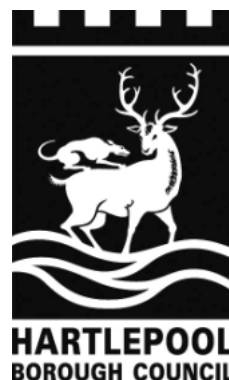


# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM AGENDA**



**8 April 2013**

**at 1.00pm**

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

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

**Councillors Beck, A Lilley, Loynes, Richardson, Shields, Sirs and Wilcox**

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

3.1 To confirm the minutes of the meeting held on 11 March 2013

**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.



**7. ITEMS FOR DISCUSSION**

- 7.1 Draft Final Report into the JSNA topic of 'Older People' – *Chair of the Adult and Community Services Scrutiny Forum*

**8. ISSUES IDENTIFIED FROM FORWARD PLAN**

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

**ITEMS FOR INFORMATION**



# **ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

**MINUTES**  
**11 March 2013**

The meeting commenced at 1.00 pm in the Civic Centre, Hartlepool

**Present:**

Councillor: Carl Richardson (In the Chair)

Councillors: Paul Beck, Linda Shields and Kaylee Sirs

Also Present: Pat Liddle, Hartlepool Carers  
Steve Thomas, Links

Officers: Phil Homsby, Head of Service, Strategic Commissioning  
Elaine Hind, Scrutiny Support Officer  
Denise Wimpenny, Principal Democratic Services Officer

## **76. Inquorate Meeting**

It was noted that the meeting was not quorate.

## **77. Apologies for Absence**

Apologies for absence were submitted on behalf of Councillors Brenda Loynes and Angie Wilcox.

## **78. Declarations of interest by Members**

None.

## **79. Minutes of the meeting held on 11 February 2013**

Confirmed

## **80. Matters Arising from the Minutes**

In relation to Minute 67, the Chair reported that information relating to participation levels and the cost of Hartlepool's Active Card, as a comparator with neighbouring authorities had been received and it was pleasing to note

that Hartlepool's facilities represented value for money and charges were lower than neighbouring authorities. The Chair emphasised the importance of participation to ensure retention of these services.

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

None

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

None

**83. Consideration of progress reports/budget and policy framework documents**

None

**84. Scrutiny Investigation into JSNA Topic of Older People – Draft JSNA Entry - Covering Report/Presentation** *(Scrutiny Support Officer/Assistant Director of Adult Social Care and Head of Service)*

As part of the Forum's investigation into the JSNA topic of 'Older People' representatives from the Child and Adult Services Department had been invited to attend the meeting to provide evidence in relation to the investigation.

The Head of Service, Strategic Commissioning, provided a detailed and comprehensive presentation in relation to the draft JSNA entry, a copy of which was attached to the report and focussed on the following:-

- Key Issues
- Recommendations
- Who is at risk and why?
- What is the level of need?
- What services are currently provided?
- What is the projected level of need/service use?
- What needs might be unmet?

- What evidence is there for effective intervention
- What do people say?
- What additional needs assessment is required?

In the discussion that followed, a number of issues were raised which included:-

- (i) With regard to reablement, a Member referred to the role of external providers and sought assurances that all staff had the appropriate training and skills to support individuals following discharge from hospital. The Head of Service outlined the reablement and support process and provided assurances that qualified professionals were responsible for dealing with the assessment element of the process.
- (ii) The Head of Service provided clarification in response to queries raised regarding training arrangements and accountability concerns. Following further discussion in this regard, the Forum emphasised the importance of ensuring appropriate training was available for all service providers and reference to the importance of such training be reflected in the 'older people' JSNA entry.
- (iii) Personal experiences of poor care were shared with the Forum to which the Head of Service expressed disappointment that such examples of bad practice had occurred. In response to a request for clarification, details of the Council's monitoring process of commissioned services to ensure standards of care were being met in accordance with service specifications were outlined as well as the alternative options available to individuals to address concerns of this type.
- (iv) Some concern was expressed regarding the high turnover of staff in the care profession and the impact on service users as a result. Members were of the view that the low salary levels paid by external providers contributed to the high turnover.
- (v) A representative from Links outlined the types of concerns experienced by Link Members which included the lack of dementia awareness training, problems with hospital discharge issues particularly in relation to discharges that occurred on Fridays and the reduced level of support available at weekends, the impact of reduced funding, the benefits of reablement and telecare services and the need to address the risks of social isolation as a result of supporting individuals to retain their independence. Reference was made to the benefits of a report of the Care Quality Commission being made available to the Forum which referred to time allocated to domiciliary care visits.

