CHSWG Minutes

19.11.2020

**Present**: Jo Coote (Chair CHSWG, ToD-Swindon), Salim Suleman (Vice-chair-Audiology Lead Swindon), Zoe Norman (SBI Manager Red Oaks Primary), Jane Kilminster (HST Manager Swindon Advisory Teachers), Jenny Wilkins (Swindon ToD), Heather Campbell (Swindon ToD), Sarah Wilkins-Swindon (SALT), Liz Parker (Southampton CI), Jane Berry (Bristol CI), Jill Nokes (ToD Swindon), Martin Kelly (Local NDCS), Cecilia Johnston (ToD Red Oaks), Sarah Collinson (Senior Engagement officer-NDCS), Daniel Moualed (Paediatric ENT), Johanna Bradley (Swindon TaMHs), Parvaneh Shahrokni (Swindon Participation Officer), Sarah Gray, Sarah Howes (New College)

**Apologies**: To those who could not join us.

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| Speaker / theme | Item | Actions |
| Meeting dates | Date: **Thursday 4th February 2021**Time: **11:00-12:30**A virtual meeting held on Microsoft Teams. | Please email NormanZ@redoaks.org.uk ASAP if you are unable to make these dates and consideration will be made if the day needs to change. |
| Jo Coote(Advisory Swindon ToD) | * Lots of things going on and changes happening. We have started a new lockdown and we want to look at how we are moving forward.
* Only brief updates from the team, anything that has changed for our service.
* We can share with you the BATOD magazine article about masks and which ones are best- NHS masks did not come up very well, but we can share that
* We would like to have more parents on this group and also ‘Care’
* I followed a trail of different suggested people, so it is great to have Jo here from TaMHs as this is an area we are aware of.
 | * Share BATOD mask article
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| Jane Kilminster - Swindon HST Update (Senior Advisory Teacher HST) | * Not much has changed only that it is still extremely difficult to organise and deliver our service under these safety guidelines.
* Settings are constantly revising these too
* We are lucky to work out for a school so we can see these children but staff are being very creative
* We are still providing equipment and seeing young people but only 2 settings a day and not currently going into classes.
* It’s challenging as different settings are following different guidelines that they have created
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| Sarah Howes(New College) | * Not much news from us, the merger has gone ahead so we are now one college and looking at restructuring.
* My contact could change, currently there is an additional support manager on both sites, but that will reduce to one post.
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| Sal Suleman (Audiology) | * Not many updates although we are seeing a lot more children we have two clinics at west Swindon and we try and see most of them there rather than the hospital
* We do deal with questions and concerns with parents as they come in
* Jenny is working from home, but all calls are diverted to her there, so you can always speak to someone from the paediatric services.
* We are still having dedicated ENT sessions every Thursday morning
* Newborn hearing programme we have no backlog and we are meeting our KPIs seeing every single baby on time.
* Dean is working hard seeing them all in diagnostics we have picked up 3 sensory last time we spoke and will be in touch with other TODs. All diagnostics come at the same time, so want to get them in for second testing
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| Daniel Moualed | * I am a new consultant (1year) trying to get up-to speed with all the patients that are on the books
* one issue is capacity at this clinic
* We have doubled the number of clinics and they are happening weekly this means we are able to catch up, even during these Covid times.

Sarah Collinson:* Sounds like you can do grommet surgery at the moment? Lots of places are not prioritising this. Are you saying you are up to normal numbers of Grommet operations?

Daniel:* Normal numbers for clinic, but not grommets
* The issue with the grommet pathway is that people are waiting 50/60 weeks for grommets and this should be within 3 months in my opinion as I don’t think that is good enough.
* A lot of people are having Grommets but have been on the list for almost a year and then we finally see them and find out they no longer need grommets.
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| Sarah Wilkins Swindon SALT | * Things take longer, PPE, cleaning down. Etc
* Sessions can take longer with the little ones but they are all being very adaptable
* We are business as normal, only a few cancellations but not too much to me.
* Everything is unpredictable at the moment, but we are continuing to see patients.
* We have clear masks too, they are not amazing as light reflects and oral movements are restricted. However, they are better than the other ones.
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| Zoe Norman- SBI manager Red Oaks Primary | * Not much has changed at Red Oaks.
* We will be looking at recruiting 3 CSWs in the new term (Jan) so if you know of anyone that is interested please do send them our way.
* The advert should be going out next week and we will interview as and when we get applicants.
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| Liz Parker –Southampton AIS | * Not much has changed- we have carried on through lockdown.
* Reviews are still happening early tuning and 12 months.
* We finally got hold of clear masks and this has made such a difference to our patients.

Sarah Collinson:* Are you still having MRI issues/delays?

