Meeting Notes - Darlington Organisation (DOT)

Thursday 8th December 2022 10am – 12:00 noon

Hybrid Meeting Zoom and Dolphin Centre

**Present**: Gemma Cordey Family Help

Andrew West Darlington Carers Support

David Burnip Adult social care

Carole Sobkowiak Darlington Soroptimist

Kathryn Hardwick Alzheimer’s Society Access Outreach Team

Sebastian Day Access Team DBC

Deborah Robinson St Teresa’s Hospice

Cyndi Hughes CAP UK

Adle Morris Darlington Credit Union

Andrew Catterick TEWV

Olivia Wallis Age UK

John Ellis 700 Club

Elizabeth Tallon CDDFT MacMillan Support

Avril Charlton CDDFT MacMillan Support

Bill Ross HWD/member of public

Joanne Hennessey Darlington Public Health

Pearl Wolstenholme CDDFT Diabetes Team

Diane Lockhart Humankind

Belinda Williams Dementia Friends

Chris McEwan Haughton Matters

Ethna Parker Primary Care Darlington

Maxine Crutwell TEWV

Alison Cook TEWV

Gillian Rutter Independent Complaints Advocacy

Julie Crampton TEWV Older Peoples Services

LeighAnne Graham DBC Social Care Front Door

**Apologies:**

Laura Oselton NECA

Zoe Grey Morrisons Trust

Dawn Gill CAB

Rosemary Berks DAD

Sarah Gouldsbrough Head of Steam

Rob Dent DBC Livingwell Directory

Andrew Poinen Kooth plc

Rita Lawson Tees Valley Rural Action

Philip Kerr Independent Complaints Advocacy

**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 and apologised for the late start due to technical issues with ZOOM. |  |  |
| **2. Attendance/Apologies**  2.1As noted above |  |  |
| **3. Notes from the last meeting**.  3.1 Notes from September 2022 meeting were agreed as true reflection. |  |  |
| **4. Guest Speaker**  4.1 **Community Transformation** – **Maxine Crutwell and Alison Cook –** Maxinegave an overview of the TEWV community transformation plan which is looking at developing community hubs around Darlington, these will have senior clinical staff along with care navigators located in the community. For more information, please see presentation. |  |  |
| **5. Guest Speaker**  **5.1 Living Well Project Primary Care** – **Ethna Parker**– Ethna gave an overview of services that are provided by the social prescribers working in Darlington. This information included some case studied on how the navigators work with individuals to help them achieve their goals and aspiration setting up plans to help them with their own health and wellbeing introducing them to other organisation such as walking groups or a handyperson service installing and fitting things like handrails. There are 13 in total and work out of GP surgeries as well as Primary care office on Woodlands Road. For more information see their website:-  [**Living Well Service Darlington**](https://teamnet.clarity.co.uk/Topics/ViewItem/47a140fb-2beb-4e2a-a5af-adea010281ad) |  |  |
| **6. Around the Room Updates**  6.1 **DBC Access Team** – **Sabastian Day**. Substance misuse team have appointed a new team leader. Naloxone, opiate and overdose training is being rolled out. New podcast has been released to learn more about the team and what they do visit:-  [Darlington BC - Drug and alcohol services (STRIDE)](https://www.darlington.gov.uk/health-and-social-care/public-health/drug-and-alcohol-services-stride/)  6.2 **Humankind Housings**- **Diane Lockard**- Diane explained that they currently have a toiletry scheme going on where anyone can come into the office and pick up a goody bag filled with toiletries such as shampoos and conditioners no questions asked. They have a drop-in service which they can help with problems such as organising bills or housing problems.  [Darlington Support for All – Humankind (humankindcharity.org.uk)](https://humankindcharity.org.uk/service/darlington-support-for-all/)  6.3 **Christians Against Poverty (CAP)**- **Cindy Hughes**. Help people to manage debt offering assistance with financial planning, they are based at St Andrews Church Hall in Darlington. For more information: [CAP UK | Home](https://capuk.org/)  6.4 **Alzheimer’s- Katherine Hardwick**. They offer one to one advice on support for people living with dementia. They refer on to other organisations and have an advice clinic up at West Park, Orchard Court working with GP practices. Hold carers rights event and offer support in dementia living well.  [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)  6.5 **Darlington Credit Union Money Management - Adele Morris.** Help with managing debt, bills and finances helping people manage their own money.  [Welcome to Darlington Credit Union: Darlington Credit Union](https://www.darlingtoncreditunion.co.uk/)  6.6 **NHS Care Navigator TEWV - Andrew Catterick**. Andrew has just started working for Tees Esk and Wear Valley as a new care navigator this is a new post and hopes to see people out in the community as his role develops.  6.7 **Age UK - Olivia Wallis**. Support older people through lunch club activities and have a programme looking at helping people become more digitally connected providing the use of iPads and training sessions.  [Welcome to Age UK North Yorkshire & Darlington](https://www.ageuk.org.uk/northyorkshiredarlington/)  6.8 **700 Club** – **John Ellison**. They have received a house grant to support individuals purchasing low energy lighting or any other item that is deemed a necessity for people who are struggling financially to purchase. They have a 40K pot which could be integrated with other organisations, phone or pick up a referral form. [700Club](https://www.700club.org.uk/)  6.9 **Public Health** – **Joanne Hennessy**. Working with people with Learning Difficulties as well as DAD, producing easy read flyers and benefits of the offer of health checks. Making Every Contact Count (MECC) by signposting them to the right person offering train the trainer within organisation/companies. [Darlington BC - Public health](https://www.darlington.gov.uk/health-and-social-care/public-health/)  6.10 **CDDFT MacMillan Support Centre Darlington Memorial Hospital- Liz Tellen and Avril Charlton**. Offer advise and support for people living with cancer. [County Durham and Darlington - Macmillan Information Centres (cddft.nhs.uk)](https://www.cddft.nhs.uk/our-services/division-of-clinical-support-services/cancer-information-and-support/macmillan-information-centres.aspx)  6.11 **Bill Ross** – **Volunteer**. Previously worked for NEAS now looking to volunteer and was previously involved with Healthwatch Darlington and hope to resume along with other interests.  6.12 **Soroptimist - Carol Sobkowiak**. Women’s organisation that gets involved with different organisations to help make a difference. They were involved with the posters “I am Angela” to helps people who feel they are in uncomfortable situations when out and about this poster can be found in lots of locations including pubs and clubs. Also currently working with the Listening Post helping Children and Young People.  [SI Darlington and District | SI Darlington and District | SIGBI](https://sigbi.org/darlington/)  6.13 **Abbey** – **Healthwatch Darlington**. Abbey is the Community and Volunteer Officer for Healthwatch Darlington, 3 months in post and is wanting to meet people from other organisations, attend events and meet the public. Roll also includes signposting to other health, care and wellbeing services. If anyone has any event happening the please get in touch. [a.lax@healthwatchdarlington.co.uk](mailto:a.lax@healthwatchdarlington.co.uk)  6.14 **Pearl Wolstenholme** – **CDDFT Diabetes Team**. Working with people to manage Diabetes, providing training course to help with managing Diabetes. [County Durham and Darlington - Nutrition and Dietetic Service (cddft.nhs.uk)](https://www.cddft.nhs.uk/our-services/division-of-clinical-support-services/nutrition-and-dietetic-service.aspx)  6.15 **Family Help Women’s Refuge** – **Gemma Cordey** – Gemma was please to tell everyone that the playground is now complete and they have the Darlington Panto cast coming to officially open it. For more information on service visit. [community@familyhelp.org.uk](mailto:community@familyhelp.org.uk)  6.16 **Karen Grundy**- **Unforgettable Experience**. They have online activities and taster sessions you can refer by email, 25 years and over with your name and contact number.  [Unforgettable Experiences - Unforgettable Experiences](https://www.unforgettableexperiences.org.uk/)  6.17 **Belinda Williams** – **Dementia Friendly Coordinator**. Working with people affected by dementia going into local communities to help them understand and be aware of dementia. They also offer online sessions every six weeks contact 07483147521 [belinda.williams@alzheimers.org.uk](mailto:belinda.williams@alzheimers.org.uk)  6.18 **Julie Crampton** – **West Park hospital**. New to the meeting, works with older people at west park and looking for information on services hear to network.  6.19 **Darlington and Durham Carers Support – Andrew West.