

SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE

Minutes of a Meeting of the Scrutiny for Policies, Adults and Health Committee held in the Luttrell Room - County Hall, Taunton, on Wednesday 9 May 2018 at 10.00 am

Present: Cllr H Prior-Sankey (Chair), Cllr M Chilcott (Vice-Chair), Cllr M Caswell, Cllr P Clayton, Cllr A Govier, Cllr M Keating, Cllr B Revans, Cllr N Taylor, Cllr M Healey

Other Members present: Cllr S Coles, Cllr G Frascini, Cllr C Lawrence, Cllr L Leyshon, Cllr J Lock, Cllr T Munt, Cllr M Rigby, Cllr J Woodman

Apologies for absence: None

91 **Declarations of Interest** - Agenda Item 2

None declared

92 **Minutes from the previous meeting held on 11 April 2018** - Agenda Item 3

The minutes from the meeting held on 11 April 2018 were accepted as accurate and signed as a correct record.

93 **Public Question Time** - Agenda Item 4

There was a number of public questions submitted from Nigel Behan, Mike Bruce, Steve Robinson, Jo Anthony, Joanne White, Liz and George Wagland, Ama Bolton, Kirsty Mabley, Jeanette Cave, Ewa Marcinkowska, Alan Freeman, Cheryl Freeman, Sonia Hastie, E Amos, Gwyneth Philip, Eileen McCawley, and Nick Batho regarding the agenda item 5 on the report from the Learning Disabilities Contract Task and Finish Group. Subjects ranged from risks, key performance indicators, staffing matters, consultation, the employee survey, quality and safety of the service, annual customer reviews, concerns of parents, staff and customers, staff morale, recruitment drive, and falling standards.

Director of Adult Social Services Stephen Chandler provided most of the responses to these questions and said that he had explained previously the reasons why the service needed to be outsourced. Prior to the transfer a few services were rated as requiring improvement. Transformation of the service was necessary and the intention was to end up with a modern high-quality service and to bring stability.

Mr Chandler said it was good to hear the different types of care being offered. He also said he was happy to sit down with the users group on a regular basis to constructively challenge the contract.

It was agreed a written response to the questions would be sent to all those who submitted questions.

94 **Learning Disabilities Service Task & Finish Group Report** - Agenda Item 5

The Committee received a report which summarised the findings of the Scrutiny Committee for Policies, Adults and Health Task and Finish Group on its further

scrutiny of the delivery of SCC's contract for Learning Disability services in Somerset.

Vice Chair Cllr Mandy Chilcott, who was a member of the task and finish group, introduced the item and explained the terms of reference which were outlined in 3.2 of the report. She also drew attention to the governance arrangements at 3.6 of the report.

The Group were very impressed by Discovery staff's knowledge of their customers and their care and support. It was felt that the recommendations in the report would make a difference.

Cllr Bill Revans raised a few concerns including that he was disappointed that the staff survey evidence was not available before the report was compiled and the limited nature of the report as staffing issues were ruled out of scope.

Further comments from committee members included:

- The desire to see the results of the staff survey and whether anonymity should be agreed upon to get proper feedback. Members were informed that the survey results, which were confidential, had been received and were going to Discovery's board in July.
- The hope that Discovery would listen to concerns of the staff and good communication was vital.
- Asking about the number of current staff vacancies – the exact number wasn't known but this would be found out and reported back.
- The need to ensure that the learning disability service did not deteriorate and concern about experienced staff leaving.

The Chair then allowed other councillors to speak.

Cllr Mike Rigby raised concerns that the Learning Disabilities service could disable the Council financially and wanted results of an independent review on Discovery's current support.

Cllr Jane Lock said she saw little resemblance to the reasons given more than a year ago for transferring the service to what was being reported now and did not realise this would lead to the closure of day centres e.g. Oak Crisis Support Service.

Mr Chandler said that with regards to Oak centre that it was not working well as the model was not right and that discussions were taking place with Discovery and the NHS about this.

