

## **SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE**

Minutes of a Meeting of the Scrutiny for Policies, Adults and Health Committee held in the Library Meeting Room, Taunton Library, on Wednesday 7 November 2018 at 10.00 am

**Present:** Cllr H Prior-Sankey (Chair), Cllr P Clayton, Cllr M Caswell, Cllr A Govier, Cllr B Revans, Cllr A Bown, Cllr M Keating and Cllr G Verdon

**Other Members present:** Cllr M Chilcott, Cllr H Davies, Cllr C Lawrence, Cllr L Leyshon, Cllr J Lock, Cllr T Munt and Cllr L Redman

**Apologies for absence:** Cllr M Healey and Cllr L Vjeh

### **135 Declarations of Interest - Agenda Item 2**

Cllr B Revans informed the Committee of an interest as his son works for South Weston Ambulance Service.

### **136 Minutes from the previous meeting held on 3 Oct 2018 - Agenda Item 3**

The Minutes from the previous meeting held on Wednesday 3 October 2018 were agreed subject to the following addition: - the distinction between Critical and non-Critical Services to be included in the minutes as this was fully explained at the meeting. Noncritical - not in a state of crisis or emergency Critical – being in a state of emergency.

### **137 Public Question Time - Agenda Item 4**

There were no registered questions.

### **138 Healthy Weston Programme Update - Agenda Item 5**

This item was deferred until the next meeting

### **139 Integrated Quality, Safety and Performance Report - Agenda Item 6**

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 70<sup>th</sup> birthday of the NHS. The Committee recognised that there were

areas where performance had improved and some that continued to provide a challenge.

Further discussion included: -

- Waiting lists – especially for spinal treatments - clarity regarding the number of patients waiting longer than the target dates. The Committee sought an explanation of what action was taken when the target was breached. These breaches were investigated to establish why they missed the target and appropriate action taken.
- The Committee were informed that there was a 19.1% increase in demand for cancer treatments because of quicker referrals and this has had an impact on waiting times.
- The Committee were concerned to hear that suicide rates in Somerset were high when compared to national levels. The NHS is working with partners and other organisation like The Samaritans to understand what is needed to address this.
- The Committee discussed waiting times for MRI scans and the time between scans and notification of results. There was a belief that was a delay. It was explained that the procedure was the results were communicated by the professional who had requested them, and this could mean results were not immediately communicated.
- The Committee raised some concerns about medication reviews on admission to Hospital and worry this may create. The Committee were assured this was the right place to undertake such reviews and they were carefully handled.
- The Committee discussed the relationship between GP services, Community support and Hospital Services and the positive work being achieved in this area by working together.
- Restraint Incidents – The Committee asked why this appears to have increased and why is it used. The Committee were informed that many of these were because of the way some medications were administered in secure units.

The Committee asked for a glossary of terms as the report contained many acronyms. The Committee 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.

#### 140 **Adult Social Care Performance Update** - Agenda Item 7

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.

Discussion included: -

- Questions about the ongoing training for Somerset Direct staff. They were informed that there was a regular programme of training as well as individual feedback.
- The Committee welcomed the improvements to physiotherapy assessment waiting times.
- The Committee wanted in noted that the impact of the diversion of £3.1m from the service had not hindered the drive to continue to deliver an improving service. The Director of Adult Social Care noted that there is an overall increased capacity in Social Work teams and the slight deterioration in the summer mirrored the National position.
- The apparent reduction in the number of people with learning disability moving into paid employment. This measure only recorded those in employment who were also still getting support from Somerset County Council. There are many more people with learning disabilities who are in paid employment who no longer use SCC services. The Committee asked if it could be informed of the totality of this group as this gave a better understanding of the progress of this group and was told this would be included in the next report.
- The Committee were interested in other organisations who provide direct and indirect services to this group to understand the totality of alternatives available. It was agreed this would be forthcoming in addition to an invitation to a partner being invited to give a presentation to the Committee in future.
- There was a reference to personalisation and personal budgets and it was noted that further information about this would be contained in the next Adult Social Care Performance Report.
- There were questions in relation to GP budgets/shortages and whether this lead to increased use of acute services. An additional report into GP services and the range of services being offered was offered.
- The 111 Service and maintaining performance prior to moving to a new supplier.
- It was noted that in Table C (Adults with Learning Difficulties in Paid Employment) North Yorkshire is a high performer and may have some best practice to share.
- Discussion about Emergency Admissions and re-admissions and the possible impact of early discharge.
- The Committee asked why CAHMS used the term “diagnosable”. An explanation was not available for the Committee.

- Assurance was given that planning for winter pressures and 'flu immunisation was underway.

#### 141 **Corporate Performance Report - Agenda Item 8**

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.

Further points included: -

- The Committee were interested to hear that there was a process for staff to 'trumpet blow' in contrast to the robust system in place to 'whistleblow'.
- The Committee were interested in what use was made of compliments as well as complaints. They were pleased to know that these were shared and celebrated as appropriate.

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

The Committee agreed to make the following changes to the work programme: -

- Add the Heathy Weston Programme to the next meeting (05 Dec) (Agenda Item 6 postponed).
- Add a report from the Primary Care Committee showing how the Primary, Tertiary and Critical Care all work together. To a future meeting
- Add an update in the next Adult Social Care Performance Report on the number of Service users with Learning Disabilities who have ceased to use SCC support and who have secured employment as this information is not captured in any of the reports.
- Consider an item on the NHS financial Position to be brought to a future meeting.
- Consider an item looking at the market management and transformation to include personalised support and micro providers.

#### 143 **Any other urgent items of business - Agenda Item 10**

There was a request to discuss the current position of the proposed closure of the Six Acres Centre in Taunton. Members sought clarification regarding any decision taken and what provision would be in place for current users.

It was agreed a Members' briefing note would be circulated.

**(The meeting ended at 12.12 pm)**

**CHAIR**