

Swindon Borough Council

Adults' Health, Adults' Care and Housing Overview and Scrutiny Committee

Tuesday, 30 January 2018

Committee Room 1, Civic Offices

At 6.00 p.m.

Conservative Councillors

Claire Ellis (Chair)

Alan Bishop

Mary Friend

Eric Shaw

Caryl Sydney-Smith

Labour Councillors

Emma Bushell

Steph Exell

Julie Wright

Robert Wright

Co-opted Representatives

Michelle Howard (Equalities Advisory Forum)

Kate Moore (Tenant Scrutiny Panel)

Tori Jones (Healthwatch)

Committee Officer: Rita Glen Gallo, 01793 463611, rglen-gallo@swindon.gov.uk

Swindon Borough Council can be contacted at the Civic Offices, Euclid Street, Swindon, SN1 2JH (Telephone 01793 445500)

Access Arrangements - The venue is wheelchair accessible and an infrared receiver hearing system is provided. If you have any special requirements to enable you to attend the meeting or would like to receive any of the pages contained in this agenda in a larger print size, please contact the Committee Officer as soon as possible prior to the date of the meeting.

AGENDA

1. Apologies for Absence

2. Declarations of Interest

Members are reminded that at the start of the meeting, they should declare any known interests in any matter to be considered and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

3. Public Question Time

See explanatory note below. Please phone the Committee Officer whose name and number appears at the top of this agenda if you need further guidance.

4. Minutes (Pages 5 - 10)

To receive the minutes of the meeting held on 7th November 2017.

5. **Response to Council Motion 38 - Drug Misuse Litter** DPH (Pages 11 - 14)
6. **Performance for Adult Social Care Commissioning** DAS (Pages 15 - 34)
7. **NHS Swindon Clinical Commissioning Group Update** (Pages 35 - 40)
8. **Great Western Hospitals NHS Foundation Trust Update** (Pages 41 - 48)
9. **Housing Performance Report** HHCS (Pages 49 - 52)
10. **Avon and Wiltshire Partnership NHS Trust Update** (Pages 53 - 58)
11. **Work Programme** DLDS (Pages 59 - 68)

Date of Despatch: 16 January 2018

Key:

DAS – Director of Adult Services

DLDS – Director of Law and Democratic Services (Monitoring Officer)

DPH – Director of Public Health

HHCS – Head of Housing and Community Safety

Public Question Time - Swindon Borough Council remains committed to increasing its accountability to the public and to promoting active citizenship. 15 minutes will be allowed at the start of all Council meetings for questions to the Chair from the public about the work of the Committee (except for confidential matters, and matters relating to planning and licensing applications). We will give priority to those who submit questions in writing at least two days before the meeting. Questions must be relevant, clear, and concise. You may not use Public Question Time as an opportunity to make speeches or statements.

Questions in writing should be sent to the Committee Officer whose contact details appear on the agenda above, or to the Director of Law and Democratic Services. We will publish it, along with the answer, alongside the Minutes. The process associated with asking a public question is set out in the “Public Question Time at Council Meetings Protocol and Guidance” available from the Committee Officer named above or on the Council’s Website at:

<http://ww5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13338&path=0>.

Terms of Reference:

To fulfil all the functions of an overview and scrutiny committee as they relate to:

- The review, scrutiny, and development of policy recommendations;
- The management of performance;
- The monitoring of progress towards delivering relevant strategies and corporate priorities; and
- The formulation of advice for the Cabinet, Council and other partners and stakeholders.

To have specific responsibility for (but not limited to) the scrutiny of:

- Adult Social Care;
- Community and Neighbourhoods; and
- Housing.

In addition, as these relate to Adults and Adult Social Care:

- The performance of services seeking to deliver healthy communities towards agreed local and national performance indicators;
- Health, health commissioning and service delivery;
- Public Health, Health promotion and the work of the Health and Wellbeing Board; and
- Health Integration and collaborative working and commissioning with Health agencies and providers and General Practitioners.

This page is intentionally left blank

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

TUESDAY, 7 NOVEMBER 2017

PRESENT:- Councillors Claire Ellis (Chair), Ray Ballman, Mary Friend, Eric Shaw, Caryl Sydney-Smith and Robert Wright and Tori Jones (Healthwatch).

Apologies for absence were received from Councillors Alan Bishop, Emma Bushell, Steph Exell and Julie Wright and from Michelle Howard (Equalities Advisory Forum) and Kate Moore (Tenant Scrutiny Panel).

Also present: Councillor Brian Ford, the Cabinet Member for Adult Social Care and Councillor Cathy Martyn, the Cabinet Member for Housing and Public Safety.

22. 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.

23. Minutes

Resolved -That the minutes of the meeting held on 19th September 2017 be confirmed and signed as a correct record.

24. Public Question Time

No public questions were asked or submitted for this meeting.

25. NHS Swindon Clinical Commissioning Group Update

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 approach being undertaken by partner agencies in preparation for the winter period and to the investment made to increase bed capacity following the NHS's loss of beds to Delay Transfer of Care (DTOCs).

Following her introduction of the report, Ms May responded to members' questions and comments on the following issues:

- The challenges faced by services in preparation for the winter months.
- Factors determining whether patients were transferred to a care home or their own home following discharge from hospital.
- How patients were supported following discharge from hospital and that this included domiciliary services.
- The availability of alternate provision to home and residential care homes.
- The steering group set up to address deaths of those with learning disabilities.
- Reintroduction of annual health checks by general practitioners.
- The availability of specialist orthodontist services in Swindon and the impact on patients who travel to Oxford for their treatment.

- Accountable care in Swindon and how this was integrated into the Local Plan.
- The decline in the number of nurses at the Great Western Hospital.

Resolved – (1) That the report be noted.

(2) That information regarding the membership and terms of reference of the Learning Disabilities Steering Group be circulated to the members before the next meeting of the Committee.

26. Update on Work of Dementia Steering Group

The Director of Public Health submitted a report on the work of Cabinet Member's Advisory Group (CMAG) on Dementia and provided a summary of the Swindon Dementia Steering Group's work over the last 18 months. She advised the meeting that the Dementia Strategy was being updated and also provided statistical data on the number of people affected locally. The Committee noted the work undertaken by the recently appointed dementia friendly co-ordinator and on the actions being undertaken by the Dementia Steering Group which oversaw the strategy's delivery.

Councillor Bob Wright advised the Committee of a particular case he was aware of concerning ambulance response time to a person described as having dementia who had fallen on the pavement. It was agreed that members be provided with details of the particular case referred to by Councillor Bob Wright and its outcomes.

The Director and the Cabinet Member for Adult Social Care, responded to members' questions and comments on the following issues:

- Raising public awareness to ensure the needs of patients with dementia were understood.
- Availability of equipment to diagnose people with dementia.
- The assessment and review of processes for patients with dementia.
- The use of technology in ensure the safety of dementia patients when out in the community.
- Timescales for diagnoses.

Resolved – (1) That the report be noted.

(2) That Councillor Bob Wright be requested to submit the case referred to at the meeting to the Cabinet Member's Advisory Group for their consideration.

27. Housing Performance Report

The Head of Housing and Community Safety submitted a report providing the Committee with updated information relating to the performance of Council's Housing Service. The report highlighted key challenges and successes and, in particular, responded to members' request for information on accommodation for Keyworkers and Homelessness. It was noted that the Council's draft Homelessness Strategy was currently being reviewed in the light of the new responsibilities placed on Councils by the provisions of the Homelessness Reduction Act 2017 and that it was anticipated that this would be completed once a new Homelessness Code of Guidance and details of the funding arrangements for the new responsibilities under the Homelessness Reduction Act have been published in Spring 2018. It was further noted that Councillor Bob Wright had submitted questions to the Head of Housing and Community Safety regarding the report.

Following his introduction of the report, the Head of Housing and Community Safety, responded to members' questions and comments on the following issues:

- Definition of key workers.
- The amount of income needed for families to meet affordable rent.
- The continued implementation of the Homelessness Strategy until the Homelessness Reduction Act 2017 was enacted in April 2018.
- Winter provision for those who were homeless.
- Support available for those who involuntarily become homeless.

Resolved - (1) That the report be noted.

(2) That the Head of Housing and Community Safety be requested to circulate the responses to the questions submitted by Councillor Bob Wright to the Committee.

28. Repairs & Improvements to the Council's Housing Stock

Further to Minute 19, the Head of Housing and Community Safety submitted a report updating the Committee on the repairs and improvements undertaken on the Council's housing stock and inviting members to review the strategy for the repairs and improvements. The Head of Property Maintenance summarised the detail of the report, advising members of the total housing stock and the various geographical and design factors that influence works undertaken by the integrated team within the Council's workforce in carrying out day to day repairs, minor adaptations, gas servicing/safety checks, electrical repairs and asbestos removal in Council-owned properties.

