

ADULT SERVICES COMMITTEE

DECISION RECORD

17 June 2013

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

Present:

Councillor: Carl Richardson (In the Chair)

Councillors: Ged Hall, Alison Lilley, Brenda Loynes, Linda Shields and Kaylee Sirs

Also Present: Councillors Paul Beck and Geoff Lilley
Steve Thomas, Health Watch
Representatives from Health Watch

Officers: Jill Harrison, Assistant Director for Adult Services
Neil Harrison, Head of Service, Adult Social Care
Brian Ayre, Commissioned Services Manager
John Lovatt, Head of Service, Adult Social Care
Denise Wimpenny, Principal Democratic Services Officer

10. Apologies for Absence

An apology for absence was submitted on behalf of Councillor Keith Fisher.

11. Declarations of Interest

None.

12. Minutes

No items.

13. Potential Development of Supported Accommodation and Centre for Independent Living (Assistant Director, Adult Services)

Type of decision

Non-key

Purpose of report

To inform the Adult Services Committee of proposals to redevelop land adjacent to the Havelock Centre for Independent Living (CIL), including the potential development of 20-25 units of accommodation for adults with a disability and a new purpose built Independent Living Centre, and to seek support from the Committee for further work on a financial options appraisal.

Issue(s) for consideration

The Head of Service, Adult Social Care provided background information together with details of discussions that had taken place with the developer relating to the proposals. The proposal at present was to build a new centre as a replacement for the existing Havelock Centre on the land adjoining it prior to demolition of the existing centre and construction of a supported living residential scheme on the site of the current centre, details of which were set out in the report.

A detailed financial options appraisal was required to ascertain the capital and revenue commitment required to fund this proposal and to assess the relevant benefits and risks of the different options available. Feedback from some initial consultation events held had been positive and some minor issues had been identified regarding the proposed development which had been addressed in the latest version of the plans. A further consultation exercise was planned with service users or their carers and local residents.

The Chair spoke on behalf of Councillor Payne and other Ward Councillors in support of the project and thanked officers involved for their input and contribution to the report.

In the discussion that followed the Assistant Director and Head of Service responded to issues raised by Members in relation to the proposals. A query was raised regarding the impact of increasing the range and type of accommodation available to meet future demographic demands from this client group. Whilst the proposals would provide provision for the increasing number of people with disabilities, assurances were given that the proposals would not impact upon residents who were currently appropriately provided for.

A Member expressed some concern that the two sites identified had been listed as potential gypsy and traveller sites and sought clarification on the implications of this proposal. The Assistant Director advised that the sites had been included in line with the defined criteria for the consultation, due to their being no planning approval in place.

Whilst representatives from Health Watch welcomed the proposals, given the proposed location of the development, the potential of social isolation was highlighted. Assurances were sought that the wider issues around access to facilities would be considered as part of the options appraisal including transport provision, access to GP facilities and shops etc. With regard to the option to relocate existing services and rationalise the number of buildings, in response to some concerns from the Health Watch representative regarding the potential impact on services at Warren Road, the Assistant Director advised that the purpose of the project was to improve provision and that any concerns would be considered as part of the impact assessment process. It was also confirmed that there would be ongoing consultation with people using services and their families / carers if the development progressed.

Decision

That a detailed financial options appraisal be undertaken for the potential development of supported accommodation for adults with a disability and a new purpose built Independent Living Centre.

14. Hartlepool Safeguarding Adults Board Statistics and Safeguarding Progress Report for 2012/13 *(Assistant Director, Adult Services)*

Type of decision

For information only

Purpose of report

To present the Hartlepool Safeguarding Adults Board (HSAB) statistics covering the period from 1 April 2012 – 31 March 2013 and to share a summary of the progress made with the implementation of the HSAB Strategic Objectives and Action Plan for the same period.

Issue(s) for consideration

The report identified the trends in possible cases of abuse or neglect of adults that had been brought to the attention of the First Contact and Support Hub (previously known as the Duty Team) during the period 1 April 2012 – 31 March 2013. In relation to the reporting period, it was highlighted that although 60.6% (323) of the alerts required no specific further action in terms of safeguarding procedures, they were appropriately managed through other interventions or through the provision of more detailed

information, advice or guidance.

Care homes continued to be the most common location of reported abuse. However, it was noted that the number of cases had reduced considerably in the latest reporting period by 24%. Neglect was the most frequently identified cause of abuse, increasing by 59% on the same reporting period last year followed by physical abuse which had increased by 6%. The report also included activity in relation to Deprivation of Liberty Safeguards (DoLS) for 2012/13 and 2011/12.

With regard to the Safeguarding Adults Action Plan 2012/13, the Committee was advised of key achievements for this reporting period, as set out in the report. Members were referred to the pilot scheme to develop an “Expert by Experience” model of working, details of which were included in the report.

In the discussion that followed Members and representatives from Health Watch shared experiences and concerns regarding the potential impact on individuals as a result of the police utilising police cells as a place of safety. The Assistant Director outlined the process for reporting concerns of this type which initially should be via the Council’s First Contact and Support Hub (01429 284284). The Chair requested that a report be submitted to a future meeting of this Committee outlining the arrangements in place to support vulnerable adults in police custody. It was also suggested that a representative from the police be invited to the meeting to respond to questions from Members.

The Health Watch representative raised concerns regarding the level of safeguarding issues arising from care homes. Reference was made to the enter and view visits undertaken by Health Watch volunteers where there appeared to be a reluctance from residents to report any areas of concern for fear of repercussion. A query was raised as to what initiatives were in place to encourage individuals to report such areas of concern. The Committee was advised of the processes and support arrangements in place to encourage residents to report complaints which included the ‘No Secrets Policy’, encouraging care homes to appoint Dignity in Care Champions, advocacy services as well as awareness raising sessions.

