

ADULTS AND PUBLIC HEALTH SERVICES PORTFOLIO DECISION RECORD

23 September 2009

The meeting commenced at 10.00 a.m. in the Civic Centre, Hartlepool

Present:

Councillor Gerard Hall (Adult and Public Health Services Portfolio Holder)

Officers: Jill Harrison, Assistant Director of Commissioning
Phil Homsby, Strategic Commissioner - Older People
Margaret Hunt, Development Manager
Dale Owens, Project Officer (Carers/Telecare)
Steve Hilton, Public Relations Officer
Sarah Bird, Democratic Services Officer

14. Carers' Strategy *(Project Officer – Carers/Telecare)*

Type of Decision

Key (tests i and ii apply)

Purpose of Report

To gain approval for adoption of the Carers' Strategy for Hartlepool for financial years 2008/09 to 2010/11 and subsequent action plan.

Issues for Consideration

Hartlepool's Carers' Strategy has been written in partnership with local carers, taking into account the national priorities set by government. It represents a very local interpretation of what is needed to improve the lives of carers in Hartlepool through social care support and service provision.

The Strategy has been written with an associated action plan which will be monitored by carers through the Carers' Strategy Group on a bi-monthly basis. This Carers' Strategy Group reports to the Health and Wellbeing Partnership of Community Strategy.

The breakdown of the £390,000 budget was outlined and it was clarified that spending was on target at present.

The Portfolio Holder asked whether the yearly funding would be

ongoing and was informed that this was area based and not ring-fenced.

The Portfolio Holder asked about the introduction of a Carers' card and was informed that this was a registration scheme which would identify the person as a carer and enable access to appropriate services and activities. He asked whether the actions identified in the action plan appeared to be on target for completion and was informed that it had been reported at the last strategy meeting that actions were on target.

The Portfolio Holder acknowledged the work of the 9853 carers identified in the last Census and said that there was a huge hidden contribution from people looking after others out of concern, many from disadvantaged backgrounds. He commented on the information and communication strategy and suggested that it may be help to get a demographic breakdown of which wards in the town that carers were based.

Decision

The Portfolio Holder approved the Carers' Strategy for the local authority.

15. Adult and Community Services Departmental Plan (2009/2010 – 2011/2012 *(Development Manager)*)

Type of Decision

Non key.

Purpose of Report

To submit the Departmental Plan for Adult and Community Services Department for Portfolio Holder consideration.

Issues for Consideration

The Departmental Plan sets out the direction of travel for Adult and Community Services for the next three years. This included Support Services, Adult Education, Libraries, Sports and Recreation, Museums and Heritage, Parks and Countryside, Strategic Arts and Tall Ships Races 2010. The driver for the future of adult social care services had been the Department of Health White Paper, "Our Health, Our Care, Our Say" which set out a clear vision for the future of adult social care services. This had been complemented by the paper, "Putting People First."

This was the third annual update and outlined the progress on the

previous year's work. The report outlined the key content of the Departmental Plan detailing the vision for the department, key objectives and performance indicators. The Action Plan was monitored quarterly by the Covalent system. This would be the last departmental plan for Adult and Community Services and the next would be for the Child and Adult Services Department.

The Portfolio Holder acknowledged the hard work in compiling the plan and the hard work by the department in achieving the actions. He commented on whether the merging of the Children's Services and Adult and Community Services would have an impact on the training needs of staff. He was informed that any needs would be reflected in the Workforce Development plan.

The Portfolio Holder noted that the Plan outlined that the Department would endeavour to ensure that the changes to the department were effectively communicated and managed. He asked that Trade Union representatives be involved at an early stage in any discussions.

The Portfolio Holder acknowledged that the main challenges for the Department from a public perception would be the health issues facing the town e.g. life expectancy, obesity, smoking and carers roles.

Decision

The Portfolio Holder endorsed the Departmental Plan.

16. Dignity in Care *(Strategic Commissioner - Older People)*

Type of Decision

Non key.

Purpose of Report

To update the Portfolio Holder on current developments around Dignity in Care and propose how this work could be further developed.

