

SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE

Minutes of a Meeting of the Scrutiny for Policies, Adults and Health Committee held in the Taunton Library Meeting Room, Taunton library, Paul Street, Taunton, TA1 3XZ, on Wednesday 13 March 2019 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 G Verdon and Cllr M Keating (Substitute)

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

Apologies for absence: Cllr M Healey

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

Cllr Revans declared his son works for South West Ambulance Service.

161 **Minutes from the previous meeting held on 30 Jan 2019** - Agenda Item 3

The minutes were agreed and signed.

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

Nigel Behan, Unite Branch Secretary

Q1 Can an updated financial profile be provided which supersedes the attached one from 2016?

Response

Thank you for your continued interest. As there are no significant changes and the Authority is not looking to produce a new business case there is no requirement to have an updated financial profile.

Q2 In light of the updated information in the report - will SCC produce a new version of the Business Case including year 1 and year 2 information and will you publicise it?

Response

As indicated in the previous response. The Authority have no reason to produce a new business case.

Nick Batho, Discovery Stakeholder Group

The Stakeholder group has a number of detailed questions arising from this report. Most of these can be addressed at our next engagement meeting on Monday, but there are a few issues Scrutiny might want to explore now.

The first is the question of days lost to sickness. A high number of days lost to sickness must be linked to a high use of agency staff, something I think we all

agree should be avoided. The scorecard shows Discovery staff are consistently above the national average for days lost so I wonder if we might explore why that is and ask for details of the remedial action Discovery has in place to bring these days lost down.

Response

Sickness rates are monitored, and appropriate action is taken. This will be discussed at the next stakeholder meeting.

The second is to ask for confirmation that arrangements are in place to repeat the Customer and Parent/Carer satisfaction and “well being” surveys, which are called for on an annual basis in the contract at PI 33.

Response

Yes, arrangements are in place and these surveys are being undertaken.

And finally, can we have a report against PI 34 which concerns choice and control and asks for the numbers of people with LD who recruit their own staff, choose their support for each activity, have a personalised rota, and how many have a personalised budget, an individual service fund or a direct payment.

Response

Yes, you can have a report against PI 34 and Outcome based Performance Indicators.

As a general point we reiterate our previous comments about the importance of Outcome Based performance indicators which are the only way to really judge what effect Discovery’s Support is having on people’s lives.

Before you can have Outcome Based performance indicators you must know what outcomes you are trying to deliver. For individual Customers, and that’s all LD customers in Somerset, this is done through an up to date careplan. The careplan should identify the customers eligible needs. The Local Authority should commission the outcomes (listed in the care plan) that will guide a Provider to address these needs.

We can see from the report that good progress appears to have been made towards achieving a care plan for all Discovery customers. The next and crucial step is the care plan must be backed up by a Provider written Support Plan which shows what activities Discovery, and all other providers, are going to deliver in order for customers to achieve their outcomes.

The Stakeholder group welcomes Commissioners intentions to report on the uptake of provider Support Plans. We would like to see Scrutiny ask for a specific update both now and in say 6 months time and ask that this report also includes progress on setting up Outcome Based performance indicators for all LD Providers in Somerset.

Response

Agreed.

163 **Somerset CCG Quality Performance Report - Agenda Item 5**

This paper provided the Committee with an update on the Somerset CCG Integrated Quality, Safety and Performance. The CCG has established performance monitoring meeting with all providers of healthcare services, the Committee considered the summary of the escalation issues for quality, safety and performance against the constitutional and other standards for the period 1 August 2018 to 30 November 2018.

The report provided a summary by exception which generally highlighted areas where the performance is not as good as we would want it to be. The Committee agreed this should not detract from all the excellent work in Somerset by health services which are not mentioned.

