

Minutes of the Meeting of the Adult Social Care and Health Overview and Scrutiny Committee held on 14 July 2010 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn (Chair) “ Martyn Ashford “ Penny Bould “ Jose Compton “ Richard Dodd “ Kate Rolfe “ Sid Tooth “ Angela Warner “ Claire Watson
District/Borough Councillors	Sally Bragg, Rugby Borough Council Bill Hancox, Nuneaton and Bedworth Borough Council Helen Hayter, Stratford on Avon District Council Michael Kinson OBE, Warwick District Council Wendy Smith, North Warwickshire Borough Council
Other County Councillors	Councillor Izzi Seccombe (Portfolio Holder for Adult Social Care) Councillor Bob Stevens (Portfolio Holder for Health) Councillor Jerry Roodhouse
Officers	<u>Adult and Community Services Directorate</u> John Bolton, Interim Strategic Director for Adult and Community Services Kim Bolton, Customer Engagement Manager Kathryn Downton, Interim Head of Local Commissioning Balvinder Vraitch, Customer Engagement and Equalities Manager Ron Williamson, Head of Communities and Wellbeing/Resources Tim Willis, Care and Choice Accommodation Programme

Customer, Workforce and Governance
Directorate

Rebecca Davidson, Communications Officer
Jean Hardwick, Democratic Services
Jane Pollard, Head of Democratic Services

Also Present:

Roger Copping and David Gee (Warwickshire
Local Involvement Networks (LINKs)).
Rachel Pearce, Assistant Chief Exec NHS
Warwickshire
Julie Whittaker, George Eliot Hospital NHS
Trust
Paul Maubach, NHS Warwickshire

1. General

(1) Election of Vice Chair

Councillor Martyn Ashford, seconded by Councillor Jose Compton, proposed that Councillor Dave Shilton be appointed Vice Chair of the Committee.

Resolved that Councillor Dave Shilton be appointed Vice Chair of the Committee.

(2) Apologies for absence

An apology for absence was received from Councillor Dave Shilton

(3) Members Declarations of Personal and Prejudicial Interests

The following Members declared interests as follows:

- (1) Councillor Penny Bould declared a personal interest as a recipient of support services;
- (2) Councillor Kate Rolfe declared a personal interest as a private carer not employed by Warwickshire County Council;
- (3) Jerry Roodhouse declared a personal interest as his wife was employed by the County Council as bank staff in a care home;
- (4) Councillor Bob Stevens declared a personal interest in connection with his association with Galanos House Care Home, Southam;

(5) Councillor Richard Dodd declared a personal interest as an employee of the West Midlands Ambulance Service NHS Trust.

(4) Remit of the Adult Social Care and Health Overview and Scrutiny Committee

Noted.

2. Public Question Time

Councillor Michael Kinson asked questions in respect of the following –

(1) The Helen Ley Care Centre – Councillor Kinson referred to the media reports about the sale and closure of this centre and asked whether the Committee would be prepared to look into the situation.

The Chair acknowledged this issue of which he had received prior notification and said that the Committee would monitor the situation.

(2) 100 hrs opening Cape Road Chemist – Councillor Kinson reported a complaint he had received from Mellors Chemist, Warwick about the proposal to open a chemist on land which he believed was owned by the County Council. He enquired whether the Committee had any influence over this decision.

The Chair undertook to investigate this issue.

3. Questions to the Portfolio Holder/Portfolio Holders Update

Councillor Izzi Seccombe

Councillor Sid Tooth asked –

- (1) What means does the County Council have to satisfy itself about the performance of external care providers?
- (2) Given the proposal to change national health provision by endowing GPs with greater responsibility in what way does this affect Overview and Scrutiny?

Councillor Seccombe replied, in connection with question 1, as follows:

- (1) The County Council does have its own in-house performance monitoring team who go out into the community to question and assess the experience of Warwickshire residents. Additionally, the Care Quality Commission (CGC) undertook reviews of care homes. She added that the current system of dealing with complaints, which

were directed to be dealt with by the County Council centrally, needed to be reviewed.

Councillor Tooth said he had received information that the CQC was ineffective. He also expressed concern about external influences on the users of the care services and the difficulty felt by them when lodging complaints because of a potential backlash.

Councillor Seccombe suggested that if Councillor Tooth required more detailed information then this could be provided outside the meeting but stressed that the culture of the County Council was not to discourage complaints.

John Bolton acknowledged Councillor Tooth's concerns and said he was looking at new ways to monitor contracts and that this was high on the issues he wanted to raise with staff.

John Bolton, in response to concern expressed by Councillor Kate Rolfe about the need to improve monitoring and the way complaints were dealt with, said he would be reviewing the handling of complaints as many could be resolved by his office without any further investigation.

- (2) In reply to question (2) Councillor Bob Stevens referred to the NHS White Paper recently issued proposed a new body, the Health and Wellbeing Board which would co-ordinate local health and social care commissioning and health improvement. Government proposed implement by 2013.

