

# **ADULT SERVICES COMMITTEE MINUTES AND DECISION RECORD**

12 January 2018

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

**Present:**

Councillor: Stephen Thomas (In the Chair)

Councillors: Paul Beck, Mike McLaughlin and Carl Richardson

In accordance with Council Procedure Rule 5.2 (ii), Councillor Katie Trueman was in attendance as substitute for Councillor Lesley Hamilton

Also present:

Frank Harrison (National Pensions Convention/Years Ahead Forum), Evelyn Leck, Sue Little and Gordon and Stella Johnston  
Bernard Quinn, In Good Hands

Officers: Jill Harrison, Director of Adult and Community Based Services  
Neil Harrison, Head of Service – Adult Services  
Angela Armstrong, Principal Democratic Services Officer

## **59. Apologies for Absence**

Apologies for absence were received from Councillors Lesley Hamilton and Brenda Loynes.

## **60. Declarations of Interest**

Councillor Stephen Thomas reiterated a personal interest as an employee of Healthwatch.

## **61. Minutes of the meeting held on 14 December 2017**

Received.

## **62. Matters arising from the minutes**

The Chair referred to an article that had appeared in the Hartlepool Mail in December following a meeting of Adult Services Committee. The Director of Adult and Community Based Services informed the Committee that the article had quoted incorrect figures relating to the percentage of people over 65 diagnosed with dementia. The Hartlepool Mail had acknowledged

this error and agreed to publish an amended article.

**63. Service Users Experience** (*Director of Adult and Community Based Services*)

**Type of decision**

Non key.

**Purpose of report**

To present the Service User Experience report for Adult Social Care 2017, which was attached at Appendix 1.

**Issue(s) for consideration**

The report outlined work that had been done to seek the view of people who use adult services and carers regarding the support they receive. . The methods utilised to obtain views were outlined in the report and included responses from 1,443 questionnaires and 30 face to face interviews. It was highlighted that the outcomes in Hartlepool from the national surveys undertaken were all above the national and regional averages. In addition to this, for the user survey results, Hartlepool had the best rates in the region for four of the seven measures; and in relation to the carer survey, Hartlepool had the highest rating in the country for one measure and for all five measures was ranked in the top 4 of all authorities in the country.

Members were pleased to note the response rate to the survey of 40% which was a very high return. The Director of Adult and Community Based Services responded to a number of queries and confirmed that as this was an anonymous survey, there was a limit to how much follow up could be undertaken with individuals, however should a theme be identified, this would be followed up by Officers. In addition to this, it was noted that a report on complaints and compliments received by the Department was considered at a previous meeting of the Committee and identified learning from the complaints received. A number of individual issues were raised and the Chair asked the Director of Adult and Community Based Services to respond to these queries direct outside of the meeting.

The Chair highlighted that the response rate to this survey was excellent and it was very encouraging that Hartlepool were performing above the regional and national average. However, it was noted that Members and Officers continually strived to improve service provision despite the current financial constraints the Council was facing. With this in mind, Officers were commended for their contributions to this outstanding performance and their ongoing commitment and hard work to improve service provision. The Committee were informed that strategies for engagement within adult services were currently being reviewed and a report would be submitted to the Committee in due course.

## **Decision**

- (1) The work undertaken to understand the views of people who use the services was noted.
- (2) The feedback that had been provided was noted.
- (3) The dedication and commitment of staff in Adult Services in delivering high quality services was recognised.
- (4) The publication of the report was noted.

## **64. Care Quality Commission: Local System Review** *(Director of Adult and Community Based Services)*

### **Type of decision**

For information.

### **Purpose of report**

To provide the Committee with an update regarding the Care Quality Commission's Local System Review for Hartlepool, which was published in December 2017.

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

The report provided the background to the introduction of performance measures as part of the Improved Better Care Fund. The review focussed on over 65s and specifically considered how health and social care services worked together. The review had been undertaken in September and October 2017 and the final report was published in December 2017 following a Local Summit. The work had begun to develop an action plan in response to the areas for improvement that had been identified. The final report was attached and summarised the outcome of the review and identified a wide range of areas of good practice and areas where new initiatives had a positive impact. In addition, the report also acknowledged that there were areas where performance had improved significantly, such as Delayed Transfers of care.

On behalf of the Committee, the Chair wished to formally thank the Director of Adult and Community Based Services for the hard work and commitment given to co-ordinating and facilitating the visit of the Care Quality Commission to ensure the visit went smoothly and all partner organisations had been fully engaged and involved in the review.

