

ADULT SERVICES COMMITTEE AGENDA



Monday 6 October 2014

at 10.00 am

in Committee Room B, Civic Centre, Hartlepool

MEMBERS: ADULT SERVICES COMMITTEE

Councillors Beck, Lilley, Loynes, Richardson, Sirs, Springer and Thomas

1. **APOLOGIES FOR ABSENCE**
2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
3. **MINUTES**
 - 3.1 To receive the Record of Decision in respect of the meeting held on 1 September 2014 (*attached - for information*)
4. **BUDGET AND POLICY FRAMEWORK ITEMS**

No items
5. **KEY DECISIONS**

No items



6. **OTHER ITEMS REQUIRING DECISION**

No items

7. **ITEMS FOR INFORMATION**

- 7.1 Role of the Care Quality Commission – Presentation – *Representative from the Care Quality Commission*
- 7.2 Quality of Care in Older People’s Care Homes – *Director of Child and Adult Services*

8. **ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

Date of next meeting – Monday 3 November 2014 at 10.00am in Committee Room B, Civic Centre, Hartlepool.



ADULT SERVICES COMMITTEE MINUTES AND DECISION RECORD

1 September 2014

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

Present:

Councillor: Carl Richardson (In the Chair)

Councillors: Paul Beck, Kaylee Sirs, George Springer and Stephen Thomas.

Also Present: Lynn Allison - Healthwatch
Frank Harrison, Years Ahead Forum
Members of the Public - Evelyn Leck and Stella and Gordon Johnson

Officers: Gill Alexander, Director of Child and Adult Services
Jill Harrison, Assistant Director, Adult Services
David Ward, Head of Finance (Child and Adult Services)
Denise Wimpenny, Principal Democratic Services Officer

18. Apologies for Absence

Apologies for absence were submitted on behalf of Councillor Brenda Loynes and Health Watch representatives Ruby Marshall, Zoe Sherry and Maureen Lockwood.

19. Declarations of Interest

Councillor Thomas declared a personal interest in Minutes 21 and 23 and Councillor Beck declared a personal interest in Minute 23.

20. Minutes of the meeting held on 12 August 2014

Received.

21. The Care Act 2014: Update and Proposed Use of Implementation Grant for 2014/15 (*Director of Child and Adult Services*)

Type of decision

Key decision test (i) and (ii) apply – Forward Plan Ref CAS030/14

Purpose of report

To provide the Adult Services Committee with a further update on the changes to adult social care proposed in the Care Act, following an earlier report in February 2014.

Issue(s) for consideration

The Assistant Director presented the report which provided a further update on the changes to adult social care proposed in the Care Act.

The report set out progress towards implementing the Care Act from April 2015, information on the national implementation stocktake programme, and the proposed use of the Care Act Implementation Grant for 2014/15, a one off grant of £125,000 which had been allocated to local authorities to support their change management programmes in preparation for the Care Act implementation from April 2015.

The Care Act received Royal Assent on 15 May 2014. The key changes to adult social care proposed in the Care Act were provided including the preparations for implementing the Care Act in Hartlepool. The report included details of the implementation framework, set out at Appendix 1, as well as details of regional and national support to implement the Care Act.

It was proposed that the following developments, as outlined in the report, be supported by the Care Act Implementation Grant:-

- (i) Project Management Capacity
- (ii) Training and Awareness Raising
- (iii) Information and Advice

In the lengthy discussion that followed the Committee discussed the impact of the Care Act in terms of the way adult social care services were delivered as well as the budget in terms of funding pressures and included the following issues:-

- (i) Concerns were expressed regarding the recent announcement

by the Chancellor of further cuts for local government in the region of £29 billion and the impact across Council departments as a result. The Assistant Director advised that global cuts for local authorities had not been examined by individual departments as yet and it was difficult at this stage to determine the actual benefits of the one-off grant to support implementation of the Care Act given the risk that this could be offset by cuts in other areas. Consultation was currently ongoing in relation to the formula grant allocation and further information was awaited in this regard.