- (vi) Discussion ensued in relation to co-ordination of information during which concerns were raised that information was not co-ordinated from a central point. With regard to Hartlepool's 'Older People' JSNA entry, disappointment was expressed that this was not available on the website despite information being provided to the co-ordinator some time ago. The Forum was keen to ensure that this information was uploaded onto the website as soon as possible and, future updates supplied by Hartlepool Borough Council, in relation to the 'Older People' entry, were carried out within appropriate timescales. It was therefore suggested that the Health and Wellbeing Board make representations to facilitate this.
- (vii) Further concerns were expressed in relation to the impact of the proposal to reduce the Shopmobility budget which would potentially increase the risk of social isolation amongst older residents relying on this service. Whilst it was noted that this service was not funded from the social care budget, the Head of Service agreed to refer Members' comments to the Assistant Director of Adult Social Care. The Forum went on to discuss the adverse impact of budget cuts on social care provision.
- (viii) In relation to the statistics relating to level of need referred to on Page 11 of the draft JSNA entry, details of predicted figures for the next 3 to 4 years were sought by the Forum to which the Head of Service stated that the figures were produced nationally and were dependent upon information from the census or national surveys.
- (ix) With regard to the Forum's proposed recommendation to promote care available to help people retain their independence, the Forum emphasised the importance of such information being clear and concise.
- (x) In relation to the recommendation that the results of public consultations held in the future by the Council and partner organisations be considered for inclusion in the appropriate JSNA entry, it was suggested that they also be incorporated as part of the the older people's strategy review.

### **Recommended**

- (i) That the contents of the draft JSNA entry for 'Older People' be noted and agreed subject to inclusion of reference to the importance of appropriate training for all service providers.
- (ii) The comments of the Forum and evidence provided be used to assist with the scrutiny investigation.

**85. Feedback from What People Say Group Exercises held on 11 February 2013** *(Scrutiny Support Officer)*

As part of the Forum's investigation into the JSNA topic of 'Older People' the Scrutiny Support Officer presented the report which provided feedback from the group exercises undertaken at the last meeting of the Forum by members of the public, partner organisations and officers from the Child and Adult Services Department on health and social care services available to older people in Hartlepool.

**Recommended**

That feedback from the group exercises held on 11 February 2013 be noted and be used to assist with the scrutiny investigation.

**86. Formulation of Recommendations for the JSNA Topic of Older People – Covering Report** *(Scrutiny Support Officer/Members of the Forum)*

The Scrutiny Support Officer tabled a draft list of recommendations for Members' consideration. The Forum agreed the proposed recommendations together with the inclusion of additional comments as set out in Minute 84 above in relation to training provision for service providers, the JSNA entry, the need for clear and concise information when promoting the type of care available and the inclusion of results of public consultations being incorporated as part of the older people's strategy review.

**Recommended**

That the draft recommendations be agreed together with the inclusion of additional comments as set out above.

**87. Issues Identified from Forward Plan**

None

**88. Date and Time of Next Meeting**

It was reported that the next meeting would be held on 8 April 2013 commencing at 1.00 pm.

The meeting concluded at 2.25 pm.