A Member referred to the issue of recruitment of nursing staff as noted in the report and sought clarification on what measures were in place to deal with this. The Director of Adult and Community Based Services commented that the recruitment of nursing staff was a national issue, and referred to previous updates to Committee that had been provided by the Clinical Commissioning Group.

In response to a question from a Member, the Director of Adult and

Community Based Services confirmed that the Care Quality Commission had recognised that availability of nursing home beds had had a negative impact on performance in 2016/17 in particular, and that this had impacted on delayed transfers and people moving out of the area for their care. It was noted that a new care home opened in May 2017 and another new care home was due to open in the next few weeks which had contributed to improved performance. The Director informed the Committee that a report would be submitted to the next meeting on older people's care homes and would show that the number of out of area placements were falling significantly. The Director also commented that Officers remained committed to driving improvements in the quality of care across care home provision.

During the discussion that followed the Director of Adult and Community Based Services responded to a number of queries in relation to the review undertaken by the CQC.

The Chair concluded that the outcome of the review had generally been extremely positive and highlighted the progress made over the previous two years. This included the work undertaken around hospital discharges, the ongoing work at The Bridge which had a tremendous impact and the progress made by the Local Authority and its partners in the last 12 months in a very complex area where services are under a lot of pressure. It was highlighted that the Health and Wellbeing Board was responsible for monitoring the implementation of the action plan and that updates would be received by the Committee as the plan was implemented.

#### **Decision**

- (1) That the outcome of the Care Quality Commission local system review for Hartlepool was noted.
- (2) It was noted that the action plan developed in response to the review findings would be monitored through the Health and Wellbeing Board.
- (3) That the Committee formally thank the Director of Adult and Community Based Services for all her hard work and commitment to facilitating the arrangements associated with the Care Quality Commission local system review.

### **65. Care and Support for Deafblind Adults** (*Director of Adult and Community Based Services*)

#### **Type of decision**

For information.

#### **Purpose of report**

To provide the Committee with information regarding the Council's duties under the Care Act 2014 to support adults who are Deafblind.

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

The report outlined the duties of local authorities in relation to Deafblind people within their local area and a representative from In Good Hands provided a detailed and comprehensive presentation which showed that In Good Hands (IGH) was a Deafblind Support Project based in the new Centre for Independent Living which continued to work in partnership with the Council to develop and improve services to people with age related dual sensory loss. Further details of the support provided through training were noted in the presentation and report along with the local providers receiving free support and training. A key aim of the IGH project was to raise awareness amongst professionals and front line workers in relation to identifying people with Dual Sensory loss. It was noted that the Council was working with IGH to develop an e-learning platform course to complement the existing training offer for staff. Attached at Appendix 1 was a report which detailed the impact of the project and its social return on investment. Members were asked to note that Incontrol-able (a Community Interest Company and User Led Organisation) had received further funding from the Northgate Community Fund to continue the Project 65 tablet loan service.

During the discussions that followed the presentation, Members were encouraged to note that Hartlepool was leading the way in identifying deafblind people and raising awareness of dual sensory loss. The representative from In Good Hands provided clarification on a number of pertinent points raised during the discussions. A Member highlighted that NHS staff were required to complete training as part of Continuous Professional Development requirements and suggested that contact be made to explore the potential of including the online courses available through In Good Hands as part of training offered. The representative from In Good Hands agreed to discuss this further outside of the meeting.

Further information was provided regarding engagement throughout the north east including local authority and health service providers highlighting that training and awareness raising across all sectors was key to understanding the impact of deafblindness and the pathway to access support.

The Chair concluded that the report and presentation demonstrated the tremendous amount of work being undertaken by the local authority in partnership with a number of other organisations in identifying people with dual sensory loss within the community and ensuring the best quality service provision was available to everyone who required it.

### **Decision**

The information provided was noted.

**66. Any Other Items which the Chairman Considers are Urgent**

The Chairman ruled that the following items of business should be considered by the Committee as a matter of urgency in accordance with the provisions of Section 100(B) (4)(b) of the Local Government Act 1972 in order that the matter could be dealt with without delay.

**67. Any Other Business**

A Member highlighted that he was yet to receive a response from Hartlepool and Stockton on Tees Clinical Commissioning Group in relation to his question about children and young people with mental health issues being looked after in places of safety.

The representative from the National Pensions Convention informed Members that the Annual Dignity Day was being held on 3 February 2018 at the Salvation Army Citadel in South Shields between 10.00am and 3.00pm.

The meeting concluded at 11.40 am

**P J DEVLIN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 19 January 2018**