Meeting Notes - Darlington Organisation (DOT)

Thursday 16th March 10am – 12:00 noon

Hybrid Meeting Zoom and Dolphin Centre

**Present**: Sue Ewington Independent Complaints Advocacy

Andrew West Darlington Carers Support

Carole Sobkowiak Darlington Soroptimist

Kathryn Hardwick Alzheimer’s Society

Sebastian Day/Laura Access Team DBC

Claire Farley TEWV Crisis Transformation Team

Andrew Poinen Kooth plc

Julie Wells Public Health

Rachel Haldenby RNIB

Mark Cran Volunteer

Zoe Grey Morisons Trust

Anna Kaygill Family Help

Amanda Sutcliffe NECCA

Jackie Park Darlington Assistance Refugees

Emma Iswich Humankind

Rebecca Wilson Humankind

Kimberley Sanders Keyring

Heather Jarvis Learning & Skills

Liz O Hern Durham PCC

Andrea Anderson TaylorMade Care

Allana Taylor TaylorMade Care

Paula Citizens Advice

**Apologies:** Stefan Klidzia Cruise Bereavement Support

Avril Charlton CDDFT

Adele Morris Credit Union

Sarah Gouldsbrough Head of Steam

Phil Kerr ICA

Kimberley Iceton DBC

Jenine Brooke YMCA

Deborah Robinson St Teresa’s Hospice

Pearl Wolsenholme CDDFT

Peter Gibson MP

**In Attendance:** Michelle ThompsonHealthwatch Darlington

Diane Lax Healthwatch Darlington

Abbey Lax Healthwatch Darlington

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|  | **Action By** | **Target Date** |
| **1. Welcome and Introductions**  1.1 MT welcomed all to the meeting. |  |  |
| **2. Attendance/Apologies**  2.1As noted above |  |  |
| **3. Notes from the last meeting**.  3.1 Notes from December 2022 meeting were agreed as true reflection. |  |  |
| **4. Guest Speaker**  4.1 **TEWV – Durham and Darlington Crisis Transformation - Claire Farley**: Claire gave an update on the implementation of the Crisis Transformation which has reviewed crisis services and implementing service redesign. For more information please see the presentation. |  |  |
| **5. Healthwatch Darlington Update - Michelle Thompson CEO:**  **5.1** Michelle gave information about the National Lottery community fund questionnaire and encouraged organisations fill this in before 31st March 2023    and send to [lorraine.mcconnell@tnlcommunityfund.org.uk](mailto:lorraine.mcconnell@tnlcommunityfund.org.uk)  Community Fund National Lottery are also hosting a coffee and chat sessionson the 27th April between 1.30 and 4.30pm at Darlington Connect DL1 1NR where you can pop along for a chat and a coffee, to find out more information, talk to them about your ideas and get some support with your application.  **5.2** HWD asked those present their thoughts on having an organisation to facilitate bigger networks of people to work together to look at funding bids for the wider organisation in Darlington to work together. Those present though that this was a good idea as collectively there were more opportunities to get bigger pots of funding and share resources.  **5.3** Michelle advised the group that out Pharmacy report will be published by the end of the month.  **5.4** Our cost-of-living survey and a general survey will be closing on 24th March which we will then use to prioritise what work we doing within the next year.  **5.5** We are working with North of England Commissioning Support Unit (NECS) for County Durham and Darlington Foundation Trust (CDDFT) to collect view from people around Access to Childrens Outpatient Service. Information will be shared around the DOT network.  **5.6** E-bulletin anyone wishing to promote/share any events/information they are holding then please send narrative/information to [info@healthwatchdarlington.co.uk](mailto:info@healthwatchdarlington.co.uk)  **5.7** Michelle reminded the group that we do have statutory duties as part of the Health and Social Care Act 2012 and we have a seat on the Health and Wellbeing Board as well as a seat at the Integrated Care Board we want to encourages all organisation to share any Health and Social care issues/concerns, good practice etc. with us so we can ensure our citizens, service users have a voice to influence services in Darlington. |  |  |
| **6. Around the Room Updates**  **6.1** **Sue Ewington Independent Complaints Advocacy**: This service offers free help to people that have a concern/complaint about NHS services. ICA are encouraging GP practices to make their information more accessible on their websites. Sue is happy to talk to groups to give more information about the service just contact [ica@carersfederation.co.uk](mailto:ica@carersfederation.co.uk) **0808 802 3000**  [North East ICA - Carers Federation](https://www.carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica/#:~:text=North%20East%20ICA%20FREE%20PHONE%200808%20802%203000,North%20Tyneside%2C%2C%20Redcar%20and%20Cleveland%20and%20South%20Tyneside.)  **6.2** **Sebastian + Laura Access Team**: Support people with substance misuse. They have recently doubled the team with 3 new starts. A podcast about the service which is now live can be found Darlington Extra and Sportify <https://open.spotify.com/episode/39TvyhfnP3Qc9hZVJGiRYr>  They also offer training on Naloxone, opiate and overdose any organisation wanting more information email [ACCESSTeam@darlington.gov.uk](mailto:ACCESSTeam@darlington.gov.uk) or visit the website:- [Darlington BC - Drug and alcohol services (STRIDE)](https://www.darlington.gov.uk/health-and-social-care/public-health/drug-and-alcohol-services-stride/).  **6.3** **Rachel Haldenby – RNIB (Royal National Institute of Blind People)**: They are a national organisation offering support to people with sight loss, they are in the prosses of setting up peer support session and are wanting to connect with different organisations around Darlington, they also offer awareness session. For more information visit the website [RNIB | Home](https://www.rnib.org.uk/) Or email [rachel.haldenby@rnib.org.uk](mailto:rachel.haldenby@rnib.org.uk)  **6.4 Paula - Citizens Advice**: Paula advised that CAB have benefit action team covering, benefit, debt, community crisis teams. She runs the youth initiative team which is a youth employment programme for 15- to 29-year-olds who may face barriers for starting work such as writing a CV, interview techniques, funding for interview clothes and travel. For more information visit theirwebsite <https://www.citizensadvicedrc.org.uk>  **6.5 Andrew Poinen Kooth and Qwell**: **Kooth** [Home - Kooth](https://www.kooth.com/) is an online mental health service for under 18 years.  **Qwell** [Home - Qwell](https://www.qwell.io/) is for people 18+. Everything is digital and can be anonymous if requested. For more information contact Andrew [apoinen@kooth.com](mailto:apoinen@kooth.com)  **6.6 Andrew West - Darlington Carers Support**: [Home - Durham County Carers Support (dccarers.org)](https://dccarers.org/) Andrew informed us the organisation has had an increase in referrals which is great so please keep referring. He also informed us that they were awarded a sum of money from the Darlington Community Support Fund which has helped a number of their cares, for more information about the Community Support Fund you can contact the Darlington Connect Hub 07990367711 or visit the town centre office which is located in the town centre next door to Costa Coffee.  **6.7** **Zoe Grey - Morrison Trust**: Morrison trust offer skills and training for people to get into employment. [Morrison Trust](https://www.morrisontrust.org.uk/)  **6.8 Jackie Park - Darlington Refugee:** Working with refugees from across a wide range of countries, helping them to settle into living in Darlington. They do a lot of fund raising to help with the running of the centre and they are always looking for volunteers. One of the main concerns at the moment is Dental Care, MT advised that HWD have done some work around this and all the information we gather continues to be fed back up to commissioners. [DAR – Darlington Assistance for Refugees (darlingtonrefugees.org)](https://darlingtonrefugees.org/)  **6.9 Claire Farley – TEWV Crisis team:** They have been looking at a 111 option 2 for Mental Health pilot scheme where the call will be answered, and screening questions will be asked, and the person will be signposted or referred to the right area for their needs this is early days at the moment more information will be shared as it progresses.  **6.10 Andrea Anderson and Allana Taylor – TaylorMade**: Is a supported living organisation for people with learning disabilities and autism, they run two houses in Darlington. They are also going to be offering respite day services and hope to have this up and running by May 2023 and will be know and the Hive. This will offer respite for parents/carers and is open to anyone who has a disability physical or not which will have a wide range of activities to suite the individual. [laura.evans@caretaylormade.co.uk](mailto:laura.evans@caretaylormade.co.uk)  **6.11 Alzheimer’s Society - Kathryn Hardwick**. Dementia advise service has been commissioned for a further 2 years for Darlington which is great news. A celebration event is taking place for all the work that had been caried out supporting Darlington to be a dementia friendly town. The dementia voice group is going from strength to strength this is held at the hippodrome café where people can come together and get peer support in a non-judgmental way. Alzheimer’s society has gone through a brand refresh with the forget me not flower being at the forefront, people might also want to see the new TV ad. For more information please visit:- [Darlington Dementia Adviser | Alzheimer's Society (alzheimers.org.uk)](https://www.alzheimers.org.uk/support-services/Hambleton%20%26%20Richmondshire%20Local%20Services/Darlington%20Dementia%20Adviser/regional)  6.