

# **ADULT SERVICES COMMITTEE**

## **MINUTES AND DECISION RECORD**

3 November 2016

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

### **Present:**

Councillor: Steve Thomas (In the Chair)

Councillors: Lesley Hamilton, Carl Richardson, Sylvia Tempest and John Tennant

### **Also present:**

Councillor Rob Cook  
Louise Dauncey, North East Commissioning Support Unit  
Judy Gray, Stella and Gordon Johnson - Healthwatch  
Representatives  
Frank Harrison – Years Ahead Forum  
Members of the Public – Sue Little and Evelyn Leck

Officers: Jill Harrison, Assistant Director, Adult Services  
Neil Harrison, Head of Service  
Jeanette Willis, Head of Strategic Commissioning  
Joan Stevens, Scrutiny Manager  
Steve Hilton, Public Relations Officer  
Denise Wimpenny, Principal Democratic Services Officer

### **37. Apologies for Absence**

Apologies for absence were submitted on behalf of Councillors George Morris and Kaylee Sirs.

### **38. Declarations of Interest**

Councillor Steve Thomas declared a personal interest as an employee of Healthwatch Hartlepool.

### **39. Minutes of the meeting held on 6 October 2016**

Received.

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

Min 32 – the Assistant Director advised that the site visit to the Centre for Independent Living scheduled for 29 November at 4.00 pm would be re-arranged to a later date as the site was not as close to completion as anticipated. Details of the visit would be confirmed at the next meeting.

Min 34 – In relation to a request at the last meeting that a letter be sent to the Secretary of State regarding ongoing pressures linked to Deprivation of Liberty Safeguards, the Assistant Director had drafted a letter and circulated to other Tees Valley Authorities to ascertain whether they wished to be party to the letter. Two local authorities had confirmed their agreement for the letter to be sent collectively on their behalves while responses were awaited from two other local authorities.

## **41. Scrutiny Investigation into Access to Transport for People with a Disability** *(Audit and Governance Committee)*

### **Type of decision**

Non-key

### **Purpose of report**

To agree the recommendations of the Audit and Governance Committee's investigation into Access to Transport for People with a Disability.

### **Issue(s) for consideration**

The Vice-Chair of the Audit and Governance Committee presented the findings, conclusions and recommendations, as set out in Appendix 1, of the Audit and Governance Committee following its investigation into Access to Transport for People with a Disability. The overall aim of the investigation had been to review the transport provision in Hartlepool for people with a disability to ensure that Hartlepool Borough Council was working within the principles of the Equality Act 2010.

Following today's meeting an action plan would be produced in response to the recommendations and reported to a future meeting of this Committee.

Following presentation of the report, the Chair took the opportunity to thank the Chair and Members of the Audit and Governance Committee, support staff and members of the public for their invaluable contribution to the investigation.

A lengthy discussion ensued during which personal observations/ experiences were raised in terms of the difficulties around the patient transport service and access issues for people with disabilities. A member of the public raised concerns as to why the hospital transport that was available following the closure of the Accident and Emergency Unit at Hartlepool Hospital had significantly reduced resulting in limited seats available to transport patients to hospital appointments. Various comments were made in relation to the potential reasons why the service had reduced. The Scrutiny Manager advised that the issues raised had been reflected in the recommendations within the report and would form part of the action plan which would be presented to this Committee in January.

The Chair provided assurances that the representations made to the Trust in terms of hospital transport would continue and highlighted that in addition to wheelchair accessibility problems the wider access issues for patients with general mobility issues had been included in the report. Clarification was provided in relation to the purpose of the hospital shuttle bus in response to a query raised.

The Chair made reference to potential further changes to services in the future, which may involve cuts in services at North Tees Hospital and have implications for Hartlepool. The need to consider transport provision to James Cook was also highlighted.

### **Decision**

- (i) That the proposed recommendations, in response to the Audit and Governance Committee's investigation into Access to Transport for People with a Disability, be approved.
- (ii) That an action plan be formulated and presented to the Committee at its January 2017 meeting.

## **42. Hospital Discharge Update and Discharge to Assess: Presentation** (*Director of Child and Adult Services*)

### **Type of decision**

No decision required – for information

### **Purpose of report**

The purpose of this presentation was to provide the Adult Services Committee with an update in relation to hospital discharges and delayed

transfers of care, and to make Members aware of developments in relation to 'Discharge to Assess'.

### **Issue(s) for consideration**

The Assistant Director, Adult Services reported that in the period since the report to Adult Services Committee in February 2016 there had been increased national focus on hospital discharges due to an increase in delayed transfers and there had been a national mandate to introduce 'Discharge to Assess' models.

