

# ADULT SERVICES COMMITTEE

## MINUTES AND DECISION RECORD

1 February 2018

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

**Present:**

Councillor: Stephen Thomas (In the Chair)

Councillors: Paul Beck, Lesley Hamilton, Brenda Loynes, Mike McLaughlin and Carl Richardson

Also present:

Frank Harrison (National Pensions Convention/Years Ahead Forum), Sue Little and Gordon and Stella Johnston

Officers: Jill Harrison, Director of Adult and Community Based Services  
Jeanette Willis, Head of Strategic Commissioning – Adult Services  
Angela Armstrong, Principal Democratic Services Officer

### **68. Apologies for Absence**

Apologies for absence were received from Evelyn Leck.

### **69. Declarations of Interest**

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

### **70. Minutes of the meeting held on 12 January 2018**

Received.

### **71. Hospital Discharge Update** (*Director of Adult and Community Based Services*)

**Type of decision**

For information.

**Purpose of report**

To provide the Committee with an update in relation to hospital discharges and delayed transfers of care (DToCs).

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

The Director of Adult and Community Based Services presented the report which highlighted that during Q1 of 2017/18 there were 1,190 delayed days reported against a target of 1,279 days meaning that the target was achieved. During Q2 of 2017/18, there were 882 delayed days reported against a target of 1,037 days, evidencing further improvement against this measure. These figures combined demonstrated that in the first six months of 2017/18, the number of DToCs in Hartlepool was under target by 2443 days or 10.5%.

The main reasons for reported delays were people awaiting nursing home placement or availability, patient or family choice and people awaiting further non-acute NHS care. Further detail on the factors that had contributed to the improvement in performance was included in the report. It was highlighted that delays may increase in Q3 and Q4 linked to increased pressures over winter but recognised that performance in relation to hospital discharges had hugely improved. A number of further actions were ongoing to maintain and continue improving performance and the DToC would be closely monitored through the Better Care Fund and reported quarterly to Health and Wellbeing Board.

It was highlighted that the success of the Integrated Discharge Team was recognised in June 2017 with the team winning the Best Innovation Project award at the North East, Cumbria, Yorkshire and Humber Commissioning Awards.

The Chair concluded that this report highlighted the ongoing hard work and commitment to improve performance in hospital discharges which had been influenced by a number of initiatives introduced by the local authority and health partners. It was acknowledged that this was a significant improvement in performance and would continue to be monitored very closely in the remainder of the year, to ensure that performance was maintained and further improved performance.

### **Decision**

That the contents of the report were noted, including the positive performance in relation to Delayed Transfers of Care and ongoing work to maintain and further improve performance.

## **72. Quality Ratings for Commissioned Services** (*Director of Adult and Community Based Services*)

### **Type of decision**

For information.

### **Purpose of report**

To provide the Committee with an update on quality ratings for all other

commissioned social care services that are regulated by the Care Quality Commission (CQC).

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

The Head of Strategic Commissioning, Adult Services presented a detailed and comprehensive report which noted that all services commissioned by the Council were subject to contract monitoring and the Quality Standards Framework. Regulated services were also required to be registered by the CQC and were subject to regular inspection, which was followed by a published rating. These services include:

- Home Care for Older People;
- Non Residential Services for Working Age Adults;
- Residential Care for People with Learning Disabilities;
- Residential Care for People with Mental Health Needs; and
- Extra Care Support.

In relation to home care for older people, the Head of Strategic Commissioning was able to confirm that the contracts for the north and south of the town had been awarded to Carewatch and Dale Care respectively and will commence from April 2018.

It was noted that since the last update, there had been a new development within the town at Whitethorn Gardens, off Seaton Lane comprising four separate buildings set in spacious grounds offering supported living accommodation for people with a range of needs.

A Member sought clarification on what was required to achieve an outstanding rating from the CQC and whether there were any homes nationally that had achieved this. The Head of Strategic Commissioning responded that there were a very small percentage of homes nationally that had been able to achieve the outstanding rating. The criteria to achieve outstanding was generally around innovation within a home and the CQC had a rigorous process in place to assess any service recommended for an outstanding rating. All care home managers within Hartlepool were very committed to the provision of an excellent service for their residents and strived to achieve an outstanding rating. It was noted that some care homes that did achieve an outstanding rating were catering solely for self funders with fee levels far in excess of local authority rates.