CHAIR

# ADULT AND COMMUNITY SERVICES SCRUTINY FORUM

8 April 2013



**Report of:** ADULT AND COMMUNITY SERVICES SCRUTINY  
FORUM

**Subject:** DRAFT FINAL REPORT – INVESTIGATION INTO  
THE JSNA TOPIC OF ‘OLDER PEOPLE’

## 1. PURPOSE OF REPORT

- 1.1 To present the findings of the Adult and Community Services Scrutiny Forum following its investigation into the Joint Strategic Needs Assessment (JSNA) topic of ‘Older People’.

## 2. BACKGROUND

- 2.1 The Adult and Community Services Scrutiny Forum met on the 30 July 2012 to consider their work programme and agreed that the Forum would in 2012/13 focus on the following JSNA topic:-

Older People - Ensuring older people have full and active lives, accessing services within the community. If their needs change services across both health and social care need to be available and accessible to meet those needs. The principle of independence, reablement and maintaining control is at the heart of the commissioning and provision of services for older people.

- 2.2 The Marmot principle, ‘Enabling All Children, Young People and Adults to Maximise Their Capabilities and have Control over Their Lives’ was the overarching principle which the Forum used to measure the provision of Council Services throughout their investigation into ‘Older People’. The priority objectives and policy recommendations in relation to this principle being:-

### Priority Objectives:-

- (a) Reduce the social gradient in skills and qualifications;
- (b) Ensure that schools, families and communities work in partnership to reduce the gradient in health, well being and resilience of children and young people; and



- (c) Improve the access and use of quality lifelong learning across the social gradient.

### **Policy Recommendations**

- (a) Ensure that reducing social inequalities in pupils' educational outcomes is a sustained priority;
- (b) Prioritise reducing social inequalities in life skills by:
  - Extending the role of schools in supporting families and communities and taking a 'whole child' approach to education;
  - Consistently implementing 'full service' extended school approaches; and
  - Developing the school-based workforce to build their skills in working across school-home boundaries and addressing social and emotional development, physical and mental health and well-being.
- (c) Increase access and use of quality lifelong learning opportunities across the social gradient, by:
  - Providing easily accessible support and advice for 16-25 year olds on life skills, training and employment opportunities;
  - Providing work-based learning, including apprenticeships, for young people and those changing jobs / careers; and
  - Increasing availability of non-vocational lifelong learning across the life course.

## **3. MEMBERSHIP OF THE ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

- 3.1 The membership of the Scrutiny Forum was as detailed below:-

Councillors Beck, A Lilley, Loynes, Richardson, Shields, Sirs and Wilcox.

## **4. OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 4.1 The overall aim of the Scrutiny investigation was to strategically evaluate and contribute towards the development of the 'Older People' topic within Hartlepool's Joint Strategic Needs Assessment, whilst reflecting (where possible / appropriate) on the Marmot principle to 'Enabling all children,

young people and adults to maximise their capabilities and have control over their lives'

## 5. FINDINGS

- 5.1 The terms of reference for the investigation were based on the ten key questions outlined in the JSNA. Members received evidence from a wide range of sources relating to these key questions and the findings are detailed in paragraphs 5.2 to 5.29 of this report. Details of evidence presented to the Forum are attached as **Appendix A**.

### *Setting the Scene*

- 5.2 At the meeting of the Adult and Community Services Scrutiny Forum on 17 September 2012, Members received a setting the scene presentation from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning. The presentation covered the following JSNA questions:-

- What are the key issues?
- Who is at risk and why?
- What is the level of need?

### **What are the key issues?**

- 5.3 The Forum was supportive of the key issues identified within the JSNA at the meeting of the Forum on 17 September 2012 and at the meeting of the Forum on 11 March 2013, where the JSNA entry was presented as a whole.

### **Who is at risk and why?**

- 5.4 Dementia sufferers were one of the groups identified as being at risk in the 'older people' JSNA entry. Members discussed the difficulty surrounding diagnosis of the condition and the misconceptions that may exist around the condition, such as a view that sufferers cannot be cared for in their own homes, which may prevent people seeking a diagnosis.
- 5.5 Members suggested more publicity should be carried out to promote the facts around dementia and the care options available, to encourage more people to seek an early diagnosis, and that this was reflected in the 'older people' JSNA entry.