- (ii) In response to a request for clarification, the Assistant Director provided details of the additional responsibilities/duties that would be placed upon local authorities from April 2015. Further concerns were expressed regarding the impact of the requirements of the Care Act and the pressures that such additional responsibilities/duties would place on the Council.
- (iii) The Assistant Director responded to a number of queries raised by the Committee which included clarification on the revised funding/charging reforms/changes to means testing arrangements and operational/workforce issues. It was noted that that details of the changes to means testing arrangements would be available following completion of the consultation process.
- (iv) Whilst the identified one-off Government Grant to assist with implementation of the Care Act was welcomed, a Member raised concerns that there were a number of unknowns in terms of the ongoing financial implications facing the Council as a result of the changes. The Committee was advised that there was financial modelling work being undertaken to establish the extent of what the additional costs might be. Work was also currently ongoing as to which funding formula was most beneficial to Hartlepool and, until such time as the financial modelling works had been completed, it was difficult to quantify whether the national allocations would meet the anticipated costs. Upon completion of the financial modelling, an update report would be submitted to a future meeting of this Committee.
- (v) Members were keen to receive an update on the financial implications facing the Council as a result of the Care Act as soon as possible to enable this to be considered as part of the budget process.

Decision

The Adult Services Committee:

- a) Noted the framework in place to implement the Care Act from April 2015.
- b) Approved the proposed spend in respect of the Department of Health Implementation Grant 2014/15.
- c) Noted that a further update report be received in Spring 2015 following the national stocktake which would take place in January 2015, with an update report on the financial implications facing the Council as a result of the Care Act provided as soon as possible to feed into the budget process.
- d) Noted that the requirement for detailed financial and activity modelling in respect of the implications of the Care Act 2014 would be available in early summer 2015. This work would inform the implementation of the financial reforms which were not due to be progressed until April 2016.

22. Strategic Financial Management Report – AS at 30 June 2014 *(Director of Child and Adult Services and Chief Finance Officer)*

Type of decision

For information

Purpose of report

The report informed Members of the 2014/15 Forecast General Fund Outturn, 2014/15 Capital Programme Monitoring and provide details for the specific budget areas that this Committee was responsible for.

Issue(s) for consideration

The Head of Finance, Child and Adult Services presented the report which provided the background and financial reporting arrangements for 2014/15 as well as the General Fund budget outturn information in relation to the Child and Adult Services Department.

As recently reported to the Finance and Policy Committee, Members were advised that there would be an overall underspend in the current year. The net forecast uncommitted budget underspend at the year end was between £0.547m and £0.662m. Finance and Policy Committee had approved this be used to fund potential one-off protection costs arising from the Terms

and Conditions Review and to continue the use of one-off resources to support the budget.

Details of the overall budget position for the Child and Adult Services Department was summarised in a table included in the report which included the reasons for the forecast outturn. Further details of specific budget areas was set out at Appendix A. Members were provided with details of recommended reserves together with planned capital expenditure, as set out in the report. Members' attention was drawn to the unbudgeted costs relating to Deprivation of Liberty Safeguards (DoLS). It was noted that the forecast outturn had been reduced as a result of the Council having to fund DoL'S costs, forecast to be between £0.330m and £0.4m. The costs would be funded from a combination of the 2014/15 Adult Services managed budget underspend and the use of reserves.

Decision

That the contents of the report be noted.

23. Matters Arising from the Minutes

In relation to Minute 17, Any Other Business – Hartfields GP Surgery, a Member requested that a copy of the letter to the Chair of Audit and Governance Committee in relation to the proposed closure of GP practices in the town be circulated to all Members of this Committee following the meeting.

Decision

That a copy of the letter to the Chair of Audit and Governance Committee in relation to the proposed closure of GP Practices in the town be circulated to all Members of this Committee following the meeting.

The meeting concluded at 10.40 am.

