

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 3rd October 2018 at 10.00 am

Present: Cllr Cllr H Prior-Sankey (Chair), Cllr M Caswell, Cllr P Clayton, Cllr B Revans, Cllr G Verdon, Cllr L Vijeh, Cllr L Redman (substitute) and Cllr N Hewitt-Cooper (substitute).

Other Members present: Cllr M Chilcott, D Huxtable, Cllr C Lawrence, Cllr T Munt and Cllr J Lock.

Apologies for absence: Cllr A Bown and Cllr A Govier (who sent substitutes)

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

None declared.

127 **Minutes from the previous meeting held on Wednesday 5th September** - Agenda Item 3

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

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

The Chair invited Nigel Behan to ask his questions which were regarding agenda item 5 on the position of social work reviews in Discovery and what had contributed to delays with staffing and re-reviewing and whether data and relevant statistics would be published showing how it relates to KPI's.

Adult and Health Operations Director Mel Lock responded by confirming there had been a two-week delay which was partly due to staffing but also to ensure the outcomes and the reviews were of the quality that were required. However, plans were now in place to deliver these in every part of the service and the critical reviews were expected to be completed by 15 October. In terms of signing off and quality monitoring, these were signed off by peer forums, multi-agency meetings with community agents, who evaluate whether all of the possible outcomes for each individual and the best possible support for them been identified. They were also signed off by the relevant manager.

129 **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. 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.

Further discussion points included:

- All those supported by Discovery would have a review
- All day services would be transformed but it would be staggered.

- Which residential homes were due to be transferred to supported living and what was the timescale. This would be looked into and reported back.
- Many people in social work had not had such a detailed review for some time and there was one instance where one person needed additional support to achieve the necessary standard.
- Members were assured the reviews were care compliant and it was expected that the quality of reviews would increase over time
- Advocates were used where there were no family and the importance of safeguarding the staff as well as the user was highlighted
- The issue of capacity was raised and it was noted that this varies from person to person
- Concern about staff retention in Discovery was raised and it was agreed this could be covered in the next Discovery report due in March.
- There was a Programme Board which tracks any increases or decreases in support as a result of a review
- Different ways of providing care and support was also highlighted as there was a lot available in the community that could be utilised and in many cases was being used.

The Committee noted the report.

130 **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.

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 Cabinet Member for Health and Wellbeing was invited to speak about this and said this was a huge piece of work which was sustainable and would make a huge difference to people.

Further points highlighted included:

- This would involve new ways of doing things differently and would help people become more independent
- This was a strategic vision for all partners and would utilise existing good work already happening in the community
- It would be helpful to have more information about what was happening with the AONB and National Park organisations and it was felt that some groups in West Somerset had not been captured in the report
- Stronger links were being forged with these organisations by attending meetings with them
- There was some concern about the small number of responses in a few cases which might make the data meaningless in those areas

- There was going to be more engagement with other groups in the community where there had been less response to ensure their views were captured
- The aim of the strategy was to align the work being done by the key organisation boards and there would be further updates about this
- It was noted that the Community Council for Somerset were building a database of organisations which might be useful to get involved with

The Committee noted the report.

131 **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.

The proposals had been developed with the help of more than 2,000 women and families through informal engagement. However, a formal public consultation was due to commence on 12th November. There would be public meetings held in numerous locations, online consultation and paper surveys.

Other points of discussion included:

- The development of a 'Dad's App' which had resulted as part of the process
- Overcoming fear and concerns when living in a rural environment and being a considerable distance from a main hospital
- Whether the trend was reflected nationally and members were told it was
- Post-natal care was felt to be patchy
- A Somerset Local Maternity System (LMS) plan had been put together and a number of key issues were identified.
- These issues were being addressed by the plan and included separate services within two small Somerset acute trusts, travel times, different IT systems, separate governance systems, significant financial deficits.

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.

132 **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.

Further discussion included:

- The amount and cost of officer time used to investigate and resolve complaints
- Where faults were identified an action plan was put in place and better practice continued to be encouraged
- Members were pleased to see reference to compliments and an opportunity to also learn from these and other feedback which should be welcomed
- It was noted that some services proactively canvassed for comments which sometimes reflected the difference in compliments received
- In a couple of cases the figures were skewed for various reasons and it was felt more commentary in these instances could be provided for future reports

The Committee commended the report and it was noted.

133 **Scrutiny for Policies, Adults and Health Committee Work Programme - Agenda Item 9**

The Committee agreed to update the work programme with the following:

- CCG performance reports for 2019
- To add in an item for consultation on budget proposals to January.

124 **Any other urgent items of business - Agenda Item 10**

There were no other items of business.

(The meeting ended at 11.56am)

CHAIR