### **What is the level of need?**

- 5.6 Members noted that it is very difficult to fully identify all older people who may have a social care need, as many people with low level needs are supported by family and friends, self fund their care or received no support. It was identified that these people occasionally access health services but do not receive social care.

- 5.7 The Forum heard that approximately 18% of people classed as 'older' are supported by Hartlepool Borough Council Social Services (the JSNA entry classes those aged 65 and over as an 'older person').

**What services are currently provided?**

- 5.8 The Adult and Community Services Scrutiny Forum met on 23 October 2012 to consider the evidence from Hartlepool Borough Council's Assistant Director of Social Care and Head of Strategic Commissioning, Tees Esk and Wear Valley NHS Foundation Trust, Housing Hartlepool and Connected Care on services currently provided.
- 5.9 Following evidence from service providers, Members expressed concern that Hartlepool residents may not be aware of the types of support services available to them and queried what measures were in place to address this issue. Members were advised by a representative from Connected Care, that welfare notices were a means of identifying anyone in need of support.
- 5.10 Members queried whether Housing Hartlepool's Telecare Team had received dementia awareness training, to enable any concerns to be identified during home visits. Members were advised that the Adult Social Care department of Hartlepool Borough Council has been successful in providing a three day intensive training course to a wide range of providers, including Housing Hartlepool staff. To support this training, it was the aim to carry out regular review meetings with staff to discuss any patient concerns.
- 5.11 At a further meeting of the Forum on 11 March 2013, Members identified that appropriate training of staff who provide social care services across all organisations, particularly to dementia sufferers, was crucial in order to deliver a good standard of care to older people. The Forum recommended that the JSNA entry for older people should be updated to incorporate reference to the importance of training.
- 5.12 Members went on to stress that continuity of care and a co-ordinated approach from all health and social care agencies was very important to those who use social care services, particularly when there was a diagnosis of dementia. The Head of Strategic Commissioning highlighted examples of the processes for reablement and hospital discharge, but it was recognised that there were areas of health and social care still working in silos. The Forum also recognised that maintaining the continuity of care staff was very difficult and due to the nature of the sector staff regularly moved on to other positions.
- 5.13 Concerns were raised by the Forum in relation to the issue of isolation in the elderly community, identifying that the only people elderly residents may have contact with are those from social care or housing services. Representatives from the agencies present at the meeting on 23 October 2012 acknowledged that whilst progress had been made there was further work required in this respect.

**What evidence is there for effective intervention?**

- 5.14 At the meeting of the Adult and Community Services Scrutiny Forum on 11 March 2013, Members received evidence from the Head of Strategic Commissioning from Hartlepool Borough Council in relation to evidence for effective intervention. Members commented that when the 'level of need' figures contained within the JSNA entry, were updated for the 2011 census results, the level of need was likely to increase significantly and therefore the effectiveness of intervention may fall. It was also recognised that current cuts to funding meant that the provision of social care services were reducing and there was a risk that in the future only statutory services would be provided, which was not a situation service users or providers wished to see.

*Projected and unmet needs*

- 5.15 At the meeting of the Adult and Community Services Scrutiny Forum on 3 December 2012, Members considered evidence from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning from Hartlepool Borough Council and NHS Tees in relation to the following JSNA questions:-

- What is the projected level of need/service use?
- What needs might be unmet?

**What is the projected level of need / service use?**

- 5.16 Members requested clarification regarding the levels of reablement services available. The Head of Strategic Commissioning confirmed that there were a range of services available. In terms of short term input from the Council's reablement team, early performance measures indicated that 75% of people receiving this support achieved the outcomes identified at the beginning of the process. The aim was to provide low level support and early intervention.

