

ADULT SERVICES COMMITTEE

MINUTES AND DECISION RECORD

8 June 2015

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

Present:

Councillor: Carl Richardson (In the Chair)

Councillors: Sandra Belcher, Sylvia Tempest and Stephen Thomas

Also Present:

In accordance with Council Procedure Rule 5.2 (ii) Councillor Paul Thompson was in attendance as substitute for Councillor Kelly Atkinson

Frank Harrison, Years Ahead Forum
Member of the Public – Evelyn Leck

Officers: Sally Robinson, Director of Child and Adult Services
Jill Harrison, Assistant Director, Adult Services
Neil Harrison, Head of Service, Adult Services
Leigh Keeble, Development Manager, Adult Services
Denise Wimpenny, Principal Democratic Services Officer

1. Introductions/Welcome

The Chair welcomed newly Elected Councillors to the Committee.

2. Apologies for Absence

Apologies for absence were submitted on behalf of Councillors Kelly Atkinson, Paul Beck and Brenda Loynes. It was reported that Councillor Atkinson's non-attendance was due to her role as Exams Officer in GCSE exams.

3. Declarations of Interest

Councillor Thomas declared a personal interest in Minute 8 as an employee of Healthwatch. Councillor Tempest declared an interest later in the meeting (Minute 8 refers).

4. Minutes of the meeting held on 9 March 2015

Received.

5. Matters Arising from the Minutes

In relation to Minute 68 decision (vi) – that feedback be provided to a future meeting of this Committee in relation to:-

- a) a review of Section 136 suite and crisis care arrangements
- b) the recent Peer Review and Care Quality Commission Review, it was reported that a feedback report would be provided to the July meeting of this Committee.

6. Waverley Allotment Group: Promoting Change, Transforming Lives Project Update *(Director of Child and Adult Services)*

Type of decision

No decision required – for information

Purpose of report

To update Members on behalf of the Waverley Allotment Group (WAG) Promoting Change, Transforming Lives Project and to inform Members of recent success at the National Gardening Against the Odds Awards and the Best of Hartlepool Awards.

Issue(s) for consideration

The report provided background information together with an update on progress made in relation to the Waverley Terrace Allotment Project. On behalf of WAG, the Council had submitted a Big Lottery Fund Reaching Communities Application to support the development of the project.

The project incorporated three key elements, Therapeutic Services, Employment and Training Services and Commercial Services, details of which were set out in the report. The overall cost of the project would be £475,000 over five years with £400,000 of funding being requested from the Big Lottery Fund Reaching Communities Programme and a £75,000 in-kind contribution from the Council. The first stage of the application had been approved and a stage two application had been submitted providing further information, to which a response was awaited.

The Head of Service was pleased to report that the project had recently achieved the National Gardening Against the Odds Award and had been

described by the judging panel “as a shining beacon of success”.

Whilst the benefits of the project were welcomed, some concerns were expressed that the restrictions placed upon allotment holders differed from the Group given that allotment holders were prevented from selling their produce. In response, Members were advised that whilst the Waverley Allotment Group were allowed to sell produce they could not do so at a profit.

Members noted and welcomed the commitment of allotment holders in relation to provision of surplus produce to food banks leading up to Christmas.

The Head of Service responded to further queries raised in relation to the project. In terms of delivery of the project, clarification was provided as to the reasons why the staff salaries had been set at the proposed level as well as the benefits of the project. In response to a request for clarification as to whether the Allotment Group was part of the Council or a separate entity, details of the management and operational arrangements were provided. The importance of ensuring that opportunities to use the site were extended as widely as possible to the community was emphasised including the need for partnership working with a range of voluntary sector organisations to facilitate this.

The Chair requested that a site visit be arranged for Members of this Committee.

Decision

- (i) That the contents of the report and comments of Members be noted.
- (ii) That a further report be submitted once a decision had been made on the Council’s Big Lottery Funding application.
- (iii) That a site visit to the Waverley Terrace Allotment site be arranged for Members of this Committee.

