
SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE

SUMMARY OF OUTCOMES

3 October 2018
(Published on 03 October 2018)

Minutes from the previous meeting held on 5 September 2018 - Agenda item 3

The minutes of the meeting held on 5 September 2018 were agreed as a correct record.

Position of the social work reviews in Discovery - Agenda item 5

The Committee received a report about the position of social work reviews in Discovery. 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.

The Committee noted the report.

Improving Lives in Somerset Strategy – Agenda Item 6

The Committee 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.

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 - Agenda Item 7

The Committee 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. Somerset Clinical Commissioning Group were working with BSW to anticipate and understand the impact of any proposed changes in Somerset. There was a growing trend away from home births and birthing centres and it was hoped that more

information and promotion to pregnant women and their families could help reverse this. 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 - Agenda Item 8

The Committee received a report about the Annual Customer Feedback Report 2017-18 and information regarding the Adult Social Care Services was highlighted in section 3.

The report covers 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.

The Committee commended the report and it was noted.

Scrutiny for Policies, Adults and Health Committee Work Programme - Agenda item 9

The Committee agreed to update the work programme for the next meeting following consultation with Somerset CCG regarding the timing of patient quality and safety reports for the committee meetings.