Cllr Tessa Munt said she felt that if staff retention and concerns had been handled better the current situation would not have arisen. She said buildings were important to some people as it allowed respite for carers and asked if sharing the buildings could be an option rather than closing them.

Mr Chandler said it was important to work with people through the changes and he recognised that buildings were still relevant.

The Chair thanked everybody for their contributions and asked if members were in agreement with the recommendations.

The Committee agreed:

- a. **Somerset County Council (SCC) should make every effort to achieve its' overriding aim of ensuring the contracts with Dimensions Group and Discovery succeed throughout the duration of the contract.**
- b. **SCC through its locality Social Work teams should ensure that the annual review of Individual Needs Assessment (INA) of every Discovery customer is completed and up to date by 30th September 2018. This is in line with Care Act requirements. SCC locality staff should work closely with the individuals, their families and staff in completing the review of needs.**
- c. **SCC with Discovery will ensure there is in place an ambitious Person-centred Care Plan (PCP) for every LD customer in Somerset that includes: a personal objective for the customer; a realistic plan for that individual to be stimulated and challenged and where possible, minimises the barriers to achieving all they are capable of. The PCP will build upon the Needs Assessment and be in place no later than 31st December 2018.**
- d. **The Adults and Health Scrutiny Committee supports the proposed changes for simplifying and streamlining contractual governance between SCC and Discovery. The revised structure will help clarify roles and responsibilities and ensure that customers, carers families and staff voices are clearly heard.**
- e. **The Adults and Health Scrutiny Committee should receive a full briefing on the results from the four surveys initiated by Discovery at their September meeting. The Staffing survey update should include a specific focus on the Retention Strategy and its' impact.**
- f. **The Adults and Health Scrutiny Committee should review the progress of all these recommendations, in addition to receiving updates on the Contractual Key Performance Indicators and Dashboard, at its' meetings in September 2018 and March 2019.**

It was also agreed that the Lead Commissioner provide a proposal to the Committee meeting in July 2018, for additional mechanisms which may be useful in providing stakeholder involvement for reviewing and monitoring the service improvements.

95 Adult Social Care Performance Update - Agenda Item 6

The Committee received a report providing a further update on Somerset's performance in Adult Social Care in comparison to national and comparator benchmarks and in relation to the service's strategic priorities.

The Committee were given detailed information regarding service priority updates in relation to Somerset Direct and Acute Hospitals.

Members were informed that Community Drop Ins and Talking Cafes were now open in 8 locations across the county which could be accessed through Somerset Direct, via triage, and through the network of community and village agents. The agents were part of Peer Forums in every locality, and could offer community support and non-funded solutions at the point of options being discussed.

Members were also updated regarding Somerset's performance against the delayed transfer of care target for delays attributable to adult social care. The target for Somerset was 3.8 and the chart showed that this target was achieved for the first time in December but now it was above it.

Further discussion included:

- The need to promote Community and Village agents within parishes.
- Somerset's performance for personalisation was poor and well below the national average. People did not understand the benefits of this but more work was being done on this.
- Home First – more work was being done on what people needed as in many cases care was being over-subscribed.
- Events were being held to encourage more people into the care profession and a lot of work was being done to help the care market grow.
- The increase of flu over the winter period had led to a deterioration in adult social care performance which was reflected in authorities across the county.

It was suggested that the Joint Care Home Support Team be invited to attend a future meeting for an update on Home First.

The Committee noted the report.

96 **Scrutiny for Policies, Adults and Health Committee Work Programme -**
Agenda Item 7

The Committee agreed to update the work programme for the next meeting and move both the Somerset Health and Care Strategy and Somerset Sustainability Transformation Programme to the September meeting and add in the LD stakeholder involvement proposal to the July meeting agenda. It was also agreed to add in Home First and the Care Home Support Team, Dementia Services, Community Hospitals and Somerset CCG patient safety and quality reports into the work programme.

97 **Any other urgent items of business -** Agenda Item 8

There were no other items of business.

(The meeting ended at 1.05 pm)

CHAIR