Issues for Consideration

The Dignity in Care campaign was launched in November 2006 to stimulate debate about dignity for people in care and create a system where there is zero tolerance of abuse and disrespect of adults. The report provided an update on local progress and suggested how the work could be promoted through the development of Dignity in Care Champions and uses of Dignity Challenges. A new care review tool had been developed to identify

indicators in the measurement of dignified care, including areas such as hygiene, nutrition, privacy and personal care. This was linked to the appointment of 3 new Social Care Officers who would carry out reviews using the tool and were aligned to Community Matrons. A trainer for dementia awareness had been proposed to enable staff involved in direct care to receive more in depth training.

The Portfolio Holder stated that there appeared to have been an increase in referrals for vulnerable adults. He acknowledged the measures in place regarding care homes and stated that there were many people being cared for in their own homes and that the dignity ruling should still apply to them. He recognised that more should be done to develop an awareness of the right to dignity and was informed that other Local Authorities raised the profile of the dignity challenges by circulating newsletters and holding awards.

Decision

The Portfolio Holder for Adult and Public Health Services agreed on the proposals to develop a Dignity in Care Champion and Dignity Challenges.

17. Annual Complaints Report 1 April 2008 – 31 March 2009 (Development Manager)

Type of Decision

Non key

Purpose of Report

To present the fourth Annual Complaints Report of the former Adults and Community Services Department on complaints and representations for the period 1 April 2008 to 31 March 2009.

The Annual Report was attached as Appendix A to the report and this provided information on the complaints and representations framework. It drew together information in relation to complaints that had been received and dealt with during the reporting period. Complaints relating to Community Services come within the Authority's Corporate Complaints Framework which is also reported to the Culture, Leisure and Tourism Portfolio Holder.

Issues for Consideration

It is a legal requirement in Adult Social Care that an Annual Report be published on complaints, presented to the Portfolio Holder and made available to staff, the Care Quality Commission (CQC) and general public.

The report offered an opportunity to demonstrate learning that has occurred from complaints and also consideration of trends emerging through the year's activity within the Complaints Framework.

The content of the Report included:-

- Types of complaints and representations received 2008/09
- Profile data on service users who were the focus of the complaints
- Outcomes of complaints
- Compliance with timescales
- Learning lessons and service improvements

It was clarified that the statistical data within the report related to the person who was at the heart of the complaint and not the person who had actually alerted the authorities of the complaint. Associated costs of investigations were slightly higher than the previous year. This had been incurred as Independent Investigating Officers had attended some Stage 3 Review Panels but this added quality to the quality of the investigation. The Report provided an analysis of recorded complaints, compliments and representations and drew comparisons with the previous year.

A new complaints procedure would be piloted for six months with effect from 1 April 2009. It was acknowledged that there was a need to focus on using complaints as a learning tool and to make service improvements. Staff would also be informed of compliments received. The Portfolio Holder asked whether there were any problems envisaged with the new procedure but was informed that due to integration with health teams, it should work.

The Portfolio Holder clarified that some of the complaints involved a number of issues and partner agencies which lengthened the time it would take to resolve matters.

The Portfolio Holder said that he was aware of a number of complaints relating to personalisation and said that it was important that people received the correct information. He was informed that lessons were being learned from complaints made. The Portfolio Holder noted that there were only a very few complaints made in comparison with the number of service users. The Portfolio Holder thanked the complaints officer for the diligence of work completed.

Decision

The report was received and proposals for the development of the new Statutory Complaints Framework noted.

18. Annual Diversity Report 2008/2009 *(Development Manager)*

Type of Decision

Non key.

Purpose of Report

To provide the Portfolio Holder with an update on diversity actions completed by the Adult and Community Services Department in 2008/2009 and to provide an overview of key diversity issues for 2009/2010.

Issues for Consideration

The report included an analysis of key achievements and the approach to diversity in 2008/2009, which was more mainstreamed by being linked to the business planning process. Adult and Community Services had contributed to the successful completion of the self assessment process which had led to the Council achieving Level 3 Equality Standard for Local Government. The department participates in the Corporate Diversity Steering Group to ensure that diversity issues were fully addressed in the department. The report also highlighted some of the key activities to be undertaken next year.