Following the introduction of the report, the Cabinet Member for Housing and Public Safety, the Head of Housing and Community Safety and the Head of Property Maintenance, responded to members' questions and comments on the following issues:

- Extensive support is being put in place to manage the new contractor delivering vacant property repairs
- A process has been implemented to develop apprentices as part of the in-house workforce for day to day repairs.
- Wider options are to be considered to increase capacity for delivering Housing Revenue Account capital works

Resolved - That the report be noted.

29. Great Western Hospitals NHS Foundation Trust Update

The Committee received 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 Kevin McNamara, Director of Strategy, Great Western Hospital (GWH), presented the report and highlighted matters of significance. In particular, Mr McNamara advised the meeting of the success of the "500 Lives" initiative, confirming that the Trust was on its way to hit the target of saving an extra 500 lives before 2020 through continuing provision of safe care, and also the successful recruitment of community nurses following the integration of Adult Community Health Services in October 2016.

Following his introduction of the report, Mr McNamara, responded to members' questions and comments on the following issues:

- Information sharing between departments and its impact on referral times.
- Use of previously prescribed medication following admittance into hospital.
- Streamlining of medication allocation on discharge from hospital

Resolved – (1) That the report be noted.

(2) That an update on the Red2Green initiative be submitted at the next meeting of this Committee.

(3) That the Committee adds its congratulations to the personal congratulations offered by the Secretary of State for Health to staff working across the Outpatients department at GWH in recognition of the department's recent strong performance in the Friends and Family Test.

30. Avon and Wiltshire Partnership NHS Trust Update

The Committee received a report by the Clinical Lead, Avon and Wiltshire NHS Partnership Trust (AWP), on achievements of the organisation and the challenges it was facing. Ms Celia Moore, Service Manager, (AWP) presented the report and afterwards responded to members' questions and comments on the following issues:

- Mental health issues and how these contribute to homelessness and alcohol and drug addiction.
- The support provided by Clinical Commissioning Group, Housing Department and AWP to help those homeless and with addictions due to mental issues.
- The on-going recruitment drive to reduce the number of agency staff.
- Actions to maintain a high standard of service during the winter months.
- The on-going "Place of Safety" consultation, aimed at patients with mental issues.
- The use of the ambulatory care unit to support patients.

Resolved - That the report be noted.

31. Performance for Adult Social Care Commissioning

The Director, Adult Social Services, submitted a report updating the Committee on the performance of Adult Services for the period to end September 2017. The report had been structured to highlight the strengths and challenges of the work undertaken, making specific reference to the preventative work being done in collaboration with the Director of Health.

Following her introduction of the report, the Director, Adult Social Services, responded to members' questions and comments on the following issues:

- Provision of healthcare for rural and urban areas of Swindon.
- The types of networks set up for rural and urban areas to differentiate between the healthcare requirements needed.
- The use of technology to reach patients in rural areas.
- The Health Impact Assessment to be undertaken for Crowdy's Hill School following the development proposals for the area.
- The positive contribution to services provided by volunteers and

volunteer organisations.

- Areas of improvement identified within the Learning Disability Service.

Resolved – That the report be noted.

32.

Work Programme

The Director of Law and Democratic Services submitted a report on the Committee's work programme for the current Municipal year, detailing the activities that the Committee had undertaken, and would be undertaking, during the course of the year, with the aim of producing evidence based recommendations intended to provide service improvements for Cabinet and external agencies/bodies to consider.

The Committee also considered the priorities and suggestions of Cabinet as detailed in the Cabinet Work Programme and Forward Plan when considering the work programme.

Resolved – That the report be noted.

This page is intentionally left blank

Response to Council Motion 38 – Drug Misuse Litter

Adult's Health, Adult's Care and Housing Overview and Scrutiny

Date: 30th January 2018

Author: Director of Public Health

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 This report responds to the Council motion passed on 28th September (Motion 38) that requested that a task group be established to identify opportunities to reduce the incidence of drug related litter in Swindon (Link:

<http://sbcvpwmmgv02:9070/documents/g7985/Printed%20minutes%2028th-Sep-2017%2019.00%20Council.pdf?T=1>

- 1.2 At its meeting on the 23rd October 2017, (minute 31), the Scrutiny Committee resolved - That the motion be referred to the Adults' Health, Adults' Care and Housing Overview and Scrutiny Committee for its consideration. (Link:

<http://sbcvpwmmgv02:9070/documents/g7791/Printed%20minutes%2023rd-Oct-2017%2018.00%20Scrutiny.pdf?T=1>

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report.

3. Detail

- 3.1 At its meeting on 23rd October 2017 the Scrutiny committee noted the following Council Motion - Reducing Drugs Misuse

- 3.1.1 The Council, at its meeting held on 28th September 2017 considered the following motion from Councillor Stan Pajak, seconded by Councillor Steve Allsopp:

"This Council notes:

1. Swindon like most towns and cities in this country has seen a shockingly high rise in the number of drug users.
2. That deaths related to drug misuse in this country are at their highest levels since records began.
3. The recent successful court case where drug dealers in Swindon were convicted was accompanied by a statement by Wiltshire Police regarding how London gangs are travelling to our town to sell class A drugs bringing with them violence and blighting the lives of people living within the local communities.

Further information on the subject of this report can be obtained from Cherry Jones on 01793 444681 or email cherryjones@swindon.gov.uk.

Response to Council Motion 38 – Drug Misuse Litter

Adult's Health, Adult's Care and Housing Overview and Scrutiny

Date: 30th January 2018

4. The dramatic rise in the highly dangerous disposal by users of needles and syringes in our public parks and open spaces exemplified by many recent cases.

3.1.2 This Council believes amid our continuing efforts with our Health partners to reduce drug misuse we must ensure that members of the public remain safe when using our open spaces and ensure our council workers remain safe when they collect sharps associated with drug usage. It therefore requests the Scrutiny Committee to consider setting up a task group to identify opportunities to reduce the incidence of drug related litter in Swindon. ”

- 3.2 The motion was carried at Council, and the Scrutiny Committee was asked to consider setting up a task group as detailed above.
- 3.3 An operational multi agency Town Centre Group has been established that specifically works to reduce the incidence of drug related litter in Swindon and meets weekly.
- 3.4 There is also an established multi agency Substance Misuse Group that aims to deliver on the Substance Misuse Strategy (draft previously circulated to committee members) to reduce the harms caused by substance misuse.

4. Alternative Options

- 4.1 Not applicable.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no direct financial or procurement implications relating to this report.

Legal and Human Rights Implications

- 5.2 This report has no specific legal or human rights implications.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 This report has no other implications.

Further information on the subject of this report can be obtained from Cherry Jones on 01793 444681 or email cherryjones@swindon.gov.uk.

Response to Council Motion 38 – Drug Misuse Litter

Adult's Health, Adult's Care and Housing Overview and Scrutiny

Date: 30th January 2018

Diversity Impact Assessment

- 5.5 No Diversity Impact Assessment (DIA) is required at this stage.

Risk Management

- 5.4 None.

6. Consultees

- 6.1 The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None.

8. Appendices

- 8.1 None.

This page is intentionally left blank

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Author: Director of Adult Social Services

Wards: All

Parishes Affected: All

1. Purpose and Reasons

- 1.1 This report provides the Adults Care, Adults Health and Housing Overview and Scrutiny Committee with an update of performance and key issues relating to Adult Social Care commissioning and performance.
- 1.2 A key purpose of the Adults Care, Adults Health and Housing Overview and Scrutiny Committee is to hold commissioners and providers of Health and Social Care Services to account.
- 1.3 Any commissioner or provider of Health and Social Care Services in Swindon is required to provide information on the planning and provision of health and social care services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report
- 2.2 Identify any areas of concern or interest that require further investigation.

3. Detail

- 3.1 Update
 - 3.1.1 This report informs Scrutiny Committee Members on the progress we are making in delivering the priorities and pledges set out in Swindon's vision for 2016-2020 around supporting vulnerable adults to live as independently as possible and enjoy safe and fulfilling lives (priority 4). The three pledges we are committed to in delivering this priority include:

Working with the Clinical Commissioning Group (CCG) and GP surgeries to help people with long term health and social care needs to manage their health effectively with support from community groups and multidisciplinary teams (Pledge 26)

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Ensuring that more people and their carers are supported to live as independently as possible and reducing the length of time people need to spend in residential care. (Pledge 27)

Reducing smoking prevalence to less than England average (Pledge 30)

- 3.1.2 This report provides an overview of performance at the end of November 2017. Background details on performance and activity are provided in Appendix 1 and 2. We have highlighted those performance areas which we jointly deliver with the Clinical Commissioning Group as part of the Better Care Fund (BCF)

- 3.2 What are the challenges that your organisation is facing?