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 8th September 2014

ADULT SERVICES COMMITTEE

6 October 2014



Report of: Director of Child & Adult Services

Subject: QUALITY OF CARE IN OLDER PEOPLE'S CARE HOMES

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 No decision required; for information.

2. PURPOSE OF REPORT

2.1 To update the Adult Services Committee on the outcomes of the Quality Standards Framework (QSF) assessment of the quality of care in residential homes for older people.

3. BACKGROUND

3.1 Hartlepool Borough Council's Quality Standards Framework (QSF) allows the Council to assess the quality of care provided in older people's care homes and link that to the fees paid to providers.

3.2 Following a pilot in 2012 the QSF process was amended and used to formally assess all homes in 2013.

3.3 Following publication of the 2013 QSF results, in order to continually develop the QSF, the Council undertook a further review of the process and alongside care providers identified additional areas for improvement.

3.4 As a result of the findings of the review the QSF was amended to remove the requirement for providers to self assess their performance and also to remove the desk top evaluation stage. These were replaced with a more interactive process of gathering evidence as an on-going process rather than a snap shot in time. The new process allows the Council to better understand and measure the impact of policies and procedures on service delivery but more importantly to measure the impact on outcomes for people living in the care homes.

3.5 The QSF continues to measure 16 outcomes linked to the five domains within the Care Quality Commission Core Standards:

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

The sixth domain, which is independently assessed, considers the environmental standards of the care home, including an assessment of room size, provision of en-suite facilities and amount of communal space.

3.6 A judgment of the level of achievement in each of the 16 outcomes is made as being; fully met, substantially met, partly met or not met. Each judgment carries a score and that score equates to a quality grade of between 1 and 4, with Grade 1 being the highest. The grades link directly to the fee level paid for the care and support of each resident financially supported by the Council.

4. RESULTS AND FINDINGS

4.1 The Council currently contracts with 20 homes for the delivery of residential care and support for older people. Each home has been assessed under the QSF and the results of the assessments are as follows:

Grade 1	Grade 2
Brierton Lodge	Admiral Court
Charlotte Grange	Clifton House
Four Winds	Dinsdale Lodge
Gardner House	Elwick Grange
Gretton Court	Lindisfarne
Highnam Hall	Warrior Park
Manor Park	
Park View	
Queens Meadow	
Seaton Hall	
Sheraton Court	
Stichell House	
West View Lodge	
Wynyard Woods	

No homes were assessed at grades 3 and 4. Further details of the assessment are shown in **Appendix 1**.

4.2 The assessments indicated progress in relation to achievement of quality within the homes. 17 homes maintained the same grade as the 2013 assessment and 3 homes demonstrated significant progress, moving from

grade 2 to grade 1. Of the 17 homes which maintained their grade, all but 2 improved their overall scores; one maintained the same score and therefore retained a grade 1; the remaining home dropped slightly in the points but maintained an overall grade 1. Please see **Appendix 2** for further information.

- 4.3 The QSF Protocol includes an appeals process, however this year no appeals were received. Feedback from providers indicated that they felt the report findings and scores were reasonable, appropriate and added value with the process supporting them to improve the quality of care provided.

5. NEXT STEPS

- 5.1 Each provider has been given a copy of their individual quality assessment report to review and consider the findings and to provide an opportunity to address the areas identified as requiring improvement.
- 5.2 Officers will meet with the managers of each of the homes to clarify how the judgments were arrived at and to discuss areas requiring further improvement.
- 5.3 A review will be undertaken to establish how residents can be more involved in the process and how management of medication, health and safety and cleanliness and infection control can be assessed independently.
- 5.4 The QSF assessment will be repeated on an annual basis and officers will work with the care home managers to agree how quality can be improved in all areas, including those where the outcomes are fully met.
- 5.5 As part of the QSF Protocol it was agreed with providers that the reports and grading would be made publicly available via the Hartlepool Borough Council website and in the 'Guide to Extra Care and Care Homes' booklet. This will help people who require residential care, and their families or carers to make an informed choice when considering the range of homes available. An explanation of the QSF process and the detailed reports are available via www.hartlepool.gov.uk/qsf and a quick summary of the QSF process and grades for homes is detailed in the new 'Guide to Extra Care and Care Homes' booklet both online and in hard copy.
- 5.6 It is intended that the QSF be implemented across all regulated services within Hartlepool. This work will be undertaken on a phased approach commencing with residential care home services for people with mental health needs.

