



**Minutes of the of North Wales Community Health Council Meeting held at Colwyn Bay
Cricket Club, LL28 4LR
Tuesday 9 July 2019, 10.00am**

Chair: Mr Mark Thornton

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| PRESENT: | | | |
| CONWY LOCAL COMMITTEE | Mrs M Baines Miss J Baker Cllr F Bradfield | Cllr P Capper Dr G Higginbotham | Ms L Liddall Mrs S Ramessur |
| DENBIGHSHIRE LOCAL COMMITTEE | Mrs K Benton Miss M Jones | Mrs S Wright | |
| FLINTSHIRE LOCAL COMMITTEE | Ms L Harper Mr R Jackson | Mrs R Jones | |
| GWYNEDD LOCAL COMMITTEE | Mrs M Buttigieg Dr A Drake-Lee Cllr S Jones (part) | Mr M Lloyd-Jones Cllr P Rowlinson | Mr M Thornton |
| WREXHAM LOCAL COMMITTEE | Mrs J Allen Ms E Burnham | Mrs C Hayward Cllr G Jones | Mrs N Tabern-Price Mrs J Thomas |
| YNYS MÔN LOCAL COMMITTEE | Mr A Burgen Cllr G Haynes | Miss V Monaghan Cllr D Rees | Mr P Rendle |
| CO-OPTED MEMBERS | Mr R Bladon Mrs N Cossey Mrs D Griffiths | Mrs J Hilton Mr G Hughes | Mr N Taylor Mrs V Wilson |
| Staff | Mrs E Ellis Ms A Hughes Mrs R Hughes Mrs C Jones Mrs C Williams | Administrative Officer Advocacy Office Manager Management Officer (part) Management Officer Deputy Chief Officer | |
| IN ATTENDANCE: | Mr G Ryall-Harvey Ms S Irlam Mr H Huws Ms D Charles Mr S Rhys-Davies Dr A Salmoiraghi Ms L Singleton | Chief Officer Secretariat Translator Caniad Caniad BCUHB Consultant Psychiatrist BCUHB Director of Strategy and Partnership | |
| APOLOGIES: | | | |
| CONWY | Mr P Edwards Mrs L Johnson | Mrs H Randall Mrs J Reeve | Mr R Williams |
| DENBIGHSHIRE | Mrs E Edwards Mrs A Marshall | Mr M Theaker Ms G Williams | Cllr E Wynne |

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| FLINTSHIRE | Mr M Boyle Mrs D Gill | Mrs S Howard | Cllr D Mackie |
| GWYNEDD | Mrs G Jones Mr J Jones | Mrs M Jones Cllr D Wyn Roberts | Mrs M Williams |
| WREXHAM | Mrs S Goodall | Cllr F Hemmings | |
| YNYS MÔN | Mr A Dixon Dr S Francis | Mr B Griffiths Mr A Osborne-Taylor | Ms A West |
| STAFF | Mrs E Bowen Mrs L Barker Mrs B Davies | Mr R Duffield Mrs D Jones Ms B Perkins | Mrs D Postle Mrs J Scupham Mrs R Valentine |
| NOT PRESENT | Mrs K Bellis Mr J Chorlton | Cllr G Healey | Cllr P Prendergast Cllr D Wisinger |