3.2.1 **Delayed transfers of care - DTOC (BCF indicator)**

A delayed transfer of care is where a patient is ready and safe to leave hospital care, but unable to do so, and remains occupying a hospital bed. Work is ongoing between Swindon CCG, Great Western Hospital, and Wiltshire Council to tackle blockages leading to patients having their discharge delayed. The latest available published data for DTOC in Swindon is performance as at November 2017. Performance of Swindon Borough Council in November was good and better than our target (7) with an average of 4.2 bed days lost due to discharge delays attributable to social care. Our cumulative year to date (YTD) performance for delayed discharge attributable to social care is 10.7 days which is below the average for England overall (16.6) and the South West (23). The main areas of reduction in delays have been due to more timely completion of social work assessment and speedier transfers to residential and nursing care where appropriate. Although we expect the overall trend in delays to continue to reduce, local data (awaiting validation from NHSE) indicates a slight rise over the Christmas period to 4.97 bed days.

There are daily 'DTOC' conversations within SBC to ensure commissioners, providers and social care staff continue to work collaboratively to support people to leave hospital when medically fit. Health and social care colleagues also meet three times a week to manage timely and appropriate discharge of patients into the community. The DTOC Programme continues to monitor performance on a monthly basis. The Improved Better Care Fund Plan (IBCF) describes how the additional funding from Central Government is being used to reduce delays. This includes increasing capacity in re-ablement; making better use of discharge to assess beds; the reshaping the hospital social work team and the introduction of a seven day working pattern; reducing permanent admission to residential and nursing homes; and fully embedding the health in care homes initiative.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

3.2.2 Learning Disability Services

Work is ongoing to reduce spend on Learning Disability services as spend per service user in Swindon remains high compared to other authorities. Progress against our savings plan of £1.1m has exceeded target and as at the end of November we have achieved £1.276m. Work will continue to identify and secure further savings and these will assist in ensuring a balanced budget for Adult Social Care this financial year and also contribute towards any savings required for 18/19.

The Learning Disability Service and the Council's Design Team have launched a Learning Disability Re-design Programme to drive improvement and efficiencies across the service. The work is focussing on Duty, Caseload Management, Progression and Enablement. We are piloting new ways of working to support individuals to become independent so they too can do ordinary things and be fully included in their local communities.

Supporting people with a disability into paid employment is a national policy priority as well as a local pledge. The Government has committed to support 1 million more people with a disability into work over the next 10 years. At the end of December there are 31 adults in receipt of support who are in employment equating to 5.1% (against a target of 5%) which is an improvement on last year's performance of 4.6%. There are an additional eight learning disability support clients who are no longer receiving long term support services who are in meaningful employment of 16 hours or more per week.

National research has identified that people who start off working by volunteering or in a sheltered workshop, get stuck in those settings and rarely – if ever – progress into real, paid employment. A review of the Council's Supported Employment Service is underway to ensure it delivers best value in terms of cost and outcomes and aligns to the principles of the Government's Work and Health Programme. A number of Local Authorities are testing models for supported employment through the Government's Innovation Fund which provides a learning opportunity for SBC to shape its future model and approach. We also recognise that engagement and gaining commitment from employers from public, private, and voluntary sectors across Swindon, and improved transition from education to work, are key to a successful model going forward

The Transitions Programme work has now moved into Phase 2, which includes the further development of Planning Live, a strength based approach to help young people in transition (potential users of Adult Social Care and Care Leavers) to work with professionals and people who support them to achieve their personal aspirations. In addition, Adult Social Care and Children's Social

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Care are working together to develop early joint commissioning of placements for young people in transition.

The Learning Disability Team has successfully recruited two new Assistant Care Managers who will start in January 2018 to address the capacity issues which have impacted on the timeliness of reviews.

3.2.3 Safeguarding (BCF scheme)

Since April 2017, the Safeguarding Team has received 797 concerns, a 3.6% increase compared with the same period in 2016/17. The pilot to process new ways of working to deal with concerns has been partially successful, and the safeguarding team is making some additional changes to drive further improvement. A basic awareness course on Self Neglect has been commissioned and will be available to staff who are likely to encounter Swindon residents who self neglect or hoard. At the Safeguarding Adults Board in November there were discussions about the concerns sent through to the safeguarding team by Wiltshire Police. The aim is to improve the appropriateness of these. It was also agreed to consider the feasibility of an adult Multi Agency Safeguarding Hub and look at the planned Wiltshire model once it is operational. The Safeguarding Adult Review previously reported is nearing completion and findings were discussed at an Extraordinary Safeguarding Adult Board in December 2017. A number of areas for improvement were identified: the need for adult services to have a better understanding of Domestic Abuse and the impact of coercive and controlling behaviour (especially on older people); how the Mental Capacity is being applied to people who are subject of safeguarding concerns; improvements in supervision and Quality Assurance; and how the personalised approach to safeguarding is being applied. An action plan is in development to drive improvements in these areas over the coming months.

3.2.4 Quality of Care Homes

There are currently no residential or nursing homes that are judged to be inadequate by CQC in Swindon. Most of these homes are run by the private sector. Of the care homes inspected by CQC, the residential homes are rated better in Swindon than the national picture, but the nursing homes are not rated as well as the national picture (as table below). Swindon Borough Council and Swindon CCG commissioners are working together to improve Swindon's nursing home offer. We also have no 'outstanding' care homes in Swindon which is also being addressed by the partnership.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

	Swindon	National
RESIDENTIAL		
Requires Improvement	19%	21%
Good	81%	76%
Outstanding	0%	2%
NURSING		
Requires Improvement	36%	28%
Good	64%	66%
Outstanding	0%	2%

Commissioners meet with CQC every other month to triangulate information regarding particular providers who may be of concern and to share the support being provided for them. Adults Social Care Commissioning team undertake annual quality assurance monitoring visits as a means to monitor quality and to highlight where providers need support to improve. The Care Home Forum meets throughout the year, with shared chairing by a provider representative and the Head of Commissioning. The Forum attendance has improved over the last year, however consistent attendance is still a concern. The Forum has a set agenda item of 'Getting to at Least Good' with the purpose of sharing and building good practice and also preparation for CQC inspection. The Care Home framework is due to be tendered in the New Year and will give clarity on the baseline quality and outcome expectations that both SBC and Swindon CCG have of providers of care homes.

3.3 What have you done well?

3.3.1 Managing demand and financial pressures

The latest forecast outturn position as at October 2017 across Adults is a balanced budget at year end. To date, we have achieved £2.785m of savings and over-achieved the challenging target we set ourselves for 2017/18 of £2.617m. However, we recognise demand and cost pressures for Physical Support and 65+ services may rise over the winter months.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

3.3.1 Prevention and Wellbeing

Prevention and wellbeing are key to managing demand and cost pressures across social care and health. Working with external partners and services across the council, we continue to identify opportunities to improve resilience and prevent long term conditions by promoting health and wellbeing amongst Swindon residents.

Community Navigators (BCF scheme)

The Community Navigators Scheme provides community based coaching to help residents who have long-term health conditions to manage their care. The navigators encourage self-care and help increase the resident's confidence in living with their condition. We currently have 8 Community Navigators with a current caseload of 126 clients between them. Between September and November we received 173 referrals from GP's across Swindon, all of whom have at least one long term condition, many presenting co-morbidity. Clients are supported by a Navigator for up to 8 sessions over a period of months but the intention is to build community support around them so their wellbeing can be sustained beyond our interaction.

Our New Social Care Navigator is about to join the team and will focus on working with colleagues in Adult Social Care to offer alternative solutions to statutory care. The Community Navigators use their skills and local networks to offer clients referred through Social Services an opportunity to better self-manage their long term health conditions and access support from Swindon's rich Community offer.

Swindon Circles (BCF scheme)

Swindon Circles aims to support any age person who is identified as lonely and isolated through a volunteer befriending scheme. Referrals come from GPs, Social Workers and families, focused on those who have less than 5 hours of contact per week or those who are in caring responsibilities. Swindon Circles received 84 referrals between September and November 2017 and in this time we have matched 20 clients with local volunteers. 28 clients are currently ready and waiting to be matched. We are about to commence a new wave of Volunteer recruitment and welcome a new Volunteer coordinator to our team who will be instrumental in recruiting and supporting new volunteers to ensure the success for Swindon Circles clients.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Community Involvement and Volunteering

We have a variety of short-term intervention projects which aim to improve the emotional wellbeing of local people, increase their connections and peer support and ultimately reduce isolation. These include projects such as; Coffee & Connections, Arts to Wellbeing, 100% Man Made, No Fixed Abode and Healthy Me. These cater for different ages and individuals facing health inequality and measure improvements in emotional wellbeing through Warwick Edinburgh Scale. We place a significant emphasis on encouraging social interaction, companionship and 'giving to others' for example we distributed over 200 donated gifts and hampers, to those who were spending Christmas alone. Donations were received from employees from Nationwide HQ, Honda, GWH and SBC. We also helped deliver hampers donated from Residents of the Swindon North Constituency, facilitated by MP's Office.

