

Minutes of the Meeting of the Adult and Community Services Overview and Scrutiny Committee held on 30 May 2007 at Shire Hall, Warwick

Present:

Members of the Committee	Councillor Les Caborn “ Jose Compton “ Michael Doody “ Richard Dodd “ Marion Haywood “ Nina Knapman “ Sue Main “ Frank McCarney “ Raj Randev “ Ian Smith “ Mick Stanley
---------------------------------	---

Officers	Graeme Betts, Strategic Director Ann Mawdsley, Senior Committee Administrator Jane Pollard, Overview and Scrutiny Manager Simon Robson, Head of Local Provider Services Rob Wilkes, Assistant Service Manager
-----------------	---

Also Attending	Caroline Galloway, Senior Pharmaceutical Advisor, PCT Mike Leyland, Warwickshire Association of Care Homes and Warwickshire Quality Partnership Lynne Taylor – Commissioning Manager Workforce Development Service Warwickshire Quality Partnership
-----------------------	---

1. Appointment of Chair

Councillor Mick Stanley, seconded by Councillor Raj Randev, proposed that Councillor Frank McCarney be appointed Chair of the Committee.

A vote was taken and it was resolved that Councillor Frank McCarney be appointed Chair of the Committee.

The Chair thanked the Committee for their confidence in him and for the Committee's and the officer's hard work and commitment over the past year, which he was sure they would continue with to face the challenges that lay ahead for the Committee and the Directorate.

2. Appointment of Vice-Chair

Councillor Frank McCarney, seconded by Councillor Mick Stanley, proposed that Councillor Raj Randev be appointed Vice-Chair of the Committee.

A vote was taken and it was resolved that Councillor Raj Randev be appointed Vice-Chair of the Committee.

3. General

(1) Apologies for absence

Apologies for absence were received from Councillor Anne Forwood.

(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 Michael Doody - Warwick District Council.
Councillor Richard Dodd – Rugby Borough Council.
Councillor Susan Main – Stratford-on-Avon District Council.
Councillors Anne Forwood and 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) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 18 April 2007

The minutes of the meeting of the Adult and Community Services Overview and Scrutiny Committee meeting held on 18 April 2007 were agreed as a correct record with the following correction:

Page 1 – 1(2)(1) Members Declarations of Personal and Prejudicial Interests

“Councillor Richard Dodd – Rugby Borough Council” to be included in the list of Members serving as District/Borough Councillors.

Matters arising

Page 4 – 3.10 Absence Management within Local Provider Services

Simon Robson reported that the Steering Group had met to discuss a number of issues and that a further meeting had been scheduled. An interim meeting was to be held with Unison to look at producing a questionnaire to be completed within the worst performing teams, the possibility of incentives and other issues around absence management. He added that there was currently a corporate review of the Absence Management Policy taking place.

Page 4 – 4.3 Fairer Charging – Care and Home Services

Graeme Betts noted that the complaints received following the increases in charging had been policy related with a particular focus. These had been analysed and Members requested a further report on these complaints to a future meeting.

Page 4 – 4.4 Fairer Charging – Care and Home Services

Councillor Marion Haywood raised a query relating to payments and visits that had not been made and Graeme Betts agreed to discuss the matter following the meeting.

In response to a query about whether there was a standard payment for a minimum amount of time per visit, Graeme Betts noted that it was recognised this was not an equitable way to deliver services and this would be looked at within the wider review on charging.

4. Public Question Time

There were no public questions.

5. Progress on Actions to Improve Performance in respect of Older People's Residential Care

The Chair welcomed Caroline Galloway, Mike Leyland and Lynne Taylor to the meeting. He noted that CSCI had sent apologies for their non-attendance and that a copy of their response had been included in the papers to Members.

The Committee considered the report of the Strategic Director for Adult, Health and Community Services describing an update as to progress in respect to the comprehensive range of actions to address the recommendations to Cabinet detailed within the report 'Older People and Residential Care' presented to Adult and Community Services Overview and Scrutiny Committee on 8 November 2006. Simon Robson added that the report identified the comprehensive range of complex and diverse actions in place to improve the experience of residential care in all sectors, and the officers present from the different sectors would be able to answer questions raised by Members.