**What needs might be unmet?**

- 5.17 The impact of the welfare reforms was identified by Members as an area of concern. The Head of Strategic Commissioning, from Hartlepool Borough Council advised the Forum that it was difficult to determine the full impact of the incremental rise in the number of older people affected by the reforms and work was currently ongoing to identify projections in this regard. However, it was anticipated this would include an increase in homelessness, as well as further pressures on health and social care.
- 5.18 A Member commented on the importance of addressing the needs of older people and emphasised the importance of ensuring reporting and communication arrangements were in place for information to feed into the Health and Wellbeing Board from its sub-groups. The importance of clear communication links between the Health and Wellbeing Board and Clinical Commissioning Group was also emphasised, as well as the need to avoid duplication of information feeding in to the Health and Wellbeing Board.

- 5.19 Reference was made to the potential increased dependence on crisis level support and the importance of improving communication methods to alleviate this problem. In response, a representative from NHS Tees advised Members that there was a close working relationship between the Public Health team, the CCG and the North East Public Health Observatory to facilitate a more strategic planning approach to day to day health care needs.
- 5.20 A query was raised by the Forum in relation to the potential numbers of patients suffering with dementia who remain undiagnosed. It was highlighted by the Head of Strategic Commissioning that the level of awareness and screening had increased. Members highlighted the benefits of raising dementia awareness and the Forum sought clarification on the impact of ongoing budget cuts on services of this type. Members were advised by the Assistant Director of Adult Social Care, of the arrangements in place to minimise the impact of reductions in funding as well as the aims and priorities of the service.
- 5.21 The Forum expressed further concern in relation to the impact of budget cuts on the level and types of support available to vulnerable people living at home with early onset dementia, who may be better supported in residential care. The Assistant Director of Social Care advised the Forum of the assessment process including eligibility criteria and emphasised that there were no plans at the present time to review eligibility criteria.

#### *Views and Comments*

- 5.22 At the meeting of the Adult and Community Services Scrutiny Forum on 11 February 2013, Members received evidence from the Assistant Director of Adult Social Care and the Head of Strategic Commissioning from Hartlepool Borough Council and representatives from NHS Tees, in relation to the following JSNA questions:-

- What do people say?
- What additional needs assessment is required?

In addition to receiving evidence, Members undertook a consultation to enable members of the public, service users and local organisations that offer support to older people, to share their views.

#### **What do people say?**

- 5.23 Members of the Forum raised concerns regarding the lack of information available in leaflet format and it was suggested that Hartbeat be utilised to communicate more accessible information in clear language. Whilst it was acknowledged that there was more information available electronically as opposed to hard copy format, the Head of Strategic Commissioning provided assurances that this issue had been noted and was included as an action in the Older People's Strategy.

- 5.24 The importance of the need to target the independent older person, who had never accessed the services in place and was potentially a higher risk of isolation, was highlighted.
- 5.25 Members recommended that the views expressed regarding services for older people be incorporated into the JSNA, where appropriate.

#### **What additional needs assessment is required?**

- 5.26 In response to concerns raised regarding the level of enabling services available to dementia patients, such as physiotherapy, the NHS Tees representative stated that this was a recognised issue nationally and various schemes were currently being explored to manage this problem.

#### **What are the recommendations for commissioning?**

- 5.27 At the meeting of the Forum on 11 March 2013 following a presentation by the Head of Strategic Commissioning in relation to the JSNA entry as a whole, Members were supportive of the commissioning priorities identified, but expressed frustration that the JSNA website did not as yet contain the entries submitted to NHS Tees. Members recommended that representations were made by the Forum to the Health and Wellbeing Board regarding timely updating of the JSNA website going forward.
- 5.28 The Forum recognised that support for older people within Hartlepool was not solely the responsibility of those organisations that provided social care and health services. In order to enable older people to live independently a whole life approach was needed, and this was an area for which the community as a whole needed to accept responsibility.
- 5.29 In addition to the recommendations contained within the JSNA entry for older people a number of further recommendations were suggested, as detailed in section 6, to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies.