Jane Pollard reminded members that she had emailed a copy of the White Paper to all Members. Councillor Angela Warner advised that section 4.1.9 of the White Paper summarised the proposals and that this could also be found on the Department of Health website.

Councillor Penny Bould referred to the need for "joined up" working in providing support services at home and referred to a particular case which was causing difficulty and hardship for the user concerned.

The Chair advised Councillor Bould to email Rachael Pearce direct with the details of her complaint. Rachael Peace undertook to investigate Councillor Bould's concerns.

(The order of these minutes is as they appear on the agenda and do not reflect the order in which they were considered).

4. Work Programme/Minutes of the meetings of the Adult and Community Services O&S Committee held on 16 June 2010 and Health O&S Committee held on 1st July 2010

(a) Work Programme 2010-11

The Chair proposed that in order to accommodate the Committee's heavy workload that future meetings should start at 9:30 a.m.

During discussion the majority of Members supported the proposal for an earlier start time as this would enable them to return to work sooner. One Member stated that she would find the earlier start time difficult.

Jane Pollard presented the report of the Strategic Director of Customers Workforce and Governance which set out items identified by the former Adult and Community Services and Health Overview and Scrutiny Committees relevant to the remit of this Committee. Following discussion it was agreed that -

- (1) The following items should be put forwarded to the Overview and Scrutiny Board as issues for Task and Finish Groups –
 - a. Adult Social Care Low Level Support Services/ PHILLIS;
 - b. NHS Warwickshire – Consultation on the future of Accident & Emergency Services at St Cross Hospital Rugby
 - c. Delayed Hospital Discharges (Reablement Service) Programme;
- (2) The Alcohol Abuse (one of the outstanding reviews included in the in-depth review programme) remained an important topic;
- (3) The Work Programme was agreed as follows :

Items for the September 2010 Agenda

- a. Progress on implementing the recommendations of the Falls Prevention Review
- b. Valuing People Now Learning Disability Partnership Board action plan.
- c. Report of the Child and Adolescent Mental Health Service Select Committee Scrutiny Review
- d. Report of the Carers Support Scrutiny Review
- e. Update on any additional consultations scheduled to take place between July – October on the NHS White Paper;

Items for the October 2010 Agenda

- a) Fairer Charges Consultation Outcome
- b) Rugby St Cross Accident and Emergency (Outcomes of A&E Consultation) (brought forward from December meeting);
- c) Telecare Progress report

- d) Banbury Maternity, Obstetric and Paediatric Services – Paul Maulbach to report back on the context of what the proposals may mean for the rest of Warwickshire.

Items for the December 2010 Agenda

- a. Ante Natal and Post Natal Services for Teenage Parents
- b. Long-term reduction in acute beds - Paul Maubach to report on proposals to reduce the demands on acute beds;

Items for the February 2011 Agenda

- a) LINK progress report –update on work programme and their future

Briefing notes to be circulated

- 1) Community Meals Service – update on response to member taster session (William Campbell)
 - 2) Rowan Organisation – update on contractual arrangements for supporting direct payments (Rob Wilkes)
 - 3) Lighthorne Heath Surgery – briefing note to be circulated on present position (Rachael Pearce). (Rachael Pearce reported that the G.P.s concerned had said that they did not need a surgery at Lighthorne);
 - 4) NHS Warwickshire’s results of consultation in relation to older adults mental health services in Rugby (Rachel Pearce to provide)
 - 5) Excess Winter Deaths and Fuel Poverty –briefing note on recent summit – Councillor Clare Watson.
 - 6) Bramcote Hospital (request for update from Councillor Bill Hancox);
 - 7) Caludon Centre – place of safety – briefing note on NHS arrangements – when appropriate Paul Maubach
 - 8) Supporting People Annual Performance Management Summary (Rachael Norwood);
 - 9) Implementation of recommendations of End of Life Care Scrutiny Review (Michelle McHugh)
 - 10) Dementia Strategy (Directorate Working Group) – Jon Reading
 - 11) Director Public Health – Sexual Health Services uptake of screening programme for Chlamydia, teenage pregnancies etc. Priority also for PCT, LAA targets (Rachel Pearce)-end of financial year 2010/11
- (4) the situation with regard to the proposed closure of the Helen Ley Centre be monitored;
- (5) Future meetings commence at 9:30 a.m., with the exception of 12 October 2010 meeting which is scheduled to start at 2:00 p.m;

(b) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on 16 June 2010 and Health Overview and Scrutiny Committee held on 1st July 2010.

The minutes of the meeting of the following meetings were noted:

- (1) Adult and Community Services Overview and Scrutiny Committee meeting held on 16 June 2010;
- (2) Health Overview and Scrutiny Overview and Scrutiny Committee meeting held on 1st July 2010.

Health items

None

Adult Social Care Items

5. Care and Choice Accommodation Programme – The Future of Warwickshire County Council’s Residential Care Homes for Older People

The Committee considered the report of the Interim Director of Adult Services which attached a copy of the report to Cabinet on 22 July 2010, recommending that Warwickshire County Council undertakes a formal consultation programme relating to the future of its own Residential Care Homes for Older People, and considers the possibility of a planned programme of closure for some or all of these Care Homes over a specified period, e.g. 5 years.