Caroline Galloway, Senior Pharmaceutical Advisor, PCT

Caroline Galloway reported that she had attended the meeting held on 1 May referred to in 2.2.1 of the report. She noted that the Care Home Medication Standards Assessment and Action Plan involved Service Level Agreements between community pharmacists and care homes with 10 or more beds, for assessment, action plans and support to be provided in terms of medication management. She added the following points:

- a. 50 of the 118 care homes in Warwickshire had signed up and of those, 37 had submitted action plans. A further 37 care homes had been identified as appropriate.
- b. Work was ongoing with Social Services and the Local Pharmacy Commission to promote, implement and audit the programme.
- c. In response to a query about the geographical uptake, it was noted that the service was offered across the whole county and there were currently four care homes signed up to the programme in North Warwickshire.

Mike Leyland, Warwickshire Association of Care Homes and Warwickshire Quality Partnership

Mike Leyland pointed out that the report was the first stamp of a changing service, which had following a lot of moves, individually and jointly by all the stakeholders and was the single most positive and constructive result to improve the service, particularly if it was supported by CSCI. He added the following comments:

- i. There were a number of issues around CSCI in their role as regulators, including:
 - The need for a more consistent and constructive approach.
 - More detail was required to be provided when judgments were made with guidance where possible.
 - CSCI only inspected 25% of the regulations at any one time, and there was a question about whether this gave a full picture.
 - Responses to a range of questions under the CSCI assessments governed the score rating given to homes, but

- there was a question about whether some questions could be challenged under Human Rights.
- There was no longer a CSCI office in Leamington, and the office in Birmingham had to embrace a much larger geographical area.
 - ii. The Care Ambassador Scheme was a joint initiative between Coventry and Warwickshire and included visits to schools to improve the image of carers as a career in schools and to elevate care as a fulfilling area to work in. This was expected to reap rewards but there were still difficulties with recruitment and the difficulty in achieving the required NVQ levels.
 - iii. The influx of Eastern European workers, who brought a lot of skills, was indicative of the changing nature of the workforce. The impact of this influx in terms of training and English not being a first language was being investigated.
 - iv. Carers were not well paid, particularly in light of the work they were expected to do.
 - v. Warwickshire Quality Partnership had developed a good reputation and carried out good work, but needed more resources to do the specialised work that was needed.
 - vi. The induction of staff at 12 weeks was part of the regulation standards and included theoretical blocks. This was as well as the support and practical training provided to staff from the start of their employment.
 - vii. In order to balance the needs of care home businesses against training of staff, the four half-day workshops were felt to provide the right level of support for workers.

During the ensuing discussion the following points were raised:

1. Members commended the clear and comprehensive report.
2. The significant amount of multi-agency working in addressing the original recommendations, was indicative of how the restructuring had enabled partnership working to tackle issues and was welcomed by Members.
3. Currently the level of staff with NVQ qualifications was less than the 50% requirement. The aim was for all staff to have or be working towards an NVQ Level 2 and officers were looking at how to achieve this within limited resources. Members requested an update on this issue to be included in the next progress report.
4. The Skills for Carers NVQ programme included generic observation of practice as well as a specialised section.
5. Members agreed that the priority areas of training were Care Planning (Standard 7) and Health and Safety (Standard 38) and that CSCI requirements needed to be built into the training.
6. A copy of the National Minimum Standards was available for Members in all the Group Rooms.

7. Providers of care were also required to carry out Regulation 26 visits on a monthly basis by qualified staff to look at national minimum standards and any shortfalls were required to be reported for discussion with managers and possible inclusion in the action plan. This provided local scrutiny to challenge individual care home managers.

The Adult and Community Services Overview and Scrutiny Committee agreed to:

1. Consider the progress of actions to improve performance in respect of older people's residential care.
2. Request a further update in six months.

6. Modernising Meal Services

The Committee considered the report of the Strategic Director for Adult, Health and Community Services summarising progress to date with a 3 year development plan with the current meals service provider and making recommendations for modernising the service through a tendering process with revised service specification(s) which better fit with current and future requirements.

Rob Wilkes added the following comments:

- i. The Meal Services had been operating for many years without any significant changes and the dramatic changes taking place in the care industry provided an opportunity to review the service and provide a holistic service through PHILLIS, meeting social needs and providing nutritious meals in a different way. A balance would need to be achieved in terms of identifying specific needs and how these could be met financially.
- ii. A further report would be brought to the September meeting outlining the implications for the service and the possible changes that could be explored including a cost benefit, risk analysis and benchmarking data.