| MINUTE | ITEM | ACTION |
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| FC19.20 | CHAIR'S WELCOME AND ANNOUNCEMENTS The Chair welcomed all present to the meeting. The Chair reminded members that simultaneous translation facilities were available and that contributions were welcome through the medium of Welsh. The Chair also noted that photographs would be taken; anyone not wishing to have their picture taken should inform the attendant staff. | |
| FC19.21 | APOLOGIES FOR ABSENCE Apologies were received and are as recorded | |
| FC19.23 | DECLARATION OF INTERESTS There were no declarations of interest in respect of any item on the agenda. | |
| FC19.24 | PRESENTATION Dr Alberto Salmoiraghi, BCUHB Consultant Psychiatrist, Ms Lesley Singleton, BCUHB Director of Strategy and Partnership (Mental Health and Learning Disabilities) were in attendance to speak about the possible service re-design in North Wales for the Psychiatric Intensive Care Unit (PICU). Ms Denise Charles and Mr Steven Rhys Davies of Caniad, were also in attendance. A copy of the presentation is appended to these minutes. The following points in particular were made: <ul style="list-style-type: none"> • Poor performance in mental health was one of the contributory factors to the BCUHB being placed in Special Measures. • A number of changes have been made to the structure of the Mental Health and Learning Disabilities (MHL) division. The MHL strategy has been co-produced and delivered with key partners, including Caniad and service users. • The strategy is along the lines of the models laid down by the Royal College and the Kings Fund. • The Vice Chair of the BCUHB has oversight of mental health. A new governance structure has been established and this is backed by robust scrutiny. • 'Today ICAN' is an evidence based quality improvement framework, which has been introduced at the 3 DGHs in North Wales. Patients presenting at A&E with mental health issues, will be supported and will be able to speak to someone who can signpost them to other sources of | |

help.

- The mental health service offers a 24/7 liaison service and covers the whole age range of patients with mental health issues. A perinatal mental health expert has also been employed. Both the Ablett Unit and Bryn Hesketh have been redeveloped. The North Wales Psychosis Service is collocated with community services and the number of restraints being used is reducing.
- It is the intention to further develop ICAN with this being made available in the community and primary care, where patients access health care in the first instance, so as to reduce the number of hospital admissions, with a pilot exercise underway at a GP practice in Wrexham.
- The ICAN model of care is fully integrated and covers every aspect of mental health from early intervention to high level care.
- It was noted that often patients with mental health issues are often assessed several times before receiving the care and support that they need, thus the shift to providing more mental health resources in the community where it is needed.
- The proposed changes to the PICU are just one aspect of the proposed changes to mental health.
- PICUs have to comply with national guidelines. Patients referred to PICUs for their care have an acute mental disorder and require rapid assessment and stabilisation and cannot generally be treated on an acute ward due to the ratio of staff to patient to meet their care needs.
- PICUs with 10 beds require a full time consultant and provide rapid care and/or interventions that are wrapped around the patient.
- Currently there are 2 PICUs in North Wales; a 9 bedded unit in the east and a 6 bedded unit in the West.
- PICU patients in North Wales stay longer than the Wales norm; occupancy rates are also lower than the Wales norm.
- The proposal is to change the current provision to one 9 bedded PICU based in the east, develop extra care beds on two locations, increasing the staffing cohort and to appoint 3 nurse consultants to oversee each of the three units (Centre, East and West)
- Should the PICU be sited in the East a dedicated medical consultant would be on site and the environment is more conducive to patient care than the Hergest Unit, located in the West.
- The proposed changes would enable developments to be made to the current Hergest unit, which could be developed as an adult male/female ward; an OPMH ward, currently provided at Cefni; or a low secure female ward not currently available in North Wales.
- It was noted that patients from the West requiring PICU would need to travel should the PICU be sited in the East, meaning that they are distanced from their familial support network.
- Changes to the rehabilitation services are also proposed. Some of the rehabilitation centres have issues with the general estate. A review of rehabilitation services also noted the high number of patients in private facilities thus indicating that the provision of rehabilitation services is too low.
- The proposal is to co-locate the rehabilitation service with community

services; Coed y Celyn (Wrexham) would be developed as an ICAN+ centre; capacity at Carreg Fawr (Bryn y Neuadd) would be increased by creating an additional 8 beds which would be categorised as low secure; and an additional 12 beds would be created at Tan Y Castel, Ruthin)..

