

PLEASE NOTE VENUE

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM AGENDA



Tuesday 18 December 2007

at 3.00 pm

**in the Owton Rossmere Resource Centre,
Wynyard Road, Hartlepool**

**MEMBERS: ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY
FORUM:**

Councillors Atkinson, Barker, Brash, Cranney, Fleet, Griffin, G Lilley, Plant, Sutheran,
Worthy and Young.

Resident Representatives: Mary Green, Jean Kennedy and Mary Power

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 Minutes of the meetings held on 13 and 19 November 2007.

**4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE
COUNCIL TO FINAL REPORTS OF THIS FORUM**

No items.

**5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA
SCRUTINY CO-ORDINATING COMMITTEE**

No items.

**6. CONSIDERATION OF PROGRESS REPORTS / BUDGET AND POLICY
FRAMEWORK DOCUMENTS**

No items.

PLEASE NOTE VENUE

7. ITEMS FOR DISCUSSION

- 7.1 Individualised Budgets and Personalisation - *Director of Adult and Community Services.*

Investigation into the Withdrawal of Emergency Care Practitioners Services at Wynyard Road Primary Care Centre

- 7.2 Evidence from Ward Councillors
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence from Ward Councillors
- 7.3 Evidence from Hartlepool Primary Care PPI Forum
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence from representatives of the Hartlepool Primary Care PPI Forum
- 7.4 Evidence from Members of the Public and Former Service Users (Subject to response from press release/invitation at South Neighbourhood Consultative Forum)
- (a) Covering Report – *Scrutiny Manager*
 - (b) Verbal Evidence from the public / former service users (Subject to response from Press Release)
- 7.5 Commissioning of Independent Specialist Advice - *Scrutiny Manager*
- 7.6 Tees Valley Health Scrutiny Joint Committee: Substitution and Feedback Proposals – *Chair of the Adult and Community Services and Health Scrutiny Forum / Scrutiny Manager*
- 7.7 Notification of Referral from Hartlepool Primary Care PPI Forum - *Scrutiny Manager*

8. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

ITEMS FOR INFORMATION

Date of Next Meeting Thursday 10 January 2008 commencing at 3.00 pm at Avondale Centre, Dyke House School, Hartlepool

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

MINUTES

13 November 2007

The meeting commenced at 3.00 pm at Owton Rossmere Resource Centre,
Wynyard Road, Hartlepool

Present:

Councillor: Jonathan Brash (In the Chair)

Councillors: Caroline Barker, Sheila Griffin, Geoff Lilley, Michelle Plant,
Gladys Worthy, David Young

In accordance with Paragraph 4.1 of the Council's Procedure
Rules Councillor Rob Cook was in attendance as substitute for
Councillor Mary Fleet

Officers: Nicola Bailey, Director of Adult and Community Services
John Mennear, Assistant Director, Adult and Community
Services
Alan Dobby, Assistant Director (Support Services)
Charlotte Burnham, Scrutiny Manager
Denise Wimpenny, Principal Democratic Services Officer

Also present:

Councillor Victor Tumilty, Portfolio Holder for Culture, Leisure
and Tourism
Councillor Ged Hall, Portfolio Holder for Adult and Public Health
Councillors Marjories, James, Ann Marshall and Gerald Wistow
Stephen Wood, Independent Consultant, Ambulance Service
Colin Cessord, Director of Strategy, Ambulance Service
Katherine Shenton, Ambulance Service

44. Apologies for Absence

An apology for absence was submitted on behalf of Councillors Kevin
Cranney, Mary Fleet, Lillian Sutheran and Resident Representative, Mary
Green.

45. Declarations of interest by Members

Councillors Jonathan Brash and Caroline Barker declared personal and non-
prejudicial interests in minute number 50.

46. Minutes of the meeting held on 23 October 2007

It was agreed that the minutes be deferred to the next meeting of the Forum.

47. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None

48. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None

49. Adult and Community Services Department: Budget and Policy Framework Initial Consultation Proposals 2008/09 *(Scrutiny Manager)*

The Scrutiny Manager advised that at a meeting of the Scrutiny Co-ordinating Committee held on 2 November 2007 it was agreed that the initial consultation proposals for 2008/09 be considered on a departmental basis by the appropriate Scrutiny Forum. The Director of Adult and Community Services and the relevant Portfolio Holders were in attendance and presented the departmental pressures and priorities, grant terminations and contingencies which were attached as appendices to the report.

Budget Pressures/Contingency Items

The Forum raised a number of queries in relation to budget pressures to which the Director of Adult and Community Services provided clarification. A lengthy question and answer session ensued in relation to budget pressures and, in particular childrens' playgrounds, Headland Sports Hall rates, Blakelock Day Services. With regard to the proposed transfer of services of Blakelock Day Services to rented space at Hartfields, it was suggested that the Blakelock site be cleared urgently and assurances were sought that the move to alternative premises be widely publicised to service users. It was also suggested that a contribution from Children's Services be sought for the maintenance costs of childrens' play areas

The Forum expressed concern relating to future demands facing the department as well as pressures on the department to achieve budget savings. The impact of previous and current budget cuts had placed on the department were highlighted and the need to support the entire budget area for Adult and Community Services was suggested. It was further considered that any future underspends be reallocated to the Adult and Community

Services budget. The Forum expressed a view that priorities be explored in greater detail to determine whether the Adult and Community Services department received sufficient funding allocation to meet its priorities.

