

ADULTS' HEALTH, ADULTS' CARE AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 27 SEPTEMBER 2016

PRESENT:- Councillors Claire Ellis (Chair), Steve Allsopp, Alan Bishop, Steph Exell, Mary Friend, Caryl Sydney-Smith, Steve Weisinger, Julie Wright and Robert Wright.

Apologies for absence were received from Mark Edward (Swindon Healthwatch).

Also Present: Sue Wald (Director, Adult Social Care), Gill May (Executive Nurse at NHS Swindon Clinical Commissioning Group), Kevin McNamara (Director of Strategy, Great Western Hospital), Hilary Walker (Chief Nurse, GWH).

12. Declarations of Interest

The Chair reminded Members of the need to declare any known interests in any matters to be considered at the meeting. No declarations were made.

13. Minutes

Resolved -That the minutes of the meeting held on 21st June 2016 be confirmed and signed as a correct record.

14. Public Question Time

In accordance with Standing Order 28, Mr Cockbill, of 44 Stratton Road, Swindon, submitted questions regarding the future of SEQOL and its integration with the Great Western Hospital and the Council.

The Chair thanked Mr Brian Cockbill for his questions and comments and advised that a written response would be provided.

15. Dr Peter Crouch

Mrs Gill May, Executive Nurse, Clinical Commissioning Group, advised the meeting of the untimely death of Dr Peter Crouch. The Chair, on behalf of the Committee, extended condolences to his family.

16. NHS Swindon Clinical Commissioning Group

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) presented a report providing an update on performance and key issues relating to the service. She referred to the procurement of Community Services which was awarded to Great Western Hospital (GWH) and to the governance of the transition processes. Ms May explained how SEQOL staff would be incorporated within GWH and Swindon Borough Council and confirmed that services would not be affected. Ms May also referred to the Primary Care Procurement process that had been undertaken, the Recruitment video developed outlining reasons to consider becoming a general practitioner (GP) in Swindon and to the new Prescription Ordering Direct (POD) Services available at six practices in Swindon that allowed patients to talk to pharmacists regarding their medication.

Ms May, with Kevin McNamara, Director of Strategy, Great Western Hospital, Ms Hilary Walker (Chief Nurse, Great Western Hospital) and Mrs Sue Wald (Director, Adult Social Care) responded to members' questions and comments on the following:

- Surgeries' promotion of the POD service.
- The time taken for SEQOL to undertake assessments, particularly for those patients towards end of life.
- Addressing the difficulties for patients calling surgeries and having to wait on the "triage line" for a considerable time.
- Confirmation that pharmacist were able to support GPs through the POD services. Members noted the collaborative working partnership between surgeries and pharmacists.
- The review of all community nurse caseloads following the transfer of services from SEQOL to GWH.
- Understanding the cultural shift for staff transferring from SEQOL to GWH and how this would impact staff.
- The training of staff delivering the POD service and reasons for the delay in implementing the service.
- The financial governance of SEQOL, the reasons for awarding the SEQOL contract to the Great Western Hospital and the future financial impact this would have on GWH.
- The number of providers that submitted a bid for the SEQOL contract and confirmation that the SEQOL budget would be ring-fenced for community health services.

Resolved – (1) That the report be noted.

(2) That the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) be requested to update the Committee regarding the POD service at a future meeting of this Committee.

(3) That further to (2) above, the Chief Pharmacist helping to implement the POD service be invited to a future meeting of this Committee.

17. Great Western Hospitals NHS Foundation Trust Update

Mr Kevin McNamara, Director of Strategy at the Hospital, presented a report by the Chief Executive of the Great Western Hospital (GWH) NHS Foundation Trust on key issues and developments at the Great Western Hospital. Mr McNamara advised that the report highlighted matters of significance, including (i) staffing levels, (ii) the improvements and challenges for the Emergency department, (iii) the junior doctors' industrial action, (iv), GWH as the chosen provider for adult community healthcare, (v), recognition by the Royal College of Physicians of the high quality service provided by the Endoscopy Unit, and regarding (vi) the exemplary care given to cardiac patients.

