

# Healthwatch Brighton and Hove

## Board Meeting Minutes from 10<sup>th</sup> August 2020 on Zoom

### Attended:

Fran McCabe, Sophie Reilly, Bob Deschenne, Neil McIntosh, Howard Lewis, Christine D’Cruz, Catherine Swann, Geoffrey Bowden, David Liley, Steve Innet, Lester Coleman, Rebecca West, Michelle Kay, Alan Boyd and Will Anjos

### Apologies: Karen Barford

### Minutes:

1. **Welcome + declarations of interest** - No new declarations of interest

2. **Minutes of Last Meeting 15/6/20 see attachment 1 below**

All actions completed, but in addition to thanking the staff, Fran will also thank the volunteers.

3. **Actions/Matters arising**

No matters arising.

4. **The implications of COVID-19-19 for Healthwatch Brighton and Hove**

- **DL reported on HW Projects:**

- HD Wellbeing Project

- Restoration & Recovery (RoR) themes:  
Consultation  
Care homes  
Hospital discharge

Lester and Michelle working it.

- Sector Connector

- EoL Care Project about to finish

- PTS, another Sussex-wide project in which we’re taking the lead. Alan will be working it.

Rebecca will be looking at project planning and getting training to support her.

DL: Pre-Covid-19 we we’re already looking at Sussex-wide projects. Covid-19 made it necessary to collaborate, but the tender process made it essential that we be ready for that.

*Alan joined the meeting.*

DL: Sector Connector, small amount of funding initially, but possibly bigger pot available in future.

*Christine joined the meeting*

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- **PHE Update & Covid-19 planning**

CS: PHE preparing for Sept spike, with coming changes. NHS guidance out today, controversial to include social care guidance without involving them when drawing it up.

DL: Covid-19 will change how service users, we, and health and social care work will change in response to Covid-19. The immediate impact will be for at least 6 months.

HL: Are we able to respond to a second-wave, local lockdown in Sept/Oct? Consensus was that yes, we should have contingency. DL acknowledged nothing in place yet, and that he asked HWBH to be added to Covid-19 response team.

DL: Regarding office/remote working, we have left it up to individuals as some prefer to work in the office, whilst others are working from home. Each has to consider their own risks and work appropriately.

Lester thanked David for regularly checking that staff have equipment and support needed to be able to work from home safely.

### 5. Preparation for Healthwatch contract re-tendering

*Geoffrey joined the meeting.*

Steve outlined the new HWE quality framework, though not compulsory, they would like to be completed by March 2021. He has a 4-phase plan for dealing with the new tender:

- Phase 1: Back office policy procedure, are we able to submit evidence. Drafted an action plan, H&S particular focus. Belt & braces, so we can
- Phase 2: to show areas of good work, strengths. outcomes framework form HWE ideal
- Phase 3: using all that information to add value to contract, even if the contract value goes down. Mapping stakeholders, impact assessment, etc...
- Phase 4: draft and submit the tender

HL: Asked if the framework has been adjusted for Covid-19 remote working. SI responded no, as it is just a framework and we adapt it to suit. May need a new Covid-19 policy.

GB: raised the issue of GDPR training and did all board members need it. Answer, Yes but that can be B&HCC training or other suitable substitute

Looking at framework, regarding leadership.

Howard asked if there were any gaps in the framework. Steve advised that it's a new framework, so possibly, but looking at the previous tenders we have some guidance. For HWBH the issues were about H&S, and for the 3rd sector contract the comments were about evidencing impact and outcomes.

David advised that we need to proceed with work, even though we are unlikely to have the

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service specification until Jan 2021. Our commissioners should be doing some market testing in June 2021. Bob felt its good prep anyway, even if there are some parts that won't be needed.

Fran wants us to complete 80% of the work by the year end. Steve suggested there may not be time to do everything, but he offered to help working out the priorities for the tender, and what can be left to later.

**Action: Tender sub group (+ others interested) to meet September to make these decisions.**

Catherine would like to be involved.

*Geoffrey left the meeting.*

Bob thought all the policies updates submitted by Steve (Safeguarding, Health & Safety, Complaints) were fine, but Covid-19 wasn't mentioned. HL also noted about complaints requiring written, which isn't very equality. Fran asked that "review dates" be added to complaints, but this was an oversight. Subject to Steve preparing a business continuity policy, these three policies (Safeguarding, Health & Safety, Complaints) are accepted by the board.

**Action: Steve and David to develop a business continuity policy to include reference to Covid-19 – for the December Board**

**Finance report: Verbal, the normal quarterly report has been delayed due to a bereavement**

Bob reported that first quarter report was already presented, so next quarterly report will possibly be at the October board meeting, but more likely to be the December one.

David reported that around this time the national HW allocations are announced: West Sussex are allocated £473,080 and East Sussex £370,520. B&H are allocated £176,065, which is about £2k less than last year.

### 6. AOB

DL Ruth has had close family bereavement, so on David sent flowers and a card on behalf of the board. Ruth's family are raising donations for Martlett's as a thank you., and David suggested it would be appropriate to make a £50 donation on her behalf. All agreed.

Fran asked about new members to board as there are gaps in board membership, certainly in areas of equality. This will help with board continuity, as well as with the with upcoming tender. All agreed to proceed.

**Action: Fran to progress.**

### 7. Next Dates

- Mon 12/10/2020
- Mon 07/12/2020 \* Possibly followed by Xmas Volunteer Event
- Mon 08/02/2021
- Mon 05/04/2021
- Mon 07/06/2021
- Mon 09/08/2021
- Mon 11/10/2021