7. Provision of Information and Advice (*Director of Child and Adult Services*)

Type of decision

No decision required – for information

Purpose of report

To provide Members of the Committee with an update in relation to

provision of Information and Advice and the work that had been undertaken to ensure that Adult Services complied with the new requirements of the Care Act.

Issue(s) for consideration

The Assistant Director, Adult Services, presented the report which provided the background to the requirements of the Care Act including the requirement to ensure that there was comprehensive information and advice about care and support services in their area.

Linked to implementation of the Care Act, the Hartlepool Now site had been completely redeveloped and re-launched with a new provider. It was recognised that online services were not accessible by all residents, so the Hartlepool Now site was only part of the solution. People would also be able to access information and advice through factsheets and printed information downloaded by frontline staff from Hartlepool Now. There was also an information and signposting service, details of which were provided, as set out in the report.

In support of the report, a demonstration of the site was provided at the meeting which outlined how the site worked.

In the discussion that followed the Assistant Director responded to issues raised in relation to the type of information available on the site and the plans to further develop the site over time. In response to a suggestion from a member of the public that ratings of care homes should be available on the site, it was reported that residential and non residential providers, commissioned by Adult Services, would be required under their contracts to keep the site up to date regarding their services as well as promoting any regular activities or one off events. However, publication of care home ratings was the responsibility of the Care Quality Commission as regulator of the service as opposed to the Council.

A Member was pleased to note that the Hartlepool Now site was just one strand of the Council's Information Strategy and placed emphasis upon diversity and equality considerations and the importance of ensuring information of this type was disseminated by a number of methods.

Clarification on the next steps was provided including the process in terms of feedback on usage of the site.

Decision

- (i) That the contents of the report and comments of Members be noted.
- (ii) That the Hartlepool Now Site be promoted with residents and local communities as a means to access information and advice.

8. Healthwatch Hartlepool Hospital Discharge Project: Action Plan *(Director of Child and Adult Services)*

Type of decision

No decision required – for information

Purpose of report

To update Members in relation to Healthwatch Hartlepool's recent Hospital Discharge Project, and action that was being taken in response to the recommendations.

Issue(s) for consideration

The Assistant Director advised that the Hospital Discharge Project had been undertaken during 2014 and involved visits to key services and teams, interviews with staff and gathering of feedback from people who had experience of hospital discharge along with their families/carers. A report summarising the process and findings had been presented to the Health and Wellbeing Board on 12 January 2015, a copy of which was attached at Appendix 1. Work had been undertaken following that meeting involving Adult Services within the Council and hospital discharge leads within North Tees and Hartlepool NHS Foundation Trust to develop an action plan that responded to the recommendations made.

Members were referred to the Action Plan, attached at Appendix 2, which set out actions being taken to address each of the recommendations.

At this point in the meeting, Councillor Tempest declared a personal interest in this item of business indicating that her husband was an employee of Healthwatch.

Concerns were expressed that COPD patients had experienced difficulties, post discharge, contacting and obtaining support from the COPD Nurse via the Single Point of Access Service. The most appropriate means of addressing this issue was discussed. Reference was made to a recent scrutiny investigation in relation to COPD and it was suggested that the concerns of the Committee be reported to the Audit and Governance Committee as part of the scrutiny investigation monitoring process.

A Member made reference to previous concerns regarding bed blocking problems and welcomed the co-ordinated plan that had been established with a view to addressing this issue.

A Member commented on the importance of closely monitoring outcomes in response to recommendations to ensure improvements to the hospital discharge process were achieved.

Decision

- (i) That the recommendations made as a result of Healthwatch Hartlepool's recent Hospital Discharge Project and the actions being taken to address those recommendations be noted.
- (ii) The links to be Better Care Fund Plan be noted.
- (iii) The comments of the Committee in relation to access to the COPD Service be referred to the Audit and Governance Committee as part of the scrutiny investigation monitoring process.
- (iv) That actions/ outcomes in response to the recommendations of Healthwatch in relation to the recent Hospital Discharge Project be closely monitored.