Discussion ensued in relation to the shortfall in funding to develop an extra care village including domiciliary care/health and wellbeing services, self directed support and Housing Hartlepool extra care developments as outlined in Appendix B to which the Director of Adult and Community Services provided further information and clarification.

Budget Priorities

The Forum considered the budget priorities and debated these in terms of priority. Members expressed a view that the budget priorities should not be supported as the Council's budget settlement was a very difficult one. A Member suggested that any budget underspend be utilised towards free swim initiatives for senior citizens. It was noted that the number of volunteers in public health and sports development activities had reduced which had resulted in an increased demand for those services.

Recommendation

The Budget and Policy Framework initial consultation proposals for 2008/09 were considered and the following proposals would be presented to Scrutiny Co-ordinating Committee on 23 November 2007 to enable a formal response to be presented to Cabinet on 17 December 2007:-

- (i) It was proposed to accept the budget pressures and budget pressures to be treated as contingency items as outlined in Appendices A and B respectively with the suggestion that:-
 - (a) relative priorities be explored in greater detail to determine whether the Adult and Community Services department received an adequate share of budget allocation to meet their priorities.
 - (b) a contribution be sought from Children's Services towards the maintenance costs of childrens' play areas.
 - (d) Any underspends be considered alongside the Adult and Community Services budget.
- (ii) Members supported the schedule of grant regimes as detailed in Appendix C.
- (iii) Members did not support the budget priorities as detailed in Appendix D due to the difficult budget settlement of the Council and these priorities being discretionary for the Council.

50. Investigation into the Withdrawal of Emergency Care Practitioner Services at Wynyard Road Primary Care Centre – Verbal Evidence from the Authority's Portfolio Holder for Adult and Public Health *(Scrutiny Manager)*

As part of the Forum's ongoing investigation into the withdrawal of emergency care practitioners services at Wynyard Road Primary Care Centre, the Adult and Public Health Portfolio Holder was in attendance at the meeting to provide evidence to the Forum in relation to his responsibilities, and views on this issue. The Portfolio Holder outlined some of the current public health issues facing the authority.

Discussion ensued in which the following issues were raised:-

- (i) What is your understanding of, and views on, the circumstances leading to the withdrawal of emergency practitioner services in Wynyard Road Primary Care Centre? The Portfolio Holder stated that the service had been used by the community for a purpose that was not intended and there was confusion in relation to the capabilities of staff employed at the centre.
- (ii) What do you consider to be the likely impact of withdrawing emergency care practitioner services from Wynyard Road Primary Care Centre? Reference was made to Professor Darzi's manifesto which targeted 25% of the deprived areas in the country. There was a requirement to recognise the needs of the area as well as the correct levels of expertise.
- (iii) What are your views on the future development of Wynyard Road Primary Care Centre? Members were advised that it was hoped that his initiative would be further launched and extended to other areas across the town.
- (iv) Reference was made to the lack of consultation by the PCT in relation to the withdrawal of services and queried whether there had been any other form of consultation direct with the Portfolio Holder in addition to their recent briefing note. The Portfolio Holder reported that there had been no other consultation correspondence of which he was aware.
- (v) Dissatisfaction was expressed regarding the withdrawal of emergency care practitioner services at Wynyard Road and the lack of consultation. Assurances were sought that lessons had been learnt and that the future planning process would prevent a reoccurrence.

- (vi) What are your expectations of the PCT? The Portfolio Holder advised that he would like to see much more involvement between the Council and the Health Trust.
- (vii) In view of Members concerns relating to the lack of consultation and the inadequate explanation relating to the reasons for withdrawal, it was suggested that the Portfolio Holder explore these issues as well as the reasons why there were difficulties appointing staff with the appropriate skills.

Recommendation

- (i) That the views of the Portfolio Holder, be noted and that discussions be used to assist the Forum in completing the scrutiny investigation.
- (ii) That the Portfolio Holder, where appropriate, further explore the reasons for withdrawal of the service with the PCT.

51. North East Ambulance Service Proposals for Ambulance Contact Centres – Covering Report *(Scrutiny Manager)*

The Scrutiny Manager introduced representatives from the North East Ambulance Service (NEAS) who were in attendance at the meeting to deliver a presentation and discuss their proposals for Ambulance Contact Centres in the North East of England. The representatives provided a detailed presentation which focused on the North East Ambulance Service (NEAS) consultation document, attached at Appendix 1, which included the following:-

- Map of the area covered by the North East Ambulance Service
- Reasons for ambulance contact centres
- Background to merger of ambulance trusts
- What services are involved
- IT requirements
- Future of Middlesbrough Contact Centre
- Update on discussions so far
- Feedback from consultation carried out in early 2007
- Other issues to consider
- Options
 - Single contact centre
 - Single contact centre with standby facility
 - Single contact centre and standby and stop gap facility
 - Two independent contact centres
 - Three or more contact centres
- Summary of options – strengths and weaknesses of each of the options
- Options of best location for NEAS contact centre
- What factors were considered in the evaluation for a second site
 - Business continuity
 - Distance from the Newcastle contact centre

- Redeploying staff
- Logistical ease
- Recruitment and retention of staff
- Current proposals
- What investment is needed for the second contact centre
- Preferred choice
- How this would work – A & E calls
- How the division of 999 calls would be split between the two contact centres
- Patient Transport Service (PTS) calls
- What happens if we do nothing
- How to provide views on these proposals

Following the conclusion of the presentation the Forum raised the following issues:-

