

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA



Wednesday 23rd July 2008

at 3.30 pm

**in Committee Room B,
Civic Centre, Hartlepool**

MEMBERS: ADULT AND COMMUNITY SERVICES SCRUTINY FORUM:

Councillors Atkinson, Brash, Fleet, A Marshall, McKenna, Plant, Preece, Simmons, and Worthy

Resident Representatives:

Evelyn Leck and Mary Power

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting of the Adult and Community Services Scrutiny Forum held on 20th June 2008

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

None

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

None

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

None

7. **ITEMS FOR DISCUSSION**

7.1 Scrutiny Investigation into the 'Quality of Care Homes Provision in Hartlepool' –
Draft Scoping Report - *Scrutiny Support Officer*

7.2 'Quality of Care Homes Provision in Hartlepool' – Setting the Scene

(a) Covering Report – *Scrutiny Support Officer*

(b) Presentation - *Assistant Director (Adults Commissioning)*

8. **ISSUES IDENTIFIED FROM FORWARD PLAN**

9. **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

ITEMS FOR INFORMATION

**Date of Next Meeting - Wednesday, 27 August 2008, commencing at 3.30 pm in
Committee Room B**

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

MINUTES

20 June 2008

The meeting commenced at 3.30 p.m. in the Civic Centre, Hartlepool

Present:

Councillor: Chris Simmons (In the Chair)

Councillors: Mary Fleet, Ann Marshall and Gladys Worthy.

Resident Representative: Evelyn Leck

Also Present in accordance with Constitution Procedure Rule 4.2 (ii):

Councillor Preece as substitute for Councillor Atkinson
Councillor Rogan as Substitute for Councillor Brash.

Officers: Alan Dobby, Assistant Director (Support Services)
John Mennear, Assistant Director (Cultural Services)
Jill Harrison, Assistant Director (Adults Commissioning)
Bain Nyananyo, Care Management Team Manager
Andrew Pearson, Parks and Countryside Manager
Charlotte Burnham, Scrutiny Manager
David Cosgrove, Principal Democratic Services Officer

1. Apologies for Absence

Councillors Atkinson, Brash and Young.

2. Declarations of interest by Members

None.

3. Minutes of the meeting of the Adult and Community Services and Health Scrutiny Forum held on 8 April 2008

Received.

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

None.

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

None.

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

None.

7. The Role of the Adult and Community Services Scrutiny Forum *(Scrutiny Manager)*

The Chair welcomed the Members and Officers present to the first meeting of the Adult and Community Services Scrutiny Forum.

The Scrutiny Manager reported that the former Adult and Community Services and Health Scrutiny Forum had now split into two separate forums giving this forum the opportunity to focus on the work of the Adult and Community Services Department. The report set out the remit of the forum and the initial scheduled meeting dates.

Recommended

That the report be noted.

8. The Role and Responsibilities of the Adult and Community Services Department *(Director of Adult and Community Services)*

The Adult and Community Services Management Team were present at the meeting and gave a presentation giving an overview of the work of the department in order to assist the forum in its scrutiny role.

Members raised their concerns in relation to the means testing of people for services particularly the elderly who tended to be too proud to claim many of the benefits they were entitled to. Officers indicated that the way the department asked for contributions from service users had changed and a report was to be submitted to the Portfolio Holder in the near future on how those changes had been implemented and this could be brought to this forum for information. It was also highlighted that a new Commissioning Strategy was nearly complete and this could also be referred to the forum. Officers

assured Members that social workers and all staff directly in contact with service users assisted them in maximising their eligible benefits as these could frequently lead to other service provision.

The future of the Havelock Centre was queried. Officers indicated that the Council did need to develop a new Centre for Independent Living but no final decisions had been made on where this new centre would be. It was unlikely to be the Havelock Centre as the building simply wasn't fit for that new purpose.

Members queried what efforts were made to promote the use of the Maritime Experience outside the peak holiday times. Officers stated that following a previous scrutiny recommendation there were new residents rates and attendances were in general quite high for the attraction. Members also asked why the recent Play in the Park event had been on an evening when many bus services ceased, limiting many residents ability to attend. It was stated that the event was organised by the Friends of ward Jackson Park and not the Council but the comment was noted.

