

# **BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**

## **WEST NORFOLK DISABILITY FORUM**

**Notes of a Meeting of the West Norfolk Disability Forum held on Wednesday 20 March 2013 at 2.30 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn.**

**PRESENT:**

**Representing the Borough Council:** Councillors Mrs S Smeaton (Chairman), T Bubb, M Langwade, G Sandell

**Officers:** R Parker

**Representing Disabled People:** P French (Vice Chairman), T Gilder, G Henshaw, P Lemmix, S Pomeroy, K Warner,

**Apologies for absence were received from:** Councillors L Allen and A Lawrence, W Blades, G Darling, H Sismore

**By Invitation:** Tom McEwan – Home Instead

		<b>ACTION</b>
<b>1.</b>	<b><u>MINUTES</u></b>  The Minutes from the meeting held on 23 January 2013 were agreed as a correct record.	
<b>2.</b>	<b><u>MATTERS ARISING</u></b>  There were none.	
<b>3.</b>	<b><u>PRESENTATION FROM HOME INSTEAD</u></b>  The Chairman welcomed Tom McEwan from Home Instead to the meeting.  Tom McEwan explained that Home Instead were a local senior care provider, which allowed people to remain in their own homes and live independently.  He explained that the organisation was based in South Lincolnshire, but covered West Norfolk and would soon be opening offices in King's Lynn.	

The care provided by home instead ranged from assistance with shopping and meal preparation, to personal care.

He explained that Home Instead currently employed approximately fifty people and they worked to match carers to their clients, for example matching them with clients who had similar personal interests.

In response to questions, Tom McEwan explained that all of the carers underwent regular training and carers were usually employed with hours to suit, for example some were employed full time and others just worked a couple of hours a week.

In response to a question from Councillor Bubb, Tom McEwan explained that some of the clients did suffer with mental health problems, and informed those present that the Home Instead National Office were currently in the process of rolling out a new Dementia and Alzheimer's programme which was City and Guilds accredited.

Councillor Langwade queried what type of care was provided to clients and Tom McEwan explained that the care was non medical and did not include any nursing or clinical care. He explained that he could refer clients to other organisations if nursing care was required.

In response to a question regarding audit procedures, Tom McEwan explained that Home Instead was independently audited by the Care Quality Commission (CQC) and a copy of the most recent audit was available on the Home Instead website and the CQC website.

Sylvia Pomeroy queried if Home Instead provided emergency call out and Tom McEwan confirmed that the carers were available on call and an emergency contact number was available for clients to ring on a 24 hour basis.

In response to a query from Kathy Warner, Tom McEwan explained that as the organisation was non medical, the carers were not allowed to give medication to their clients. They could however remind their clients when it was time for them to take any medication.

In response to a question from the Vice Chairman, Tom McEwan explained that spot checks were carried out on the carers on a regular basis. Carers were also required to log in and log out via a

	<p>telephone system when they started and completed each visit.</p> <p>The Chairman thanked Tom McEwan for his informative presentation.</p>	
<b>4.</b>	<p><b><u>ANNUAL GENERAL MEETING ARRANGEMENTS</u></b></p> <p>The Secretary confirmed that the Annual General Meeting would take place on 1<sup>st</sup> July 2013 at 2.30pm in the Corn Exchange, King's Lynn.</p> <p>Genevieve Henshaw had been invited to conduct a presentation on 'life with a guide dog' and Helen Sismore would be speaking about guide dogs.</p>	GH HS
<b>5.</b>	<p><b><u>OPPORTUNITY AWARDS</u></b></p> <p>The Secretary confirmed that the Opportunity Awards would be held at the Corn Exchange on 1<sup>st</sup> July 2013 at 6.30pm.</p> <p>Publicity material was now available and anyone who would like a supply of posters and leaflets was to contact <a href="mailto:disabilityforum@west-norfolk.gov.uk">disabilityforum@west-norfolk.gov.uk</a></p> <p>Nomination forms were available on the Borough Council's website and the deadline for nominations was 7<sup>th</sup> June 2013.</p> <p>Councillor Bubb asked that details of any refreshments available at the event be advertised on the invitations that would be sent out nearer the time so that attendees knew what to expect.</p> <p>The Forum was informed that a safe scooter event would also be taking place at the Corn Exchange on 1<sup>st</sup> July 2013 from 10am to 1pm.</p>	All  All  AB
<b>6.</b>	<p><b><u>SUPPORT FOR ELDERLY PEOPLE IN THE WINTER</u></b></p> <p>The Secretary explained that Allison Bingham was in the process of arranging a 'winter warmer' session.</p> <p>Those present discussed the best date for holding the event at Downham Market and a Friday was considered to be the best day to attract maximum participation as it coincided with Market Day.</p> <p>The Chairman asked Allison Bingham to liaise with other</p>	AB  AB

