

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 8 November 2006 at Shire Hall, Warwick

Present:

Members of the Committee Councillor Ken Browne (replacing Councillor Raj Randev for this meeting)

- “ Les Caborn
- “ Jose Compton
- “ Jill Dill-Russell
- “ Richard Dodd
- “ Marion Haywood
- “ Nina Knapman
- “ Sue Main
- “ Frank McCarney (Chair)
- “ Mota Singh
- “ Ian Smith
- “ Mick Stanley

Other County Councillors Councillor Colin Hayfield (Adult & Community Services)

Officers Graeme Betts, Strategic Director Adult, Health & Community Services
Philip Lumley-Holmes, Financial Services Manager
Ann Mawdsley, Senior Committee Administrator
Maureen Oakes, Strategy and Performance Support Manager
Jane Pollard, Overview and Scrutiny Manager
Caroline Slane, Communications Officer – News & Public Affairs

1. General

The Chair welcomed everyone to the meeting.

(1) Apologies for absence

Apologies for absence were received from Councillor Raj Randev (replaced by Councillor Ken Browne for this meeting).

(2) Members Declarations of Personal and Prejudicial Interests

Members declared personal interests as set out below:

- (1) by virtue of them serving as District/Borough Councillors as follows:-
Councillors Les Caborn and Jose Compton - Warwick District Council.
Councillor Susan Main – Stratford-on-Avon District Council.
Councillors Mick Stanley - North Warwickshire Borough Council.
 - (2) Councillor Jose Compton declared a personal interest as the Associate Manager of the Coventry and Warwickshire NHS Partnership Trust.
 - (3) Councillor Richard Dodd declared a personal interest as an employee of the NHS.
 - (4) Councillor Colin Hayfield declared a personal interest as a Non-Executive Director of the Warwickshire PCT.
 - (5) Councillor Mota Singh declared a personal interest as a member of the South Warwickshire Hospital Trust.
- (3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 17 October 2006**

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 17 October 2006 were agreed as a correct record and signed by the Chair.

Matters arising

Page 4. - 4.7 Fairer Charging – Care at Home Services

It was confirmed that any bad debts through non-payment for services would be reported through the normal channel to Members. The Resources, Performance and Development Overview and Scrutiny Committee received Debt Recovery Update reports on a half-yearly basis and the Cabinet considered proposals to write-off debts.

2. Public Question Time

There were no public questions.

ITEMS FOR SCRUTINY

3. **Corporate Business Plan Target Review & Performance Report Half Year 2006/07**

Members considered the report of the Strategic Director Adult, Health & Community Services looking at the appropriateness of the Adult, Health and Community Services Corporate Business Plan targets and the half-year progress report on performance. Graeme Betts added that the report highlighted the significant challenges faced by the Directorate in terms of performance and budget and that a comprehensive Performance Report and Performance Improvement Plan outlining the progress in these areas would be brought to the Committee in December.

During the ensuing discussion the following points were highlighted:

1. The challenges faced by the Directorate had built up over a number of years and it would take a number of years to put right and the Plan for Improvement to be considered by the Committee in December was crucial to this process.
2. The Adults with Learning Disabilities referred to in Reference PAF C29 were adults under the age of 65. While a lot of money had been spent to provide a comprehensive service for Adults with learning disabilities, the service was still judged to be performing poorly. This issue would be looked at in the December report.
3. References PAF C29 and C30 were complex indicators, particularly in terms of what was meant by "home" and Members agreed that these areas should be outlined in more detail in the December report, including the expected impact on these by Direct Payments.
4. While some of the measures and targets appeared to be conundrums; the aim was to achieve a balance and support people to live at home independently.
5. There was a need to look at the service long-term, taking into account the pressures on the service including demographic growth, changes to public attitudes and perceptions and changes to people's lifestyles. These would require a range of measures to address on a corporate level.
6. Quality of service was still monitored where Direct Payments were used and a good overview was kept of care provision.
7. The Service was working hard to promote Direct Payments, Support for Carers, Mental Illness and PHILLIS and it was expected that this work would show a significant increase in performance.

8. The Bid for the DoH Extra Care Housing funding had been submitted in September and the results were expected at the end of March 2007.

Having considered the Corporate Business Plan targets relating to Healthier Communities and Older People and the Performance Report submitted by Adult, Health and Community Services Directorate for the half-year 2006/07, the Committee endorsed the proposed remedial actions and agreed to receive additional information at the December meeting on PAF C29 (Adults with Physical Disabilities helped to live at home) and PAF C30 (Adults with Learning Disabilities helped to live at home).

4. Libraries, Learning & Culture Performance Report Half Year 2006/07

Graeme Betts introduced Maureen Oakes, who had recently joined the Directorate as the Strategy and Performance Support Manager Improvement Officer.

Members considered the report of the Strategic Director Adult, Health & Community Services presenting the latest performance update with respect to Libraries, Learning and Culture objectives. Maureen Oakes added that the Service were on track for all strategic objectives set in April to be achieved in 2006/07.