We welcomed 18 individuals to our Yule Meet Again event to give isolated and lonely people an alternative Christmas Day in the company of others. We had volunteers from Zurich Community Trust, serving locally donated food and drink and the decorations, tree, Christmas cards and transport were all funded by local business and volunteers. Goddard Park Primary School and the local Brass Band performed at the event. This event is an example of using local assets to build cohesive and inclusive communities across Swindon.

We have 100 Big Knitters in Swindon; many of whom are isolated individuals who cannot leave home because of mobility or confidence and have cited feeling purposeful by getting involved. People are invited to knit squares (we provide the wool and needles, all of which have been donated) and once we have collected enough squares from individuals we run a sewing together event and create a blanket which is then given to local charities like Threshold Housing. We have 20 volunteer bakers in our Forget Me Knot Cakes project- baking cakes for local people who are alone on their birthdays.

Health Improvement through physical activity

Our Steps to Health programme aims to support individuals understand the importance of being active, healthy eating and self-managing their condition(s). Clients will often have multiple medical conditions; some of which are complex. Clients are referred through GPs, Healthcare Professionals, and Physiotherapists and we are able to offer a wide range of activities delivered in the community by specialist instructors. To date we have had 600 referrals into STH with a completion rate of 73%.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Clients are initially seen for a consultation to understand starting position, discuss barriers, set goals and design a tailored exercise programme. Signposting and maintenance is a vital part of this short term intervention, giving the best chance for long term behaviour change. We have recently created signage at our local Outdoor Gym areas across Swindon to help encourage residents to make use of the outdoor spaces.

The Pulmonary Rehab project is funded by the Clinical Commissioning Group and delivered in conjunction with Community COPD Services and other health professionals such as LIFT psychology. This community based programme aims to help clients improve their understanding and assist in the self-management of their condition. This year we have had 67 individuals completing the 7 week course. We offer onward classes for those completing the course in order that we encourage longer term maintenance and a reduction in exacerbations and hospital admissions.

Swindon Mind in partnership with Sport England and Swindon Borough Council deliver the 'Be Active' project. This offers inclusive physical activity sessions to Swindon residents who have a mental health diagnosis or at risk of a mental health challenge. The 3 year project, started in 2016 has already engaged with 900 Swindon residents, this physical activity programme has shown to improve anxiety and depression, and quality of life for people with chronic illnesses.

Our Ability Sport programmes offer accessible and enjoyable opportunities to adults with learning disabilities. Providing a range of activities with trained and qualified instructors we aim to give individuals exciting experiences and the support to gain confidence in being able to access mainstream provision.

Weight Management

We currently offer three types of adult weight management programmes over a 12 week period. Clients can choose one of the commercial programmes (Weightwatchers or slimming world) or participate in our in-house Dietbusters programme. Dietbusters looks at lifestyle, focusing the message on long term healthy habits with small weekly steps. The programme covers education and exercise.

Live Well Swindon Hub

The Live Well Hub process on average of 30-50 referrals per day. The majority of our referrals come from GP's, Physiotherapy Department at GWH, Adult Social Care Lift and self-referral.

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

We have recently piloted an electronic version of the referral form, giving the GP's a quicker way to refer - with one click all patient details are populated onto the form, then sent to the Hub electronically. We currently have over 3300 clients on our database that we have worked with or given support/advice to in some form and are currently actively engaging with 971 clients. 11% of these clients, after receiving support, are now engaged in volunteering themselves.

Health Ambassadors

The Health Ambassador Service is aligning to the Migration Project and is working in partnership with housing and environmental services. This government funded project will run in the Broadgreen area of Swindon from 2017 – 2019. It will work with local councillors, community leaders and local residents to address such issues as fire safety, environmental health and health and wellbeing. Health Ambassadors, Befrienders and Champions and others in the Community Health & Wellbeing team will lead on the health and wellbeing element of this project with an emphasis on community cohesion.

We will create a safe spaces for people of all cultures to come together to improve skills, get healthier and feel part of a community. We will offer 1-2-1 support around health and will promote activities informed through local conversations. A weekly drop in at Broadgreen Community Centre will begin in January 2018 for all Broadgreen residents, adding to the weekly Conversation group for people of all cultures. We will planning a Multi-Faith health and social walk in February 2018.

Making Every Contact Count (MECC)

Swindon continue to rollout out the MECC initiative which supports staff to maximise the opportunity they have with the public and colleagues in promoting health and wellbeing in everyday interactions. Within SBC 5 staff have now been trained to deliver MECC training. In Swindon 82 people have been trained across SBC to date and a further 15 across partners. Evaluation work is ongoing to look at the impact of the training. MECC is also an integral part of the Accountable Care system development work.

Falls Prevention

Work on Falls Prevention is ongoing. An update on progress against the Swindon Falls and Bone Health Strategy was provided to the Health and Wellbeing Board this week. It continues to be an important issue with on average just under 200 admissions for falls to Great Western Hospital each month. The Community Health and Wellbeing Team are continuing to rollout out

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

an evidence based balance and strength offer with a class started at Grange Leisure Centre, one planned for Haydon in January and 6 further groups over the next year to focus on prevention but there is work across partner agencies to look at reducing people who are fall and the consequences of falling in Swindon.

Dementia

Swindon has been formally accredited by the Alzheimer's Society as 'working to become a dementia friendly community (DFC)'. Work is ongoing with partners to promote this. We have also applied for funding to the Film Hub South West to run a vintage film club at the Arts Centre. Work is ongoing with Chiseldon and Stratton St Margaret Parish Councils to become dementia friendly and GLL are introducing dementia friendly swimming at Oasis and Dorcan leisure centres. Public Health also delivered an evening programme on dementia at the Wiltshire and Swindon Dental Committee to raise awareness. The updating of the dementia JSNA is now complete and available on the www.swindonjsna.co.uk website.

Mental Health and wellbeing

A presentation to the Health and Wellbeing Board on the Prevention Concordat was well received and a further update will be reported to the Board in March 2018. Work continues with the STP on the Mental Health Work stream which includes work on Suicide Prevention and Prevention. The four proposed areas for focus for the forthcoming year are: Children and Young People, Homelessness, promoting the five ways to wellbeing and workplace mental health. In addition we are focusing on strengthening provision for Dual Diagnosis – Mental Health and Substance Misuse.

NHS Health Checks

The focus of work for NHS Health Checks has been to increase uptake and improve the number of people accessing the service. From April to June 2017 171 Health checks were delivered by the pharmacies and Community Health and Wellbeing team. This increased to 443 in Quarter 2, and Quarter 3 performance to date is 351 (with 2.5 weeks remaining of this quarter). Work is underway with GP practices to encourage greater uptake.

Flu Vaccination

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition. People who are more likely to develop potentially serious

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

complications of flu such as bronchitis and pneumonia are advised to have a flu jab each year. The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications. People eligible to receive a free flu jab include: people over 65 years; pregnant women; people with certain medical conditions; people living in a long-stay residential care home or other long-stay care facility; and carers. Front-line health and social care workers are also eligible to receive the flu vaccine which is arranged and paid for by the employer.

To date, 47.8% of the at risk eligible population in Swindon have been vaccinated against the end of season target of 55%. It is encouraging that over 72% of the 65 and overs have received their vaccination. 29% (810) of social care staff and 37.5% (114) of health care staff have also received a seasonal flu vaccination and more work is needed to substantially increase this number.

Health Impact Assessments

The proposals for the development of the Swindon Museum and Art Gallery (SMAG) present a significant opportunity to positively impact on the health and wellbeing of the SMAG audience and the people of Swindon. Public Health colleagues have undertaken an initial desktop rapid health impact assessment (HIA) to assess the likely health impacts of the SMAG development plans and proposals which has been submitted as a supporting document with the Heritage Lottery Fund Bid.

Completing the HIA allows opportunities for positive impacts on health and wellbeing to be enhanced and any predicted negative impacts on health to be minimised by ensuring that specific actions are prioritised. A more comprehensive HIA along with a community based collaborative process will be undertaken following the outcome of the bid. Effective HIA is an excellent way of engaging and working together with the local community.

3.3.2 Older People/Physical Disability Transformation Programme

The Adult Social Care transformation programme continues to make good progress and is positively impacting on Swindon's health and social care system. There are fewer older people being admitted to permanent care, more timely assessments continue to reduced delay in hospital discharge, the reablement service is more effective and efficient, and improved management oversight at the front door has led to more timely and appropriate information and advice for initial contacts.

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

Front Door

We continue to focus on helping people to maintain and prolong their independence through improving our first point of contact /front door. Our aim is to divert people into community based solutions where that is the right thing to do, and for those who do need help, we need to make sure they get it quickly. So far this year we have received 9118 contacts, and it is pleasing to see that a higher proportion of these are now being dealt with more effectively at the front door compared to the same period last year. Only 46.9% of these contacts (4194) progressed to an assessment of need, compared with 52% last year. Following an assessment, 48.32% of these people then progressed to a service compared with 45.5% last year. With the front door becoming more effective in dealing with people with lower level needs through the provision of better information, advice and signposting, we should see the right people (i.e. those with higher levels of need) progressing to assessment and service.