At this stage Ms Denise Charles spoke about the work undertaken by Caniad, making the following points:

- Caniad has worked with staff and patients on Tryweryn Ward to coproduce a number of positive initiatives and mechanisms which have seen the number of restraints fall.
- Patients have been involved in the design of a 'rant and relax' area.
- Patients and staff have also coproduced positive behavioural support plans.
- Pre-escalation tools have also been coproduced; this has resulted in a decrease in the number of patients being further escalated and the level of the care increased.
- The focus on Tryweryn Ward is on positive outcomes for the patient.
- Mr Steven Rhys-Davies noted that Caniad had consulted with 141 service users who were all supportive of the proposed changes to the PICU, although some had raised their concern in respect of the increased travel time for patients from the West.
- Notwithstanding the consultation undertaken by Caniad, it was stated that this did not constitute proper engagement and consultation as regards the proposed changes in respect of what is required when proposing such changes.
- It was further noted that in spite of the NWCHC requesting the service change protocol in January 2019, the NWCHC was yet to have sight of the document. Ms Singleton noted that this had been prepared and would be shared. Mrs Williams noted that due process would need to be followed with the NWCHC needing to consider the wider proposals and not just the proposals to the PICU.
- It was noted that the questions submitted in advance of the meeting had been considered; full written responses would be shared. In response to oral questions received, the following points were made:
- BCUHB recognises the need for patients to be able to communicate in their first language and is actively encouraging applications from Welsh speakers. It was noted that there are already a number of Welsh speaking staff including nursing staff and within Caniad.
- It was acknowledged that police often use their powers under section 135 and 136 of the Mental Health Act to detain members of the general public and to bring them to a place of safety. In many cases, admission is not needed, albeit trauma being apparent.
- To address the number of section 135 and 136 admissions nurses are being placed with the police to carry out street triage and assess the level of mental distress.
- It was also noted that funding had been received to locate mental health nurses at police control, so as to assess and advise distressed callers.
- Approximately 10% of former CAMHS patients are seen by adult mental health services.
- The Chair acknowledged the work done to date in respect of

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| | <p>engagement and consultation but noted that this needs to be undertaken on a much broader scale. The NWCHC does not wish to delay any changes to improve the service, however there has to be a much broader consultation exercise undertaken so as to gather public opinion and views on the proposals. It was also suggested that the NWCHC and Caniad should meet so as to clarify the role of the NWCHC in service changes.</p> <p>The Vice Chair noted his thanks to the guest speakers for attending and providing an overview of the proposed changes. The Vice Chair also went on to note that the NWCHC looks forward to receiving the service change protocol and looks forward to working with the mental health team and Caniad in respect of the proposed changes.</p> | COIDCO |
| <p>FC19.24</p> <p>19.24(1)</p> | <p>UPDATE ON PROGRESS ON THE BILL TO ESTABLISH A NEW CITIZENS ORGANISATION</p> <p>To receive an update in respect of progress on the Bill; the following points in particular were made:</p> <ul style="list-style-type: none"> • The Bill had been published on 17 June 2019, with the Cabinet Secretary making his formal statement to Plenary on 18 June 2019. • The Bill itself is relatively short but has an accompanying memorandum of more than 180 pages. • It is disappointing to note that the Bill does not reference the power of CHCs to ‘enter and view’, given the correspondence prepared by the Chief Executive Officer of the Board of CHCs in Wales, which clearly outlined the demonstrable importance of CHC visits. • The non-inclusion of ‘enter and view’ is further frustrating as a significant number of the responses to the White Paper indicated this function should not be lost and as such it appears that the principle of the Bill is contrary to the White Paper responses. • At the recent Board of CHC’s meeting where Welsh Government officials were in attendance, the importance of being able to independently observe care and engage with the patients being cared for was outlined as paramount and a key principle for any new Citizens Voice organisation. • The Board also noted that any successor body should have the right of response from a health provider when it has raised concerns about the care; this response should be made public. • The Board also noted concerns around local accessibility, which is not clear or apparent in the Bill. • Finally the Board noted the need for sufficient investment and on-going funding otherwise the new organisation could fail; it was felt by the Board that the financial information as presented in the Regulatory Impact Assessment was not robust and lacked detail. • It is understood that the right to ‘enter and view’ is not in the Bill as it is a belief that this contravenes the Human Rights Act. Both Healthwatch in England and the National Patient Forum in Ireland, have the power to enter and view and were both established after the introduction of the Human Rights Act. • Recent enquiries made with Healthwatch in England have shown that they do use the power of unannounced visits, but more often make ‘announced unannounced’ visits | |