- (i) A Member queried if it was possible to develop the Middlesbrough site. Members were advised that as Ladgate Lane was a small site 40% of calls received originated from the Middlesbrough area and were answered by the Newcastle site. There were no opportunities to build on the Middlesbrough site and this service was currently operating in a poor environment.
- (ii) The importance of retaining staff with a local knowledge of the area was highlighted. The representative advised that whilst the retention of staff with key skills and a local knowledge was important, knowledge of IT systems was also a factor. The independent consultant further dismissed the fears of workers at the Ladgate Lane site, suggesting that their objections had more to do with wanting to work near to where they lived rather than any fears about possible detrimental effects to the service.
- (iii) The Forum raised concerns regarding the lack of public consultation in the wider Teesside region with public meetings only being held in Middlesbrough, the implications for staff who did not wish to commute to a new contact centre and that the transfer would lead to job losses. It was suggested that consultation be carried out with the Council's Neighbourhood Consultative Forums, the dates of which would be provided.

Following further discussion, Members had severe reservations regarding the need to transfer one of the centres away from the Teesside area to South Tyneside and the lack of consultation with the Council. Despite assurances from the representative that no final decision had been made by the Board to transfer one of the centres away from Teesside, Members did not accept these assurances.

IT WAS NOTED THAT THE MEETING WAS NOW INQUORATE.

In view of this, It was agreed that authority be granted to the Chair to

formulate a response to the Tees Valley Scrutiny Joint Committee on behalf of the Forum.

Recommendation

That the information given, be noted and that authority be granted to the Chair to formulate a response on behalf of the Forum to the Tees Valley Scrutiny Joint Committee relating to the proposals.

52. Any Other Business – Explanation sought from Adult and Public Health Portfolio Holder – Funding of Contract Monitoring System *(Scrutiny Manager)*

The Portfolio Holder for Adult and Public Health was in attendance at the meeting to provide an explanation in relation to the funding of a contract monitoring system, as agreed at Full Council on 25 October 2007. Background information was included in the report, a copy of which was tabled at the meeting.

The Portfolio Holder stated that funding originally allocated in the budget for bad debts, which were subsequently not required, had been utilised to purchase a contract monitoring system. The contract monitoring system was a robust system and enabled effective contact monitoring with external organisations.

Reference was made to the £100,000 threshold as set out in the Council Procedure Rules that allowed delegated authority to a director to transfer funds between service areas under their control. Whilst it was evident that in this particular case that the procedures had been adhered to by notifying the Chief Financial Officer to seek agreement prior to actioning such transfer, it was pointed out that this issue was also referred to a formal decision making meeting of the Portfolio Holder to maintain the openness and transparency of such transfer.

Whilst Members accepted the Portfolio Holder's reasons for the decision, concerns were raised regarding the lack of control by Members in relation to spending. As such, it was suggested that the explanation presented to this Forum be forwarded to the Scrutiny Co-ordinating Committee.

Recommendation

That the comments of the Forum be referred to Scrutiny Co-ordinating Committee to explore the wider issue of the financial procedure rules and the powers of the Council to control spending.

JONATHAN BRASH

CHAIRMAN

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

MINUTES

19 November 2007

The meeting commenced at 9.30am in the Avondale Centre,
Dyke House School, Hartlepool

Present:

Councillor: Jonathan Brash (In the Chair)

Councillors: Reuben Atkinson, Caroline Barker, Sheila Griffin,
Geoff Lilley, Michelle Plant, Lilian Sutheran, Gladys Worthy and
David Young

Also Present: Carole Langrick, North Tees and Hartlepool NHS Trust
Alex Zielinski, North Tees and Hartlepool NHS Trust
Ian Nicholson, North Tees and Hartlepool NHS Trust

Officers: Charlotte Burnham, Scrutiny Manager
Angela Hunter, Principal Democratic Services Officer

53. Apologies for Absence

Apologies for absence were submitted on behalf of Councillor Mary Fleet and resident representative Jean Kennedy.

54. Declarations of interest by Members

Councillors Caroline Barker and Jonathan Brash declared a non-prejudicial interest in minute 59.

55. Minutes of the meeting held on 23 October 2007

Confirmed.

56. Responses from the Council, the Executive or Committees of the Council to Final Reports of this Forum

None.

57. Consideration of request for scrutiny reviews referred via Scrutiny Co-ordinating Committee

None.

58. Consideration of progress reports/budget and policy framework documents

None.

59. Pathways to Healthcare Programme: Project 1 – Planned Care and Project 2 – Unplanned Care Consultation *(Scrutiny Manager)*

The Scrutiny Manager introduced the representatives from the North Tees and Hartlepool NHS Trust who were in attendance as part of the Pathways to Healthcare consultation arrangements. The Director of Strategic Service Development gave a detailed and comprehensive presentation which gave an overview of the planned and elective care project and introduced the emergency or unplanned project. Members were informed that there was a great deal of work going on behind the scenes and The Trust was working closely with clinical groups and patient focus groups with the aim of shaping the future provision of healthcare services.

As part of the presentation, baseline figures were provided on the planned and elective care activity for 2005/06 which highlighted the number of new attendances, review attendances and DNA (did not attend). Future demand had been modelled on these figures and a number of drivers including age/sex of the population, patient expectation and new technology. The next steps for the planned and elective care project were outlined in the presentation and included the finalisation of the future model of care and which services must be located in either hospital or in the community or possibly co-located. The key issue to be considered in conclusion of this part of the review was to identify the infrastructure, training and education.

The next part of the consultation exercise would examine emergency and unplanned care and would aim to provide recommendations for implementing the transition. This part of the consultation exercise would be undertaken during November 2007 to February 2008.