Re-ablement (BCF Scheme and indicator)

There continues to be significant improvements in the reablement service with greater throughput, reduced length of stay and better outcomes. Individuals are monitored daily to ensure progression through the service at the appropriate pace to reduce delays in their discharge. From April to November, 295 episodes of homecare reablement have been completed. The average number of days to re-able an individual has reduced from 30 to 18 days, with 62% gaining independence following the service and not requiring ongoing support. We have also improved the number of people receiving reablement at any one time from an average of 34 people weekly to 43 people per week. This has been achieved through changing staff rostering and working more efficiently.

3.3.3 Permanent admissions to Residential Care and Nursing Homes (BCF scheme and indicator)

Admissions to residential and nursing care are being effectively managed and remain below target for older adults (aged 65 and over). From April to November 2017, 112 older people have been admitted to permanent care: 43 to a nursing home placement and 69 to residential care. Amongst these first time permanent admission to care, 20 people were admitted with mental health needs and 91 people were admitted with personal care/physical support needs (older people) and 1 person with learning disability needs. For younger adults from April to November 2017, 5 additional people have been admitted than forecasted. In total, 14 younger adults have been admitted to permanent care, 9 to residential and 5 to nursing care. Of those, 6 had a learning disability, 3 had mental health needs and 5 had personal care/physical support needs. Where possible, we will

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

place people in Care Homes and Extra Care Housing that are owned by Swindon Borough Council to reduce budget pressures.

3.3.4 Carers (BCF Scheme)

Carers provide regular and substantial support for service users so it is encouraging that we are on track to meet our year-end target for 70% of carers to have had an assessment or review of their needs. To date, 60.7% (988) carers have received an assessment or review, and 51 carers have received a direct payment to give them a break from their caring responsibilities.

3.3.5 Smoking

Smoking is the biggest preventable cause of ill health and early death as well as the leading cause of health inequality. In Swindon our smoking prevalence rate for our adult population is 14.9% which is below the England average of 15.5%. People with serious mental illness are more likely to smoke heavily than our general population and the smoking prevalence rates in our adult population with serious mental illness is 41% which is similar to the England average of 40.5%.

Those with serious mental illness have a reduced life expectancy and are estimated to live 16-25 years less than the general population, and are at significantly greater risk of smoking related illnesses. This has led to health inequalities and whilst smoking rates in our general adult population has declined the smoking rates for those with serious mental illness has remained static. Reducing smoking among mental health service users can make an important contribution to improving public health and can improve the longer term health and wellbeing of people living with mental health problems.

Swindon Public Health have worked with and supported Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) to make their Swindon sites smoke and tobacco free from 06 November 2017. AWP are providing service users with nicotine replacement, specialist support and support the use of electronic cigarettes during inpatient stays.

Helping service users who smoke to quit is the single most important factor in improving their physical health. Quitting also improves quality of life through financial benefits, helping reduce social isolation and improved mental health.

Swindon Public Health are also working with and supporting the Great Western Hospital NHS Foundation Trust to become a smoke and tobacco free site from 01 January 2019. A year long programme of events and activities is being planned from 01 January 2018.

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

3.3.6 Voluntary Sector Commissioning (BCF scheme)

Our voluntary sector providers continue to perform well and we have no significant concerns regarding performance. In that last quarter, the contract for Carer's Support was awarded to Swindon Carers Centre. The re-procurement of Direct Payment Support is underway, after the contract was ended early in order to avoid identified risks. The re-procurement of support for people with a head injury is also underway. We are in the process of re-commissioning: Learning Disability Day Opportunities and Support; Support for people who have had a stroke; Voluntary Sector Infrastructure and Support for people with Dementia. Across all voluntary sector commissioned providers, we are predicting to deliver 50,000 hours of volunteer time, equating to a value of £375,000 by the end of 2017/18 representing around a 20% increase in provision at no additional cost.

3.3.7 Complaints

Although overall satisfaction with services is reasonable high, we recognise we are always going to receive complaints. We endeavour to resolve complaints at an early stage and use them positively to change processes or practice where appropriate. Our complaints policy is Care Act compliant.

Since January 2017, the majority of complaints have been resolved locally with 51 complaints being escalated for more formal investigation, of which 24 were upheld or partially upheld. Five complaints were referred to the Ombudsman for an independent investigation. The complaints mainly relate to communication (delayed response, difficulty understanding which team to contact, information not being clear); employee behaviour and financial decisions. We have also improved our arrangements with independent providers to ensure complaints are regularly reviewed at contract management meetings.

3.4 Supporting Information

None.

4. Alternative Options

4.1 None.

Further information on the subject of this report can be obtained from Phillipa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

Performance for Adult Social Care Commissioning

Adults Health, Adult's Care and Housing Overview & Scrutiny Committee

30 January 2018

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no direct financial implications arising from this report. Any financial pressures resulting from changes in demand for social care services will be identified and included within the Council's Medium Term Resourcing Plan.

Legal and Human Rights Implications

- 5.2 None

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 None

Diversity Impact Assessment

- 5.4 None

Risk Management

- 5.5 None

6. Consultees

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

- 7.1 None

8. Appendices

Appendix 1 and 2 – Performance and Activity D

Further information on the subject of this report can be obtained from Phillippa Lamb, Direct Dial Telephone Number: 07818510484, plamb@swindon.gov.uk

This page is intentionally left blank



Adult Social Care Performance Dashboard Summary of Results 31st November 2017

Indicator	NA 2016/17	PYA 16/17 Y/End	Annual Target	Nov 17 Actual	Good is..
Enhancing Quality of Life					
% of Service Users who receive self directed support (M)	89.4	88.1	100	88.72	high
% of Services Users who receive a direct payment (M)	28.3	24.3	30	24.65	high
% of Carers who receive self directed support (M)	83.1	32.1	36	23.41	high
% of Carers who receive a direct payment (M)	74.3	30.9	34	22.87	high
% of Mental Health adults in paid employment (M)	7	16	11	11.6	high
% of learning Disability adults living independantly in their own home or with their family (Q)	76.2	74.7	72	72.5	high
% of mentla Health working age adults living independantly with or without support (M)	54	85	84	75.7	high
Delaying and Reducing the Need for Care					
Permanent admissions to residential & nursing care for Younger Adults aged 18-64 per 100K population (M)	12.8	6.7	10.39	10.39	low
Ensuring People have a Positive Experience of Care and Support					
Delayed bed days attributable to NHS or Social Care or Both- All days (M)-New national measure April 17	NA	18.2	13	26.43	low
Better Care Fund					
Permanent admissions to residential & nursing care for Older Adults per 100K population (M)	610.7	569.2	661.07	332.01	low
Delayed bed days attributable to Social Care- All days (M). Asat	NA	7.8	6	4.2	low
Corporate Pledges					
Increase % of working age adults with learning disabilities receiving services who are in employment (Q)	5.7	5.4	5	5.3	high

KEY

* Results are for October

NA: National Average

Reporting Frequency (M) Monthly

Reporting Frequency (Q) Quarterly

PYA: Previous Year Actual at year end

Reporting Frequency (A) Annually

socserv/wginfo/PI2017/18/Scrutiny Reports

Appendix One: Background activity and performance Data**Number of service users receiving Permanent Nursing & Residential care in Swindon between April 17 to November 2017**

Primary Support Reason	18-64 Year Olds				65+ Year Olds			
	Nursing Care		Residential Care		Nursing Care		Residential Care	
	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17
Physical Support: Access and Mobility Only	0	0	0	0	0	1	0	2
Physical Support: Personal Care Support	4	10	13	10	198	205	237	234
Sensory Support: Support for Visual Impairment	0	0	0	0	2	1	3	3
Sensory Support: Support for Hearing Impairment	0	0	0	0	1	2	0	0
Sensory Support: Support for Dual Impairment	0	0	0	0	1	1	3	0
Support with Memory and Cognition	2	0	1	2	49	56	86	78
Learning Disability Support	3	3	158	158	6	3	39	39
Mental Health Support	3	3	34	32	16	9	42	31
Totals	12	16	206	202	273	278	410	387

Number of service users receiving Community Services in Swindon between April 17 to November 2017

