Mourne Trust on 18 February 2004.

3 CAHGT – Trolley Waits

Members were informed that trolley waits over the weekend in Craigavon Area Hospital were: 7 on 14 February, 11 on 15 February and 17 on 16 February 2004. Mr Henning requested further information on the length of time patients spend on trolleys. Mr Kearns was interested to know why Daisy Hill Hospital appeared to be free of trolley waits while CAH remained under pressure. It was agreed to seek further information from the relevant Trusts.

4 Waiting lists at CAHGT

The Chief Officer informed members of a new initiative by the hospital to reduce the list of people waiting for a long time for treatment. The special clinics would provide long waiters with the opportunity to see a consultant to discuss options for their treatment including transfer to other hospitals. A number of these assessments would be held on evenings and at weekends.

5 SHSSB Meeting

The Southern Board's February meeting was held in Ballybot House, Newry and was well attended by the public. There was good participation in discussion on a range of issues. Issues related to the Council's current interests included a discussion on the Draft Southern Area Family Support Strategy and the presentation by Mr Brown, Consultant Surgeon, on an initiative to tackle the surgical waiting list in Daisy Hill Hospital which had achieved considerable success.

**125/7 COMPLAINTS SUMMARY FOR QUARTER ENDING 31 DEC 03
(presented at 11.00 am) SHSSC 04/04**

Ms Hart the Complaints Officer presented a summary of complaints dealt with by the Council for the quarter ending 31 December 2003. She reported that during that period the Council assisted 22 complainants, with the majority of complaints relating to treatment and care and staff attitude and behaviour.

Organisations to which the complaints related included Family Health Service Practitioners, Craigavon and Banbridge Comm HSS Trusts and Craigavon Area Hospital Group Trust. Programmes of care with the most complaints were primary care and adult community, learning disability, and elderly. General Management, GPs and Social Workers were the professional groups most complained about. Ms Hart said that these largely continued trends observed over the past 2 – 3 years.

She referred members to the Trusts' quarterly complaints summaries (tabled) which provided a general breakdown by programme of care. She said that Councils were reviewing the usefulness of the formats used by Trusts to provide information on a quarterly basis.

She informed the meeting of the establishment of a Complaints Review Group by Craigavon Area Hospital Group Trust. She is the Council's representative on the group, which will meet on a quarterly basis. It was agreed to keep members updated on the work of the Review Group.

At the request of Mrs Harris it was agreed to include in the additional information in future reports on the outcome of complaints from the perspective of the service user.

125/8 QUARTERLY EQUALITY UPDATE

In presenting the quarterly Equality report Ms Hart provided members with information on a range of projects the Council has been associated with including:

- The work of the Regional Interpreting Service and the training on 'Working Well with Interpreters'
- The implementation of the Good Practice Reviews

- The production of the Disability Etiquette booklet and an information booklet for Migrant workers.

She provided members with information on targets for reporting compliance under Equality requirements.

125/9 SHSSB – STRATEGY FOR LEARNING DISABILITY (presented at 11.30 am)

The Chairman welcomed the Southern Board's Project Manager, Mr Tom Smith to give an overview of the strategy for learning disability.

Mr Smith indicated that the strategy focused on three specific areas:

- The refocusing of hospital based services towards short term assessment
- The development of community based services, and
- The development of alternative living options for people in long term hospital settings.

In developing the services there must be recognition of the value of each person and their right to have their aspirations realised. We need to focus on the abilities of the people concerned. Each person has a right to services based on assessed needs, and services should be developed to respond flexibly to the individual and their carers.

The financial investment over the past four years has totalled £1.6m and in the current year there has seen a substantial investment of new money - £725,000. There has been an increase of 55 places in day care/day opportunities and an increase in domiciliary care provision and residential care packages across all three Trusts in the Southern Area. Additional investment has been made in the provision of respite services and the Board has contributed towards the funding of the family advisor services run by Mencap.

Work was ongoing with the Trusts in relation to alternatives for those in long stay hospital. Residential and Support schemes in the Craigavon and Banbridge Trust will open in during the current year. Facilities in Armagh and Dungannon and Newry and Mourne Trusts will come on line in the year 2005/06.

Mr Smith said the need had been established for a 16-bedded core hospital unit. This would provide a service for people with challenging behaviour, those learning disabled people who also have a psychiatric illness, and those with complex physical or medical needs. The focus would be on short-term provision. In the meantime an interim unit has been established in Armagh & Dungannon Trust on the Longstone site in October 2003 and staff levels have been increased to ensure assessments were completed in a therapeutic manner. The University of Ulster is conducting a formal evaluation of the system prior to the development of a substantive unit, the location of which has still to be decided.

Mr Smith provided members with the background to the review of mental health and learning disability in Northern Ireland, its terms of reference, and the plans for taking the review forward. He said 6 task groups had been established to look at children and young people, accommodation and support, day opportunities, mental health, physical health and ageing issues. The remit of the groups was to review the current policy and services; to describe the strategic vision, and bring forward recommendations to make the vision a reality. This work had to be completed in 6 – 8 weeks in order that a draft report would be available for consultation in early summer. Turning the strategy into reality would require flexibility on the part of the service. It required a change in the roles of existing day centres, a switch of resources from hospital to community, and the identification of new resources.

Mr Smith confirmed that he had been appointed as Project Manager by the Southern Board in September 2003. A project team and Stakeholder Forum had been established and there was also involvement by service users and carers.

In concluding he said the Southern Board was committed to moving forward with the Trusts on the 3 identified strands – community services, realignment of hospital services and alternative living options.