During the presentation a number of issues were raised a summary of which follows:

- (i) What consultation arrangements were in place in view of the cessation of the Patient and Public Involvement (PPI) Forums? The Director of Strategic Service Development indicated that the Trust had requested existing PPIs to nominate representatives to take part in the Focus

Groups. In addition to this, a number of interest groups had been approached with a view to gaining a good cross-section of representatives on the Focus Groups with a view of cascading information to others.

- (ii) Members sought clarification on the figures in relation to DNA (did not attend)? A representative from the Trust indicated that these figures did not include patients who had informed the hospital that they were unable to attend their appointment. In response to a question, Members were informed that the hospitals were not allowed to over book appointments in order to compensate for people who did not attend and added that although the DNA rate was around the national average, this represented an incredible waste and inefficiency of NHS resources.
- (iii) A Member questioned how Hartlepool Hospital compared to other hospitals in the region in relation to the number of operations carried out? A representative from the Trust informed Members that North Tees Hospital carried out more operations due to the fact that they were a larger hospital and some hospitals in the region do more because of their specialist nature. In relation to Patient Choice, it was considered too early to analyse what impact this was having on local hospitals but Members were informed that it was the aim of the Trust to ensure that the services provided were good enough to ensure patients chose to attend there.
- (iv) There were a number of concerns raised by Members in relation to transport to and from hospital and the location of a new hospital. The Director of Strategic Service Development acknowledged that these were important issues which would be examined in more detail as the review progressed. Members were reminded that the main aim of the current consultation was to ensure that healthcare services were provided in the most appropriate setting, either hospital or community based.
- (v) A Member questioned the role of the private sector in the provision of healthcare services. The Director of Strategic Service Development indicated that the Trust were aiming to provide quality, value for money services and were aiming to ensure the sustainability of local healthcare service provision within the NHS. Although the Trust acknowledged that there was a risk of people choosing private healthcare, there were no controls that could be put in place to manage this.
- (vi) Members were keen to see measures put in place to ensure the Trust and Primary Care Trust (PCT) were not working in competition with each other for patients. The Director of Strategic Service Development indicated that this consultation was not looking at who should provide services yet but at what services should be provided, although it was recognised that Government policy does encourage duplication in this regard.
- (vii) A Member questioned the relocation of maternity services to North Tees Hospital from Hartlepool. Members were informed that this Scrutiny Forum had made representations to the Chief Executive of the Acute Trust who had been invited to attend a future meeting of this Forum to discuss this issue in more detail.
- (viii) Clarification was sought on a comment made in the presentation in

relation to a business opportunity for the NHS? The Director of Strategic Service Development indicated that this referred to the development of expertise which would attract patients through patient choice. For example, the Trust was currently developing keyhole surgery and specialist spinal area treatment. If these specialisms became well known, they would attract patients from elsewhere and broaden patient choice.

- (ix) Members questioned the cost of the provision of after care, post operation. The Director of Strategic Service Development indicated that this was funded by the PCT as part of its resource allocation from the Department of Health.
- (x) Members sought clarification on what extent the entire community were involved in this consultation. The Director of Strategic Service Development indicated that as far as clinical engagement was concerned, smaller representative groups were being looked at and the next stage of the consultation was to feedback to the groups involved. In relation to GPs, contact would be made through practice based commissioning groups and PECs.
- (xi) Members were concerned at the funding of the Trust and PCT for this review? The Director of Strategic Service Development informed Members that neither organisation could afford duplication or loss of service provision and the key issue was to ensure that the right services were offered and taken up.

The representatives from the North Tees and Hartlepool NHS Trust were thanked for their informative presentation and for answering Members questions.

Decision

The report and presentation was noted.

JONATHAN BRASH

CHAIRMAN

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Director of Adult & Community Services

Subject: Individualised Budgets and Personalisation

1. PURPOSE OF REPORT

- 1.1 A presentation (**Appendix 1**) will give members an overview of Individual budgets and self directed support linking into the National In Control Pilot, and will provide information on the work being undertaken to deliver them locally.

2. BACKGROUND

- 2.1 This update follows on from the decision to roll out Individual Budgets across Adult Services as per the previous reports to Adult & Public Health Portfolio dated 18 September 2006 and 13 February 2007.
- 2.2 Individual Budgets and Personalisation is about people organising and having control over their own support needs.
- 2.3 In Control's system of self directed support allows people to self-assess their support needs and gives them the freedom to approach a range of different providers including natural support from family and friends, where appropriate.
- 2.4 An overview of the key components of In-Control are detailed in **Appendix 2**.

3. SERVICE DELIVERY

- 3.1 Roll out of the In Control project is underway; from 3rd December 2007 all new referrals and reviews receive a self-assessment questionnaire and subsequent indicative resource allocation.

- 3.2 Staff training and awareness has been completed with regular refresher courses and workshops being offered.
- 3.3 Over 300 people using Direct Payments have also been notified of the changes and we continue to engage with the private and voluntary sector.

4 FINANCIAL IMPLICATIONS

- 4.1 Economics of self directed support research conducted in 2003-2005 highlighted that the work in the pilot sites demonstrated that self-directed support should not cost more than traditional services.
- 4.2 There has been a significant increase in the number of people claiming Independent Living Fund and receiving Direct Payments.
- 4.3 The self-directed support team in Hartlepool has been set up to provide advice and maximise access to funding streams for individuals.

