

Families and Friends of Care Home Residents - *staying connected during the Coronavirus crisis*

Are you a family carer trying to stay connected to your relative or friend living in a care home?

We know lots of care homes have gone that extra mile to keep families connected over the last few months...What have been your experiences?

What can we learn from the past eight months?

Join us to find out more at our Zoom online event on

Tuesday 10th November 2020 from 5pm - 7pm

Hosted by Healthwatch in Sussex

You will hear from other families about their experiences, from care home managers, there will be lots of opportunities to ask questions relevant to your experiences as well as have your voice heard. Also joining the event will be NHS staff, representatives from local Adult Social Care and Public Health Teams and support available from Carers groups and charities



A scene some of you may have experienced recently visiting your family member or friend living in a care home; but with the colder weather and winter approaching as well as the increasing uncertainty with Coronavirus cases rising, what does this mean for families as we enter a second lockdown period...

You can forward your questions in advance to:

enquiries@healthwatcheastssussex.co.uk

The full Programme is enclosed below...

If you would like to join this event but do not feel confident in using the Zoom platform, please contact us as soon as possible, and we may be able to arrange some support around this: enquiries@healthwatcheastssussex.co.uk or

Telephone 0333 101 4007

BSL Sign Interpreters will be available for this event.

Programme

Session 1

5pm - 6.25 pm - Prompt Start

Facilitators; Steve Inett and Charlie Rustem - Protocols for the virtual event

Opening Remarks

Alastair Hignell, CBE

Event Poll

1. (5.10 pm) **Dr Mathew Thomas (GP) and Mike Derrick, Chair Brighton & Hove and East Sussex Residential Care Home Association**
Setting the Scene - responding to the local situation as a system and the challenges around visiting arrangements for Care Home providers as we enter a second lockdown period.
Risk vs the Human touch.



2. (5.20) **Relative's Story Lesley Meech**
 3. (5.30) **Trevor Greenidge, The Relatives & Residents Association for Quality of Life of Older People in Care** What is the national picture like, what is the Relatives & Residents Helpline hearing and what could be done differently during the second lockdown period?
 4. (5.40) **Valerie Manor West Sussex - Zoe Fry, Director; Life at Valerie Manor during COVID-19**
 5. (5.50) **Q & A /Discussion** - Panellist include: Dr Mathew Thomas, Mike Derrick Trevor Greenidge, Lesley Meech and Zoe Fry
Moderating this session: Lynne Phair
Expert Witness and Independent Nurse Adviser in the Care of Older People
 6. (6.25) **Summing Up** - Alastair Hignell and move in to 'Breakout Spaces' for focussed Q & A session with health, care and voluntary sector representatives
- Short Break whilst people move into their Breakout Spaces**
7. (7 pm) **Next Steps, Evaluation Form and Reporting timeframes**

Session 2

Breakout Spaces 6.30 - 7pm

Q & A with Health and Care Partners

There will be a wealth of expertise available in each of the four Breakout Spaces to respond to your questions, including:

1. NHS Colleagues Pan Sussex

For questions relating to: Infection, Prevention and Control, Testing in Care Homes and Personal Protective Equipment (PPE)

Panel members:

Mandy Catchpole, Clinical Programme Lead for Mass Vaccination, Testing and Infection Prevention and Dr Mathew Thomas GP.

2. Public Health Teams

For questions relating to: Public Health Teams role in supporting care homes, including Visiting Guidelines, Testing, managing outbreaks and preventing further spread of Coronavirus.

Panel members:

Nicola Rosenburg, Public Health Consultant (Brighton & Hove) and Soline Jerram (West Sussex County Council).

3. Local Authority & Care Home Representatives

For questions relating to: Care home residents general well-being, on-going communication with families and what local plans are in place to respond to outbreaks

Panel members: Mike Derrick, Rosemary Pavoni, Debbie Young (West Sussex) Emma Radley, Isobel Warren (East Sussex). Dr Khalid Ali and Lynne Phair.

4. Emotional and Mental Well-being Support

For questions relating to: Residents or family carers emotional and mental well-being, the impact of missing face to face contact and End of Life (EoL)

Panel members: Dr Padma Dalby, Consultant Clinical Psychologist, Sussex Partnership NHS Foundation Trust Teams, Trevor Greenidge

Cruse East Sussex will be available.

Main Presenters

Alastair Hignell, CBE,



Ex-England rugby player, Professional cricketer, BBC commentator, author, charity trustee and public speaker. Volunteer; Healthwatch Brighton and Hove, Brighton Dome and Festival. Wheelchair user, dealing with MS and MDS. Brighton resident since 2011.

Trevor Greenidge, Helpline Officer at the Relatives & Residents Association



Trevor provides individualised support to older people, their relatives and friends who have queries about the provision of care. Previous roles included a generalist adviser for the Citizens Advice Bureau and as an adviser for Counsel and Care, which was a charity focused on care for older people.

Zoe Fry, Director, Valerie Manor Care Home



Zoë Fry, Director at Valerie Manor is a qualified nurse with extensive experience in the health industry both as a nurse and as a manager in providing care and managing large numbers of staff.

Lynne Phair, Moderator, Expert Witness and Independent Nurse Adviser in the Care of Older People



My nursing career started in 1977 and I have worked in hospitals, the community, and long-term care settings, provider services and commissioning organisations, always specialising in the care of older people in both physically frail and mental health settings.

www.lynnephair.co.uk

**Dr Mathew Thomas GP, East Sussex CCG
Care Home GP Support.**



Dr Thomas has been a GP for 30 years and has been the East Sussex CCG Clinical Cancer and End Of Life Care Lead for over 15 years. Since the start of the pandemic he has also been asked to provide medical input to Care Home communication and oversight, liaising with Care Homes, the CCG, local Public Health and Adult Social Care departments.

**Dr Khalid Ali, Consultant Geriatrician at
Princess Royal Hospital (PRH) Haywards
Heath**



Dr Khalid Ali is senior lecturer in Geriatrics and stroke medicine and a consultant geriatrician at Princess Royal Hospital (PRH) in Haywards Heath. Dr Ali is the Ageing speciality research lead in Kent, Surrey and Sussex, Clinical Research Network (KSS-CRN)

Invited

- Cruse East Sussex, Bereavement Services
- Age UK East Sussex
- South East England Forum on Aging (SEEFA)
- East Sussex Seniors Association (ESSA)
- East Sussex Dementia Forums
- Care for the Carers East Sussex
- Carers Support - West Sussex
- Carers Support - Brighton and Hove
- Rights for Relatives

Other points to note

Families and the public will be able to forward questions in advance of the webinar, ask 'live' at the event, or via the 'Chat' facility

If you decide to **Leave** your Breakout Session, the digital platform will automatically return you to the main arena space. There will be support available in the arena should you need it.