Decision

- (i) The contents of the report and comments of Members were noted.
- (ii) That a report be submitted to a future meeting of this Committee outlining the arrangements in place by the Police for dealing with vulnerable adults and a representative from the police be invited to attend the meeting to respond to Members’ questions.

15. Hartlepool Safeguarding Adults Board Strategic Objectives and Action Plan for 2013/14 *(Assistant Director, Adult Services)*

Type of decision

For information only

Purpose of report

To present the Hartlepool Safeguarding Adults Board (HSAB) Strategic Objectives and Action Plan for the period April 2013 – March 2014.

Issue(s) for consideration

It was reported that the HSAB Strategic Objectives and Action Plan were developed on an annual basis and set the direction of travel for safeguarding arrangements for each financial year. The report included the Vision for Adult Safeguarding in Hartlepool as well as details of the strategic objectives. A copy of the HSAB Strategic Objectives and Action Plan for 2013/14 was attached as an appendix to the report.

Decision

That the HSAB Strategic Objectives and Action Plan for 2013/14 be noted.

16. Quality of Care in Older People's Care Homes *(Assistant Director, Adult Services)*

Type of decision

For information only

Purpose of report

To update the Committee on the progress made in introducing a Quality Standards Framework (QSF) to assess the quality of care in older people's care homes.

Issue(s) for consideration

The Assistant Director referred Members to the background to the implementation of a Quality Standards Framework (QSF) that would allow the Council to assess the quality of care provided in older people's care homes and link that to the fees paid to providers.

The QSF had 16 outcomes, grouped under five domains:-

- information and involvement
- personalised care, treatment and support
- safeguarding and safety
- suitability of staff
- quality assurance and management

The report outlined the various stages of evaluation of a provider's compliance and highlighted the results of the 2012 assessment, which demonstrated that 6 of the 21 care homes achieved the top Grade 1 rating, 12 were rated as Grade 2 and 3 were rated as Grade 3. No care home fell within the lowest banding of Grade 4.

As part of the process, providers were given the opportunity to appeal the outcome from the QSF, details of which were provided. As part of the development of the QSF it had been agreed with providers that the reports and gradings would be made publicly available via the HBC website. It was the intention to implement the QSF across all regulated services within Hartlepool.

It was also noted that members of HealthWatch were undertaking consultation with residents to feed into the process and the Assistant Director highlighted how valuable this had been in the past and how the support of volunteers was greatly appreciated.

The Assistant Director highlighted that the appendix, attached to the report, did not include the domains or care homes and this information would be circulated under separate cover following the meeting.

Members commended the support and work of the Health Watch volunteers for their invaluable contribution to improving quality standards in care homes.

The Assistant Director responded to issues raised by Members in relation to the Quality Standards Framework, self assessment and scoring process as well as how the standards were determined. Members were keen to receive further information relating to the scoring process which the Assistant Director agreed to provide under separate cover following the meeting.

Members went on to discuss the impact on quality of care as a result of the

high turnover of staff in care homes and commented on the need to explore methods of addressing this issue.

The Health Watch representatives made reference to their role in the consultation process with residents and their forthcoming work with users of domiciliary care (home care). HealthWatch had been working with HBC to identify people who accessed domiciliary care support and would be using a range of methods to gather information from people including a questionnaire, coffee mornings and the opportunity to speak with HealthWatch representatives on an individual basis.

With regard to the grading of homes, a Health Watch representative stated that feedback received from residents during enter and view visits indicated that the domains did not adequately reflect some of the issues raised and may need to be reviewed.

Decision

The Committee noted progress made in implementing the Quality Standards Framework for Older People's Care Homes and publicising the results and noted the next steps in terms of implementing the QSF approach for other providers.

17. Winter Warmth Initiatives *(Assistant Director, Adult Services)*

Type of decision

For information only

Purpose of report

To update Members regarding the outcomes achieved through the Stay Safe and Warm initiative and the Department of Health 2012/13 Warm Homes, Healthy People funding.

Issue(s) for consideration

The report provided background information in relation to the Warm Homes, Healthy People Funding. In 2012/13 the Council had been successful in securing £50,000 of Warm Homes, Healthy People funding. Additional winter warmth funding from public health was also utilised. In addition to the HBC bid, there was a wider regional bid led by Durham County Council, Stockton, Redcar and Cleveland, Middlesbrough and Hartlepool Borough Councils.

In the lengthy discussion that followed a number of concerns were expressed regarding the number of deaths in the 2010/11 winter which was twice the rate of many Northern European countries such as Finland.

Members went on to discuss home safety checks, the impact of fuel poverty on older people's health, the importance of energy efficient homes, hospital discharges and the need to ensure appropriate support packages were in place when older people were discharged from hospital. The Assistant Director provided assurances that any areas of concern relating to inappropriate discharges that were reported to the Council were regularly reported to the Trust. Following further discussion in relation to hospital discharges, the Chair requested that additional information be provided in relation to the hospital discharge process and that a representative from the Trust be invited to attend a future meeting of the Committee to respond to questions from Members.

Further discussion ensued regarding the type of support available, number of referrals and level of take-up of services. Members were of the view that the schemes available should be more widely promoted to encourage take-up.

Decision

- (i) That the outcomes of the 2012/13 Warm Homes, Healthy People funding and Stay Safe and Warm Campaign be noted.
- (ii) That the comments of the Committee be noted.
- (iii) A report be submitted to a future meeting of this Committee outlining the hospital discharge process and that a representative from the Foundation Trust be invited to attend the meeting to respond to Members' questions.

The meeting concluded at 11.55 am.

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 24 JUNE 2013