5 RECOMMENDATIONS

- 5.1 That Members note the development of Individual Budgets and Personalisation.




in*Control

Individual Budgets & Self-Directed Support




1 Self-Assessment 2 Plan Support 3 Agree the Plan 4 Manage IB 5 Organise Support 6 Live Life 7 Review & Learn




AIMS

- To give overview of In Control / National Direction
- Hartlepool's Current Position




What Is in*Control ?

- **Partnership began with:**
 - Valuing People Support Team
 - Mencap
 - Local Authorities and Independent Organisations
- **They formed to help Social Services Departments to change their Social Care Systems to increase citizenship of disabled people.**
- **New system = Self Directed Support**





Principles

1. Right to Independent Living
2. Right to an Individual Budget
3. Right to Self-Determination
4. Right to Accessibility
5. Right to Flexible Funding
6. Accountability Principle
7. Capacity Principle





History



2003 - Work began in 6 pilot sites

2005 - First Phase Report highlighted that In Controls system of Self Directed Support is designed for everyone who uses Social Care Support. This has led to Local Authorities committing to totally transform their Social Care Systems.



2005 – 07 - National Direction – I.W.B.C + I.L.C.D.P. Individual Budgets (IB's) -means of improving the value of public expenditure and enhance citizenship

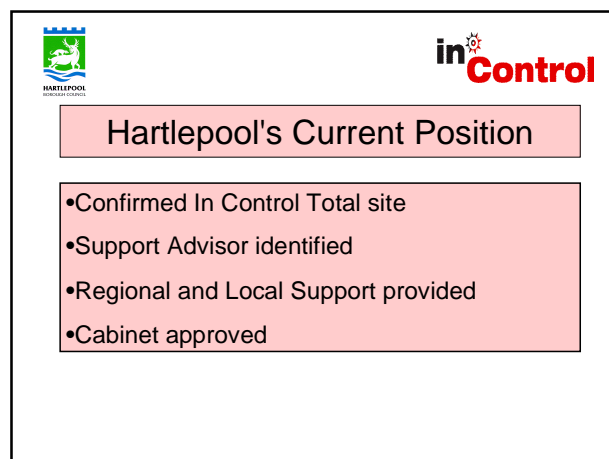
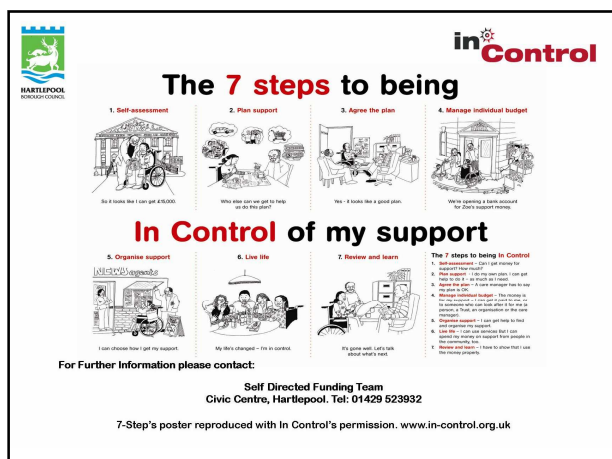
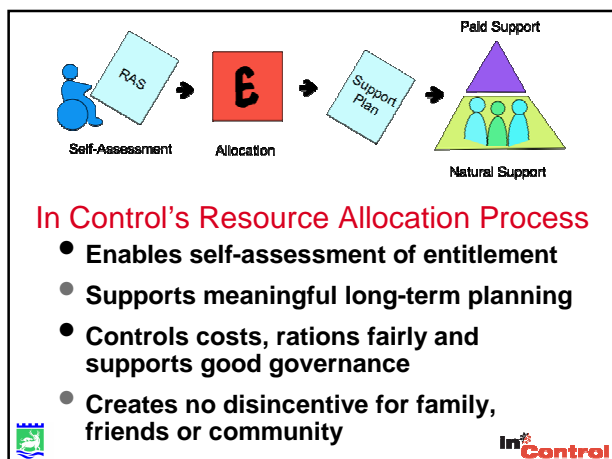
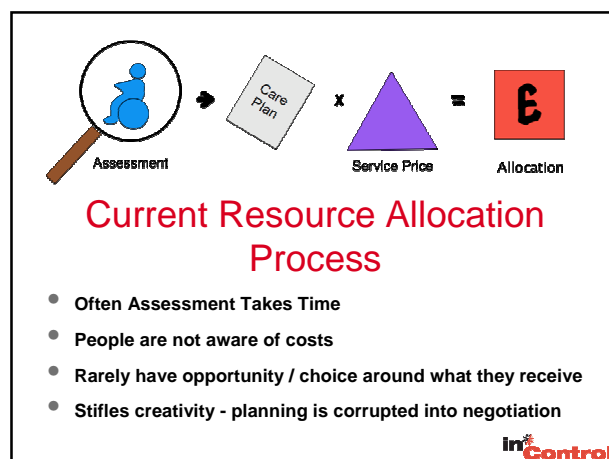
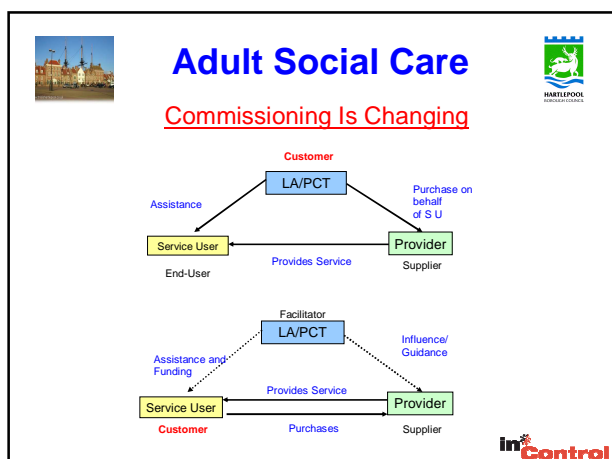



9 Local Authorities have been accepted to become Total Transformation sites

What Does This Mean?