Liz Parker:* Our operating waiting list for children has been really good, we cant get the assessment patients though as we cant have MRI or CT as our two main hospitals are not doing them at the moment, causing delays in the assessment process
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| Jane Berry- Bristol CI | * We are feeling a little more positive than Southampton MRIs are going ahead, but we still have a delay.
* Operations are still going ahead but currently there are quite a few Covid patients in this area but they are still happening and have a few booked in.
* Sept/Oct quite a few come in, but we are monitoring this month on month.
* Big issue we are finding is that we are getting quite a few cancellations from patients, either they have symptoms or know someone that may have them. Now we get a lot of last min cancelations, at least 50% of mine have been cancelled.
* We are not allowed to use clear masks as they are not approved.

Jo Coote* Its similar to schools, we find the whole class or year group is now self-isolating and it only just happens. So it is a whole new arrangement

Jane Kilminster* Interesting to hear that and to agree. This has been the same for me.
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| Sarah Collinson:NDCS | * Through freedom of information request which is the last one we have sent around, it mentioned there is a SEND review planned in Swindon and if you know anymore about that? If not, can you keep an ear out as a group. This is a Swindon council review and this has implications for hearing services and sometimes not.

Jane Kilminster* No, sorry Sarah. However, when I joined in Feb 2020, it was ongoing. I am not aware of any implications for the Hearing Support team in Swindon at the moment.
* Structure is still under re-view but they have not directly impacted on our work with young people at the moment
* Anything else we would inform you under the freedom of information act.

Jo Coote* Positive for us we were able to recruit back in April
* Lots of reviews are taking longer, but there are lots of changes. Myself and Sarah Howes were looking at Swindon Core Standards

Sarah Howes* I am not aware of a SEND review planned in Swindon
* Most posts in Swindon have been filled so this will be good for everyone to have some clarity.

Sarah Collinson:* I have noticed quite a few concerns of recruitment of CSWs within the country. I hope they get filled quickly at Red Oaks.
* I know there are some provisions in London where they are trying to fill these.
* Conference next week EYFS- sorry it is now SOLD OUT. Hopefully this might be recorded and that will be available.- Back to school resources for parents and these should be reaching these ToD services as we have regular updates
* Events for parents- we are reaching a greater range of families now and these are important. We have a dedicated member of staff and we are ‘reaching priority families’. Those who may be struggling with those children and how to support them the best.
* I can imagine it will look more like this in the future too with everything being more accessible online and events being virtual
* Survey with Deaf CaHMS- Are you Ok? We haven’t seen the results yet, but I will circulate the outcomes of this survey.
* Borrow to Buy Scheme has reopened. Borrow radio-aids or sound field before going ahead to buy (All Covid-Safe).
* Ready Study- University of Manchester tracking outcomes for children 16+ into their 20s. This will continue for approx. 5 years. They have not recruited as many as they like, or a various types of need. So if you know anyone who may be interested there is a link in the update. Some findings in the first year are there too.
* Martin we have some expert as parents training and that Parents as Partners who are keen or who are already representing parents on forums like this.

Martin Kelly:* We discussed the clear masks with the EWING FOUNDATION, they were testing the sound impact to different masks.
* The NHS approved masks scored really poorly on sound, so if a child is reliant on their hearing, the traditional surgical mask may be better rather than the clear plastic mask.
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| Martin Kelly | * We have been aware of the masks issue with NDCS and Disability Experts (my day job). We have created window masks for social use, which are not NHS approved but the feedback has been positive.
* If anyone needs anything socially, we can try and help with that.
* UPDATES: Local NDCS
* It has been really hard, but nothing really for me to pass on.
* We are going through a transitional phase and Millie has been here for so long, I took over in June.
* We have tried to do things online, mostly issues are from interpreters. People don’t really want to engage online, by the time they have to go through work etc, they have been on video conferencing all day.
* I am looking at to engage youngsters in a different way. We ran a Halloween competition where we could give ice-cream vouchers for the winners.
* It is all a little bit doom and gloom at the moment, so want to provide some fun activities as we can’t go and see the children either.
* I am new, so its difficult for people to engage with a new person, we will keep going and trying our best.

Jo Coote* We get information from NDCS for different groups of pupils

Zoe* Feel free to share it with me and I can share through CHSWG and email these things out.

Jenny Wilkins* Please can you email over any events
* In terms of children more widely we also have members emails, so we can send it via email addresses.
* Can we establish these emails again?

Jo* It is to do with the members on your membership Martin, we need a bigger audience to get them involved. Can this be done again, sending to all emails.

Martin * No problem, I can speak with Natasha (secretary) I will make sure this is addressed and these are being sent out.
 | * Send Zoe any NDCS activities or information
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| CHSWG Action Plan | Jo Coote* Hopefully you would have seen the exemplar and the template.
* There are really good ideas on there, but there will always be things that we can progress our services and support.
* Any thoughts about this?
* We discussed (Zoe and Sal) that we could put the minutes on the bottom of the CHSWG minutes as I don’t feel no one has the capacity to write a full CHSWG action Plan

Sarah Collinson* I completely sympathise with the lack of capacity to be doing extra paperwork and action plans. You have these already as individual services
* I think its good to keep track, it doesn’t matter where. It is what works for the group.
* Sometimes we need to have these discussions and that groups can work on between meetings.
* 3 things that stand out for me- ENT Grommet pathway and glue ear pathway and ENT waiting list to be so long, can any services look at that together. Especially when it means schools need to be upskilled to know what to look for.
* Secondly, Radio aids- children who are relying on in class support, covid restrictions are making life a little more difficult for our Deaf children. Masks, windows open etc. So we would like to look at the Radio-aids pathway to see if it can be improved.