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| | <ul style="list-style-type: none"> • It is understood that the members of the Health, Social Care and Sport Committee, which is scrutinising the Bill, have reservations about the Bill. • It was confirmed that a number of meetings with North Wales AMs and MPs have already been convened; these would be attended by the Chief Officer, the Deputy Chief Officer, the Chair and/or Vice Chair and Local Committee Chairs and or Vice Chairs as appropriate. • As regards scrutiny visits of social services it was reported that Local Authority partners already have mechanisms in place for this to be undertaken and that any successor body to the CHC might not be well-placed to carry this out. <p>In response to questions received the following points were made:</p> <ul style="list-style-type: none"> • The Bill does not mention the right to refer in respect of proposed service changes. Nor does it outline the role and remit of volunteers as regards representing and presenting a spectrum of views. • As regards the new organisation having at least the same and more powers than the current CHC, it was felt that the Bill shows a reduction in the powers. • At this time, NWCHC needs to evidence its worth, value and influence and as such will be increasing the number of visits and engagement activities. It was confirmed that CHCs will be working with HIW to undertake a joint review of maternity services following the recent report and findings into maternity services in Cwm Taf. • Concerns noted following a recent visit, had served as an early warning; BCUHB acted quickly and is addressing the very real concerns. • Reporting on a recent visit to the maternity ward at Wrexham Maelor, Mrs Jackie Allen noted how staff were defensive and uncooperative, in spite of the fact that CHCs currently enjoy the right to enter and view. • As regards seeking the view of patients whilst in hospital, it was acknowledged that some may be reluctant to give their opinions whilst still in hospital. There are mechanisms in place so that feedback can be given once care has concluded. • Real concern was noted that the Bill will create an organisation that has less teeth and less power than existing CHCs in Wales. • The Executive Committee would be meeting to discuss the Health, Social Care and Sport Committee's inquiry and consider how it can provide evidence for the Committee. • A meeting is to be convened with the staff and members of the NWCHC and the Welsh Government; the dates would be advised in due course. | BM |
| <p>FC19.25 19.25(1)</p> | <p>CHAIR AND CHIEF OFFICER UPDATE</p> <p>National Projects</p> <ul style="list-style-type: none"> • NWCHC will be preparing the report in respect of delayed transfers of care; it was noted that some of the comments received are very powerful and descriptive. • Work is underway to commence the national project in respect of orthodontics. • NWCHC will also be the lead CHC for the Cancer Pathway project, although this will be delayed slightly due to the work needed to prepare | <p>CO</p> <p>CO</p> |

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| <p>19.25(2)</p> | <p>the evidence in response to the Health, Social Care and Sport Committee's inquiry.</p> <p>NWCHC Matters The following changes in membership were noted since the meeting held on 9 April 2019:</p> <p>Conwy Local Committee Cllr Emma Leighton Jones has stepped down as Local Authority appointed representative</p> <p>Denbighshire Local Committee Mr Neil Taylor, reappointed as a co-opted member</p> <p>Flintshire Local Committee Mrs Jenny Harley, Public Appointed member, resigned due to ill health</p> <p>Gwynedd Local Committee Mrs Vera Wilson, reappointed as a co-opted member Mr John Jones, appointed as a co-opted member</p> <p>Wrexham Local Committee Mrs Carol Griffiths, third sector member, resigned Mrs Susan Goodall, appointed as a co-opted member</p> <p>Ynys Môn Local Committee Mr Richard Bladon, appointed as a co-opted member Cllr Richard Griffiths, stepped down as a local authority appointment Cllr Trefor Lloyd Hughes, appointed as a local authority appointment Mrs Patricia Rannard, has chosen not to serve a further term of office as a co-opted member.</p> | |
| <p>19.25(3)</p> | <p>Membership Update</p> <ul style="list-style-type: none"> It was noted that the recruitment round for public appointed members has been extended to 2 August 2019, due to the low number of applications received. The link to the advert and the application process will be shared with the membership. | <p>CO</p> <p>BM</p> |
| <p>FC19.26 19.26(1)</p> | <p>MINUTES Circulated: Minutes of the Annual General Meeting held on 9 April 2019 Resolved: That the minutes of the Annual General meeting held on 9 April 2019 be approved and signed as an accurate record of the meeting.</p> | |
| <p>19.26(2)</p> | <p>Circulated: Minutes of the Ordinary Meeting held on 9 April 2019 Resolved: That the minutes of the Ordinary meeting held on 9 April 2019 be approved and signed as an accurate record of the meeting.</p> | |
| <p>19.26(3)</p> | <p>MATTERS ARISING It was noted that no response had been received from the CEO further to the query around the extension of the age for bowel screening. Chief Officer undertook to seek a response.</p> | <p>CO</p> |
| <p>FC19.27</p> | <p>NWCHC EQUALITY DIVERSITY AND HUMAN RIGHTS ACTION</p> | |