The Committee was provided with a detailed and comprehensive presentation outlining the situation in Hartlepool and the development of plans in relation to 'Discharge to Assess' models and focussed on the following:-

- Context
- National Performance
- Local Performance
- Data Recording Issue
- Factors Influencing Performance
- Discharge to Assess
- Local Approach
- Risks
- Next Steps

The Chair indicated that following discussions with the Assistant Director and Leader of the Council it was considered that the Discharge to Assess process should be monitored by the Health and Wellbeing Board and the Adult Services Committee be kept informed of developments for information purposes.

In response to a query in relation to how the Trust would address recruitment issues and the impact of Brexit, the Committee was advised that this was a national issue and that a number of NHS organisations were recruiting medical staff from overseas, often outside of Europe. The Assistant Director was unable to comment on any impact of Brexit on current arrangements.

The Assistant Director responded to issues raised in relation to the presentation. Clarification was provided on the intermediate care services currently available in the town as well as post discharge support arrangements for people living alone particularly the elderly and vulnerable. Members welcomed the development of a new 'Home from Hospital Service' that was being commissioned from the Better Care Fund. A member of the public shared examples of poor service provision within the Health Service which included concerns regarding the length of time an individual had waited for an ambulance, the limited number of staff working on wards and the impact on patients as a result.

A Member questioned what monitoring arrangements were in place to ensure patients were being adequately supported post discharge. The Assistant Director advised on the social care process and confirmed that intermediate care and reablement services were available to provide time limited support when people did not have ongoing social care needs. These services were part of the Better Care Plan and the wider agenda to better integrate health and social care services to achieve better outcomes for people.

Whilst the rationale for discharging patients from hospital as early as possible was acknowledged, reference was made to problems that had occurred associated with early discharge which had resulted in re-admission to hospital and a further operation for one individual. Clarification was sought in terms of whether a cost benefit analysis had been undertaken to determine the financial benefits of early discharge. The Assistant Director confirmed the national mandate to implement the 'Discharge to Assess' process and indicated that the aim of this approach was to reduce excess bed days and delayed discharges from hospital. She was not aware of any financial analysis that had been undertaken specifically in relation to discharge to assess but confirmed that there was evidence of the negative impact that a prolonged stay in hospital could have, particularly on older people. The Assistant Director also confirmed that the development of Discharge to Assess was being taken forward locally through a multi agency Steering Group with input from a range of partners within health and social care.

In concluding the debate, whilst the need to discharge individuals from hospital as quickly as possible was supported, the Chair emphasised the importance of such discharges being undertaken in a safe and managed way and commented on the potential risks associated with delaying assessment until post discharge. The importance of the 'Discharge to Assess' process being closely monitored was reiterated.

### **Decision**

- (i) That the contents of the presentation, comments of Members as well as the potential implications for the Council be noted.
- (ii) That the 'Discharge to Assess' process be closely monitored by the Health and Wellbeing Board and this Committee be updated on developments for information purposes.

**43. Annual Complaints, Compliments and Representations Report 2015/16** (*Director of Child and Adult Services*)

**Type of decision**

No decision required – for information

**Purpose of report**

To present the Annual Complaints, Compliments and Representations Report for the Child and Adult Services Department for the period 1 April 2015 to 31 March 2016.

**Issue(s) for consideration**

The Assistant Director presented the annual report, attached at Appendix A which summarised the complaints, compliments and representations received within 2015/16 and provided information to demonstrate the learning that had arisen from complaints and the actions implemented as a result.

In 2015/16, 66 compliments had been received in relation to Adult Services and examples of these were included in Appendix A. It was noted that 16 complaints had been received in 2015/16, 14 of which went on to be investigated which was a slight decrease on the previous year when 17 complaints had been received.

In response to a request for clarification in relation to how the figures compared to previous years, Members were advised that whilst the exact figures pre 2013/14 were not included in the report, the level of complaints over the last 8 years were relatively consistent. The Committee was pleased to note that Hartlepool's performance as a comparator with other north east regional local authorities remained good despite the impact of care home closures in this reporting period. A query was raised regarding the feedback process to which the Assistant Director outlined the feedback arrangements with service users as well as staff.

**Decision**

That the contents of the Annual Complaints Report for 2015/16 be noted and that the report be published online.

#### **44. Personal Budget Framework: Presentation** (*Director of Child and Adult Services*)

##### **Type of decision**

No decision required – for information

##### **Purpose of report**

To provide the Committee with a summary of the personal budget framework that operates within Adult Services.

