

ADULT SERVICES COMMITTEE

MINUTES AND DECISION RECORD

5 January 2017

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

Present:

Councillor: Steve Thomas (In the Chair)

Councillors: Lesley Hamilton, Tom Hind, Carl Richardson and Sylvia Tempest

Also Present:

In accordance with Council Procedure Rule 5.2 (ii) Councillor Beck was in attendance as substitute for Councillor Sirs and Councillor Loynes was in attendance as substitute for Councillor Morris

Karen Hawkins and Jean Golightly, Hartlepool and Stockton on Tees CCG

Ann Baxter, Independent Chair, Teeswide Safeguarding Adults Board

Anne Sykes and Lee Russell, Age UK

Michael Slimings, Incontrolable CIC

Stella and Gordon Johnson - Healthwatch Representatives

Sylvia Moore, MS Support Group

David Granath, Hospital of God

Members of the Public – Sue Little and Evelyn Leck

Officers: Jill Harrison, Assistant Director, Adult Services
Jeanette Willis, Head of Strategic Commissioning
Neil Harrison, Head of Service – Adult Services
Steve Hilton, Public Relations Officers
Leigh Keeble, Development Officer
Denise Wimpenny, Principal Democratic Services Officer

53. Apologies for Absence

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

54. Declarations of Interest

Councillor Steve Thomas declared a personal interest as an employee of Healthwatch Hartlepool and a personal interest in relation to Minute 56 as a Member of the Teeswide Safeguarding Adults Board.

55. Minutes of the meeting held on 1 December 2016

Received

56. Teeswide Safeguarding Adults Board (*Director of Child and Adult Services and Independent Chair of Teeswide Safeguarding Adults Board*)

Type of decision

Non key

Purpose of report

To present the Adult Services Committee the Teeswide Safeguarding Adults Board (TSAB) Annual Report 2015/16 and Strategic Business Plan 2016/17.

Issue(s) for consideration

The report provided background information to the establishment of the (TSAB) and the requirements of the Care Act to publish an annual report and annual strategic plan, copies of which were attached as appendices to the report.

In support of the report, the Chair of the Teeswide Safeguarding Adults Board (TSAB), who was in attendance at the meeting, reported on the role of the board and highlighted that the purpose of the plans was to set out what the Board had done during that year to achieve its objectives and implement its strategy. The Chair set out some of the challenges that the Board had made and reported that the Board was now well established and making good progress.

In the discussion that followed, the Chair of the TSAB and Assistant Director responded to issues raised by Members in relation to the safeguarding process and how this information was publicised. The Committee welcomed the report and placed emphasis upon the importance of this information being publicised as widely as possible and in a number of formats to target individuals who may not have access to the internet. It was suggested that posters be displayed in public places to

include GP surgeries, libraries, gyms and social facilities. The Chair of the Safeguarding Adults Board provided assurances that information was circulated as widely as possible and one of the priorities of the Board was to engage with individuals in terms of raising awareness.

The various methods of accessing information and raising awareness were discussed at length including the benefits of the Hartlepool Now website. It was reported that an update report on public information and engagement would be provided under the next agenda item and would include details of the Hartlepool Now website.

Members of the public and representatives in attendance, who were invited to speak, shared various examples/experiences of vulnerability issues during which concerns were raised regarding the high turnover of staff in care agencies and the impact on the quality of care as a result. The quality of the training provided for care workers was also questioned. The Assistant Director indicated that whilst the Council did have checks and balances in place and operated a Quality Standards Framework, the challenges in this regard were acknowledged and it was noted that this issue was high on the national agenda. The representative from the CCG commented on the value of the comments raised in arenas of this type and indicated that the messages conveyed would be fed back to the Board.

A Member referred to the misconceptions that domestic abuse was mainly prevalent in younger people and was pleased to note that the report recognised that this was not the case. The need to feedback this issue to witness support as well as the police was highlighted. In response, the Chair of the Safeguarding Adults Board advised that the Board was aware of this issue and domestic abuse had been identified as the theme for a conference scheduled for April/May 2017.

The Chair referred to the recent cessation of the Local Executive Group meetings and the benefits of such forums in terms of feeding in the types of information/issues as reported at today's meeting. Whilst the rationale for removing such meetings was acknowledged in terms of duplication, and whilst it was recognised that these meetings could not be reintroduced, clarification was sought on the most appropriate mechanism of capturing information of this type within the health sector. The Assistant Director advised that following the cessation of the Local Executive Group meetings, views were sought from contributors. Given the issues raised, the feedback from this exercise would be revisited to determine a way forward with the possibility of introducing a regular newsletter.

Decision

- (i) That the Teeswide Safeguarding Adults Board Annual Report 2015/16 and Strategic Business Plan 2016/17 be noted and endorsed.