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| 19.27(1) | <p>PLAN To receive an update on the Equality, Diversity and Human Rights Plan April 2019-March 2020 Ms Linda Harper provided the following update:</p> <ul style="list-style-type: none"> • Feedback received on the draft EDHR plan has been included in the final version of the plan, which now references carers and socio-economic factors. • It was noted that CHCs are listed as a public body and as such should have a 4 year plan; this should be undertaken by the Board of CHCs and not delegated to local CHCs. The plan should be evidence based and not aspirational. • Ms Harper went on to note that as NWCHC does not carry out Equality Impact Assessments in respect of its projects, it is not compliant with Equality Act. However, it was acknowledged that NWCHC has undertaken a great deal of work to ensure that it is as compliant as it can be. • It was further reported that the Equality Impact Assessment undertaken by BCUHB in respect of learning disabilities had been considered by its own EDHR scrutiny committee and had been found to be non-compliant and thus escalated. • It was noted that the Engagement and Consultation group would consider how NWCHC can engage with Caniad at its meeting to be held on 11 July. | DCO |
| 19.27(2) | <p>NWCHC Welsh Language Report for the Period 1 April 2018 - 31 March 2019</p> <ul style="list-style-type: none"> • The annual report for the period 1 April 2018 – 31 March 2019 had been submitted to the office of the Welsh Language Commissioner. No response had been received to date. It was noted that this was the last time the report would be in this format. • The Welsh Standards Compliance Notice, as served in November 2018, had come into effect on 30 May 2019. • NWCHC has undertaken a number of actions to ensure compliance with the 110 Standards, all of which are subject to interpretation by individual CHCs and the various Imposition Officers from the Welsh Language Commissioners Office. • NWCHC has not appealed against any of the standards; however the other 6 CHCs and the Board office have all appealed some of the standards, the appeals of which are being reviewed. • It was noted that at a recent meeting with 2 different Officers from the Welsh Language Commission, there was a difference of opinion as to whether NWCHC was compliant with Standard 10, relating to how telephone calls are dealt with. One Officer noted compliance, the other noted non-compliance. • It was further noted that guidance as to how compliance could be achieved is yet to be published by the Welsh Language Commissioner; the Executive Committee noted its serious concern at the non-publication of the guidance. • So as to seek further clarity as regards how NWCHC has interpreted the Standards, a meeting with the Welsh Language Commissioner is to | COIDCO / RV |



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| | <p>be convened on 24 July 2019, where NWCHC will set out its concerns.</p> <ul style="list-style-type: none"> • Formal thanks were noted to the officers who had undertaken the work to date and who continue to monitor performance against the standards. • Ms Harper questioned if the Welsh Language Standards have been equality impact assessed; Mrs Williams undertook to raise this with the Welsh Language Commissioner, | DCO |
| FC19.28 | <p>DATE OF NEXT MEETING Tuesday 15 October July 2019, 10.00am Colwyn Bay Cricket Club, Rhos on Sea, LL28 4LR</p> | |
| | <p>The meeting closed at 12.56pm</p> | |

CHAIR

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