

## Minutes of KABIF Members Meeting

Wednesday 14<sup>th</sup> April at 3pm  
East Kent Hospital School Service, City View, Canterbury, Kent CT2 8PT

In Attendance:

Tanesh Bhugobaun	Chairman of KABIF and Registered Manager	The Raphael Medical Centre
Jan Cartmell	Regional Director	The Regard Partnership
Kelly Duke	Legal Executive	Brachers
Ros Eastwood	Head Teacher	East Kent Health Needs Education Service
Gerhard Florschutz	Director	Raphael Medical Centre
Rikki Gandolf	South East Regional Co-ordinator	Headway
Mandy Heddle	Team Leader	Priory Healthcare
Tanya Hodnett	Centre Manager	The Huntercombe Group
Chris Horne	Litigation Executive	ASB Aspire LLP
Paul Keown	Senior Solicitor	Davies Arnold Cooper LLP
Marsha Langley	Home Manager	Priory Healthcare
Ruth Langridge	PA to Director	Raphael Medical Centre
Roy Marcus	Case Manager	ABI Services UK Ltd
Pam Munro MBE	Volunteer and Co-founder	Headway Tunbridge Wells & District
Frances Pierce	Solicitor (Ambassador) KABIF	Rix & Kay Solicitors LLP
Mary Ryan	Vocational Rehabilitation Consultant/Occupational Psychologist	Freelance
Dr Mo Sakel	Director/Consultant	East Kent University Foundation

		Hospital Trust
Dennis Smith	President	Headway Tunbridge Wells & District
Norma Speller	South East Regional Rep	Headway UK
Barry Osborn	Senior Litigation Executive	ASB Aspire LLP

### Apologies for Absence

Tracey Allport	Brain Injury Case Manager – Occupational Therapist	Independent Living Solutions Ltd
Lucy Barnes	Senior Neuro Occupational Therapist	EKNRU -Kent & Canterbury Hospital
Debbie Bateson	Lead Commissioner	NHS Eastern and Coastal Kent
Dr Mayur Bodani		
Sophia Chung	Executive Director	S C Support & Care Services Ltd
Tricia Corbett	Private Occupational Therapist	Patricia Corbett Occupational Therapy Services
John Cotterill		Strode Park
Diane Drummond	Service Manager	Headway Tunbridge Wells
Melanie George	Senior Clinical Neurologist	Kent Clinical Neuropsychology Service
Tony Hart	Head of Vocational Rehabilitation	Queen Elizabeth's Foundation, Brain Injury Centre
Julia Law	Partner	Brachers LLP
Denise McKeown	Partner	McMillan-Williams
Tony Merriman	Solicitor	Rix & Kay Solicitors LLP
Wendy Morcom	Legal Executive	Rix & Kay Solicitors LLP
Simon Truett	Head of Commissioning for Long Term Conditions	NHS Medway

### 1. Welcome and Introductions

The Chair Tanesh Bhugobaun welcomed everyone and asked those present to introduce themselves.

### 2. Approval of the Minutes of the Meeting held on 10 February 2010

The Minutes of the meeting held on 10 February 2010 were approved.

### **3. Matters Arising from the Minutes of the meeting held on 10 February 2010**

There were no matters arising.

### **4. NSF Initiatives – Update on meeting with Simon Truett – Frances Pierce**

Simon was unable to attend today. Frances explained that at their last meeting Simon was going to enquire about the possibility of a member of KABIF attending the next Commissioners meeting –Simon has now replied to say it had been discussed and as it was primarily about commissioning it was not felt appropriate to invite other organisations. However all commissioners were keen to continue to work with KABIF and seek their input when appropriate. As we have already met with Simon, Geraldine Clark (WKPCT) and Deborah Bateson (EKPCT) separately, he suggested that if there was a specific issue perhaps could meet with them collectively, he would be more than happy to arrange a meeting. It was agreed that we would request a meeting.

The Minutes of the commissioners meeting were circulated to all members prior to this meeting.

#### **West Kent PCT**

At the January meeting of the Board of WK NHS they submitted their Strategic Commissioning Plan for the next five years. In that plan there is the initiative “Neurology Market Model”, with the Lead Director being Patricia Davies, and the Workstream Lead being Geraldine Clarke.

There is a market for co-ordinating the whole pathway of care, a starting point would be to go to West Kent’s Lead Director on this, Dennis met with Gerry Clark on Monday last, Patricia Davis was away running a marathon in Paris and we discussed what could be done about developing this pathway strategy.

Dennis mentioned an article he had seen in Headway News entitled “NHS in Scotland announces a new care strategy”, where for the first time the quality of care provided by NHS Scotland will be measured through the experiences of patients, the information will be used to drive up standards. Patients will be encouraged to feedback their experiences by using the CARE measure, a patient questionnaire used to gather patients’ views and improve the quality of service it provides. This must be of value if you know the specific experiences of head injured people, or their carers experience, where things have gone wrong and where these gaps are - Gerry Clark took this on board.

Geraldine Clarke agreed we should have a continuing dialogue with WKPCT over this issue rather than “please get on with it and leave it” and help with the development of the strategy that we want.