During the ensuing discussion the following points were raised:

1. The Commissioning Unit were looking in detail at the options, potential impacts and lessons learnt through the increased charging policy with the intention being to consult with a broad range of existing and potential service users over the summer, to ensure people's views were noted. The consultation would also take in local issues such as rural and urban provision.
2. There was a need to ensure that the service continued to deliver where good practice was taking place, but to provide a broader

more equitable range meeting the individual needs of users. This would have to be deliverable in terms of resources and long-term outcomes.

3. Members requested further information on the overall financial assessment.
4. Judgments would need to be made during risk assessments to cover aspects such as health and safety when looking at the use of microwaves ovens.
5. The Unit would be looking at other local authorities, where possible capitalising on their best practice and learning from mistakes.

The Committee agreed the following recommendations:

- A reduced hot meals service is maintained for those with nutritional needs that cannot be met in other ways and that this service is tendered during 2007/08 for implementation April 2008.
- A frozen meals service is procured and assistance with provision of microwave/deep freeze equipment be considered as appropriate.
- Alternative methods for addressing “social” needs e.g. reducing loneliness and isolation are explored including the use of the PHILLIS service and/or procurement of befriending or other services.
- Full cost recovery is pursued – subject to Fairer Charging – and that the current management fee “subsidy” is withdrawn.
- All current meals service users are reviewed to assess their current nutritional and social needs, and determine the most appropriate future means of meeting these.
- Further consultation with a broad range of existing/potential service users including people from BME groups, take place over summer 2007.

In order to inform a future report to the Adult and Community Services Overview and Scrutiny Committee in September as to the way forward.

7. Adult Social Care - Performance Monitoring 2006-2007

The Committee considered the report of the Strategic Director for Adult, Health and Community Services outlining social care performance for the period April 2006 – February 2007, forming part of a series of regular reports to scrutiny on performance monitoring. Graeme Betts noted that the main message was one of improvement with the trend on an upward projectory. He added the following:

- i. Support for carers had increased by over 50%.
- ii. There had been a significant increase in the uptake of Direct Payments and the importance of this service was recognised.

- iii. The PHILLIS Service had begun in December 2006 and to date 500 people had been helped by the Service. The development of the Service was ongoing and extra resources had been budgeted to expand the Service to Adults, which would begin to target C29 and C30.

During the ensuing discussion the following points were highlighted:

1. Members requested a further report on PHILLIS to the next meeting outlining progress. Practitioners from the PHILLIS Service would be invited to attend the meeting.
2. Feedback from the PHILLIS Service had been positive and it was meeting needs in a variety of ways.

The Committee agreed to:

- Consider the adult social care performance between April 2006 and February 2007;
- consider the signs of improving performance; and
- receive a further report on performance monitoring in June 2007.

8. Joint Review with Coventry City Council

Nominations for the joint review with Coventry City Council were taken and it was agreed that the Councillors Compton, Dodd and Stanley would participate. Jane Pollard agreed to hold discussions with the representatives from Coventry City Council on exact numbers, venues etc and to revert to the Committee.

9. 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, including the following changes:

20 June 2007

- Update on Social Care Improvement Plan (*Graeme Betts*)
- Adult, Health and Community Services Full Year Performance Report (*Graeme Betts/Philip Lumley-Holmes*)
- PHILLIS – Performance Update
- Supporting People – Update
- Budget Plan 2007/08 (*Ron Williamson*)
- O&S Annual Report (*Jane Pollard*)

12 September 2007

- Adult Social Care Monthly Performance Report (*Graeme Betts/Philip Lumley-Holmes*)

- Modernising Meals Service – Update (*Rob Wilkes*)
- Adult and Community Learning Plan (*Peter Sutton/Pauline Bateman*)
- Complaints – Increase in Charging Policy (*Graeme Betts*)
- Complaints Half-Year Report (*Karen Smith*)
- Customer First (*Kim Bolton*)

Jane Pollard tabled a document detailing visits for Members in preparation for the Dementia Services Select Committee on 25 July 2007. She noted that visits should be by one or two Councillors and agreed to circulate a briefing note to Members to use for their visits.

10. Any Other Business

There were no items of urgent business.

Chair of Committee

The Committee rose at 12.20 p.m.