- A total adult social care system
- Commitment to swift whole system change
- For some this will extend into children's social care systems
- For some this will extend into NHS systems
- Significant (50%) transformation by April 09





Next Steps

- Practice Guidance to staff
- Internal work on systems
- Provision of information
- Awareness raising / training

CONTACT DETAILS

Further information is available from:

[Self Directed Funding Team](#)

Sarah Ward (Self Directed Funding Manager)
Terressa Noble (Self Directed Funding Officer)



Level 4, Civic Centre



Tel: 01429 523932



Fax: 01429 523908.

Alternatively

You can visit the **inControl** Website
(www.in-control.org.uk)



Any Questions?



The 7 steps to being

1. My money – finding out how much



So it looks like I can get £15,000.

2. Making my plan



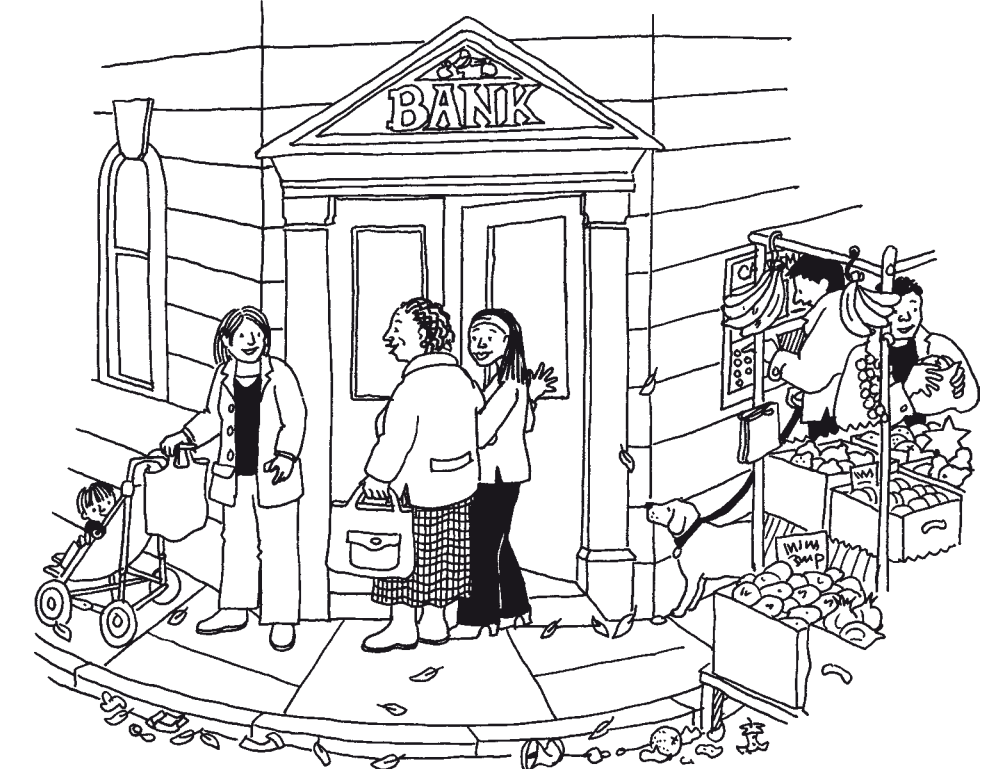
Who else can we get to help us do this plan?

3. Getting my plan agreed



Yes - it looks like a good plan.

4. Organising my money



I'm opening a bank account for my support money.

in control of my support

5. Organising my support



I can choose how I get my support.

6. Living life



My life's changed – I'm in control.

7. Seeing how it worked



It's gone well. Let's talk about what's next.

The 7 steps to being in control

1. **My money – finding out how much** – Can I get money for support? How much?
2. **Making my plan** – I do my own plan. I can get help to do it – as much as I need.
3. **Getting my plan agreed** – A care manager has to say my plan is OK.
4. **Organising my money** – The money is for my support – I can get it paid to me, or to someone who can look after it for me (a person, a Trust, an organisation or the care manager).
5. **Organising my support** – I can get help to find and organise my support.
6. **Living life** – I can use services But I can spend my money on support from people in the community, too.
7. **Seeing how it worked** – I have to show that I use the money properly.

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Scrutiny Manager

Subject: INVESTIGATION INTO THE WITHDRAWAL OF
EMERGENCY CARE PRACTITIONER SERVICES AT
WYNYARD ROAD PRIMARY CARE CENTRE –
EVIDENCE FROM WARD COUNCILLORS –
COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that the Owton Ward Councillors have been invited to attend this meeting to provide evidence in relation to the ongoing investigation into the Withdrawal of Emergency Care Practitioner Services at Wynyard Road Primary Care Centre.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 4 September 2007, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation.
- 2.2 Consequently, the Councillors for Owton have been invited to this meeting to provide evidence to the Forum as the local elected representatives for the Ward in which the Wynyard Road Primary Care Centre is based.
- 2.3 During this evidence gathering session with the Ward Councillors, it is suggested that responses should be sought to the following key questions:-
- (a) What is your understanding of, and views on, the circumstances leading to the withdrawal of emergency care practitioner services in Wynyard Road Primary Care Centre;
 - (b) What do you consider to be the likely impact of withdrawing emergency care practitioner services from Wynyard Road Primary Care Centre on residents in your ward?
 - (c) What are your views about the future of Wynyard Road Primary Care Centre?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of the Ward Councillors in relation to the questions outlined in section 2.3.