In 2018/19 the demand for both elective and emergency services in Somerset continued to increase compared to the previous year. This led to increased waiting times particularly for diagnostics and elective treatment. The CCG and Health providers have identified particular areas of pressure and these are monitored with support from the Somerset Referral Management centre to offer alternative choice to individuals. The increase in people who have long waits continues to be a concern against the national target of zero.

The overall Somerset position with regards to the Care Quality Commission (CQC) ratings in the Safety Domain remains challenged, with all Trusts in Somerset rated as Requires Improvement. The CCG has undertaken an analysis constructed by presenting CQC findings and each individual Trusts' consequential action plan, using a high-level summarised descriptors of the CQC lines of enquiry under the safe domain and will continue to work closely with all commissioned services to deliver an improved position. The key lines of enquiry include: Safeguarding and protection from abuse, managing risks, Safe care and treatment, Medicines management, security of records, mandatory training, recruitment checks, Track record and Learning when things go wrong. The Committee noted the report and were keen to celebrate the achievements over the past year. Worth noting is the NHS Staff survey that resulted in Taunton and Somerset NHS Foundation Trust being in the highest 20% nationally for positive staff response, the CCG Safeguarding Children Strategy and Dashboard now complete and Home First quality metrics and contract specification in place with the Trusts.

The Committee suggested that the discharge letters send out after hospital admission should be addressed to the patient and not the GP as this would personalise the service.

The Committee welcomed the focus on suicide prevention and asked for an explanation of 'Kooth'. It was explained that this is a confidential and anonymous web-based service for young people with mental health issues. Such is the success that the CCG is looking to commission additional on-line activity to support this group. There was some discussion about Young People

and Mental Health and the Committee were informed that this was to be discussed at the Scrutiny for Children and Young People later this month.

The Committee asked if those on the waiting list for treatment or investigation were kept informed of progress. They were informed that regular communication was not routine until they had reached the 38-week point. At this stage the patient is critically reviewed to assess the situation.

In terms of the performance of SWAST the Committee were interested to know how the CCG assess the resource requirement for ambulances. There are daily updates on performance while targets are not being met, 'comfort calling' – a call to those waiting for an ambulance to make them aware they have not been forgotten and to make sure the situation has not altered. The CCG has also commissioned some emergency response vehicles based in Somerset to 'hear and treat' or 'see and treat' to reduce the number of patients who are simply transported to A&E for treatment. The pressure on the service is not lack of vehicles but the challenge of retaining trained and qualified staff.

The Committee were interested to learn of any impact the major incident in Salisbury had on the ambulance service. They were informed there were some, but they had been absorbed.

The Committee asked for a more detailed report on the South West Ambulance Service Trust.

The Committee were informed that demand for cancer treatment was up 18%. This is a result of early diagnosis and detection. There had been a slight increase in waiting times but in this case, patients are managed by clinicians.

164 **Performance Report Adults and Social Care - Agenda Item 6**

The Committee considered a report on the performance of Adult Social Care. Key achievements were the focus on managing demand, improving outcomes and improving the number of calls to Somerset Direct that are resolved at the first point of contact. This target for this is 60% and has been over that for the first part of 2019 at 62.5% for February. Somerset County Council's Customer Service team was awarded the best customer service contact centre award in a South West Forum.

There have been improvements in performance of the localities team with overdue assessments being reduced by 89% and an average completion time down from 53 days to 18 days.

The Home First initiative has supported independence and reduced the need for longer term stay in hospital. As this service has developed over the past year it has grown and now on average 75 people are being discharged earlier from hospital onto a Home First pathway to be supported at home.

The Committee were pleased to hear that there is an upward trend in the CQC rating for Somerset Care Homes with 92% of providers being Good or Outstanding in February 2019.

The Committee were interested the inspection of Care Homes. These are formally inspected on a quarterly basis but as healthcare professional visited daily any concerns would be raised appropriately. The quality of the food on offer was questioned. The Committee was assured that all meals are nutritional and balanced but there is also an element of personal choice which is not denied.