Mr Smith responded to a number of questions from members. The Chairman thanked him for his excellent presentation and he left the meeting.

**125/10 INTERIM REPORT ON THE IMPLEMENTATION OF THE
2003/04 WORK PROGRAMME SHSSC 04/05**

The Chief Officer referred members to the update on the Council's Work Programme for 2003/04. She informed them that the DHSSPS Resources and Performance Management Group had requested the update prior to an accountability review meeting with the Council on Monday 22 March 2004. The update which was for information was submitted to the DHSSPS on 30 January 2004.

**125/11 SEXUAL HEALTH PROMOTION – STRATEGY AND ACTION
PLAN – Consultation Document SHSSC 04/06**

The Chairman drew members' attention to the consultation document entitled 'A five year Sexual Health Promotion Strategy and Action Plan' and advised that the deadline for responses to the document was 19 March 2004. It was agreed to formulate a draft response for approval at the Council's March meeting.

**125/12 DHSSPS – POST MORTEM EXAMINATIONS – Consultation
SHSSC 04/07**

The Chief Officer referred members to the consultation document issued by the DHSSPS on Post Mortem Examinations. She informed them that the Health Councils had a representative on the Steering Group. It was agreed to provide members with a copy of the summary document. A draft response will be brought to the March meeting for approval prior to submitting to the DHSSPS. The deadline for responses is 27 April 2004.

**125/13 DEVELOPING BETTER SERVICES – Profile of Future Services
within the Southern Board's Area – Executive Summary
SHSSC 04/08**

The Chairman referred members to the Southern Board's Developing Better Services – Strategic Context document which had been prepared for submission to the Minister for Health following the series of public engagement meetings. She said the executive summary of the document and the extract referring to the outcome of the public engagement was provided to members but the full document was available on request or could be downloaded from the Southern Board's website.

125/14 DEVELOPMENT OF A MACMILLAN CANCER SUPPORT AND INFORMATION CENTRE, BELFAST CITY HOSPITAL

SHSSC 04/09

Members were informed of a Cancer Support and Information Centre which was planned as part to the NI Cancer Centre at the Belfast City Hospital. The paper provided summarised a report entitled, 'Needs Analysis of People Affected by Cancer: Development of a Macmillan Support and Information Centre, Belfast City Hospital' prepared by Mr David Manning. A full copy of the report has been requested and can be made available to any member interested.

125/15 REVIEW OF PUBLIC ADMINISTRATION IN NORTHERN IRELAND – Response to Consultation Document

SHSSC 04/10

The Chairman made reference to the Council's final response to the Review of Public Administration and sought approval from members prior to submitting it for the deadline of 27 February 2004.

Mr McCart proposed the adoption of the paper and this was agreed.

125/16 TRUSTS' BUSINESS

SHSSC 04/11

1 Craigavon Area Hospital Group Trust

Minutes of Trust Board meeting held on 20 January 2004 and agenda for meeting on 17 February 2004 (tabled)

2 Craigavon and Banbridge Comm HSS Trust

Minutes of Trust Board Meeting held on 24 November 2003 and agenda for meeting on 26 January 2004.

3 Newry and Mourne HSS Trust

Minutes of Trust Board meeting held on 16 December 2003 and agenda for meeting on 17 February 2004 (tabled)

125/17 VISIT REPORTS

1 Visit to Archway Rehab Centre

Members agreed to accept the changes to the report as indicated in the letter from the Trust.

2 Banbridge and Bannvale SEC

Mr Murray said that excellent work was being done in both facilities by dedicated staff. However there was a problem with understaffing and insufficient budget to meet the needs year on year. In comparison to the SEC in Newry he said Bannvale was a much better building but in Banbridge SEC conditions were very poor. Mr McFadden said the staff did excellent work but the Banbridge Centre required a new building.

3 Visit to Oakridge SEC on Monday 1 March 2004.

The Chairman said it would be appreciated if 2 more members could make themselves available for the visit.

125/18 FOR INFORMATION

- 1 SHSSB Minutes of Board Meeting – 13 January 2004
- 2 SHSSB Special Board Meeting – 27 January 2004
- 3 Investing for Health Annual Report 2003 (To be tabled)
- 4 SHSSB - Waiting List Performance Management Report
- 5 SHSSB – Monthly update on Care Management Pressures Dec 2003
- 6 Summaries of Trusts' Complaints for quarter ending Dec 03 (tabled)
- 7 CAHGT – Extract from Monthly Management Information Report – Feb 04 on Trolley waits, Medical Admissions and A & E Attendances.

125/19 ANY OTHER BUSINESS

1 Craigavon & Banbridge Comm HSS Trust – Meals on Wheels

Mr Anderson expressed concern that a Senior Citizen who was provided with the service of a care worker to prepare lunch for her on a daily basis was having this service withdrawn and was told by her social worker that she would have to accept meals on wheels. It was agreed that the Council would raise the matter with the Trust.

2 Craigavon & Banbridge Comm HSS Trust

Mr Murray said he would be interested in hearing more about the Trust's policy on staff aged 65 plus. It was agreed to seek further information from the Trust.

3 HSS Councils joint meeting

In response to Mrs Harris, the Chief Officer said the four Councils were in discussion about arrangements for a joint conference/workshop which would involve all members. Members would be kept informed.

4 Hearing Impairment

Mr Murray informed the Council that he had a hearing impairment and asked if a loop system or some other device could be available for meetings. In response the Chief Officer said this was an issue being looked at and advice was being sought on a system for the Council's boardroom.

125/20 DATE OF NEXT MEETING

Tuesday 16 March 2004 in Quaker Buildings

Signed: Date: