

Minutes for the Future Forum

11.11.19

Attended by

BG, HG, KD, DB, LR, SB, JC, JD,
CT(Care Coordination Team Leader)
SA (Service and Partnership Development manager)
RH (**Strategic Development Projects**) Brand Identity – Workforce Planning – Estates
KH Trustee

CT Reviewed and agreed minutes of the following meeting. All in agreement.

Acknowledged that the last meeting was a number of months ago due to member's availability.

Care Coordination service

CT discussed new Care Coordination service at the hospice. The Care Coordination service is available to anyone that is known to Kirkwood Hospice and referrals are made via the Community Palliative Care Team.

The team support with:

Gateway to Care referrals and assessments
Advice and guidance
Benefits
Funding – health and social care
Locala referrals
Equipment referrals
Blue badge referrals
Wheelchair referrals
Support when organising care packages both at home and within 24 hour care homes.
Psychological and emotional telephone support
Carers Services
In-house Hospice referrals – Family Care Team, Support and Therapy, Complementary Therapy and Befriending

The telephone based service is available 8.30am – 4.30pm Monday to Friday.

DB queried whether in practice this service was effective as he had been a regular attendee at Support and Therapy and was not aware of the service and the benefits that this could provide to his wife.

CT explained that the first phase of the service was to work within the Community Palliative Care team but as that was now well established that CT and the team were working with other departments This includes Support and Therapy and the Family Care team. CT explained that if SB felt that a referral to the team would be helpful to speak to the Support and Therapy team.

Gardens in bloom

LR gave a very interesting update about the Garden in Bloom competition of which the Kirkwood Garden has won 2 gold awards. They are due to enter the National Gardens Scheme Yellow book and this will hopefully encourage other people to come and enjoy our gardens.

Discussed the potential for selling cuttings from the garden and the development of allotment area with delivery of a poly tunnel. The team are hoping that they will grow vegetables that they will be able to use in the kitchen. Recognised the amazing work of the hospice volunteers and identified that if anyone interested in getting involved they are always keen for new volunteers to join their team.

JC offered the kind donation of his branch cutter and this will be greatly received by the volunteers.

Garden tour postponed due to poor weather until the end of the meeting.

Mens shed

SA led a discussion regarding men's shed, discussed the benefit of a structured and unstructured session and the focus on different activities to include gardening, woodwork, IT and music.

DB raised concerns about the use of the art room for the Men's Shed as he recognised that this had had a direct impact upon the art group that used to meet in the same space.

SA explained that the men's shed was a services that was introduced as it was clearly identified as a gap in Kirkwood Services. She explained that the art room was chosen specifically as it provided a safe and confidential space for men to be able to talk openly about anything that was important to them.

DB felt that the feedback that he had heard about the group was not quite so positive.

DB requested that Arts and Crafts be added to the next User Forum agenda. KH agreed this was a discussion topic for the next meeting but requested that this not be used as an opportunity to revisit a complaint that has been addressed.

Branding, workforce development and estates.

RH provided the team with an update about his role at the hospice and the work that he had been doing with different teams to try to look at how the hospice will achieve its aims to extend its reach within Kirklees.

RH spoke about branding and enabling effective communication within patients, carers, our community as well as professionals involved in care and support.

RH asked for the groups feedback about branding and how the hospice reaches more people.

The group suggested that a focus on:

- Chronic healthcare rather than just death and dying
- Being visible in GP surgeries
- Visual aids such as short video's in GP surgeries
- Education with GP's regarding the services that the hospice provides (link workers in GP services).
- Education with specialist nurses in other areas of care

LR explained that she has been a volunteer at the hospice for a number of years but that she was not aware of all of the services that the hospice provides but that she would be sharing this knowledge with the volunteers that she is working with.

RH thanked the group for their input and explained that this was an ongoing piece of work and that if anyone on reflection when leaving the session thought of anything that they would like to feedback that they could do this via email.

Any other business

CT discussed an email that JC had sent in prior to the meeting. JC had identified that when his wife had been admitted to the IPU that he had found it difficult to be able to identify staff roles on the IPU. He suggested that it would have been useful for staff to have a photo board of staff working that day and their roles.

CT explained that she had spoken to the hospice team about this and it had been recognised as a very important tool to support patients and carers. Media and marketing team had asked whether JC and the other attendees thought that a digital tool would be useful for this. The consensus was that this was not helpful. They thought that a photo board as you walked into IPU with staff faces and uniforms would be adequate.

CT agreed that she would follow this up with the appropriate members of the team and update at the next meeting.

CT, SA and LR completed a garden tour and enjoyed the beautiful hospice gardens.

Date of next meeting – **Monday, 24th February 2020 at 2.00 – 3.30pm - In the Meeting Space**

Tuesday, 19th May 2020 6.30pm – 8.00pm – In the Meeting Space