- (ii) That the comments of Members, be noted and actioned as necessary.

57. Tackling Social Isolation – Public Information and Engagement: Presentation *(Author)*

Type of decision

No decision required – for information

Purpose of report

To provide the Committee with an update in relation to public information and engagement and to advise on progress regarding tackling social isolation through a range of initiatives including the Befriending Network and Project 65.

Issue(s) for consideration

The Head of Strategic Commissioning referred to the Committee's interest in what was being done within Hartlepool to tackle social isolation due to the potential impact this could have on vulnerable adults. The report provided background information in relation to the Council's commitment to tackle social isolation as a priority, details of which were provided.

Officers and representatives from Age UK and Incontrol-able were in attendance at the meeting and provided a detailed and comprehensive presentation on progress made regarding public information, engagement and tackling social isolation.

The presentation included the following:-

- Update on developments on the Hartlepool Now site since this was last reported to Committee
- Demonstration of the Hartlepool Now website
- Update on the development of the Hartlepool Now App which had been downloaded 150 times
- Local Account of Adult Social Care Services in Hartlepool 2016/17
- User Engagement
- Project 65 – Social Inclusion Through Technology
- Project 65 is a twelve month project to reduce the impact of social

isolation on Hartlepool residents aged 65 and over

- Tablets loaned to 19 individuals since the project started in November 2016 - average age of users is 78
- Feedback from Project 65
- Hartlepool Befriending Network Update
 - Marketing and Promotion
 - Volunteer Recruitment
 - Referrals
 - Going Forward

In response to a query in terms of support available to accompany individuals who may be socially isolated to medical appointments, a Member commented that Care-Co-ordinators, based in GP practices, may be able to co-ordinate such arrangements. Members were advised that the ambulance service operated a volunteer driver scheme to assist in this regard, although this was focused on hospital appointments. It was highlighted that a recruitment exercise was currently underway to increase the number of volunteer drivers. Given the queries raised in relation to access to health services, the Chair requested that information in relation to the type of support available to accompany individuals to such appointments be further explored and reported back to a future meeting of this Committee.

In concluding the debate, the Chair thanked the representatives for their presentations and welcomed the progress that had been made in Hartlepool to support individuals who may be at risk of social isolation and enhance quality of life.

Decision

- (i) That the information given and comments of Members be noted.
- (ii) In relation to access to health services, that information in relation to the type of support available to accompany individuals to such appointments be further explored and reported back to a future meeting of this Committee.

58. Update: Care Homes for Older People (*Director of Child and Adult Services*)

Type of decision

No decision required – for information

Purpose of report

To provide the Committee with an update in relation to care home provision for older people.

Issue(s) for consideration

The Head of Strategic Commissioning reported on the background to previous updates that had been provided to Committee on this issue.

Members were referred to Appendix 1 which provided an update on the care home sector published ratings since the last update with one home being rated good, two homes being rated 'requires improvement', and two homes improving from 'inadequate' to 'requires improvement'. There were now no homes in Hartlepool rated as 'inadequate' and all embargoes on new admissions had been lifted, therefore all homes were able to take appropriate admissions. This position had increased residential care capacity and improved choice for local residents. There were still significant issues regarding nursing capacity within the town, resulting in an increase in out of borough placements.

The report included a summary of the national picture in terms of CQC ratings and the improvements that had been made in services following initial ratings. It was noted that the national direction of travel was largely reflected locally. Information was also provided on the range of initiatives in place to support existing providers and encourage new providers to the market, including provider forums and manager's meetings, training and education programmes and enhanced pharmacy support.

In the discussion that followed presentation of the report, the Head of Strategic Commissioning responded to issues raised. Clarification was provided on the current position and future proposals in relation to homes that had recently closed as well as the reasons for such closures.

Concerns were raised in relation to the lack of provision in relation to respite care for under 65's with specialist needs. Whilst details of the ranges of respite care available were provided, it was acknowledged that respite care within the town for younger people with complex physical needs was limited and there was a reliance on out of town provision to meet this need.

A Member shared with the Committee a situation whereby an elderly parent's discharge from hospital had been delayed as a result of the family being unhappy with the quality of care provided by the care home. Members were advised of the CQC framework and inspection arrangements in place to ensure standards of care were carefully monitored.

Given the queries raised in relation to respite care, the Chair requested a report exploring this issue be presented to a future meeting of this Committee in the next municipal year.

Decision

- (i) That the contents of the report be noted.
- (ii) That a report exploring respite care provision be provided to a future meeting of this Committee.

59. Provision of Nursing Care for Older People – Presentation from Hast CCG (*Director of Child and Adult Services*)

Type of decision

No decision required – for information

Purpose of report

To provide the Committee with an update in relation to the position of NHS Hartlepool and Stockton on Tees Clinical Commissioning Group (HAST CCG) in relation to provision and support for nursing residential care for older people.