The Committee were interested in the challenges for the coming year and they were informed that they continue to be staffing and the reliance on costly Agency Staffing. It was acknowledged that there continues to be a desire to 'grow our own talent' and that some providers are currently offering golden handshakes, and this has the potential to exacerbate the problem.

165 **Discovery - Scrutiny Update** - Agenda Item 7

The Committee considered the update on the performance of the Discovery contract. The report contained performance measured against the Key Performance Indicators (KPI's). Documented some of the transformational activities including day services, employment support and reviews of people supported. In addition, there was a financial update on the programme, a stakeholder update and challenges to quality and performance.

The Committee were interested to note the current performance of the Discovery Contract, to welcome the wider engagement with stakeholders and to see the progress of the reviews of people supported by Discovery.

The report contained details of KPI's associated with the Discovery contract. Somerset commissioners are satisfied that overall the contract is delivering a safe service to the required standards. The commissioners are aware of the staffing difficulties and the impact this has on the quality leading up the restructure. The Committee were informed that there has been detailed work between commissioners and Discovery and it is expected that this is a temporary issue.

The CGC continue to carry out unannounced inspections of Discovery locations in line with their planned inspection regime. The last service to receive such an inspection was Amberleigh. This was rated as Good and some the CQC observed some areas of good practice in supporting people to have choice and control over their lives.

The Committee were interested in an update on Crisis Support as this had been identified as one for concern prior to transfer to discovery, especially Oak House. SCC is supporting Discovery to transform this service and to support the delivery of a new service model the current service will end on 16th March 2019. During this transfer the KPI's for this element of the contract have been suspended.

Employment Services now has the new management structure needed to deliver this key part of the programme. The Committee were pleased to see in the report details of some of the early successes of this programme. In particular, they noted the positive outcomes of the working relationship with Hinkley C in supporting Traineeships leading to employment.

The Committee were keen to ask that Discovery do not refer to “converting people” as this did not set the right connotation. They noted that Somerset did not perform as well as some other places in supporting those with learning difficulties into employment and wanted assurance that this key element of the Discovery contract was rigorously pursued.

The Committee were interested to hear progress on the support being offered to those people who were using the Day Services at Six Acres and Five Ways prior to the announcement of their closure. The Facilities and options put in place are better than those offered by the closed facilities and are kept under review. The Committee heard that the Seahorses facility in Minehead has not worked as well as Discovery would have liked and so some National experts have been asked to visit and offer suggestions for improvement.

The Committee heard that there had been a small underspend, and this has been ringfenced for a Social Value Fund.

The Committee asked about the replacement services available once Six Acres closes and wanted reassurance that there would not be too long a gap between one closing and the other being ready and able to offer the necessary services. The Committee were informed that the new service in Taunton would not replicate that of Six Acres; the rationale for closing Six Acres was to provide better and more support across a wider base. Plans are advanced with a central hub but these remain Commercial in Confidence at this stage.

The Committee were concerned that the quality of the tables in the documentation made it difficult to scrutinise some of the performance. They made a request that in future tables were presented in such a way that they could be read electronically.

The Committee discussed the CQC inspection regime and were concerned that if an inspection failed on one measure of safeguarding this should result in an overall fail in the same way as it would for an Ofsted inspection. It was agreed that the Committee would write to the CQC asking why. This was proposed by Cllr Huxtable and Seconded by Cllr Revans and supported unanimously.

166 Scrutiny for Policies, Adults and Health Committee Work Programme - Agenda Item 8

The Committee considered and noted the Work Programme and made the following additions: -

Update on the South West Ambulance Service Trust Performance
Briefing on Weston A&E Service
Add Deprivation of Liberty to the Mental Health presentation
Add Discovery Performance to September 19 Meeting
Update on ‘Fit For My Future’.
Update on Sexual Health

167 Any other urgent items of business - Agenda Item 9

There were no other items of business.

(The meeting ended at 12.35 pm)

CHAIRMAN