Members raised the reference to the development of the low level support website and what that would provide for residents. It was indicated that the website would give an additional 'one-stop' information point for service users directing them to the services that many of the voluntary groups provided in Hartlepool. The Council was now only providing high level needs for the most vulnerable service users but there were still many that required only low level support and the website would aim to bring all the necessary information together in one place. Similar services had worked extremely well in other areas. Services advertised through the website would be checked to assure residents they were contacting trusted people/organisations.

Recommended

That officers be thanked for the very helpful presentation on the work undertaken by the Adult and Communities department.

9. Determining the Scrutiny Forum's Work Programme for 2008/09 *(Scrutiny Manager)*

The Scrutiny Support Officer indicated that the Forum needed to develop a Work Programme for the 2008/09 Municipal Year, together with a timeframe for each review, for consideration by the Scrutiny Coordinating Committee on the 4 July 2008. Detailed terms of reference would also need to be developed at the start of each inquiry.

The Chair had met with the Director of Adult and Community Services and the Portfolio Holders for Adult and Public Health Services and Culture, Leisure and Tourism Services to discuss potential areas of investigation and the table set out in the report showed the subjects that had arisen during that debate and also those matters highlighted by individual members. Members discussed the subjects raised within the report and indicated that they were very keen to investigate the Quality of the Care Homes Provision in Hartlepool

together with Access to Recreation Facilities for Vulnerable / Older People. The Scrutiny Manager indicated that a scoping report on the first investigation 'Quality of the Care Homes Provision in Hartlepool' would be brought to the next meeting of the forum on 23 July 2008, subject to the ratification of the work programme by the Scrutiny Coordinating Committee at its meeting on 4 July 2008.

Recommended

That a report be submitted to the Scrutiny Coordinating Committee indicating that the two proposed work programme investigations for this forum are Quality of the Care Homes Provision in Hartlepool and Access to Recreation Facilities for Vulnerable / Older People.

The meeting concluded at 4.30pm

CHAIRMAN

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

23 July 2008



Report of: Scrutiny Support Officer

Subject: SCRUTINY INVESTIGATION INTO THE QUALITY
OF CARE HOMES PROVISION IN HARTLEPOOL –
DRAFT SCOPING REPORT

1. PURPOSE OF REPORT

- 1.1 To make proposals to Members of the Adult and Community Services Scrutiny Forum for their forthcoming investigation into 'the Quality of Care Homes Provision in Hartlepool'.

2. BACKGROUND INFORMATION

- 2.1 At the meeting of this Forum on 20 June 2008 Members determined their Work Programme for the 2008/09 Municipal Year. The topic of the 'Quality of Care Homes Provision in Hartlepool' was selected as the first Scrutiny topic for consideration during the current Municipal Year. Furthermore, Members suggested that this investigation should form the major in-depth Scrutiny Inquiry for the Forum's 2008/09 work programme.
- 2.2 The Commission for Social Care Inspection (CSCI) is responsible for the registration and inspection of care homes. The Secretary of State for Health published national minimum standards for care under section 23(1) of the Care Standards Act 2000. The standards are applicable to care homes, which provide accommodation, together with nursing or personal care. The standards set out the quality of care and facilities that are expected.
- 2.3 The standards are grouped under the following key topics:
- (a) Choice of Home;
 - (b) Health and Personal Care;
 - (c) Daily Life and Social Activities;

- (d) Complaints and Protection;
 - (e) Environment;
 - (f) Staffing; and
 - (g) Management and Administration.
- 2.4 Councils are responsible for the social care needs of older people and they have a legal responsibility to identify what types of social care their local residents need, and to provide or commission that care.
- 2.5 A care home is an establishment that provides accommodation together with personal or nursing care. People live in them either short or long term. They provide help and assistance with:
- (a) Personal Hygiene, including help with washing, bathing, shaving, oral hygiene and nail care.
 - (b) Continence management, including assistance with toileting, skin care, incontinence laundry and bed changing.
 - (c) Food and Diet, including preparation of food and fulfilment of dietary requirements and assistance eating.
 - (d) Counselling and support, including behaviour management, psychological support and reminding devices.
 - (e) Simple treatments, including assistance with medication (including eye drops), applications of simple dressings, lotions and creams and oxygen therapy.
 - (f) Personal assistance, including help with dressing, surgical appliances, mechanical or manual aids, assistance getting up or going to bed.
- 2.6 A care home with nursing provides the same help and assistance with personal care as those without nursing care but they also have professional registered nurses and experienced care assistants in constant attendance who can provide 24-hour nursing care services for more complex health needs.