**12 Liz O’Hern – Darlington and Durham Police Crime Commissioning**: Community Peer Mentors offering peer support to people whether victim, survivor, perpetrator, prison leaver or someone forgotten or neglected by society the service helps them access information and services people can self-refer or can be referred from NHS GP or other service. [Community Peer Mentor Project | Durham Police & Crime Commissioner (durham-pcc.gov.uk)](https://www.durham-pcc.gov.uk/victims-services/community-peer-mentor-project)  **6.13 Anna Kaygill - Family Help:** Women’s refuge which also offer a helpline for domestic abuse Monday to Friday 9 till 5. They have just set up a peer support groups in the community which can have up to 20 people, it will be held on 1st Monday of the month 1 till 2.30 at Eastbourne Community Hub. They also hold a coffee morning last Friday of the month again at the Eastbourne Community Hub and are looking for volunteers to help. They have a new website coming up at the end of the month. They continue to do fundraising event and the last one raised £1200 watch out for the next event taking place in July. The Domestic Abuse Sexual Abuse Network (DASAN) meetings has been running for 10 years but numbers have dropped so if you wish to attend the meeting please contact [contactus@familyhelp.org.uk](mailto:contactus@familyhelp.org.uk) for more information visit [Family Help | Family Help Darlington CIO](http://familyhelp.org.uk/)  **6.14 Carol Sobkowiak - Darlington Soroptimist:** Soroptimist are a global organisation who have volunteers carrying out community projects locally, nationally and internationally. They get involved with national campaigns as well as local and help raise money for project in local communities. Last year money raised was gifted to the Listening Post who offer support to young people. If you require anymore information contact Carole [carole.sobkowiak@outlook.com](mailto:carole.sobkowiak@outlook.com) or visit the website [Home - Soroptimist International](https://www.soroptimistinternational.org/)  **6.15 Julie Wells - Public health team**: Julie advised that she is new in post and her role is to promote health and wellbeing. Currant work is around the Mental Health needs assessment, and they are looking at involving the 3rd sector to gather feedback to ensure that the work carried out is meaningful and feeds into what is needed in Darlington. Other projects are around grief, loss and bereavement and they are going to be working in primary schools to talk about suicide prevention. [Darlington BC - Public health](https://www.darlington.gov.uk/health-and-social-care/public-health/)  **6.16 Amanda Sutcliffe - NECA**: NECA offers gambling support to individuals as well as to family members who live with people who have a gambling addiction and peer support groups. They have a relapse support group and a national helpline and a direct line. You can have face to face or zoom appointments, people can refer individuals, but you must have consent. You can find more information [Home - Neca](https://neca.co.uk/)  **6.17 Mark Cran - Volunteer:** Markvolunteers for different organisation including Darlington Association on Disability.  **6.18 Emma Iswich & Rebecca Wilson Humankind**: They offer support for 16- to 25-year-olds to help them to manage their own houses/flats with tenancy/bills. They also have a mental health support team who offers support to people up to 25 years old. Humankind can provide toiletry packs for women and girls. [Darlington Support for All – Humankind (humankindcharity.org.uk)](https://humankindcharity.org.uk/service/darlington-support-for-all/)  **6.19** **Heather Jarvis – Jewell - Learning & Skills:** They have a variety of online courses including Continual Professional Development (CPD) and these can be obtained FREE. They also offer distance learning level 1 and 2 again Free of charge. Another program they offer is upskills they work with organisations such as Aldi and EE to upskill individuals for possible employment with that company after the course, the individual gets a guaranteed interview (EE 76% pass rate). For more information contact Heather Jarvis-Jewell [Heather.Jarvis-Jewell@darlington.gov.uk](mailto:Heather.Jarvis-Jewell@darlington.gov.uk) website [Darlington BC - Contact Learning & Skills](https://www.darlington.gov.uk/education-and-learning/learning-skills/contact-learning-skills/)  **6.20 Kimberley Sanders - Keyring:** The organisation supports people with learning disabilities or people just struggling. They support people to live independently, helping them manage bills, benefits, and tenancy agreements they will also support people if issues arise with in the neighbour. There is no time limit on the support. All open referrals welcome. Keyring also hold a hub at St Columbus Church on Wednesdays to join this you must be a member activities are chosen by the individuals attending. There is an out of hours service which runs 24/7. People need to be 18+ to access the service. For more information contact [kimberley.sanders@keyring.org](mailto:kimberley.sanders@keyring.org) or visit the website [KeyRing - North East services](https://www.keyring.org/where-we-work/north-east) |  |  |
| **7. Any Other Business**  **7.1** The meeting created a lot of networking opportunities enabling organisations present to share information and organise some collaborative working between themselves.  **7.2** No other business - meeting closed. |  |  |

**Date of next DOT meeting**

**Thursday 15th June 2023**

**FUTURE DATES -**

**Thursday 14th September 2023**

**Thursday 14th December 2023**