Jo Coote-* The staff member who is involved in pathways/ SEND in Swindon I had a conversation with regarding this. Caroline Kelly is who we need to discuss with, and would be useful for her to attend,

Daniel* I agree waiting time for grommets is not a good situation, so I want to change this anyway.
* Everything is a little unfamiliar to me at the moment, but happy to discuss outside the meeting or any national documents or guidelines that I can take to my managers.
* They say they have a target for 52 weeks etc, it is usually linked to funding or where the money is. So please send me some guidance that would help me with this. (Sarah Collinson will look at any guidance to send to Daniel).

Jo Coote* ENT is an area where we want to work with you Daniel. As we have working relationships with other Audiology teams and would like to strengthen this.

Sarah Collinson * Post 16 Support. Life if difficult for young people coming into that age group, those who are going to university or trying to go to university. This generation is going to be facing many issues long-term too. I think it will be interesting to look at and, in this group,, we have the representation of the college too. We do have expertise in this group so that would be good to go through.

Martin* Disability Experts have some funding to support Hearing Impaired 16+ when they are working/college- this has been extended to June, but have a capacity to support approx. 20 people. But it could be worth letting you know)
* Parent Representation- We would like to improve this.

Jo Bradley* Listing to everyone and this is my first time.
* Our Teams meeting, we are thinking of setting up a participation group, its in the initial planning stages.We would love to have some young deaf children involved too, to represent those groups.
* I have worked with some deaf children in Red Oaks.
* You are the experts, what are your thoughts on that?

Jo Coote* I think this would be a fantastic idea, we know the percentage of Deaf children with Mental Health issues are high.
* We completed the healthy minds course (NDCS) all day and it was highlighted.
* We may have staff who know children who would like to be involved

Sarah Collinson* In the service, student council and linking this with CHSWG
* Virtual communication makes this a lot easier to crate as they are more likely to join.

Jo Bradley* Great we will feed this back to our team, as it is in early stages.

Sal* We have some actions and how we are going to go forward. It would be good to have a group who look at these outside.
* Myself and Daniel will have a look at the ENT pathways and we will look more at this.

Jo Coote* Ok, Daniel and Sal and someone else from Education? To join that?

Jane Kilminster* I am happy to join this group

Jo Coote* Daniel, Sal and Jane will look at those groups

Sarah Collinson* Sarah, Jo Coote and Caroline Kelly radioaid

Jo Coote* Who wants to be involved in Post 16?

Sarah Collinson* Perhaps Martin and I can be in touch regarding this, looking at what employment support looks like. Linking with the college too.

Martin* I would like to be involved in this, yes. I am aware that there is a massive hole for people who fall out of mainstream education.

Sarah Howes* I am with New College so I am happy to be involved in this too.

Jo Coote* The last one is parents, we want them to be empowered and how we get their views, anyone who wants to look at this as an action going forward. I am happy to look at this, but I would like some friends in this please 😊.

Martin* It might not be me personally, but I will promote this I our user group to support further. I am passionate about this, but we will make our group aware of this.

Zoe* Cecilia and I can support this with parents as we are already having issues with parents availability or involvement so I am sure we can support with this.
 | Sarah Collinson to look for some guidance to send to Daniel to support the 52 weeks wait time for grommets.**ENT Action****Sal SulemanJane KilminsterDaniel Moualed****Post-16 Action****Sarah Collinson****Martin Kelly** **Sarah Howes****Parental Engagement Action****Jo Coote****Martin Kelly (or a representative)****Zoe Norman****Cecilia Johnston****Distribution of Radio-aids ActionSarah Collinson****Jo Coote****Caroline Kelly** |
| Additional Notes: | SAL: Does Sarah know about radio-aid funding comes from? Can this be a focus?I will set up a meeting with Oticon as they are a lot cheaper and she wants us to get together, so it will be leads. If they work as good as an FM system, then we could look at collaborating with manufactures. Jo Coote: We have to make sure it is as good as the equipment we have, but it is massively cheaper. Sarah Collinson: Integrated receivers will be the future, so there are different implications for cost and coverage. But I think this will be great and we will keep in touch with you Sal to move this forward.  | Sal email Zoe and Zoe to get back with list of leads.  |
| Next meeting dates | **Date: Thursday 4th February****Time: 11:00-12:30**Held on Microsoft Teams. | (Please email NormanZ@redoaks.org.uk ASAP if you are unable to make these dates and consideration will be made if the day needs to change. |