### **6. RECOMMENDATIONS TO INFORM THE DEVELOPMENT AND DELIVERY OF THE HEALTH AND WELLBEING AND COMMISSIONING STRATEGIES**

- 6.1 The Adult and Community Services Scrutiny Forum has taken evidence from a wide range of sources to assist in the formulation of a balanced range of recommendations. The Forum's key recommendations to inform the development and delivery of the Health and Wellbeing and Commissioning Strategies are:-
- 1 That greater promotion of the care available to help people retain their independence and remain within their own homes is undertaken in conjunction with partner organisations, particularly in relation to dementia sufferers, where concerns over retaining independence may

prevent people from seeking an early diagnosis, and that any information produced is clear and concise.

- 2 That in order to ensure that awareness of conditions such as dementia is maintained amongst providers of services to older people and their staff, Hartlepool Borough Council undertakes the following:-
  - i re-delivers dementia awareness training to partner organisations at appropriate intervals; and
  - ii incorporates reference to the importance of appropriate training for all service providers in the 'older people' JSNA entry.
- 3 That further work is undertaken, in conjunction with partner organisations, to reduce social isolation amongst older residents in Hartlepool, particularly in relation to those people who are more independent and may never previously have accessed services.
- 4 That in order to address the needs of older people and avoid the duplication of information feeding into the Health and Wellbeing Board, clear and appropriate reporting and communication arrangements are put in place.
- 5 That in order to maintain JSNA entries as living documents and reflect the current views and issues faced by service users and their families, the results of the public consultation exercise undertaken by the Adult and Community Services Scrutiny Forum and any further public consultations held in the future by Hartlepool Council and partner organisations, be considered for inclusion in the appropriate JSNA entry and are also incorporated as part of the older peoples strategy review.
- 6 The Health and Wellbeing Board make representations to the appropriate public health body to ensure that the Hartlepool 'Older People' JSNA entry is uploaded on to the website as soon as possible and that future updates supplied by Hartlepool Borough Council in relation to the 'Older People' entry are carried out with appropriate timescales.

**COUNCILLOR CARL RICHARDSON**  
**CHAIR OF THE ADULT AND COMMUNITY SERVICES SCRUTINY FORUM**

## ACKNOWLEDGEMENTS

The Forum is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

Hartlepool Borough Council:

Jill Harrison – Assistant Director of Adult Social Care

Phil Homsby – Head of Strategic Commissioning

External Representatives:

Lorraine Ferrier – Tees, Esk and Wear Valley NHS Foundation Trust

Richard Harrety – NHS Tees

Ray Harriman – Connected Care

Rachael Maughan – Connected Care

Dr Boleslaw Posmyk – CCG

Andy Powell – Hartlepool Housing

Caroline Ryder-Jones – Tees, Esk and Wear Valley NHS Foundation Trust

John Stamp – NHS Tees

Julie Stevens – NHS Tees

Jacqui Straughan – Tees, Esk and Wear Valley NHS Foundation Trust

Pauline Townsend – North Tees and Hartlepool NHS Foundation Trust

Dr Chris Ward – North Tees and Hartlepool NHS Foundation Trust

Jan Weedall – Housing Hartlepool



## Appendix A

**Evidence provided to the Forum**

The following evidence was presented to the Adult and Community Services Scrutiny Forum throughout the course of the investigation into the JSNA topic of 'Older People':-

<b>Date of Meeting</b>	<b>Evidence Received</b>
30 July 2012	Scoping Report – <i>Scrutiny Support Officer</i>
17 September 2012	Setting the Scene Presentation – <i>Assistant Director Adult Social Care and Head of Strategic Commissioning</i>
23 October 2012	Presentation – Service Provision and Effective Intervention – <i>Representatives from Providers of Older People's Services</i>
3 December 2012	Presentation – Projected Level of Need – <i>Representatives from the Council's Adult Social Care Services and NHS Tees</i>
11 February 2013	Presentation – What People Say and Additional Needs Assessment Required - <i>Representatives from the Council's Adult Social Care Services and NHS Tees</i>
11 March 2013	Presentation –Hartlepool JSNA Entry – <i>Head of Strategic Commissioning</i>  Feedback from the 'what people say' group exercises.