3. OVERALL AIM OF THE SCRUTINY REVIEW

- 3.1 To explore initiatives and practices that have a measurable impact on improving standards of care and the quality of life of residents in Care Homes within Hartlepool.

4. PROPOSED TERMS OF REFERENCE FOR THE SCRUTINY REVIEW

- 4.1 The following Terms of Reference for the review are proposed:-
- (a) To gain a clear understanding of the differentiation between the provision of care homes and care homes with nursing, both in a national and local context;

- (b) To gain an understanding of the roles and responsibilities of key agencies in care home provision, such as the Commission for Social Care Inspection, Hartlepool PCT; and Hartlepool Borough Council;
- (c) To examine the national approach to care homes in order to gain an understanding of the acceptable standard required;
- (d) To gain an understanding of the statutory and regulatory framework covering standards of care in order to examine how Hartlepool Council and other Local Authorities/organisations ensure acceptable standards in care are achieved;
- (e) To visit a selection of care homes within Hartlepool to gain an insight into the variety of provision provided;
- (f) To explore initiatives and practices which have a significant and measurable impact on standards of care and quality of life for residents; and
- (g) To seek a range of views from care home managers, service users and carers on standards of care.

5. POTENTIAL AREAS OF ENQUIRY / SOURCES OF EVIDENCE

5.1 Members of the Forum can request a range of evidential and comparative information throughout the Scrutiny investigation.

5.2 The Forum can invite a variety of people to attend to assist in the forming of a balanced and focused range of recommendations as follows:-

- (a) Member of Parliament for Hartlepool;
- (b) Cabinet Member with Portfolio Holder for Adult and Public Health;
- (c) Adult and Community Services Department Officers;
- (d) Service Users;
- (e) Care Home Managers;
- (f) Care Provider Organisations;
- (g) Hartlepool PCT;
- (h) Commission for Social Care Inspection
- (i) Hartlepool Carers;

- (j) Hartlepool's 50+ Forum;
- (k) Neighbouring Local Authorities;
- (l) Local residents;
- (m) Representatives of minority communities of interest or heritage; and
- (n) Ward Councillors.

5.3 The Forum may also wish to refer to a variety of documentary / internet sources, key suggestions are as highlighted below:-

- (a) Commission for Social Care Inspection – www.csci.org.uk
- (b) Department of Health – www.doh.gov.uk

6. COMMUNITY ENGAGEMENT

- 6.1 Community engagement plays a crucial role in the Scrutiny process and paragraph 5.2, details who the Forum could involve. However, thought will need to be given to the structure in the way that the Forum wishes to encourage those views.
- 6.2 In addition, diversity issues have been considered in the background research for this enquiry under the Equality Standards for Local Government. As such the views of local diversity groups will be sought throughout the inquiry where felt appropriate and time allows. Consequently, consideration has been given as to how the views of people from minority communities of interest or heritage (for example, people with disabilities, people with learning disabilities, people with mental health problems, black and minority ethnic people, and Lesbian, Gay, Bisexual and Transgender people), which may not be gathered through the usual community engagement routes, can be included over the course of the inquiry.

7. REQUEST FOR FUNDING FROM THE DEDICATED OVERVIEW AND SCRUTINY BUDGET

Option 1

- 7.1 Consideration has been given, through the background research for this scoping report, to the need to request funding from the dedicated Overview and Scrutiny budget to aid Members in their enquiry. At this stage no additional funding has been identified as being necessary to support Members in their investigation. Members, however, may wish to seek additional funding over the course of the investigation and the pro forma attached at **Appendix A** outlines the criteria on which a request to Scrutiny Co-ordinating Committee will be judged.

- 7.2 In addition, it is possible that over the course of this investigation some specialist research / advice may strengthen the Forum's findings and recommendations. The Scrutiny Support Officer will explore this in greater depth once the Forum has defined its terms of reference for the investigation and would bring a report to the Forum should a request for funding be deemed advantageous. Members' comments would be welcomed at this stage in relation to requests for additional funding from the dedicated Overview and Scrutiny Budget.