Primary Support Reason	Services to help users maintain mobility & independence; Adaptations, Equipment, & Telecare (e.g. home alarms & sensors)		Preventative services to support users during crisis & help remain independent; Crisis support, hospital discharge services & reablement		Community Services to help users remain independent & living in the community; Homecare services, day care support, direct payments, short term breaks	
	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17
Learning Disability Support	56	73	2	11	454	476
Mental Health Support	3	4	3	2	41	37
Physical Support - Access & Mobility only	513	452	1	17	8	9
Physical Support - Personal Care Support	143	169	55	67	259	282
Sensory Support - Support for Dual Impairment	0	3	0	0	3	3
Sensory Support - Support for Hearing Impairment	5	7	0	0	0	0
Sensory Support - Support for Visual Impairment	10	9	0	1	8	7
Support with Memory & Cognition	2	2	0	1	8	9
18 -64 Year Old Total	732	719	61	99	781	823
	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17
	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17	April-Nov 16	April-Nov 17
Learning Disability Support	12	18	2	2	35	36
Mental Health Support	13	23	4	14	29	39
Physical Support - Access & Mobilty only	1195	1040	8	18	26	23
Physical Support - Personal Care Support	402	471	619	715	873	875
Sensory Support - Support for Dual Impairment	10	4	4	2	12	12
Sensory Support - Support for Hearing Impairment	17	15	8	10	7	5
Sensory Support - Support for Visual Impairment	29	20	12	8	14	18
Support with Memory and Cognition	26	35	8	9	54	47
65+ Year Old Total	1704	1626	665	778	1050	1055

Clinical Commissioning Group Update

Adults Health, Adults Care and Housing

Overview & Scrutiny Committee

Date: 30 January 2018

Author:	Executive Nurse, Swindon CCG
Wards:	All Wards
Locality Affected:	All Locality Areas
Parishes Affected:	All Parish Areas

1. Purpose and Reasons

- 1.1 This report provides the Adults Care, Adults Health and Housing Overview and Scrutiny Committee with an update of performance and key issues relating to Swindon CCG.
- 1.2 A key purpose of the Adults Care, Adults Health and Housing Overview and Scrutiny Committee is to hold Commissioners of Health and Social Care Services to account.
- 1.3 Any Commissioner of Health and Social Care Services in Swindon is required to provide information on the planning and provision of health and social care services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report.
- 2.2 Identify any areas of concern that require further investigation.

3. Detail

Place of Safety

3.1 Background

A place of safety is not an admission ward. An individual may be detained using the 1983 Mental Health Act for the purposes of assessing whether that person has a mental disorder and if so whether they require further assessment or treatment. People removed to a place of safety are in crisis and usually highly distressed. Most are presenting a risk to themselves and sometimes to others.

- 3.2 People detained are not patients; they are detainees until a decision is made as to whether they have a mental disorder that requires further assessment or treatment, or not. A bed is available in the s136 suite, not as a bedroom, but

Clinical Commissioning Group Update

Adults Health, Adults Care and Housing

Overview & Scrutiny Committee

Date: 30 January 2018

rather to allow rest. It is extremely rare that a person in a section 136 suite would be visited by relatives during their brief stay.

- 3.3 There are currently three place of safety suites in Swindon and Wiltshire located in Swindon, Salisbury and Devizes which are a service provided by Avon and Wiltshire Mental Health Partnership NHS Trust (AWP).
- 3.4 In 2016 and 2017 the Care Quality Commission (CQC) undertook comprehensive inspections of the Avon and Wiltshire Mental Health Partnership Trust (AWP) and the Trust was told by the CQC to make improvements to health based places of safety (HBPoS), which were rated as inadequate.
- 3.5 The CQC 2017 report noted that although the Trust had made some improvements to the HBPoS environments there were continued concerns around timeliness of the commencement of assessments within the HBPoS, although the CQC did acknowledge that the trust would not be able to resolve all issues without multi agency solutions.
- 3.6 During 2017, AWP started a consultation on the closure of two of the Place of Safety Suites in Swindon and Salisbury and in August 2017, the Board decided that its consultation on the placement of its Place of Safety Suites in Wiltshire required further discussion and the consultation was stopped.
- 3.7 Current situation

The Policing and Crime Act 2017 came into force 11 December 2017 which reduces the maximum time period for which a person can be detained under section 135 or 136 from 72 hours to 24 hours. This is a significant change in the requirement; the system will not be able to meet the revised time period unless there is radical change in the model of care for users of patient safety suites.
- 3.8 Swindon CCG, Wiltshire CCG, NHS England and AWP have now agreed 'a temporary closure for a defined period' so that CQC findings and the New Police and Crime ACT 2017 can be addressed.
- 3.9 A further report on the evaluation of HBPoS for Swindon services users following this service change will be made available to the Committee once this work has been completed in due course
- 3.10 Swindon CCG will work closely with Swindon Borough Council to ensure Approved Mental Health Professional (AMHP) services continue, and that any additional costs for these are mitigated.

Clinical Commissioning Group Update

Adults Health, Adults Care and Housing

Overview & Scrutiny Committee

Date: 30 January 2018

3.11 Winter

3.12 In December 2017, the CCG received a winter funding allocation, as announced in the Autumn budget. Swindon was allocated c.£1.4m in three tranches to cover discharge to assess, 7-day services and the patient flow in the Emergency Department. The CCG and GWH have jointly produced a funding spreadsheet which would track spend and the impact on performance through the winter period. The objective of the additional funding secured would be to create additional capacity equivalent to 40 beds to achieve 92% occupancy at GWH and deliver 90% 4-hour performance by the end of January 2018.

3.13 Additional mental health winter pressure funding of £40,000 had also been secured, which would fund an additional Child and Adolescent Mental Health Services (CAMHS) worker to be based at GWH. Also, Primary Care funding of £111,000 has been received to cover the Christmas, New Year and Easter periods and discussions were underway with Medvivo to provide additional GP capacity and Children and Young Persons clinics.

3.14 GP out of hours (OOH) service for Swindon

3.15 The Swindon GP OOH service operates from 18:30 to 08:00 hours on Monday to Friday and 24 hours at weekends and bank holidays. It is accessed directly by patients, as well as via NHS 111 and via referral from acute and community services. It provides telephone consultations, face to face consultations and home visits during the OOH period to meet the urgent health needs of service users that cannot be safely deferred to the in-hours period. The current base for the service is the Urgent Care Centre on the GWH site and the doctors also travel to visit individual service users' home.

3.16 The service was historically provided by SEQOL, and is currently provided by Great Western Hospitals NHS Foundation Trust (GWH). Medvivo will be caretaking the service with effect from 01/02/18 for a minimum period of 6 months. Medvivo have experience of providing high quality GP OOH services and are currently providing these in Wiltshire. Medvivo also currently provide the primary care extended access services in Swindon, this includes the SUCCESS Children's and Young Person's Clinic (CYPC) and Urgent Care Clinics (UCC), these are available to patients until 8pm and at weekends. The SUCCESS clinics offer both telephone and face to face appointments and are available to patients registered at all GP practices in Swindon, with clinic appointments at Swindon NHS Health Centre and Moredon Medical Centre.

3.17 As part of caretaking the GP OOH service the current plan is that the base for the service will be moved from the GWH site. From 08:00 to 20:00 at weekends, appointments will be available at Swindon NHS Health Centre, during the

Clinical Commissioning Group Update

Adults Health, Adults Care and Housing

Overview & Scrutiny Committee

Date: 30 January 2018

overnight period from 20:00 to 08:00 and at Moredon Medical Centre, at all times doctors will still undertake home visits. Moredon Medical Centre has over 50 free parking spaces for patients and is well placed on local transport links.

- 3.18 Swindon CCG are reviewing the procurement plan for a long-term provider for the service, and will be able to confirm this by April 2018.

3.19 **Items which should not be routinely prescribed in primary care**

3.20 **Background**

NHS England has previously consulted on items which should not be routinely prescribed in primary care (21st July – 21st October 2017). That initial consultation sought views generally on the principle of restricting the prescribing of medicines which are readily available over the counter. The report to the NHS England Board can be read [here. \(https://www.england.nhs.uk/wp-content/uploads/2017/11/05-pb-30-11-2017-items-which-should-not-be-routinely-prescribed-in-primary-care.pdf\)](https://www.england.nhs.uk/wp-content/uploads/2017/11/05-pb-30-11-2017-items-which-should-not-be-routinely-prescribed-in-primary-care.pdf)

- 3.21 NHS England is now consulting with CCGs, patients, clinicians, professional and other stakeholder bodies, and the public. The consultation is intended to provide a consistent, national framework, in the context of which local CCGs will be able to decide whether and how to implement the national clinical commissioning guidance, with due regard to both local circumstances and their own impact assessments. The consultation is open for 12 weeks from 20December 2017 until 14 March 2018.