During the ensuing discussion the following points were highlighted:

1. In response to the £½m overspend, the budget within the Service had been managed very stringently within a tight framework and management control.
2. In response to Members' concern that performance of the Service was not in line with the levels of investment, it was noted that the Service restructuring would reduce costs and rebalance the budget, and at the same time management were looking at how to improve performance through smarter ways of working and concentrating on areas that needed investment.
3. As part of the overall Directorate Strategy, a review was being carried out of staffing and resources, including issues such as skills mixes, modernisation, new ways of working and supporting of staff.
4. In order to give a more rounded picture of the performance of libraries, comparative data needed to be collated to benchmark performance against other Authorities.
5. It was noted that people were looking for different sorts of services and while footfall was down in libraries, the number of people accessing information had increased.
6. Members noted their concern that the working party had not had further involvement prior to the launching of the new library fleet.

Graeme Betts agreed to consult with Edwina Cordwell and revert to Members.

7. It was agreed that there was a need to be more ambitious in setting targets and the process should seek to maintain or improve current levels.
8. Members noted the decline in the number of volunteers and the vulnerability of this area of service.

Having considered the report, the Adult and Community Services Overview and Scrutiny Committee agreed the proposed remedial actions and noted that a report on Performance for Adult and Community Services would be brought to this Committee in December.

5. 2006/07 Efficiency Savings – Adult, Health and Community Services Progress Report

Members considered the report of the Strategic Director Adult, Health & Community Services outlining the progress the Adult, Health and Community Services Directorate had made to date in delivering the required efficiency savings in 2006/07 required as part of the 2006/07 budget. Graeme Betts added that the forecast had been made at the end of 2005 and the Directorate was making good progress and were confident that the targets set would be achieved.

During the ensuing discussion the following points were highlighted:

1. The Directorate were working on strategies to best achieve the savings through staffing, better IT, better systems, increased income etc in an effort to make savings within the budget process as well as the 2½% Gershon savings. Members agreed that that this process should not decrease or worsen any service to clients and requested more detailed information on the impact on the Service in achieving the savings.
2. Wherever possible, savings made were offset against the efficiency savings, but this was currently done on a piecemeal, opportunistic basis and there was a need for this to be reviewed.

The Committee noted the progress made by the Adult, Health and Community Services Directorate in delivering the 2006/07 efficiency savings target.

6. 2007/08 to 2009/10 Spending Proposals of the Adult, Health and Community Services Directorate

Members considered the report of the Strategic Director Adult, Health & Community Services detailing the 2007/08 to 2009/10 revenue and capital spending proposals of the Adult, Health and Community Services

Directorate and seeking the Committee's views on both the spending proposals and the funding options proposed.

Graeme Betts noted the following:

- i. The Directorate had tried to develop a vision with a stronger focus on what they did in achieving the priorities for independence, choice, enriching people's lives, health and equality.
- ii. Managers were tasked with improving performance through modernised services and a changed culture, and getting a grip on the budget through savings in management and administration costs rather than front line services.
- iii. There was a need to improve and increase low intensity services to prevent costly intensive services at a later date.
- iv. Maximum value needed to be achieved using external services or extending in-house services, where appropriate.
- v. The process of reviewing contracts and commissioning was underway and was beginning to produce savings.
- vi. The commitment and dedication of staff was apparent and the skill-mix of staff needed to be developed.
- vii. Pressures on the Service in terms of increased demand for disability services, a decrease in the number of carers, an aging population was increasing annually and it was costly to assist people to live independently at home.

Members made the following comments:

1. Members thanked officers for the frank report setting out the difficulties faced by the Service in attempting to improve services with increased pressures and overspends to balance. They agreed that the general expectation was that the budget issues could not be solved in the short-term and these would have to be worked through while the Service continued to provide a quality service to users.
2. Members agreed that an increase in the FACs criteria would have a negative impact on the Service and that early intervention had to be the way forward.
3. The newly formed PHILLIS service would support an additional 1,500 users when fully operational and this would be a very flexible service with a greater impact across a range of users and was a good area for the Council to invest in.
4. Graeme Betts noted that while all charges would be reviewed in 2007, the increased charges agreed by the Cabinet for Fairer Charging would only be reviewed in 2008, as agreed.

The Adult and Community Services Overview and Scrutiny Committee endorsed the 2007/08 to 2009/10 spending and consequential funding

proposals identified by the Adult, Health and Community Services Directorate.

7. Older People and Residential Care

Members considered the report of the Chair of the Adult and Community Services Overview and Scrutiny Committee reporting on the outcomes of the Select Committee into Older People and Residential Care.