A discussion ensued on the care homes within Hartlepool and the Head of Strategic Commissioning responded to a number of queries and confirmed that none of the care homes within Hartlepool were Council owned. However, it was recognised that Officers, through the Local Authority's duty of care, worked closely in partnership with all providers to ensure that a good quality service was provided. A Member commented that if the care homes within Hartlepool were Council owned, there would be more accountability through Elected Members. The Director of Adult and Community Based Services confirmed that Officers had very strong links with all providers and visited services regularly and reiterated that all

providers were striving to achieve good and outstanding ratings by providing the best outcome for residents. A Member commented on the new contracts for home care for older people and the Head of Strategic Commissioning confirmed that care staff involved in the new contracts would be subject to TUPE arrangements which would provide continuity for service users.

The Chair reiterated that the new home care contracts had been awarded in line with the Unison Ethical Care Charter standards, which was extremely positive and contracts would be monitored to ensure providers were compliant. The importance of ensuring a seamless transition to the new contracts was emphasised to avoid any disruption to the provision of care. It was highlighted that the Local Authority did aspire at all times to the provision of excellent care and was encouraged that providers were continually working to achieve good or outstanding ratings at all times.

### **Decision**

That the contents of the report were noted with further updates to be received as required.

## **73. Update: Care Homes for Older People** (*Director of Adult and Community Based Services*)

### **Type of decision**

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 presented a detailed and comprehensive report and highlighted that since the last report to the Committee there had been a number of developments in the following areas:

- CQC Ratings;
- Quality Standards Framework;
- Brierton Lodge – Change in Ownership;
- Rossmere Park Care Centre;
- De Bruce Court Care Home (opened on 29 January 2018);
- Former Admiral Court Care Home; and
- Support provided to the Care Home Market;
- CCG/HBC Training and Education Programme; and
- HBC Fee Negotiations.

A discussion ensued during which the Head of Strategic Commissioning provided clarification on a number of areas and it was noted that Officers had a very proactive approach and positive relationships with all providers

on a local basis as well as regionally and nationally and deal with concerns very quickly. The Head of Strategic Commissioning commented that the success of the care provision was based on the extremely positive relationship Officers had with providers and the drive and passion to maintain and further improve the service.

In relation to CQC inspections, the Director of Adult and Community Based Services indicated that new care homes were generally operational for a year before being subject to an inspection. The Director also confirmed that all homes within Hartlepool were rated good for their caring domain. During a discussion on out of borough placements, the Director highlighted that the number had reduced considerably with many out of borough placements being due to people choosing to live out of area to be close to their families, rather than being out of borough due to a lack of choice locally. It was noted that, due to an increase in the number of nursing beds, there should always be an option for someone to be supported in Hartlepool should they so wish.

It was noted that on a recent visit to Hartlepool, the High Sheriff had been very impressed with the services provided within the Centre for Independent Living and the work undertaken around dementia in the town and commended the work undertaken by the Local Authority and Healthwatch Hartlepool.

The Director of Adult and Community Based Services responded to a number of specific queries raised by members of the public

The Chair was pleased to note the report which demonstrated significant improvements over the last 3 years which the Committee wished to see continue. It was acknowledged that the care market for older people was a very fragile market where things could change rapidly. The increase in nursing bed provision within the town was highlighted as a really positive step as this enabled more people to have the choice to remain within the town. The Chair suggested that the Care Quality Commission be invited to a meeting of the Committee early in the new municipal year to discuss the developing inspection regime, particularly around the support available to care homes rated as 'requiring improvement'.

### **Decision**

- (1) The contents of the report were noted with a further update to be received in six months.
- (2) That the Care Quality Commission be invited to a meeting of the Committee early in the new municipal year to discuss the developing inspection regime, particularly around the support available to care homes rated as 'requiring improvement'.

**74. 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.

**75. Any Other Business**

The representative from the National Pensions Convention referred to the Annual Dignity Day that had been scheduled for 3 February 2018. Members were informed that this had been cancelled and would not now take place, however the Annual Dignity Day next year would be held in Hartlepool.

The meeting concluded at 11.05am

**P J DEVLIN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 8 February 2018**