CONTACT OFFICER

Charlotte Burnham – Scrutiny Manager
Chief Executive's Department - Corporate Strategy
Hartlepool Borough Council
Tel: 01429 523 087
Email: charlotte.burnham@hartlepool.gov.uk

BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into Withdrawal of Emergency Care Practitioner Services at Wynyard Road Primary Care Centre – Scoping Report (Scrutiny Support Officer) 4.09.07

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Scrutiny Manager

Subject: INVESTIGATION INTO THE WITHDRAWAL OF
EMERGENCY CARE PRACTITIONER SERVICES AT
WYNYARD ROAD PRIMARY CARE CENTRE –
EVIDENCE FROM HARTLEPOOL PRIMARY CARE
PPI FORUM – COVERING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform Members of the Forum that representatives of Hartlepool Primary Care Public and Patient Involvement (PPI) Forum have been invited to attend this meeting to provide evidence in relation to the ongoing investigation into the Withdrawal of Emergency Care Practitioner Services at Wynyard Road Primary Care Centre.

2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 4 September 2007, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation.
- 2.2 Consequently, representatives of Hartlepool Primary Care PPI have been invited to this meeting to provide evidence to the Forum from the perspective of public and patients.
- 2.3 During this evidence gathering session with representatives from the PPI, it is suggested that responses should be sought to the following key questions:-
- (a) What is your understanding of, and views on, the circumstances leading to the withdrawal of emergency care practitioner services in Wynyard Road Primary Care Centre?
 - (b) What do you consider to be the likely impact of withdrawing emergency care practitioner services from Wynyard Road Primary Care?
 - (c) What are your views about the future of Wynyard Road Primary Care Centre?

3. RECOMMENDATIONS

- 3.1 That Members of the Forum consider the views of representatives of Hartlepool Primary Care PPI in relation to the questions outlined in section 2.3.

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BACKGROUND PAPERS

The following background paper was used in preparation of this report:-

- (a) Scrutiny Investigation into Withdrawal of Emergency Care Practitioner Services at Wynyard Road Primary Care Centre – Scoping Report (Scrutiny Support Officer) 4.09.07

**ADULT AND COMMUNITY SERVICES AND HEALTH
SCRUTINY FORUM**

18 December 2007



Report of: Scrutiny Manager

Subject: WITHDRAWAL OF THE EMERGENCY CARE PRACTITIONER SERVICES AT WYNYARD ROAD CARE CENTRE SCRUTINY REFERRAL - EVIDENCE FROM MEMBERS OF THE PUBLIC AND FORMER SERVICE USERS (SUBJECT TO RESPONSE FROM PRESS RELEASE / INVITATION AT THE SOUTH NEIGHBOURHOOD CONSULTATIVE FORUM)

1. PURPOSE OF THE REPORT

- 1.1 To inform Members of the Forum that members of the public and former service users have been invited to attend this meeting to provide verbal evidence in relation to this Forum's on-going investigation into the withdrawal of emergency care practitioner services at the Wynyard Road Care Centre in Hartlepool.

2. BACKGROUND INFORMATION

- 2.1 As part of its investigation into 'The Withdrawal of the Emergency Care Practitioner Services at Wynyard Road Care Centre' the Adult and Community Services and Health Scrutiny Forum is keen to hear the views of residents and former service users on the issue. To assist in obtaining these views, the Chair of the Scrutiny Forum also attended the South Neighbourhood Consultative Forum on 12 October 2007.
- 2.2 During this evidence gathering session with members of the public and former service users it is suggested that responses should be sought to the following key questions:-

- (a) As a member of the public / former service user, how did you find out that the emergency care practitioners service was to no longer continue at the Wyn?
- (b) What is your understanding of, and views on, the circumstances leading to the withdrawal of emergency care practitioner services in the Wynyard Road Primary Care Centre?
- (c) What do you consider to be the likely impact of withdrawing emergency care practitioner services from Wynyard Road Primary Care Centre?
- (d) What are your views about the future of Wynyard Road Primary Care Centre?

3. RECOMMENDATION

- 3.1 That Members of the Forum consider the views of those members of the public / former service users in attendance at this meeting in relation to the questions outlined in Section 2.2 of this report.

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Scrutiny Manager

Subject: WITHDRAWAL OF THE EMERGENCY CARE
PRACTITIONER SERVICES AT WYNYARD ROAD
CARE CENTRE SCRUTINY REFERRAL –
COMMISSIONING OF INDEPENDENT SPECIALIST
ADVICE

1. PURPOSE OF THE REPORT

- 1.1 To introduce Members of the Adult and Community Services and Health Scrutiny Forum to the representative of the University of Birmingham, who has been commissioned to undertake an independent piece of research, as part of the Forum's on-going investigation into the withdrawal of emergency care practitioner services at Wynyard Road Care Centre in Hartlepool.