##### **Issue(s) for consideration**

The Head of Strategic Commissioning, who was in attendance at the meeting, provided the Committee with a presentation outlining the current personal budget framework that operated within Hartlepool. The presentation focussed on the following:-

- The Direct Payment Act 1996
- Personal budgets introduced in Hartlepool in 2007
- Policy content
- Definition of a personal budget
- Why personal budgets?
- Anyone who is eligible for ongoing social care support from Adult Services in Hartlepool has a personal budget
- Framework is followed to allocate a personal budget
- Personal budget framework process
- How a personal budget can be deployed
- What has been achieved?
- What needed to change?
- Example of how direct payments had been utilised to assist with maintaining an individual's independence

The Chair reported that a copy of the presentation slides would be circulated following the meeting.

A query was raised in relation to how direct payments were monitored and the arrangements in place to prevent fraud. The Committee was advised that monitoring arrangements were in place to ensure that direct payments were spent appropriately and in accordance with CIPFA (Chartered Institute of Public Finance and Accountancy) guidance. Social care assessments were also carried out annually to review any changes in circumstances.

## **Decision**

That the contents of the presentation be noted and presentation slides be circulated to all Members following the meeting.

### **45. Stakeholder Engagement Proposal: Transforming Care – Respite Services Review** (*Director of Child and Adult Services*)

#### **Type of decision**

No decision required – for information

#### **Purpose of report**

To inform the Adult Services Committee about the proposed engagement with stakeholders in relation to a review of health funded respite care for adults with a learning disability and complex needs, linked to the wider Transforming Care agenda.

#### **Issue(s) for consideration**

The Head of Service reported that the North of England Commissioning Support (NECS) had been requested to review existing respite care services for adults with a learning disability to ensure that these services appropriately met the needs of the population now and in the future.

Work would commence over the next few months to seek the views of people using services, their carers, providers and commissioners. A period of informal engagement would be conducted to help the CCGs to understand what respite services actually were provided to people with learning disabilities, their families and carers, what benefits were brought and what they felt worked well and not so well as well as what could be done to improve future services.

The CCGs would work with a Tees Valley Joint Overview and Scrutiny Committee and with members of the four Tees Local Authorities through the review. Members were referred to the proposed engagement activities as well as communication and engagement objectives, as detailed in the report.

A representative from the North East Commissioning Support Unit, who was in attendance at the meeting, responded to issues raised in relation to the report. Assurances were provided that work was ongoing to ensure the needs of children, young people and adults were being met. A Member raised concerns that care that had been observed in the learning



disability services a number of years ago had been poor and sought assurances that staff working in sectors of this type were adequately trained. The representative advised that performance monitoring processes were in place to highlight any areas of concern.

In response to concerns expressed that the review may potentially reduce current services, the Committee was advised that the purpose of the review was to understand the needs of the population, ensure needs were being met and to better understand the meaning of “respite”.

A member of the public expressed disappointment regarding the low level of provision in Hartlepool. The Assistant Director advised that whilst this issue focussed upon health funded respite provision, there was building based respite service in Hartlepool commissioned by Hartlepool Borough Council which supported a number of people with learning disabilities. Individuals were also supported to access different forms of respite utilising their social care personal budgets.

The Chair welcomed the review and was keen to receive feedback on the outcome. The Chair requested that following the outcome of the review, resources be made available to meet the level of need at a local level where possible.

### **Decision**

- (i) The Committee noted the proposal to engage with stakeholders in relation to a review of health funded respite care for adults with a learning disability and complex needs.
- (ii) That the outcome of the review be reported to a future meeting of this Committee.
- (iii) That following the outcome of the review, resources be made available to meet the level of need at a local level where possible.

## **46. Housing and Technology Capital Fund for People with Learning Disabilities** *(Director of Child and Adult Services)*

### **Type of decision**

No decision required – for information

### **Purpose of report**

The purpose of this presentation is to make the Adult Services Committee aware of the Housing & Technology Capital Fund for People with Learning Disabilities which was announced by the Department of Health in

September 2016.

### **Issue(s) for consideration**

It was reported that the Department of Health had invited local authorities, working with their local partners to apply for funds from a capital fund of up to £25m capital split across the next two financial years for housing and technology to help drive sustainable housing solutions for people with learning disability in their area.

There was an identified need for sustainable housing solutions for people with learning disabilities in Hartlepool, primarily focused on young people moving into adult services and older adults with learning disabilities. A proposal had been submitted by the Council, in partnership with a preferred provider by the deadline of 24 October. It was envisaged that the outcome of the bid would be determined by the end of November following which an update would be provided to the Committee in due course.

A brief discussion followed during which the Assistant Director responded to queries raised in relation to the proposals and the type of housing and technological solutions that could be utilised. The Chair assured Members that any technological solutions would not replace direct face to face human contact.

### **Decision**

That the Adult Services Committee note the contents of the presentation and receive an update regarding the outcome of the bid in due course.

The meeting concluded at 11.55 am.

**P J DEVLIN**

**CHIEF SOLICITOR**

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