	organisations such as Age Concern and WNVCA, who may also be holding similar events.	
<b>7.</b>	<p><b><u>REPORT ON KING'S LYNN RAILWAY STATION</u></b></p> <p>The Secretary informed those present that as of 16<sup>th</sup> March 2013, no work had been undertaken, including the moving of the customer information point.</p> <p>Representatives from the Railway Stations had explained that they had encountered some unexpected issues when carrying out the major re-wiring of the electrical systems and lighting at the station which had resulted in them having to install a new distribution board before they could plan the wiring of the automated doors.</p> <p>A contractor had been appointed to undertake the works and would liaise with the Borough Council's Conservation Officer as required.</p> <p>Councillor Bubb commented that he was aware that the different types of tactile paving meant different things and the Chairman asked the Secretary to investigate if any information was available on the different types of tactile pavements and what they meant.</p>	RP
<b>8</b>	<p><b><u>SECRETARY'S CORRESPONDENCE</u></b></p> <p><u>(i) Bodyworks Studio at Lynnsport</u></p> <p>The Secretary reminded those present that they had previously raised some concerns regarding the layout of the newly refurbished bodyworks studio at Lynnsport. The Secretary explained that Lynnsport were now conducting customer surveys at the studio, with results available at the end of April.</p> <p>Mark Mitchell, from Leisure and Public Space had been invited to the Forum's next meeting in May and would present the results of the survey.</p> <p>Members of the Forum were reminded that their next meeting would be held in the Wembley Room at Lynnsport and would be preceded by a tour of the facilities available at Lynnsport.</p>	All
<b>9.</b>	<p><b><u>WORK PROGRAMME</u></b></p> <p>Those present considered the Forum's Work Programme as</p>	

	<p>attached to the agenda.</p> <p>The Chairman reminded those present that they had previously received a presentation from Tony Howell on the Warm and Well scheme. She felt that this scheme had been a success and thanked Tony Howell for delivering what he had promised to one of her constituents.</p> <p>Councillor Bubb asked if the Forum could receive a presentation on respite care available in the Borough and the Secretary agreed to add this to the Work Programme.</p> <p>Sylvia Pomeroy raised concern that a lot of information was now only available online even though a lot of elderly or disabled people did not have access to the internet. She also raised concern regarding contacting Norfolk County Council Social Services. She explained that in the past it was easy to get in contact with a Social Worker, but now it was becoming ever more difficult.</p> <p>The group discussed the role of the West Norfolk Disability Forum and how they could become more of an advisory group as they felt that often they were not consulted on things that had an impact on people with disabilities. The Chairman asked the Secretary to investigate what could be done to promote the role of the Group and asked her to report back at the next meeting.</p>	<p>RP</p> <p>RP</p>
<p><b>10</b></p>	<p><b><u>ANY OTHER BUSINESS</u></b></p> <p><u>(i) Difficulties with medical treatment</u></p> <p>Mr Lemmix informed those present that his wife, who was wheelchair bound, had encountered problems receiving medical care. He explained that she had not been examined by a GP in over 17 years as often places did not have the required facilities in place to assist someone who was wheelchair bound. He had also encountered the same problems when seeking dental treatment.</p> <p>The Chairman asked the Secretary to contact the relevant GP Surgery and Dental practice to ask for clarification on what facilities were available for patients who were wheelchair bound and would report back to the Forum at the next meeting.</p> <p><u>(ii) Act Foundation</u></p> <p>Mr Lemmix informed those present about the Act Foundation, who</p>	<p>RP</p>

	<p>were able to provide certain grants for disabled adaptations. The Chairman asked the Secretary to find out more information about the Foundation and report back to the next meeting.</p> <p><u>(iii) Open Britain</u></p> <p>Tess Gilder informed those present that she had recently attended the launch of the Open Britain website which was a destination management system and provided information on access to a wide range of facilities throughout the Country.</p> <p>She explained that the website was still being populated with information, but could be accessed at <a href="http://www.openbritain.net">www.openbritain.net</a></p>	RP
11	<p><b><u>DATE OF NEXT MEETING</u></b></p> <p>The next meeting of the West Norfolk Disability Forum would be held on 22<sup>nd</sup> May 2013 at 2.30pm in the Wembley Room at Lynnsport. The Meeting would be preceded by a tour of the new bodyworks studio at 1.30pm.</p>	

**The meeting closed at 3.49pm**