6. RECOMMENDATIONS

- 6.1 The Adult Services Committee is asked to note the progress made in improving quality in care homes for older people and to note the planned next steps for further implementation of the Quality Standards Framework.

7. CONTACT OFFICER

- 6.1 Jeanette Willis
Head of Strategic Commissioning - Adult Services
E-mail: Jeanette.Willis@hartlepool.gov.uk
Tel: 01429 523744

APPENDIX 1

Older People Care Home Quality Standards Framework Results 2014

Outcomes	Band 1 Homes														Band 2 Homes					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Respecting & involving people	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green
Consent to care & treatment	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green	Light Green	Light Green	Green	Green	Yellow	Light Green	Green	Green
Care & welfare of people	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Light Green	Green	Green
Meeting nutritional needs	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Cooperation with other providers	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Safeguarding people from abuse	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green	Green	Light Green	Light Green	Yellow	Light Green	Yellow	Green	Green
Cleanliness & infection control	Green	Green	Green	Green	Light Green	Light Green	Light Green	Yellow	Light Green	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Yellow	Yellow	Yellow
Management of medicines	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Safety & suitability of premises	Green	Light Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Yellow	Green	Light Green	Yellow	Light Green	Yellow	Light Green	Red	Yellow	Green
Safety, availability & suitability of equipment	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Yellow	Yellow	Light Green	Light Green	Green
Requirements relating to workers	Green	Green	Light Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green	Green
Staffing	Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green	Yellow	Green	Green	Green	Light Green	Yellow	Light Green	Green	Yellow	Yellow
Supporting workers	Green	Green	Green	Green	Light Green	Green	Green	Green	Yellow	Green	Light Green	Light Green	Green	Green	Light Green	Green	Green	Green	Light Green	Yellow
Assessing & monitoring of quality	Green	Green	Light Green	Green	Green	Green	Green	Green	Green	Light Green	Green	Green	Green	Yellow	Light Green	Yellow	Light Green	Green	Light Green	Green
Complaints	Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Yellow	Yellow	Yellow	Yellow	Light Green	Yellow	Yellow
Records	Light Green	Green	Green	Green	Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Yellow
Environment	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Yellow	Yellow	Light Green	Yellow	Green	Light Green	Green	Yellow	Yellow

APPENDIX 2

QSF COMPARISON RESULTS - 2013 AND 2014

HOME	Total Points 2013	Total Points 2014	Banding 2013	Banding 2014	Difference in points
1	765.5	795.5	Band 2	Band 2	30
2	936	950	Band 1	Band 1	14
3	760	888	Band 2	Band 1	128
4	816	820	Band 2	Band 2	4
5	700	827.5	Band 2	Band 2	127.5
6	720	813	Band 2	Band 2	93
7	905	935	Band 1	Band 1	30
8	834	896	Band 2	Band 1	62
9	879	892	Band 1	Band 1	13
10	867.5	939	Band 1	Band 1	71.5
11	765	824	Band 2	Band 2	59
12	833.5	934	Band 2	Band 1	100.5
13	900	935	Band 1	Band 1	35
14	949	996	Band 1	Band 1	47
15	852	852	Band 1	Band 1	0
16	971	997	Band 1	Band 1	26
17	980	920	Band 1	Band 1	-60
18	722	745	Band 2	Band 2	23
19	857	896	Band 1	Band 1	39
20	927	983	Band 1	Band 1	56