During the ensuing discussion the following points were highlighted:

1. Members congratulated Jane Pollard on producing a fair and balanced report which was an example of scrutiny at its best and which had been reported in the Leamington Courier. They agreed that the report should be badged and published and Jane Pollard agreed to provide a selection of front sheets to the Chair and Spokespersons for comment.
2. Members were pleased to note the findings from their visits to care homes had been taken into consideration in the final report. Members felt that these visits had been useful and should be continued on an ongoing basis.
3. The Committee agreed there was a need to look in more detail at why levels of compliance of private sector homes were below the national average and what actions were being taken to raise standards. Jane Pollard agreed to contact the Warwickshire Association of Care Homes and the Committee requested a further report in six months time.
4. Graeme Betts noted that in terms of standards in Warwickshire County Council homes, Simon Robson – Head of Local Provider Services, had as one of his four key targets the improvement of performance of standards in our own homes to good and then all to excellent.
5. Graeme Betts noted that there were a number of factors influencing standards within homes the County contracted with, including:
 - the lack of choice available in some areas in the County
 - the new inspection regimes, which were no longer in-house and therefore involved longer timescales on reporting and responses
 - the difficulties for private homes to achieve the quality of service expected on the rates paid.
6. Graeme Betts noted his support and that of his Managers to work with the recommendations being put forward to the Cabinet.
7. Jane Pollard noted that there were various organisations mentioned in the report and a copy of the recommendations and report would be forwarded to them.

The Adult and Community Services Overview and Scrutiny Committee agreed to make the following recommendations to the Cabinet:

1. That the Strategic Director of Adult, Health & Community Services should explore through discussions with CSCI and other Councils in high performing areas whether there are any particular initiatives or practices that have had a measurable impact on improving standards in care homes which could be applied in Warwickshire.
2. That discussions should take place with the Warwickshire Primary Care Trust to clarify the level of support the health service can provide for nursing and care homes in Warwickshire, particularly in relation to pharmaceutical advice, with a view to improving compliance with the medication standards.
3. That the Council and the Warwickshire PCT as commissioners of services should seek to align their expectations of the quality of service expected from nursing homes with a view to improving standards through their contract management processes.
4. That the Council in consultation with the Warwickshire PCT should review its medication practice and guidance for both residential and domiciliary care settings.
5. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 6 months time on:
 - actions taken to improve compliance with the medication standard
 - any other improvement and/or training activity which has taken place
 - the effectiveness of the new contract management protocols which are under development
 - any information which is available at that time on current compliance levels.
6. That the Adult and Community Services Overview and Scrutiny Committee receive a report in 12 months time on compliance with standards by Care Homes in Warwickshire.
7. That the Council and CSCI establish arrangements to facilitate the regular exchange of information about standards in care and nursing homes in Warwickshire with a view to addressing areas of poor performance.

8. That the Warwickshire Association of Care Homes be asked to share information with its membership about levels of compliance in Warwickshire compared with the national average and to seek advice from its members on how best to raise standards and report its findings to the Committee in 6 months time.
9. That the Council and the Warwickshire Association of Care Homes together with the Warwickshire Quality Partnership should consider whether there is any scope for career progression schemes to improve recruitment and retention of staff.
10. That the Strategic Director of Adult, Health & Community Services should explore whether the following suggested improvements can be implemented:
 - Some staff felt there would be an advantage to intervening earlier with people showing signs of dementia.
 - It would be useful for homes to have a small pot of money to hire “local tradespeople” to carry out some jobs on the premises.
 - “Friends Groups” could be formed with volunteers who could visit people in the homes who were often lonely. This could be expanded to include people living in their own homes.
 - County Council Care homes could achieve better value for money by employing local suppliers such as butchers and gardeners and should be allowed to opt out of contracts with the Council on these occasions.
 - At one Council Care home the provision of a large vehicle for transporting groups on outings would be beneficial
11. That the Council and the Warwickshire PCT should consider in consultation with the Warwickshire Quality Partnership how up to date information about nutrition for older people can be made more readily accessible to providers of homes.
12. That a joint approach to decision making and decision making tools on Continuing Health Care (CHC)- Registered Nursing Care Contributions (RNCC) should be sought with the Warwickshire PCT.

13. That future arrangements for CHC-RNCC determinations should include effective arrangements for assurance on correct and consistent decisions and review.
14. That future arrangements for CHC-RNCC should ensure data generation to ensure transparency, monitoring and information for strategic and operational commissioning.
15. That CHC-RNCC should be included in the Directorate Strategic Risk Register.
16. That future arrangements for CHC-RNCC should embrace improved support and information for patients, users, carers and supporters; including assistance on advocacy and appeal mechanisms

ITEMS FOR INFORMATION

8. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee.

Members agreed the provisional items for future meetings and Forward Plan items.

Jane Pollard noted that invitations had been sent to the Chief Executives of the Coventry PCT and Warwickshire PCT to attend the meeting on 13 December and she had not yet received any response.

Jane Pollard asked if there were any Members who had a particular interest in taking part in the scoping exercise for the following items:

- Library Service and Heritage Service Strategy
- Home Care
- Support for Carers

Members could respond at the 13 December meeting or directly to Jane Pollard.

9. Any Other Business

There were no items of urgent business.

Chair of Committee

The Committee rose at 12.10 p.m.