

SCRUTINY FOR POLICIES, ADULTS AND HEALTH COMMITTEE (VIRTUAL MEETINGS FROM MAY 2020 DUE TO CORONAVIRUS)

Minutes of a Meeting of the Scrutiny for Policies, Adults and Health Committee (virtual meetings from May 2020 due to Coronavirus) held in the Taunton Library Meeting Room, Paul Street, Taunton, TA1 3XZ, on Wednesday 4 March 2020 at 9.30 am

Present: Cllr M Healey (Vice-Chair), Cllr P Clayton, Cllr M Caswell, Cllr Cllr A Govier, Cllr B Revans, Cllr A Bown, Cllr G Verdon and Cllr J Lock

Other Members present: Cllr M Chilcott, Cllr G Frascini, Cllr D Huxtable, Cllr C Paul and Cllr L Redman

Apologies for absence: Cllr H Prior-Sankey

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

There were no new declarations of interest.

251 **Minutes from the previous meeting held on 29 January 2020** - Agenda Item 3

The minutes were agreed and signed.

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

There were no public questions.

253 **Fit For My Future - Engagement on our vision for community health and care services** - Agenda Item 5

The Committee was invited to participate in developing alternative models for wider community services. The community services are those services for the 580,000 people registered with a GP in Somerset. This review covers a wide range of services, and the public engagement was launched on 31 January 2020. This engagement will last until 1 April 2020. The Committee was invited to review and comment on proposals for alternative models of Community health and care. There have already been some innovations such as Home First, and this model has made a difference to the health and wellbeing outcome for the residents of Somerset. This model needs to be expanded and consistent across the county. As has been reported to this Committee in the past, there are empty beds in some parts of the County. These beds are not always in the right place for demand; and clearly, having under-occupied facilities is not efficient use of resource. The drive is to support people in returning to their homes as soon as they can following hospital treatment (if that is the most suitable option). The Committee were given some case studies to bring to life

the options available and some of the possible solutions to the challenges faced by many citizens in Somerset.

The Committee divided into groups with other Councillors and members of the public to discuss options, look at positives and negatives of the new models, discuss the challenges, and look at new ways of working. The groups were asked to consider the following questions:

- What do you think of the new models – the positives and negatives?
- What are the challenges you see, or the things we have missed?
- How would you feel about outpatient appointments delivered by Skype to your local GP or community 'hub'? Or your GP having a conversation about you with the specialists at the acute trust to develop your health care plan, meaning you no longer needed to travel to the acute trust to see the consultant?
- How would you feel about rehabilitation in a specially commissioned residential or nursing home, closer to home, than within a current community hospital?

The discussion points were captured by the representatives from the CCG and will be collated alongside all the responses.

The Committee were then given an overview of the criteria for assessing the options and the appraisal process. The agreed criteria are:

- Quality of Care – impact on patient/service user outcomes
- Quality of Care – impact on patient/service user experience
- Deliverability
- Workforce sustainability
- Affordability and value for money
- Travel times for patients, their carers, and visitors including travel sustainability
- Impact on equalities

The Committee discussed these criteria, asking if all aspects of equality were given equal weighting, and was assured they were. The Committee heard that so far there have been 439 survey responses completed on-line, and attendance at roadshow events had been low but was building. The demographic of respondents was from the older age group, so the CCG had held a number of events in local colleges to try to ensure the responses were representative.

The Somerset Scrutiny for Policies Adults and Health Committee:

- **Considered and commented on the report and supported next steps.**
- **Responded during the workshop to the vision for community health and care services**
- **Agreed to encourage wider participation in the engagement events and the surveys to inform the development of future services.**

254 **Adult Social Care Performance Report** - Agenda Item 6

The Committee discussed a report setting out the current position on Adult Social Care Performance. The report highlighted the following areas:

- **Managing Demand** – The focus on managing demand, improving outcomes and investing in strengths-based conversations with those seeking assistance via Somerset Direct has enabled the Adults team to meet the target of 60% resolution at first point of contact. The number of overdue assessments for Locality Teams stood at 63 at the end of January 2020. This represents a reduction of approximately 74% compared to the same point last year. For assessments completed since April 2019 the average time someone waited for an assessment was 18 days – this is measured from the date of the initial contact to the date the assessment was completed. The number of overdue reviews has reduced by approximately 33% and stood at 1,306 at the end of January 2020. The planned trajectory will see all overdue reviews cleared by September 2020 whilst maintaining the quality of the reviews. Over 90% of people with an overdue review have received a review within the last 2 years.
- **Care provider quality** - The quality of local regulated care provision in Somerset has seen steady and continuous improvement over recent years, evidenced by the high proportion of providers judged by the Care Quality Commission (CQC) to be 'Good' or 'Outstanding'.
- **Delayed Transfers of Care (DToc)/Home First** – The target for Delayed Transfers of Care at a CCG level is that no more than 2.5% of available beds are lost to delays. Current performance (January 2020) is slightly above target at 2.71%.

The Committee heard the performance priorities for the year ahead; Strategic Managers across Adult Social Care have now submitted their core ambitions for the coming year as part of the annual corporate service planning process. The two service plans (one focused on the commissioning function, and the other on frontline operational priorities) outline how the work of the service contributes to the overarching 'Improving Lives' vision. Managers are ensuring the activities within these plans filter down into individual appraisal objectives

and team-work plans. The content of the plans will also inform service-level risk registers and performance scorecards.

The Committee discussed the report and asked why some of the measures for care homes had declined over recent months. It was explained that some of the measures have changed recently and some measured relied on digital recording of all cases and some are not being recorded in this way. The Committee asked if the performance was broken down into greater detail to cover disability or need. They were informed that this was recorded but that the performance focus was on making sure everyone was treated equally and that all needs were measured and scored equally.

The Committee welcomed the information that outstanding reviews were no under control and coming down very quickly. They wanted to know if these included those who were self-funding their care. They heard that everyone is entitled to ask for a review of care need; those who were discharged from hospital would have one, but those self-funding would have to request a review if they wanted one.

The Somerset Scrutiny for Policies, Adults and Health Committee: -

- Commented on the updates in relation to Adult Social Care performance trends captured within the report and welcomed the actions being taken to continue to improve the service.

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

The Committee considered and noted the Council's Forward Plan of proposed key decisions in forthcoming months including Cabinet meetings up to date. The Committee requested a joint meeting with Scrutiny for Children to discuss the transition of Young People into Adult Services.

256 Any other urgent items of business - Agenda Item 8

There were no other items of business.

(The meeting ended at 11.35 am)

CHAIRMAN