- 3.22 During the national consultation phase, an individual CCG can provide a response to the national consultation on the commissioning guidance, based on their own local consultation and engagement activities. This could include but is not limited to:

- the CCG's own perspective on the guidance;
- the outcome of any relevant local consultations; and/or
- feedback from local engagement with patient participation groups, local community groups representing people with protected characteristics, Healthwatch and/or discussion with the local overview and scrutiny committee of the Local Authority

- 3.23 The national consultation document can be read [here. \(https://gallery.mailchimp.com/336df26ea78352abafac6329e/files/45217284-f20b-405d-a3fa-d988b4dae0a4/OTC_Guidance_FINAL.pdf\)](https://gallery.mailchimp.com/336df26ea78352abafac6329e/files/45217284-f20b-405d-a3fa-d988b4dae0a4/OTC_Guidance_FINAL.pdf)

Clinical Commissioning Group Update

Adults Health, Adults Care and Housing Overview & Scrutiny Committee

Date: 30 January 2018

3.24 **Medically Fit for Discharge**

Since November 2017, the CCG's Executive Nurse has led meetings with partner organisations three times a week to review all patients in Great Western Hospital who are medically fit to transfer or be discharged from the hospital. This has resulted in a 52% reduction in bed days lost to the system.

4. **Alternative Options**

4.1 None

5. **Implications, Diversity Impact Assessment and Risk Management**

5.1 Legal and Human Rights Implications

N/A

5.2 All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

N/A

5.3 Diversity Impact Assessment

A DIA has not been completed for the purposes of this update.

5.4 Risk Management

N/A

6. **Consultees**

Not applicable as an update to the Health Overview and Scrutiny Committee.

7. **Background Papers**

7.1 None.

This page is intentionally left blank

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

Author: Kevin McNamara, Director of Strategy
Wards: Swindon
Parishes Affected: Swindon

1. Purpose and Reasons

1.1 This report provides the Adults Care, Adults Health and Housing Overview and Scrutiny Committee with an update of key issues relating to Great Western Hospitals NHS Foundation Trust.

1.2 A key purpose of the Adults Care, Adults Health and Housing Overview and Scrutiny Committee is to hold providers of healthcare services to account.

As a provider of healthcare in Swindon, Great Western Hospitals NHS Foundation Trust is required to provide information on the planning and provision of healthcare services within the Borough and consult with the Committee on any planned substantial changes or developments.

2. Recommendations

The Committee is recommended to:

2.1 Note the report

Identify any areas of concern or interest that require further investigation.

3. Detail

This is a general update from Great Western Hospitals NHS Foundation Trust.

3.1 Postponed operations at GWH

The start to any new year is always challenging and 2018 has been no exception.

In the week between Christmas and New Year, more than 1,600 patients attended the Emergency Department at GWH, with this level of heightened demand continuing throughout January and across other areas of the organisation, such as in the community. To provide context, the ED opened in 2002, was designed for 48,000 attendances a year. Last year the department saw 86,000 people.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

In light of the pressure affecting the wider NHS, a national directive sent jointly from NHS England and NHS Improvement required trusts to review the elective activity that had been planned for January to ensure that priority could be given to the ever-increasing number of emergency patients.

Like other NHS providers, the Trust made the difficult decision of postponing routine operations during the first month of 2018.

This decision was not taken lightly and, although appointments are being rearranged as quickly as possible, the Trust has apologised for any unnecessary upset and worry that had been caused by the changes.

Urgent operations, such as those for cancer and emergency trauma went ahead as planned throughout January.

The aim has been to free up bed capacity for emergency admissions, as well as free up more clinical staff to support emergency activity where possible.

Affected patients were contacted proactively in advance of their appointment date, while wider messages from the Trust encouraged patients booked to attend hospital in January to come in as normal unless they had been contacted and told otherwise.

This was to prevent valuable appointment slots being wasted.

3.2 Successful bid for extra winter funding

As mentioned in the Chancellor's budget at the end of 2017, around £350 million was put aside to support the NHS throughout winter.

Following a successful bid for a portion of this funding, the local system was awarded just over £1.3 million to invest in new initiatives and measures that would ease pressure and help manage demand.

This money has been used to support the Trust in three key areas: the front door at GWH, seven day services and patient flow.

Some of the new initiatives that have been funded from the £1.3 million include:

- Working with local nursing homes across Swindon to purchase additional beds, which can be used for patients who are well enough to leave hospital but unable to be discharged due to difficulties in arranging an onward care package.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

- Bringing in extra resource to help increase and then sustain the number of discharges that happen at the weekend.
- Increasing therapy, radiology and pharmacy provision on Saturdays and Sundays, while also giving extra weekend support to the community equipment team.
- Recruiting more staff to work at the front door at GWH to help manage the increasing number of emergency attendances.
 - This includes more senior support at weekends, more porters, more triage resource and more mental health workers.

This money is non-recurrent funding which is for use between late December and the end of March.

We are also looking at what existing office space at GWH could realistically be converted into additional bed space for the remainder of the winter without causing significant disruption.

Many of these initiatives are already up and running and we will be assessing those which have the greatest impact to understand what may be beneficial in the long term.

3.3 Brighter Futures' Radiotherapy Appeal reaches £2 million

Brighter Futures, the GWH charity announced just before Christmas that more than £2 million has been raised in the appeal to bring the life saving Radiotherapy treatment to the town.

Two days before Christmas, the Trust's registered charity revealed that since 2015, when the Radiotherapy Appeal was officially launched, a staggering £2,043,046 has been raised through the generosity of local people.

The achievement means the Radiotherapy Appeal is now in its final stages, with less than £900,000 needed to be raised before the grand total is reached.

Brighter Futures need to raise £2.9 million to supply the specialist equipment that will be at the heart of a new radiotherapy unit that will be built at GWH.

Currently, cancer patients in Swindon needing radiotherapy have to travel long distances, usually over consecutive days for anything up to six weeks, to nearby centres in Oxford, Bath and Cheltenham.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

The appeal total is expected to be reached during 2018, with building work on the new centre, which will be run as a satellite to the cancer service offered by Oxford University Hospitals NHS Foundation Trust, starting in the spring.

3.4 EU healthcare staff able to stay after Brexit

Following the completion of the first round of negotiations with the European Union, the government announced in December that EU citizens currently living in the UK will be able to continue to do so after the country's withdrawal.

It means that the thousands of EU citizens currently working in the NHS, including many in Swindon and Wiltshire, will be able to carry on doing the job they have trained for after Friday 29 March 2019.

As part of the agreement, EU citizens will need to apply for settled status when the application process opens later in the year.

It is expected that applications for settled status will be accepted up to two years after the UK's departure from the EU.

Between 2014 and 2017, 195 EU citizens joined the Trust as permanent members of staff.

We welcome the government's announcement and hope it relieves the inevitable anxiety and worry many of these people would have been feeling.

3.5 Norovirus at GWH

We are continuing to advise friends and relatives not to come to hospital if they have had recent symptoms of diarrhoea and vomiting.

Our warnings came after Teal Ward at the Great Western Hospital had to be closed in mid-December, when both patients and staff began to show symptoms of the winter vomiting bug.

It is believed norovirus was brought into hospital by a symptomatic member of the public visiting a patient who was being treated on the ward.

Norovirus is a common illness at this time of year and can spread quickly in public places where there is a high volume of people passing through, such as schools, hospitals and restaurants.

The ward was closed for several days while Infection Control teams sanitised the affected area.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

At the same time, staff across the organisation were reminded of the importance of good hand hygiene and that soap and water should be used in addition to the alcohol hand gel, which is available at the entrance to each ward at GWH.

3.6 Flu update

The Trust has exceeded its target of giving the winter flu jab to 70 per cent of frontline staff.

At the time of writing, just over 3,200, or more than 77 per cent of, patient-facing staff – such as doctors, nurses, midwives, physiotherapists and ward clerks – have had the flu jab, which makes the 2017/18 campaign our most successful to date.

The overall number of vaccinated staff rises to 3,943 when non-clinical teams as well as those staff providing support behind the scenes, are also included in the total.

This year's success can be attributed to the extensive flu clinics that took place at GWH and in the community during the first six weeks of the campaign and also the peer vaccinator scheme, which saw colleagues giving the flu jab to members of their ward-based team who would have otherwise struggled to visit one of the clinics.

Given the inevitable challenges that winter brings – along with threat of the UK experiencing a flu epidemic similar to what has been seen in Australia and New Zealand, having a workforce which prioritises its own health and wellbeing will mean we are in the best possible position to continue providing care for patients during the colder months of the year.

From a patient perspective into January we have seen an increase in admissions from flu related illnesses. We continue to encourage everyone to protect themselves and their loved ones by getting the flu jab.

3.7 Trust takes strong approach to criminal behaviour

Since April 2017, the Trust has taken a tougher approach to criminal behaviour on the GWH site and has secured three custodial sentences, as well as a number of injunctions, for the offenders.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

Many of the crimes committed at GWH involve assault and aggressive behaviour towards members of staff, for which the Trust has a zero tolerance policy.

One in particular, which saw a nurse in the Emergency Department assaulted, resulted in the offender being sent to prison for seven and a half months.

Elsewhere, injunctions – which prohibit a person from visiting hospital except in the event of a medical emergency – have been issued to several patients who acted in a rude and abusive manner towards staff.

With three months left, the 2017/18 year has been the most successful to date in terms of taking action against people intent on causing trouble and disruption at GWH.