Issue(s) for consideration

The report provided background information outlining Members' interest in understanding the CCG's position in relation to care home provision and the ongoing pressure regarding availability of nursing beds within Hartlepool.

The Chair welcomed representatives from the CCG who provided a detailed and comprehensive presentation in relation to the ongoing work of the CCG in terms of provision of nursing residential care for older people.

The presentation focussed on the following issues:-

- Details of home closures in the last 2 years;
- Continuing pressures within residential and nursing care;
- Role of the CQC;

- Increase in delayed transfers of care and measures in place to address this issue;
- Commissioning priorities;
- Sustaining the current market through engagement with providers, fee increases and introduction of a Quality Incentive Scheme;
- Developing the market through exploring options for potential new providers and also through looking at alternatives to care home provision as part of BCF ambition to reduce overall admissions into long term care.
- Risks in relation to impact of reducing capacity on ability to discharge patients in a timely fashion and schemes not delivering the required improvements in quality of care for residents. The costs associated with managing risks were also highlighted.

A service provider, who was in attendance and invited to address the Committee, commented on the difficulties around recruitment and retention of nurses and highlighted that his service was currently reviewing to explore whether some roles currently carried out by qualified nurses could be undertaken by care staff. The potential impact and risks associated with moratoriums were also discussed.

In response to concerns raised that the rigorous CQC inspections may have contributed to nursing home closures, the representative from the CCG reported on the benefits of the CQC framework and inspection process and highlighted the importance of patient safety and high quality care.

A member of the public expressed concerns regarding the increase in recruitment of nurses from overseas and the need for more apprenticeship opportunities within the NHS. The CCG representative outlined the reasons for overseas recruitment and reported on the review that was currently ongoing to reintroduce apprenticeships within the health sector, details of which were provided.

In response to clarification sought, the Assistant Director confirmed that individuals assessed as requiring nursing care required 24 hour nurse oversight and could not be supported in residential care settings with input from community nursing services. The Assistant Director also confirmed that if a care home resident was admitted to hospital, their needs would be reassessed prior to discharge to ensure that they were discharged to an appropriate care setting that could meet their needs.

The representatives and Assistant Director responded to further issues raised in relation to the arrangements in place to address the shortage of nursing care beds in Hartlepool.

The Chair welcomed the work that was underway to take this issue forward and was keen to receive feedback from the work underway to explore alternative service delivery models and services for older people. The Chair acknowledged the significant challenges in relation to this issue and commented on the excellent provision within the town and the opportunities to build upon such excellence in the future.

Decision

- (i) That the contents of the presentation and comments of Members be noted.
- (ii) That feedback from ongoing work in relation to care home provision and the availability of nursing beds be reported to a future meeting of this Committee.

60. Scrutiny Investigation into Access to Transport for People with a Disability (*Director of Child and Adult Services*)

Type of decision

None key

Purpose of report

To agree the action plan in response to the findings and subsequent recommendations of the Audit and Governance Committee's investigation into Access for Transport for People with a Disability.

Issue(s) for consideration

It was reported that as a result of the investigation into Access to Transport for People with a Disability a series of recommendations had been made which had been approved by the Adult Services Committee on 3 November 2016. It was agreed by the Committee that an action plan would be produced in response to the recommendations for consideration by the Committee.

Members were referred to the Action Plan, attached at Appendix 1, which set out actions being taken to address each of the recommendations. The Head of Service advised that since writing the report, the Department had been approached by two providers who were interested in providing wheelchair accessible vehicles.

In terms of patient transport, the representative from the CCG reported that outpatient and review appointments were organised differently. In

addition to patient transport, it was noted that there was the North East Ambulance Service transport provision. To ensure clarity in terms of what was available, arrangements would be made for an officer from the CCG to liaise with the Council following the meeting.

A member of the public shared a personal experience of difficulties associated with accessing the hospital transport service and raised concerns regarding the lack of support from drivers for individuals with mobility difficulties. A Member placed emphasis upon the importance of disability awareness training to ensure adequate support was provided by drivers to individuals with mobility issues.

In response to concerns raised regarding ongoing problems of access to wheelchair accessible transport, a member of the public was pleased to report that she had recently secured a licence for a wheelchair accessible vehicle which should alleviate this issue.

The Chair took the opportunity to thank the Audit and Governance Committee as well as all contributors for their input into the investigation.

Decision

- (i) That the action plan in response to the recommendations of the Audit and Governance Committee's investigation into Access to Transport for People with a Disability be approved.
- (ii) That the comments of Members be noted.
- (iii) That an update report be received in 6 months time.

The meeting concluded at 12.45 pm

P J DEVLIN

CHIEF SOLICITOR

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