

Report of the Scrutiny for Policies, Adults and Health Committee

Chair: Cllr Hazel Prior-Sankey

Division and Local Member: All

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1. Summary

- 1.1** The Scrutiny for Policies, Adults and Health Committee is required by the Constitution to make an annual report to the Council each year and also to provide each other meeting of the Council with a summary progress report and outcomes of scrutiny. This report covers the meetings of 5 September, 3 October and 7 November 2018.
- 1.2** The Committee agreed their work programme would comprise of items considered directly at meetings plus other items considered or ‘commissioned’, using flexible arrangements outside of the formal committee structure.
- 1.3** Members of the Council are reminded that:
 - all Members have been invited to attend meetings of the three Scrutiny Committees and to contribute freely on any agenda item;
 - any Member could propose a topic for inclusion on the Scrutiny Work Programmes;
 - any Member can be asked by the Committee to contribute information and evidence and to participate in specific scrutiny reviews.
- 1.4** The Committee has 9 elected Members.

2. Background

2.1 Scrutiny Work Programme

At each meeting, the Committee considers and updates its work programme, having regard to the Cabinet’s forward plan of proposed key decisions. Members appreciate the attendance of representatives and stakeholders from partner agencies.

2.2 5 September 2018

Somerset Sustainability and Transformation Partnership (STP) Update

The first main item was a report from the Somerset Sustainability and Transformation Partnership (STP), the forum for ensuring that the long-term development of health and social care in Somerset was planned as one integrated system.

Members were informed that schemes were in place to mitigate the capacity shortfall due to increased demand over the winter period. Actions have been

taken to integrate Taunton & Somerset Foundation Trust with Somerset Partnership Foundation Trust, with a commitment to the further exploration of a range of alternative models and ways of working. It was hoped the next report could focus more on initiatives to help people to avoid using the hospital, the rising demand and what is being done to mitigate this. The Committee agreed to note the report and requested a further update be brought to the November or December meeting.

Somerset Health and Care Strategy Update

The next item we considered was a report about development of the Somerset Health and Care Strategy jointly led by Somerset County Council (SCC) and Somerset Clinical Commissioning Group (SCCG).

Members were informed the work was underway to develop proposals which will address the challenges identified in the draft case for change and these were on urgent and emergency care, proactive care, long term conditions and frailty, mental health and learning disabilities, children's and maternity services, planned care and cancer.

Research was being undertaken to identify what the problems are and get a detailed understanding to help build the case for change.

A multi-agency group has also been established to work together in developing and delivering a communications and engagement strategy. The report was noted and it was agreed the item be brought back to the meeting in November or December alongside the STP item.

Update on Current Pressures Facing Community Hospital Inpatient Services

We then received a report updating us on the current pressures facing the inpatient services within the 13 Community Hospitals operated by Somerset Partnership NHS Foundation Trust.

Recruiting and retaining registered nurses still posed a significant challenge and in fact had worsened slightly since the last update in June. However due to a slight improvement in the recruitment of registered nurses in Shepton Mallet, the inpatient ward re-opened on 7 July 2018.

An intense recruitment campaign for nurses continued and this was mindful of the need not to destabilise care homes who were also struggling for staff. It was a fragile situation and unfortunately wards at Dene Barton and Chard had to remain closed for the time being. However, there was regular monitoring of the situation.

Members were also informed of the need to increase stroke beds in the county as there was a constant waiting list for them and this led to pressure on stroke beds in acute hospitals.

We noted the report and supported the need for more stroke beds at the expense of general community hospital beds.

Proposed Changes to Urology Surgery Services

The Committee also received a report on proposals to enhance the quality and

safety of urology services in Somerset. The key issue faced by the urology service in Somerset is that it is unable to recruit sufficient consultants to sustain two sites providing emergency surgery.

The clinical teams from the two hospitals have proposed that the best route to delivering a high-quality service is to create a single integrated urology service covering both sites at Yeovil and Musgrove, focus emergency surgery care at a single site (Musgrove Park), maintain the vast majority of care on both sites (all elective and outpatient care), develop the potential at Musgrove Park to repatriate more specialist work from Bristol.

The Committee supported the proposals and noted the report.

Somerset Safeguarding Adults Board Annual Report 2017/18

Our final The Committee received the Somerset Safeguarding Adults Board's 2017/18 Annual Report. Key achievements in 2017/18 included a new multi-agency subgroup to enhance local understanding and application of the Mental Capacity Act, a shared Think Family Strategy for Somerset, publishing the Mendip House Safeguarding Adults Review, producing practice guidance on 'Carrying out effective reviews and visits with providers', development of a new sub-regional Joint Safeguarding Adults Multi-Agency Policy.

Priorities for 2018/19 continue to centre on prevention, making safeguarding personal, adopting a Think Family approach, and enhancing the Board's effectiveness.

