



## **RESILIENCE INTEREST GROUP – meeting notes**

Wednesday 22 April 2015, 4pm – 6pm

The Dragon Café, The Crypt of St George the Martyr Church, Borough High Street, London, SE1 1JA

### **What next for the Resilience Interest Group?**

#### *Frequency of sessions*

- Quarterly too long unless extremely clear
- Bi-monthly
- 6-8 weeks
- 6 weeks
- Monthly too short

Conclusion – hold the meeting every 2 months but with a short email update in between meetings to keep people informed of progress. Also send out the next 3 dates in advance to give as much notice as possible to attendees.

#### *Attendees*

- Encourage people to bring their colleagues, friends etc
- Good mix of attendees
- Increase VCS attendance
- Increase number of beneficiaries in the meeting
- Increase peer support groups
- Need to alter attendance list to meet the agenda/purpose of the meeting
- Appeared to be a greater number of non-VCS at this meeting – perhaps it is to do with the agenda?
- Share list of organisations and sectors of who attends so that people get a good idea of who is in the room

Conclusion – The mix of attendees is good but see if we can try and increase number of Voluntary Sector Organisation, peer support groups and direct beneficiaries. We need to encourage existing attendees to bring their colleagues, friends etc to spread the word. Share a list of the organisations and the sectors of those who attend so people know who is in the room.

#### *Location*

- Keep Dragon Café – people like the location and consistency
- Good that it is outside the normal working/meeting environment
- Dragon Café – very pleasing / welcoming environment
- Potentially Cambridge House but less good transport wise and less of a feel good environment
- Accessibility very important

- Roots and Shoots as a possibility in Lambeth but transport less good
- Xenia at Waterloo another option
- Alternate between Southwark and Lambeth

Conclusion – Keep Dragon Café but consider recreating Dragon Café environment at a Lambeth venue?

#### *Timing*

- Considered 3-5pm but felt less good and no added benefit for those with Childcare issues
- Either time ok
- Current timing ok
- Not first thing in the morning
- What about those not in the room?
- Consider change in the day in the week (but not Friday)

Conclusion – Keep same timing of 4-6pm but vary the day in the week so not always Wednesday. We also need to canvas the opinion of those not in the room today.

Notes from the **Making Resilience real** session (Applying our understanding of Resilience to support and enhance existing programmes within Southwark and Lambeth Integrated Care)

### **1. Primary Care Navigators**

- The Care Navigator is a paid role
- Characteristics of the Care Navigator - The person needs to be someone that is a good listener, compassionate, good knowledge of local services and local people, able to connect, passionate.
- We need to ensure we consider vulnerable groups and those that do not have English as their first language
- Consider the link to sheltered Housing and if/how they can refer to the navigator and to the SAIL programme
- Need to make sure Navigator is linked up with existing directories of services
- How will Navigators link, communicate with and promote existing services
- Link with umbrella organisations such as Community Action Southwark and Community Catalysts

### **2. Chronic conditions Hub**

Discussion centred around 2 case studies of individuals with multiple LTC's.

- Isaac - 60 year old man, retired due to ill health, high blood pressure, Arthritis, type 2 diabetes, copd, still smokes, anxiety attacks, getting isolated as can't get out, no family nearby
- Catherine - 45 year old, 2 children with eczema and ADHD, carer to elderly parent, overweight, diabetes + asthma, mildly depressed, works part time, struggling

- Isolation recognised as one of the key issues
- Befriending / peer support / connecting with friends and relatives really important
- Find a Trusted Friend
- Important that someone talks to them and asks them how he sees himself and finds out what they wants or their interests are
- What about linking with residents associations and other connected organisations that can support them and also help spot the signs (prevent) before the situation gets worse.
- How can volunteering / time banking be used to support?
- How can we link to SAIL, care coordinators and other social prescribing schemes
- Need to work out what their individual assets/skills are
- Encourage them to go to the Dragon Café or other similar venue
- Where the person is working, understand what the employer can and should do
- Holiday respite, especially for Catherine
- Skype Groups?
- Have GP's have signposting on their own websites? Perhaps SAIL on the website?
- Link in with Dementia friends for Catherine

### Feedback summary

**Good** ■■■■■■■■■■ (13)

**OK** (0)

**Poor** (0)

#### *Went well?*

- All discussions were good x2
- Useful review and good to work on specific examples
- Exploring how future sessions could be enhanced
- Establishing the meaning of Resilience
- Really interesting discussion about navigators and potential for “good neighbours” as initial connectors. That’s interesting (with a personal hat on rather than a work one)
- Collective problem solving
- Very interesting, new information for me, particularly re SAIL
- Felt that there was more focus on what the older person will gain
- All of it – groups now gel well
- Really interesting

#### *Not so well?*

- Final speaker spoke softly
- Relatively poor attendance
- Could have had more people
- I was a bit late so didn’t get chance to get to check out other people attending – where they are from and why they are here etc
- Age UK needed more time

#### *Venue/location?*

- Excellent x3

- Fab
- Like it
- Love the venue
- Excellent location
- Great venue – welcoming and very comfortable
- Good – more relaxed than a formal setting
- I like the venue and the location
- Great place
- Is very warm, friendly, comfortable and welcoming

*Agenda items for Future meetings?*

- Focus on localities (Local Care Networks) – do we need Resilience Meetings with each LCN?
- More engagement with VCS and volunteers
- A targeted discussion on managing LTC and preventative care
- An update on where and how the objectives of implementing resilience is progressing
- Asking more older people what they would like/need

*Making progress in defining resilience and making it real?*

- Yes x2
- Yes, slow but sure
- Still a work in progress
- Yes, perhaps...
- Yes – seems to now feel like progress and will be available
- Slowly getting there
- Don't know – this was my first meeting

***Conclusion on feedback***

- Positive feedback on the discussions we held demonstrates we are on the right track with the agenda items.
- However, more work is needed to increase attendance at next meeting
- The Dragon Café is a fantastic venue, with a warm, inviting environment and in a great location.
- We are making slow but steady progress in our quest to define resilience and make it real.