8. PROPOSED TIMETABLE OF THE SCRUTINY INVESTIGATION

- 8.1 Detailed below is the proposed timetable for the review to be undertaken, which may be changed at any stage:-

23 July 2008 – To formalise the process for the Forum's investigation, (scoping report) and to receive a 'Setting the Scene' presentation from the Adult and Community Services Department.

27 August 2008 – Formal meeting of the Forum to receive:-

- (i) Evidence from the Portfolio Holder for Adult and Public Health (To be confirmed);
- (ii) Evidence from the Director of Adult and Community Services; (To be confirmed);
- (iii) Evidence from the Commission for Social Care Inspection (To be confirmed); and
- (iv) Evidence from Hartlepool PCT.

w/c 01 September 2008 - Site visit to 3/4 care homes in Hartlepool to gain an insight into care home provision within Hartlepool (Date and locations to be identified).

w/c 01 September 2008 - Site visit to an out of Borough care home to compare areas of good practice (Date and location to be identified).

w/c 08 September 2008 – Focus Group to seek the views of people from communities of interest including care home managers/service users/carers (To be confirmed).

30 September 2008 – Formal meeting of the Forum to receive:-

- (i) Feedback from the Chair of the Forum on the outcome of the site visits; and

- (ii) Feedback from the Chair of the Forum on the outcome of the Focus Group session.

05 November 2008 – Formal meeting of the Forum to receive:-

- (i) Evidence from Care Provider Organisations; and
- (ii) Summing up of findings for inclusion in the Draft Final Report.

21 January 2008 – consideration of draft Final Report.

13 February 2008 - Consideration of Final Report by the Scrutiny Coordinating Committee

TBC - Consideration of Final Report by the Cabinet/Council (tentative date)

9. RECOMMENDATION

- 9.1 Members are recommended to agree the Terms of Reference for the Scrutiny Forum's remit of the Scrutiny investigation as outlined in paragraph 4.1.

Contact Officer: - Laura Starrs – Scrutiny Support Officer
Chief Executives Department – Corporate Strategy
Hartlepool Borough Council
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BACKGROUND PAPERS

The following background paper(s) was/were used in the preparation of this report:-

- (i) Department of Health, National Minimum Standards, Care Homes Regulations

APPENDIX A

**PRO-FORMA TO REQUEST FUNDING TO SUPPORT
CURRENT SCRUTINY INVESTIGATION**

Title of the Overview and Scrutiny Committee:
Title of the current scrutiny investigation for which funding is requested:
To clearly identify the purpose for which additional support is required:
To outline indicative costs to be incurred as a result of the additional support:
To outline any associated timescale implications:
To outline the 'added value' that may be achieved by utilising the additional support as part of the undertaking of the Scrutiny Investigation:

To outline any requirements / processes to be adhered to in accordance with the Council's Financial Procedure Rules / Standing Orders:

To outline the possible disadvantages of not utilising the additional support during the undertaking of the Scrutiny Investigation:

To outline any possible alternative means of additional support outside of this proposal:

ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

23 July 2008



Report of: Scrutiny Support Officer

Subject: QUALITY OF CARE HOMES PROVISION IN
HARTLEPOOL – SETTING THE SCENE
PRESENTATION: COVERING REPORT

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an introduction to the 'Setting the Scene' Presentation, which will be delivered at today's meeting by the Assistant Director (Adults Commissioning), as part of this Forum's investigation into the 'Quality of Care Homes Provision in Hartlepool'.

2. BACKGROUND INFORMATION

- 2.1 The Assistant Director (Adults Commissioning) will be in attendance at today's meeting to deliver a presentation, as part of this Forum's investigation into the 'Quality of Care Homes Provision in Hartlepool' in relation to the following issues:-
- (a) The differentiation between the provision of care homes and care homes with nursing;
 - (b) The local provision of care homes in Hartlepool;
 - (c) The roles and responsibilities of Hartlepool Borough Council in relation to care home provision; and
 - (d) A brief overview of the statutory and regulatory framework covering standards of care.

3. RECOMMENDATION

- 3.1 That Members note the content of both the report and presentation, seeking clarification on any relevant issues from the Assistant Director (Adults Commissioning), where felt appropriate.

Contact Officer:- Laura Starrs – Scrutiny Support Officer
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BACKGROUND PAPERS

There were no background papers referred to in the preparation of this report.