Dennis suggested producing a questionnaire, not an elaborate one, which we can feed through Headway clients, carers, and professionals who could give examples of problems which could be corrected. A continuing dialogue with the PCT could be a starting point.

Rikki Gandolf said she would look for examples of a good practice policy. Ricky will find out the cost of the questionnaire used for Scotland and if it has worked there why not use it here?

Gerhard Florschutz has a copy of the – DoH questionnaire for patient experiences - he will photocopy and distribute.

## **6. Headway East Kent – Linda Kerley**

Linda was unable to attend today, however she has sent the following report.

We are providing a Day Centre service across East Kent to over a hundred H/I people. Over 120 head injured clients and their families are being supported in the Community. Our Carer's list is growing day by day and over 40% of our carers questionnaires came back stating that they want the Day Centres to stay open longer than they do at present 9-3.30pm. (something to think about if funding was available).

We are going to continue with the Outreach post for another year but reduce from Full time to Part Time. This will be funded by our own fund-raising efforts.

We have been refused a cost of living increase this year by Social Services for our service provision. This is the first time this has happened in my 16 years at Headway. This will possibly mean a cut in our services?

As we are 21 years old in September we will be having a huge Birthday Party for 150 Clients/Carers during Head Injury Awareness Week. We will be providing a 3 course meal, entertainment and transport to and from the venue free of charge to the head injured. It is likely to cost in the region of £6,000 of which we have already raised £4,000. This has been a very good raising awareness exercise for us which has resulted in people being very generous.

By September we at Headway will be providing a service to the head injured during their time in the Rehabilitation Unit at the Kent & Canterbury Hospital (at last a foot in the door - only been trying to get in for 10 years or so).

## **7. Mapping Exercise/Website Update**

Dates for 2011 need to be put on website and up dated in general, we need to speak with Chris again to ask him to do this. The mapping exercise is still being worked on, see services for Kent as there are several on there and get it up to date, suggested working with other ABIF's around the country, there are now 15 – look at what other forums do?

Coding from Health and Social Services did not connect to put people into certain categories – move our mapping in a constructive way to demonstrate to health and social services where the gaps in provision of services are.

Everyone to let us know if your services information are up to date. The coded criteria should be streamlined throughout the country, difficult at the moment the funding should be joint between

health and Social Services, there should not be a gap. Care Pathway must be coded but how would Social Services and health and private sector fit in. We must look at UKABIF for that pathway.

Pam Munroe asked Rikki Gandolf about direct payments, question as to whether opportunities are lost? It presents no significant change, some Local Authorities roll out this month for new clients, main problem is administration and making sure that resources allocated to that client cover the cost of the placement.

Rikki Gandolf agreed with the principle but need to make sure Centres are safe and sustainable - need core funding.

#### **9. Health Network – Dennis Smith**

Nothing new to report on the Health Network or Care Call.

#### **10. Joint Meeting Update – Dennis Smith**

This has already been covered

#### **11. Speaker and Venues for 2011 – Tanesh Bhugobaun**

Tanesh asked the meeting for suggestions of Speakers for the coming year as we currently have quite a few spots unallocated.

#### **12. Department of Health & Health Commission Update – Mary Ryan**

A Care Quality Commission special review of services for people with a neurological conditions has been included among 13 topics listed in the CQC Consultation to be given consideration, the CQC are expected to shortlist in April and decide on the projects in the Summer and carry out the work in 2011. Mary will come back on this.

Department of Health Commissioning Group to look at categories, core needs to be defined. Mo Sakel has an interim report not approved by the Department of Health, but initial information is that Social Services like it, Mo Sakel said he would send a copy to Tanesh Bhugobaun.

Tanesh suggested a sub-group for dealing with local commissioners and the CQC. ABI services reviewed but not on CQC radar. Look at areas that we need to work and get CQC to look into that. UKABIF is the umbrella for all the ABIFs, UKABIF all party group.

#### **13. The Constitution**

A meeting was held on 12 March to discuss whether KABIF needs to have a Constitution, Tony Merriman is working on the minutes, but unfortunately has been ill so unable to finish them in time for this meeting. We discussed and looked at the constitution of other ABIF's and agreed that it was not for us at the moment, but possibly for the future. We need to look at where we are going with regards to

funding/fund raising. We would require a simple constitution, a draft will be circulated for members feedback and we will look at this again in September.

#### **14. Tea and Coffee Break**

#### **15. Speakers**

Roy Marcus of ABI Services UK Ltd spoke on "Case Management" (the presentation is attached)

#### **16. Any Other Business**

Roy Marcus reported that Headway Court in Rusthall had been transferred to a new management. Currently not going well clients were receiving demands for non payment of rent and services of £2k. Pam Munroe said she had non executive powers and was just a watch dog.

Housing Association Management – Pam Munroe will look into it and see what is happening.

Frances Pierce suggested negotiating on behalf of their clients. Was John Grooms Housing Association but now Live Ability.

#### **17. Date of the Next Meeting**

The next meeting will be on Wednesday, 16<sup>th</sup> June at 6pm at the Royal British Legion Industries, Aylesford