The Portfolio Holder noted that the Disability Community Sports Coach post would not be extended as there was no funding available and stated that he hoped services provided by this post should be continued wherever possible.

The Portfolio Holder was informed about plans to develop the Havelock site to become a Centre for Independent Living (CIL) using funding secured from Strategic Capital Resource and Asset Programme Team (SCRAPT) and Communities for Health. A proposal has also been submitted to the Regional Efficiency and Improvement Partnership (REIP) capital programme.

The Portfolio Holder referred to a diversity event being organised by members of the Black and Minority Ethnic community and which would be attended by Members and diversity officers.

Decision

The Portfolio Holder noted the contents of the report.

19. Hartlepool Vulnerable Adults Protection Committee Quarterly Statistics 1 April 2009 – 30 June 2009 *(Assistant Director of Commissioning)*

Type of Decision

Non Key

Purpose of Report

To present the Safeguarding Adults quarterly statistics and provide an update on safeguarding activity.

Issues for Consideration

The Statistics Report was attached as Appendix A to the report. A summary of cases during April 2008/March 2009 that had been in the Safeguarding Framework previously was provided at Appendix B. The report covered Safeguarding activity for the first quarter (1 April 2009 – 30 June 2009).

The report was presented to the Portfolio Holder on a regular basis and highlighted that there was an increase in referrals in comparison to the previous year.

Internal safeguarding arrangements had been reviewed and a safeguarding and vulnerability unit had been established.

The Portfolio Holder noted that because of the increased publicity given to the issue, people would feel more confident in coming forward and that the increase in referrals was in relation to the increased awareness.

It was noted that there was liaison with licensing committee by the department in relation to the licensing of taxi drivers in relation to safeguarding issues with vulnerable adults and children.

Decision

The Portfolio Holder noted the report and the progress made.

20. Living Well with Dementia *(Assistant Director of Commissioning)*

Type of Decision

Non key.

Purpose of Report

To outline the key issues and likely impact for Hartlepool following the publication of the National Dementia Strategy.

Issues for Consideration

The report outlined the Dementia Strategy and described how the national aim would lead to a situation where:-

- All people with dementia had access to care and support that they would benefit from
- Public and professionals are well informed
- Fear and stigma of dementia are reduced
- Families affected know where to go for help and know what services to expect
- Quality of care is high and equal wherever you live
- People are confident to look for help with memory problems early and are encouraged to do so

A self assessment had recently been completed on progress in comparison with the national strategy. It had been identified that work needed to be done in some areas but others were on target for completion.

The Portfolio Holder noted that early diagnosis and interventions were pertinent to a number of conditions e.g. strokes, cardiovascular disease and it was vital that level of public awareness was raised.

The Department of Health stated that £150 million has been identified nationally to ensure the National Dementia Strategy is delivered. The North East SHA has estimated this would equate to £306K for Hartlepool and £539K for Stockton. However, it is not ring fenced and investments to support the Dementia Strategy will need to be discussed, alongside current significant health funding, and prioritized with the Strategy Delivery Group for Mental Health. The Board are requested to note there is increasing national and regional scrutiny over these financial allocations.

It was noted that a notional non ring fenced allocation of £306,000 is expected to be identified from within PCT baseline budgets to support the implementation of the strategy. Investments to support the Dementia Strategy will need to be discussed, alongside current health funding, and prioritized with the Strategy Delivery Group for Mental Health. It was clarified that any funding identified for local priorities would be discussed through the Older Person's Mental Health Working Group.

The Portfolio Holder referred to the objective of identifying a senior clinician with the NHS Foundation Trust to take the lead for quality improvement in dementia and said that he was aware of the difficulties in getting busy clinicians to take on extra responsibilities, although there were already Champions in the local authority.

Decision

The Portfolio Holder noted the National Dementia Strategy and associated key objectives.

The meeting concluded at 11.15 am

P J DEVLIN

CHIEF SOLICITOR

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