

## **Summary Report:**

# **Somer Valley Area Forum**

Thursday 19th February 2015 | 7:30pm – 9:00pm

Midsomer Norton Town Hall, The Island, Midsomer Norton, BA3 3HQ

### **1. Attendees**

- Tracey Cox (B&NES CCG)
- Mike MacCallam (B&NES Council and B&NES CCG)
- Tamsin May (B&NES CCG)
- Cllr Simon Allen (attended as meeting participant)
- Elizabeth Loughran (ABC).

The Area forum was attended by approximately 25 people and chaired by Terry Taylor.

### **2. Meeting summary**

Mike provided an introduction to **your care, your way**. He described the purpose of the review of community services in B&NES and outlined the phases of the project.

He invited the group to ask the team questions to clarify their understanding.

- Tracey explained that the CCG hopes to be able to make more services available to patients locally, referring to the current diabetic care pilot. However, some specialist services are unlikely to be offered locally, including hydrotherapy, because they require specialist equipment.
- Tracey acknowledged that there were uncertainties around whether there will be sufficient budget going forward to do everything. However, B&NES are not currently working within a deficit, and there is hope that preventative and local services may reduce the cost of care in the longer term.

- B&NES are trialling multi-disciplinary team approaches, including matrons meeting community teams and working together to reduce the chance of individuals who are leaving hospital experiencing a subsequent rapid decline in health and re-admittance.
- With regards to the demographic data presented at the event, the team were asked to include national statistics alongside local statistics to enable comparisons to be made for future meetings.

Tracey introduced four case studies to help the group to think about the local services they might use and the services they might like to access in future. The room was divided into three groups and were asked to consider two questions:

1. What works well in your community?
2. What is the key thing that you think could make a difference to community services?

### 3. Feedback from the group

#### What works well?

- Radstock is currently looking to become a 'dementia friendly town'. Need to keep doing more to raise awareness of dementia, how to identify dementia, and how to support people who have dementia.
- Children's Centre
  - Children's centre works well – could it be made a one stop shop for local services and information?
- Community bus
  - The bus has been bought for the community, but there are not always enough volunteer drivers.
- Communication has improved between the council and NHS.
- Off the record: counselling for young people.
- Community Alcohol Partnership.

- Paulton hospital
  - Good services – consultants come to Paulton.
  - SWAN Advisory Service have volunteer drivers who are happy to take people to the local hospital.
- Soundwell Music Therapy.
- Dial-a-ride
  - Works well – could they be given funds to run trips?
- Respite care to support carers and individuals.
- Village agents – help with information and access to volunteer drivers.

### Key things to improve?

- There was some concern that due to the demographics of the area, younger people may be forgotten. Ensure care continues to be provided for children and young people, including special educational needs and gifted & talented. .
- Community and school education
  - Help individuals to develop their knowledge of self-care and prevention e.g. what a cold is, how to avoid becoming overweight etc.
  - Education about the role of family for care.
- Estates for senior citizens
  - Design purpose-built areas where senior citizens can live and support each other, freeing up larger houses for families. Focussed care-centres could then be built nearby.
- Dementia
  - There is a need for more services to be offered during early stages of dementia: lots of people get lost between NHS and Social Services.
- More systems for signposting services, including information for new residents.
- Only 2 GP surgeries and recognition of the need for more.

- Travel
  - Too costly.
  - Provide transport to make it easier for individuals to attend activities.
- Strong infrastructure to help volunteers to do more, including access to funds.
- Reconciliation services including informal support for relationship issues.
- Mentoring and buddy systems
  - People can advertise to 'adopt' relatives to reduce isolation.
- Help older people to retain social links
- Support for older couples needing to come to terms with changing circumstances, e.g. understanding the impact that dementia / reduced mobility may have.
- More early intervention and early support services.
- Advertising groups and committees
  - Deliver an annual leaflet to homes including group listings, and committee vacancies.
- Ensure health surveys are open-ended to incorporate individual differences.

#### 4. Next Steps

- Attendees were given booklets and leaflets to read and share.
- Further feedback can be offered via the website [www.yourcareyourway.org](http://www.yourcareyourway.org) including any local groups who may like to input their views into the review.
- The team will collate feedback from the 3 Area Forum groups to share on the website, and provide individual feedback to each group.
- It is planned that the new community services will be launched in April 2017 following a full consultation process.