The Committee noted the report and an update on the Board's work was agreed to come back at the February or March meeting.

3 October 2018

Position of the social work reviews in Discovery

The first main item was a report about the position of social work reviews in Discovery. Of the 192 planned individual reviews for day services, 126 had so far been completed and the rest would be completed by 15th October. There had been 3 residential care to supported living transferred services completed which involved 24 people. Members were informed that all critical and non-critical day service reviews would be completed by 15 October with the remainder of supported living and day service reviews by 14 December. The current status of the reviews was shown at Appendix 1 to the report. The Committee noted the report.

Improving Lives in Somerset Strategy

We then received a report regarding the Improving Lives Strategy for Somerset, a ten-year vision for how organisations need to work together as a partnership to improve the lives of the county's population. The draft strategy for 2019-2028 presents four priority areas for action.

Priority setting had been decided with stakeholders including Safer Somerset Partnership, Somerset Growth Board, Children's Trust Board, and Fit for my Future. A framework was being developed to support each partner.

The Committee supported the four priorities and asked that regarding consultation further consideration be given to engaging with those who were hard to reach and also more work to be done to coordinate events and activities

happening in the community. The Committee noted the report.

Update of Maternity Transformation - BaNES, Swindon and Wiltshire

The Committee also received an update on the BaNES Swindon and Wiltshire (BSW) Maternity Transformation Programme in relation to the proposed service reconfiguration. BSW has co-created with women, families, staff and stakeholders a vision for future maternity services. This work includes a review of place of birth choices for women to ensure there is parity in provision for the local population and delivering the nationally mandated Better Birth recommendations.

Members were also given an update on the Somerset Local Maternity System (LMS) plan. This included increasing midwife led options so that women in Somerset have more midwife-led choice. It was agreed that the report on the Somerset Local Maternity System plan would be circulated to members of the committee. The Committee noted the report and update.

Annual Customer Feedback Report 2017-18

Our final report for this meeting was regarding the Annual Customer Feedback Report 2017-18 and information regarding the Adult Social Care Services was highlighted in section 3. The report covered the number of complaints at each stage of the process, a summary of the annual review data provided to the Council by the Local Government Ombudsman, timescale and outcomes of complaints; which customer groups made complaints; learning and service improvements and a summary equality monitoring data. There was also a summary of the compliments and comments received by the service.

The average resolution times for adult social care service stage 1 complaints had reduced from 30 days in 2016/17 to 23 days in 2017/18. The vast majority of complaints 84 % were resolved at this stage with only 6 cases being taken to the Local Government Ombudsman. In cases where the council was found at fault action plans were put in place to encourage better practice. We commended the report and it was noted.

7 November 2018

Integrated Quality, Safety and Performance Report

The Committee received a report and presentation providing an update on the Somerset CCG Integrated Quality, Safety and Performance. The CCG has established performance monitoring meeting with all providers of healthcare services. This paper gave a high-level summary of escalation issues for quality, safety and performance against the constitutional and other standards for the period 1 April 2018 to 31 July 2018 and provided an analysis for both across the following areas: urgent and emergency care; elective care; mental health; quality indicators.

The Committee welcomed the report and shared the celebration of the 70th birthday of the NHS. The Committee recognised that there were areas where performance had improved and some that continued to provide a challenge. The Committee noted the report and also asked for a future presentation from NHS Finance Provider to gain a better understanding of the scrutiny of the NHS provision not covered by this Committee.

Adult Social Care Performance Report

This report summarised the key progress updates and outcomes from the

service's most recent Performance Improvement Meeting (PIMs), independently chaired by Professor John Bolton on 12th October 2018.

The reports summarised the key performance updates for Somerset Direct and Adult Social Care. The report highlighted some very positive performances by Somerset Direct (customer satisfaction increased). Advisers were spending more time on the telephone resolving problems. The Adult Social Care Quality Team have a focus on improving allocation Assessments, faster completing of Assessments and Assessment Outcomes. The Committee noted the report.

Corporate Performance Report

This report provided members with the high-level information on the performance of the outcomes set out in the Council's Vision and reflected the council's progress towards the outcomes in the Council's Business Plan. The report was in a new format and members were invited to comment on this and invited to make any suggestions for further improvement. Members welcomed the new format as it was easy to follow and the new format of measure was clear to follow. We noted the report.

3. Consultations Undertaken

The Committee invites all County councillors to attend and contribute to its meetings.

4. Implications

The Committee considers carefully and often asks for further information about the implications as outlined in the reports considered at its meetings.

For further details of the reports considered by the Committee, please contact the author of this report.

5. Background Papers

Further information about the Committee including dates of meetings and agendas and reports from previous meetings, are available via the Council's website:

www.somerset.gov.uk/agendasandpapers

Note: For sight of individual background papers please contact the report author.