Mr McNamara introduced Ms Hilary Walker, Chief Nurse at the Hospital who gave a presentation on the Care Quality Commission (CQC) report. Ms Walker advised that the presentation centred on progress made on the CQC's recommendations following their inspection.

Following the presentation of their report, Mr McNamara, Ms Walker and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group, responded to Member's questions and comments on the following issues:

- Overcoming communication issues for nursing staff whose first language is not English.
- Non-UK qualifications and the need to ensure uniformity of standards.
- Apprenticeships being promoted at GWH.
- Work being undertaken to retain nurses in Swindon, particularly after they had been trained.
- The effectiveness of Mental Health Liaison Service located in the Accident and Emergency (A&E) Department.
- The recruitment of a Help Care Assistant to help families and staff working in the Paediatric waiting room.
- GWH's response to the volume of demand for beds by the A&E Department and the impact on routine procedures.
- The location and use of the Discharge Lounge by patients.

Resolved – (1) That the report be noted.

(2) That the Committee's support for the "Never OK campaign" launched to tackle abuse of NHS staff be noted.

18. Avon & Wiltshire Partnership NHS Trust

The Committee received a report by Newlands Anning, the Managing Director, Avon and Wiltshire NHS Partnership Trust (AWP) outlining challenges and achievements for the organisation.

Resolved: (1) That the report be noted.

(2) That the Committee noted the absence of a representative from the Avon and Wiltshire Partnership NHS Trust.

(3) That, if required, Members of the Committee be requested to submit any questions to the Committee Officer for circulation to the Trust.

19. Performance for Adult Social Care Commissioning

Mrs Sue Wald, the Director of Adult Social Services submitted a report updating the Committee on the performance in Adult Services for Quarter 4 of 2015/16. The Director explained that the report had been structured to highlight the strengths and challenges of the work that had been undertaken, making specific reference to the challenges of clients with complex needs who required specialist care packages or placements.

The Director referred to the continued collaborative work with the Clinical Commissioning Group, Great Western Hospital, SEQOL and Wiltshire Council regarding delayed transfer of care. Members noted the financial demand in Adult Social Care and the high expenditure of the Learning Disability service as compared to other local authorities. The Director referred to the effective management of admissions to residential and nursing care which was below target. Members further noted the work being undertaken following the integration of SEQOL staff into the Council and how a review of services would be undertaken to ensure patients were individually supported when leaving the hospital with a tailored service.

The Director, with Mr Kevin McNamara, Director of Strategy, Great Western Hospital, responded to questions and comments from the Committee regarding:

- The recruitment of social workers and assistant care managers.
- The review of the waiting list for assessments to be undertaken following the integration of SEQOL.

- Measures to address safeguarding issues for patients and staff.
- Support for hospital patients in quitting smoking for, at least, the duration of their stay.

Resolved – That the report be noted.

20.

End of Life Care

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) presented a report detailing the end of life care of patients in Swindon. explained the definition of end of life from a clinical perspective. The Committee was advised that in Swindon, there were higher levels of emergency hospitalisation in the final months of life than the national average despite there being higher levels of deaths at home than average and that this could be addressed through local service development.

Ms May referred to the national guidance and the work undertaken by commissioners, particularly the “Conversation Project” undertaken with SEQOL and Great Western Hospital. This project allowed staff to engage with patients and carers earlier and involve them by having meaningful and effective conversations about end of life care. The Committee noted the impact services provided had on patients and family and explained that a single plan record for end of life care in Swindon was being developed. Ms May confirmed that the Clinical Commissioning Group had signed up to the “Dying Well Charter”.

Ms May responded to members’ questions and comments on the following:

- The importance of documenting wishes and planning in advance to ensure that end of life care truly reflected ones’ requests.
- The process undertaken to ensure relatives were fully informed and participating in decisions made.
- Confirmation that professionals work in the best interest of patients when they are near end of life.

Resolved – That the report be noted.

21.

Work Programme 2016/17

The Committee considered a report by the Director of Law and Democratic Services on the results of the work programme consultation and the suggested priorities for the work for the Municipal Year, 2016/17.

Resolved – (1) That the report be noted.

(2) That a report regarding work being undertaken by various agencies to address isolation be submitted at a future meeting.