This report had been brought to the Committee at the request of the Chair for consideration and comment on the proposals with a view to making recommendations to Cabinet.

Councillor Izzi Seccombe highlighted that this issue had been considered by Cabinet previously in 2007 and was aimed at changing the emphasis of the care and accommodation options for older people in Warwickshire by the introduction of Extra Care Housing and replacing the traditional residential care with more specialist care. This report, which had been slow in being brought to Committee, outlined the next phase of implementing these changes.

John Bolton explained that a series of reports had been considered previously by Members over several years outlining proposed models of care but this report sought approval to move to formal consultation taking account the need to reduce the budget by 25% over the next 3 year period.

During discussion the following comments were noted:

- (1) That the letters sent out in advance of the report to this Committee and Cabinet was aimed at ensuring that all people affected by these proposals did not hear of them through the media or other means. In addition, as part of the formal consultation the County Council had a duty to notify all residents of homes and their relatives about proposals that affected them;
- (2) That, with regard to the cost of running residential homes, the terms and condition of staff employed by external providers might not be as good and those employed by the County Council. Staff costs represented 50% of the running costs of residential homes and, with regard to the sum quoted for employing staff in County Council residential homes this sum did not included "on-costs";
- (3) That older people had a better survival rate and quality of life if they were supported in other ways other than by being admitted to residential care homes. Government guidance was that patients should not be admitted to residential homes direct from hospital and that assessment in hospital was not good. The County Council was working with the NHS to create an out of hospital service for patients who were fit for discharge but had health and social care needs;
- (4) That "delayed discharge" was being addressed by the establishment of a Reablement Team working with the Health Authority to assess patients' support needs. This had been trialled in Warwick Hospital over the last two months and after six weeks the majority of patients had been found to have no further support needs;
- (5) That the introduction of extra care housing was a realistic option and could be achieved without Government funding and by using the wealth of the population. Extra care housing would provide a range of options e.g. extra care units that could be purchased, part owned or rented;
- (6) That discussion had taken place with extra care providers who were "not for profit" housing associations. These proposals were not interdependent on the closure of residential homes. Sites for these development would be identified across the county by both the County Council and the housing associations;
- (7) That further consideration would be given to the pre-amble of the consultation document Appendix A to address Members' concerns that it was considered to be pre-emptive.

Resolved that Cabinet be informed that this Committee –

- (1) supports a formal consultation programme being carried out relating to the future of the Warwickshire County Council owned Residential Care Homes for Older People in line with the Care and Choice Accommodation programme engagement strategy;
- (2) recommends that

- a. the Council reaches a resolution on the future of Care Homes and Future Provision following the consultation;
- b. the Council develops a clear strategy for the future in the light of the consultation outcomes;
- c. in implementing any changes in service the Council ensures that care quality is maintained and improved to meet emerging needs;
- d. full and positive information be provided for users on the survey;
- e. the Committee spokespersons are consulted on the draft consultation document before it is sent out;
- f. that a report detailing the outcome of the consultation is brought to the Committee before being considered by Cabinet.

6. Fair Access to Care Services (FACS) 2010

The Committee considered the report of the Interim Director of Adult Services.

The Fair Access to Care Services (FACS) framework was introduced in 2003 to address inconsistencies across the country about who gets support in order to provide a fairer and more transparent system for the allocation of social care services. Warwickshire County Council set its threshold to meet critical and substantial social care needs. In April 2010 new guidance was issued to assist councils in determining eligibility for adult social care accounting for the needs of their local community as a whole as well as individual need for support. The report highlighted changes that would impact on social care provision.

Councillor Izzi Seccombe highlighted that –

- (1) in 2003 the County Council set its FACS threshold at substantial and critical only;
- (2) In 2005 the criteria was extended to some customers with moderate needs subject to money being available but the bid made during the budget setting process was unsuccessful and therefore the FACS threshold was not extended;
- (3) At the same time a budget allocation was made for the prevention and well-being services which was spent on the Promoting Health and Independence through Low Level Integrated Support) (PHILLIS) service which had supported some people with moderate and low FACS needs. There was need, therefore, to clarify the threshold applied by the Council.
- (4) John Bolton also commented that revised government guidance had been issued to assist staff in applying the threshold in a consistent manner. An examination of practice had indicated that there were

inconsistencies which might lead to review of whether people still had eligible needs.

Resolved that Cabinet be informed that the Committee –

- (1) supports a more robust application of FACS, and supports the withdrawal of services when an individual is assessed as no longer eligible for social care support
- (2) recommends that training and support is given to practitioners to enable them to apply the threshold in a consistent manner
- (3) suggests there should be a review of low level support services including those provided by the voluntary sector.

7. Any Other Business

None

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Chair of Committee

The Committee rose at 12.30 p.m.