

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

14 June 2018

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

**Present:**

Councillor: Stephen Thomas (In the Chair)

Councillors: Lesley Hamilton, Sue Little, Mike McLaughlin, John Tennant and Carl Richardson

Also present:

Judy Gray, Zoe Sherry and Gordon and Stella Johnston - Healthwatch

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

## **1. Welcome to the Committee**

The Chair welcomed everyone to the first meeting in the municipal year, in particular the new Members of the Committee Councillors Sue Little and John Tennant.

## **2. Apologies for Absence**

Apologies for absence were received from Frank Harrison – 50+ Forum.

## **3. Declarations of Interest**

Councillor Stephen Thomas declared his usual personal interest as an employee of Healthwatch along with a prejudicial interest in minute 6 and indicated he would leave the meeting during the consideration of that item. Councillor Carl Richardson declared a personal interest in minute 5.

It was noted that in order to comply with the recently introduced General Data Protection Regulations (GDPR), members of the public who attend Council meetings will not be recorded in the attendance of the minutes. Only attendees who were attending on behalf of an organisation will be included.

#### **4. Minutes of the meeting held on 29 March 2018**

Received.

The Director of Adult and Community Based Services provided the Committee with the following updates from the minutes of the meeting held on 29 March 2018:

Adult Carers Support – It was highlighted that it was Carers' Week and there had been a full programme of events all week. It was concluding on Friday 15 June with a carnival themed event at Hartlepool's Maritime Experience which would include market stalls, the opportunity to have a taster session in relaxation, salsa dancing and many other activities. The day would finish with a consultation meeting from 2.15pm to 3.15pm in relation to updating Hartlepool's Carers' Strategy and everyone was welcome to attend. In addition, it was noted that there was a Hartlepool Carers' awards event on the evening to recognise the contribution of carers within Hartlepool.

Support for Adult Carers in Hartlepool – It was noted that the tendering process for the support for adult and young carers had recently been completed and the contract had been awarded to Hartlepool Carers. Officers would continue to work with them to further develop support for carers within Hartlepool. The Chair indicated he was very proud to work closely with Hartlepool Carers to support the community of carers in Hartlepool who do a tremendous amount of unpaid work caring for people.

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

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

For information.

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

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

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

The Committee receives regular updates in relation to CQC inspection ratings, vacancy data and progress made in a number of areas. Since the last update report there had been a number of developments a summary of which follows:

CQC Ratings – Since the last meeting, two homes rated as 'requires improvement' had been re-inspected and were now rated as 'good' which reflected a further improvement in the overall position for care homes for older people.

Outstanding Rating – The CQC inspection report from the inspection of

Sheraton Court was published in April 2018 and confirmed that it was awarded a rating of 'outstanding' for the caring domain, within an overall 'good' rating.

Quality Standards Framework (QSF) – Since the last meeting, Officers had worked closely with providers, managers and staff to implement action plans that deliver improvements, in conjunction with gathering evidence for the next round of ratings. The new QSF grades were attached and indicated that no homes were rated below Grade 2.

De Bruce Court Care Home – The home has been open for residents since February 2018 and was officially opened on 21 March by the Chair of this Committee. The provider was working with the Council to manage admissions in the initial months of operating; an approach that had been very successful with other new provision.

Support provided to the Care Home Market – A workshop for Care Home Managers and Activities Co-ordinators was held on 17 April 2018 and was attended by over 30 care home staff. Feedback from the event was extremely positive.

CCG/HBC Training and Education Programme – The North Tees and Hartlepool Education Alliance was progressing with a training programme being implemented. Attendance was particularly good in Hartlepool with 100% of care homes participating in some elements of the training. Better Care Fund resources were recently approved to continue funding the programme for a further two years.

Care Homes Fees – Care home fees were increased by an additional 3.4% in 2017/18 linked to the Improved Better Care Fund and this uplift was backdated to April 2017. The fee uplift offered to providers in 2018/19 was 3.66%. Providers continue to express concerns about financial pressures along with the increasing complexity of individuals requiring care which were expressed equally by residential care providers.

A Member sought clarification on the financial constraints currently faced by care homes and the Director of Adult and Community Based Services commented that recruitment and retention of nurses was a particular challenge for care home providers as they were unable to compete with NHS terms and conditions. In addition to this, care homes had raised issues regarding the increasingly complex needs of their residents. In response to a question from a Member, the Director of Adult and Community Based Services commented that the local authority had arrangements in place should a care home suffer from financial difficulties or cease to operate to ensure that residents and families were supported throughout the process.

The provision of equipment was referred to and the Director of Adult and Community Based Services responded that this service was commissioned by the Tees Local Authorities and NHS partners and was

provided by the Tees Community Equipment Service which offered the vast majority of the equipment needed.

A discussion ensued on CQC ratings of the care homes and the positive news that two care homes previously rated as 'requires improvement' were now rated as 'good', with another care home achieving an 'outstanding' rating for the level of care provided. This was a tremendous success and everyone involved should be very proud. However, the Chair commented that continuous improvement with the best possible care provision was strived for with the aim of all homes being rated at least 'good' in what was a very volatile market where things could change very quickly.

The Chair referred to the challenges faced by care homes in relation to the recruitment and retention of nurses and added that this was one of the reasons that the Council was exploring opportunities to develop a Care Academy within Hartlepool which would promote care as a profession and support career progression. It was noted that a report would be submitted to the Committee at a later date with an update on the establishment of a Care Academy.

In conclusion, the Chair highlighted that regular updates on care home provision within Hartlepool would be submitted to Committee and on behalf of the Committee, thanks were conveyed to care home providers and managers and Officers who work with care homes for their tireless efforts in improving care provision within Hartlepool.

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

### **Decision**

The report was noted.

**In view of Councillor Stephen Thomas' earlier declaration of a prejudicial interest, he left the meeting and Councillor Mike McLoughlin took the Chair.**

## **6. Healthwatch Hartlepool Enter and View Reports** *(Healthwatch Hartlepool)*

### **Type of decision**

For information.

### **Purpose of report**

To inform the Adult Services Committee of the outcomes of the recent Enter and View visits conducted by Healthwatch Hartlepool to Charlotte Grange and Queens Meadow care homes.

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

It was reported that Healthwatch Hartlepool had undertaken unannounced visits to Charlotte Grange on 9 November 2017 and Queen's Meadow Care Home on 29 January 2018. The detailed reports were attached and representatives from Healthwatch presented a summary of issues identified and recommendations made.

A lengthy discussion took place on the level of care provided, which included staffing levels, sharing of good practice and the need for care to be tailored to the needs of each individual resident. In addition, concern was expressed by Members at the lack of response to the Healthwatch inspection reports from care home managers, despite this being requested. The Director of Adult and Community Based Services advised that observations and recommendations from the inspection reports were considered by Officers and, where necessary, added to action plans and monitored as part of regular monitoring programmes. The Director of Adult and Community Based Services indicated that a letter could be sent to care home managers regarding the lack of feedback to Healthwatch as a result of their inspection reports.

The Chair thanked the Healthwatch representatives who were volunteers, for their detailed and comprehensive inspection and subsequent report which was valued by the Committee and confirmed an expectation that care home managers should provide feedback to Healthwatch within the prescribed 20 days following receipt of a report.

### **Decision**

- (1) The reports were noted.
- (2) That the Director of Adult and Community Based Services write to all care home managers on behalf of the Committee outlining the concerns of Members at the lack of feedback on the Healthwatch inspection reports. This letter will be shared with Committee members.

**Councillor Stephen Thomas in the Chair.**

## **7. 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.

Minute 8 – Healthwatch Inspections

Minute 9 – Tees Esk and Wear Valley NHS Trust – CQC Inspection

## **8. Any Other Business - Healthwatch Inspections**

The Chair thanked the volunteer Healthwatch representatives for undertaking such comprehensive inspections and compiling detailed inspection reports in such a professional and efficient manner. He added that the reports should be viewed as a real asset to the care homes which should assist the managers to prepare and plan for future CQC inspections and it was only right and proper that these inspection reports were responded to.

## **9. Any Other Business – Tees, Esk and Wear Valley NHS Trust**

A representative from Healthwatch informed the Committee that the Tees, Esk and Wear Valley NHS Trust were currently subject to a Care Quality Commission around community services. The outcome of that inspection would be provided to the Committee at a future meeting.

The meeting concluded at 11.35 am

**H MARTIN**

**INTERIM CHIEF SOLICITOR**

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