2. BACKGROUND INFORMATION

- 2.1 At the last meeting of the Scrutiny Co-ordinating Committee held on 21 November 2007, approval was given to commission independent specialist advice via the Dedicated Overview and Scrutiny Budget, as part of this Forum's on-going investigation into the withdrawal of emergency care practitioner services at Wynyard Road Care Centre in Hartlepool.
- 2.2 The use of this independent specialist advice will provide this Forum with a one-off piece of impartial work that will either compliment or challenge the evidence received from the stakeholders to date.
- 2.3 The remit / brief of the independent piece of work will be to determine:-
- (a) Whether it would / or would not be viable to provide urgent care services in the Wynyard Road Care Centre;
 - (b) Whether the PCT acted effectively in the planning, running and subsequent withdrawal of the ECP service and to ascertain whether there

are lessons that can be learnt for any future urgent care service provision in the town; and

(c) To seek examples of good practice from across the country in relation to urgent care services.

2.4 In terms of timescales, the findings arising from the independent piece of work will be presented to the meeting of this Forum scheduled for 4 March 2008, to enable Members to formulate its conclusions and subsequent recommendations as part of its Final Report.

3. RECOMMENDATION

3.1 It is recommended that the Adult and Community Services and Health Scrutiny Forum note the content of this report.

December 2007

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Chair of the Adult and Community Services and Health Scrutiny Forum / Scrutiny Manager

Subject: TEES VALLEY HEALTH SCRUTINY JOINT COMMITTEE: SUBSTITUTION AND FEEDBACK PROPOSALS

1. PURPOSE OF THE REPORT

- 1.1 To seek approval from Members of the Adult and Community Services and Health Scrutiny Forum in relation to substitution and feedback proposals for Elected Members serving on the current Tees Valley Health Scrutiny Joint Committee.

2. BACKGROUND INFORMATION

- 2.1 As part of the Tees Valley Health Scrutiny Joint Committee arrangements, three Elected Members representing Hartlepool Borough Council are currently nominated on a yearly basis by the Adult and Community Services and Health Scrutiny Forum to serve on the Joint Committee
- 2.2 In light of recent and future substantial changes in health services across the sub-region, it has been suggested that consideration should be given to:-
- (a) substitution arrangements for the Elected Members serving on the Joint Committee to ensure that Hartlepool Borough Council is fully represented at all future meetings where possible; and
 - (b) that a feedback mechanism from the Hartlepool representatives serving on the Joint Committee to that of the Adult and Community Services and Health Scrutiny Forum be established to ensure the Forum is kept informed in a timely manner.

3. SUBSTITUTION AND FEEDBACK PROPOSALS

3.1 In response to such requests, it is proposed that:-

- (a) in line with the good practice of our neighbouring local authorities, should an Elected Member serving on the Joint Committee be unable to attend, that where possible, a substitution is arranged and notified directly to the Authority's Democratic Services as per standard practice; and
- (b) 'Verbal Feedback from recent meeting(s) of the Tees Valley Health Scrutiny Joint Committee' be included as a standard item on all future agendas of the Adult and Community Services and Health Scrutiny Forum, to allow those Elected Members who serve on the Joint Committee to verbally feedback where felt appropriate.

4. RECOMMENDATION

4.1 That Members of the Adult and Community Services and Health Scrutiny Forum endorse the proposed substitution and feedback arrangements, which aim to further enhance the effective operation of the Joint Committee, as outlined in paragraph 3 of this report.

December 2007

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.

ADULT AND COMMUNITY SERVICES AND HEALTH SCRUTINY FORUM

18 December 2007



Report of: Scrutiny Manager

Subject: NOTIFICATION OF REFERRAL FROM
HARTLEPOOL PRIMARY CARE PPI FORUM

1. PURPOSE OF THE REPORT

- 1.1 To inform Members of the Adult and Community Services and Health Scrutiny Forum of a referral made to this Forum by the Hartlepool Primary Care PPI Forum's Care Homes Sub Group.

2. BACKGROUND INFORMATION

- 2.1 Under this Forum's Health Scrutiny powers, non-mandatory referrals can be made by the local Public Patient Involvement Forums to this Forum for consideration / intervention where felt appropriate.
- 2.2 On 15 November 2007, formal notification of a referral request was received by the Scrutiny Manager from the Hartlepool Primary Care PPI Forum's Care Homes Sub Group expressing their concerns about the cleanliness of a private care home's EMI Unit located within Hartlepool and that the comments of this Scrutiny Forum be sought.

3. NATURE OF THE REFERRAL

- 3.1 During January 2007 a visit to the Care Home in question was undertaken by the Care Homes Sub Group of the Hartlepool Primary Care PPI Forum. Following their concerns of the strong smell of urine in the EMI Unit a return visit was undertaken in September 2007 to examine whether such concerns had been resolved.
- 3.2 Whilst efforts were still, at the time of the visit, being made to alleviate the problems, the Group felt that such actions would create a safety hazard and that it was still remained an unacceptable environment for residents, visitors and staff.

- 3.3 Following receipt of this referral, it is evident from exploratory discussions with the Authority's Director of Adult and Community Services that the Department is fully aware of such concerns and that appropriate intervention is currently being undertaken for example carpets have and are still being replaced.

4. RECOMMENDATIONS

- 4.1 In an attempt to avoid duplication of efforts by all stakeholders involved, that it be recommended by the Adult and Community Services and Health Scrutiny Forum that the Care Homes Sub Group:
- (a) explores the possibility of making a Vulnerable Adult Referral to the Authority;
 - (b) formally raises the issue with the Commission for Social Care and Inspection for further intervention; and
 - (c) notes that the Authority has as a result of their intervention, further increased its contract monitoring arrangements in relation to this particular care home.

December 2007

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BACKGROUND PAPERS

No background papers were used in the preparation of this report.