** Supporting unpaid carers in Darlington, concerns are being raised about cost of living crisis information gathered during the meeting will help with some of the issues. They offer carer breaks and funding is available, and they do encourage carers to take a break from caring role.  [Home - Durham County Carers Support (dccarers.org)](https://dccarers.org/)  **Sue Asken** – Explained she works with Andrew west and introduced herself.  6.20 **Deborah Robinson** - **St Teresa’s Hospice**. Offer palliative and end of life care and packages of care for people to live and die at home. They have the Woodlands Wellness Hub for long term conditions work with other organisations to hold stay active session, Thai Chi, complimentary therapy and singing for the brain. They do offer counselling and are currently look for volunteers.  [Wellness Hub | Wellness and support services for St Teresa's Hopsice](https://wellnesshub.life/)  6.21 **Gillian Rutter** – **Independent Complaints Advocacy (ICA).**  Currently have a stake holder survey and encouraged all to take part <https://forms.gle/74oR4xdNJwd4y3r86> they work with individuals to help with making complaints to the NHS.  [North East ICA - Carers Federation](https://www.carersfederation.co.uk/services/independent-complaints-advocacy/locations/north-east-ica/)  ***Email update***  **Dawn Gill – Citizens Advice bureau** – Dawn sent her apologies for the meeting but has updated us with information.  They offer advice for Debt-  telephone 07597031972 leave your name and telephone number and reason for you call or email [debtappointment@citizensadvicedrc.org.uk](mailto:debtappointment@citizensadvicedrc.org.uk) . someone will return a call/ email within 2 working days.  Access to benefit advice at GP surgeries we attend 6 GP surgeries but if you have a GP in Darlington, you can ring any of the 6 practices to ask for an appointment with Sandy Hussain from Citizens Advice.  Access to Energy vouchers if you have a pre- pay meter and in hardship you can access the fuel vouchers by using the drop-in session 10-12 noon Monday to Friday or ringing reception 10- 4pm Monday to Friday 01325266888 and ask about energy voucher support.  Access to crisis support  Crisis Support – help with an emergency, utility top up, phones/ top ups/nappies/ baby milk/ emergency travel or clothing call 01325 734991 for a crisis support assessment.  Access to the Generalist Service drop-in session for more information visit theirwebsite  <https://www.citizensadvicedrc.org.uk> and submit an enquiry. |  |  |
| **7. Healthwatch Darlington Update**  7.1 MT gave an update of activities including –   * Pharmacy survey has ended and report will be out in January. * Facilitate the NHS Darlington Community Council which is a reference group that contributes to the strategic planning, development and delivery of the most effective health services for the local population. It brings together community champions to ensure there is a local focus to strategic discussions as well as representatives from the community, the NHS Integrated Care System (ICS) and the voluntary and community sector. * Working with ARCUS on LGBTQ+ issues in our older population such as the implications of dementia, bereavement and loneliness. For example some older people may forget that they are transgender v or bisexual when suffering with dementia. * Dentistry continues to be of concern the report has been shared with commissioners and raised with NHS England. HWD will continue to gather people’s views. [HWD Dentistry Report 2022](https://www.healthwatchdarlington.co.uk/report/2022-02-25/healthwatch-darlington-dentistry-report-2022). * 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)   * MT also stressed the importance of using our statutory duties to ensure service users and our citizens use their voice to influence services in Darlington. She encouraged organisations to share any health and care service issues with Healthwatch Darlington so we can influence at a strategic level. |  |  |
| **8. Any Other Business**  8.1 The meeting created a lot of networking opportunities enabling organisations present to share information and organise some collaborative working between themselves. Couple of things we were asked to share : Trusted handyman Allan Simpson 07773808122 and Warm hubs Blackwell centre and All Saints Church  8.2 No other business - meeting closed. |  |  |

**Date of next DOT meeting**

**Thursday 16th March 2023**

**FUTURE DATES -**

**Thursday 15th June 2023**

**Thursday 21st September 2023**

**Thursday 14th December 2023**