9. Care Homes – Verbal Update (*Director of Child and Adult Services*)

Issue(s) for consideration

The Assistant Director provided a verbal update in relation to care provision in Hartlepool:-

Gardner House Residential Home

Community Integrated Care (CIC) as the provider of the service, has been considering the future of Gardner House residential home for some time. The building was not fit for purpose in the modern care market owing to the design, particularly the lack of en-suite facilities and the inability to be able to add them. This unsuitability had been borne out by poor occupancy rates which had been around 50% for a number of years. As a charity CIC had been suffering losses which were unsustainable and made the very difficult decision to close the home on 8 July 2015.

Briefings were held with residents and family members on 8 April. The briefings were handled in a very caring and professional way by CIC, with input from HBC. CIC worked in close partnership with all parties to ensure a safe transition and the social care workforce did everything they could to make sure information and support was available for families and residents at this difficult time.

There were sixteen residents who needed to move to alternative accommodation and all moves were completed during May 2015.

Four Winds Group

As reported in the local press, the proprietor of the Four Winds Group was convicted of two Health & Safety breaches in relation to Parkview

Residential Home in November 2014 and was given a custodial sentence on 16 February 2015. The provider was involved with five care homes within Hartlepool:

- Admiral Court Nursing Home
- Dinsdale Lodge Nursing Home
- Four Winds Residential Home
- Highnam Hall Residential Home
- Park View Residential Home

The Care Quality Commission had inspected the five homes in recent months and identified a range of concerns and breaches of regulations. This had resulted in all five homes being rated as inadequate under the new CQC rating framework with reports published on the CQC website that gave further detail.

The Local Authority and Hartlepool & Stockton on Tees Clinical Commissioning Group (CCG) had been working with the provider over the last few months to provide support and oversight and to ensure that all residents were receiving safe and appropriate care and support.

The CQC had been considering taking further action in relation to the provider's registration.

Admiral Court

Due to the breaches of regulations identified by the CQC and the complex needs of a number of residents, the Four Winds Group advised the Council and partners that they intended to cease operating the home and, as a result, intended to give the 24 residents of Admiral Court 28 days notice to find alternative accommodation.

The CQC identified that 12 of the residents at the time needed to move to alternative accommodation within 7 days due to the complexity of their nursing care and support needs. Moves were facilitated for the 12 residents within the required timescale, and work was also undertaken to support the remaining residents to find suitable alternative accommodation. The last resident moved out of Admiral Court on Friday 5 June 2015.

A 'Lessons Learned Review' had been scheduled to review the process that had been followed in relation to Admiral Court to identify good practice and areas where improvements could be made if similar issues arose again. The outcome of this review would be reported to the Tees Safeguarding Adults Board.

Following conclusion of the update, the Assistant Director responded to queries raised by Members in relation to the impact of the closures. The need to ensure that there was adequate provision of nursing beds within Hartlepool to meet local demand was highlighted and an option for residents who may have been placed outside of Hartlepool to return was

also highlighted. It was noted that officers were working closely with the CCG on this issue, as had been reported to the Committee in November 2014.

Disappointment was expressed that five homes in the town had been rated as inadequate by the CQC and Members were keen to see improvements in this regard. The increasing pressures on Adult Social Care were discussed and the need to urgently examine the future of social care in Hartlepool and impact of continuing budget cuts was highlighted.

Decision

- (i) That the information given be noted and further detail be awaited.
- (ii) That the future of social care in Hartlepool and the impact of continuing budget cuts be explored.

The meeting concluded at 11.10 am

P J DEVLIN

CHIEF SOLICITOR

PUBLICATION DATE: 15 JUNE 2015