For the last 18 months, the Trust has been promoting its Never OK campaign, which reminds patients and visitors to hospital that verbal or physical abuse aimed at staff will never be acceptable and that the necessary action will always be taken.

3.8 GP out-of-hours provision transfers to Medvivo

From Thursday 1 February, community healthcare provider Medvivo will begin management of the GP out-of-hours provision in Swindon.

The current service has been provided by the Trust since autumn 2016, when community services transferred from its former provider Seqol.

However, the long term plan has always been for the Trust to seek an external provider to deliver the service.

This new arrangement will add much-needed resilience to Swindon's GP out-of-hours service, especially as Medvivo has a proven track record of delivering positive results in this area as well as a workforce with specialist skills in community care.

As part of the transfer, a small number of Trust staff will move with the service to Medvivo.

We would like to extend our thanks to these staff for their efforts and hard work in developing the out-of-hours service over the past 18 months.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

Great Western Hospitals NHS Foundation Trust Update

Adults Health, Adults Care and Housing Overview and Scrutiny Committee

Date: 30 January 2018

4. Alternative Options

4.1 None.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

5.1 None.

Legal and Human Rights Implications

5.2 None.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 None.

Diversity Impact Assessment

5.4 None.

Risk Management

5.5 None.

6. Consultees

6.1 The Director of Finance, (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

7.1 None.

8. Appendices

8.1 None.

Further information on the subject of this report can be obtained from Kevin McNamara, Director of Strategy, Great Western Hospitals NHS Foundation Trust - 01793 604676, kevin.mcnamara@gwh.nhs.uk

This page is intentionally left blank

Housing Performance Report

Adult's Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

Author: Head of Housing
Wards: All
Parishes Affected: All

1. Purpose and Reasons

- 1.1 The report sets out the key current challenges and successes in the Housing Service.
- 1.2 The report assists members of the Committee to have a wider appreciation of the work undertaken by the Housing Service to enable the Committee to discuss priorities and challenges in the service area.
- 1.3 The links to the Swindon Vision in particular, Priority One: Improve infrastructure and housing to support a growing, low carbon economy and Priority Four: help people to help themselves while always protecting our most vulnerable adults and children.

2. Recommendations

The Committee is recommended to:

- 2.1 Comment on the challenges and successes identified in section 3.0 of this report.

3. Detail

- 3.1 **New Affordable Housing:** The redevelopment of Sussex Square completed in 2017 won Best Affordable Housing Scheme in 2017 at the West Region Local Authority Building Control Awards. This significant regeneration scheme delivers Pledge 8 of the Council's Vision for Pledge 7. The wider Phase 1 development programme of 100 additional affordable homes will be completed by April/May 2018. This includes supported housing developments at, Bembridge Close, Linden Ave and the Hawthorns. Plans for a further major regeneration scheme are being developed in Queens Drive, Park South, the final feasibility work is scheduled to be reported to Cabinet in February 2018. These developments also contribute to Pledge 9.
- 3.2 **Homelessness:** The Council has recently applied for and received additional Flexible Homelessness Support Grant to alleviate the pressures described in the previous performance report to this Committee. This funding will assist with the current costs associated with temporary accommodation. The funding is only for two years, therefore plans are in development to deliver a different and affordable temporary accommodation model. The newly allocated funding allocation is shown in the table below:

Further information on the subject of this report can be obtained from Michael Ash, Direct Dial 01793 464377, mash@swindon.gov.uk.

Housing Performance Report

Adult's Health, Adult's Care and Housing

Overview and Scrutiny Committee

Date: 30th January 2018

Year	2017/18	2018/19
Swindon allocation (original)	£807,206	£904,071
Swindon allocation (revised)	£1,645,133	£1,842,549
Difference	£837,927	£938,478

- 3.3 **Temporary Winter Housing Provision:** A significant and exciting new initiative this year is the Temporary Winter Housing Provision. A site has been secured and funded by the Council to deliver a 12 week support programme for a group of 12-18 individuals who have been sleeping rough. This group have for a variety of reasons not engaged with statutory housing, health, care and treatment services. The intent of the Winter Provision is for the Council, its statutory partners and the voluntary sector to establish meaningful relationships with each individual so that they can address immediate health needs, stabilise their welfare benefit and employment status, and plan ahead for a sustainable housing offer at the end of the Winter Provision.
- 3.4 **Tenancy Management.** An ongoing challenge continues to be rent collection. The income of the Housing Revenue Account to meet tenants' service aspirations depends on a high rate of collection. The collection rate stands at 96.25% (as at Nov 2017) a remarkable achievement given the on-going changes to the Welfare System. Swindon went live on the 'full' Universal Credit system on 30th November 2016 as an "Early Adopter" of Universal Credit. This affects all new claims by working age residents including couples and families and may also affect tenants reporting a change of circumstances. Universal Credit is paid monthly in arrears and direct to tenants, Housing Benefit is paid weekly and direct to the tenants rent account.
- 3.5 **Fire Safety** remains a priority. The Grenfell tragedy continues to place a spot light on the Council's processes and procedures. In a previous report to this Committee early improvements were highlighted ahead of the findings from the Grenfell Inquiry. These include, new internal doors to our multi storey accommodation and a detailed survey recording the integrity of the compartmentalisation in the multi storey blocks. Tenders for these works are now at the detailed stage to enable contractors to bid for these works.
- 3.6 **Housing Revenue Account (HRA).** The social housing rent reduction of 1% per year until 2019/20 is a considerable challenge, as it results in a reduction of over £20 million in the housing capital programme. Current reserves and work completed by officers on efficiency savings continue to reduce the immediate

Further information on the subject of this report can be obtained from Michael Ash, Direct Dial 01793 464377, mash@swindon.gov.uk.

Housing Performance Report

Adult's Health, Adult's Care and Housing

Overview and Scrutiny Committee

Date: 30th January 2018

impact on tenants. The Cabinet Member and the Head of Housing have approached our local MPs and the Minister of State to review the difficult funding arrangements facing Swindon's HRA.

4. Alternative Options

- 4.1 The Committee can choose how to operate performance reports from the Housing Service. Feedback on this report is welcomed.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no direct financial or procurement implications arising from this report.

Legal and Human Rights Implications

- 5.2 Section 21 of the Local Government Act requires every local authority to establish an overview and scrutiny function to hold the Executive to account, undertake policy development and review, monitor, and improve performance.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 There are no other direct implications arising from this report. Any further implications will be identified when a topic is reviewed by the Overview & Scrutiny Committee and in any recommendations made by it.

Diversity Impact Assessment

- 5.4 No Diversity Impact Assessment is required at this stage. Any DIA that is required during review of topics included within the work programme will be identified at the appropriate stage.

Risk Management

- 5.5 No risk management issues have been identified at this stage. Any risk management issues will be identified at the appropriate time when a topic is under review by the Overview Scrutiny Committee and if it makes any recommendations.

6. Consultees

- 6.1 The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

Further information on the subject of this report can be obtained from Michael Ash, Direct Dial 01793 464377, mash@swindon.gov.uk.

Housing Performance Report

Adult's Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

7. Background Papers

7.1 None.

8. Appendices

None.

Avon and Wiltshire Partnership NHS Trust Update

Adults Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

Author:	Newlands Anning, Operations Lead, AWP
Wards:	All Wards
Locality Affected:	All Locality Area
Parishes Affected:	All Parish Area

1. Purpose and Reasons

- 1.1 This report provides the Adults Care, Adults Health and Housing Overview and Scrutiny Committee with an update of performance and key issues relating to Avon and Wiltshire Mental Health Partnership NHS Trust.
- 1.2 A key purpose of the Adults Care, Adults Health and Housing Overview and Scrutiny Committee is to hold Commissioners and providers of Health and Social Care Services to account.
- 1.3 Any Commissioner or provider of Health and Social Care Services in Swindon is required to provide information on the planning and provision of health and social care services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report
- 2.2 Identify any areas of concern or interest that require further investigation.

3. Detail

- 3.1 The NHS has undergone significant change over the past 10 years, and mental health services are no different. More recently, we have experienced a significant increase in demand of our services, perhaps in part due to the increased public awareness around mental health. We, like other mental health trusts across the country, now need to look at different models of working to ensure that our services remain safe, high quality but are financially sustainable and make the best and most efficient use of public monies.

Along with a move to Sustainable and Transformational Partnerships (STPs) and in accordance with the '*Five Year Forward for Mental Health*', the Trust has revised our clinical strategy to strengthen the provision of community services to reduce reliance on inpatient provision.

Further information on the subject of this report can be obtained from Newlands Anning, Direct Dial Telephone Number, 01793 836821, newlandsanning@nhs.net

Avon and Wiltshire Partnership NHS Trust Update

Adults Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

Developing community services will enable the Trust to make better use of inpatient beds and to develop a highly specialist inpatient resource to provide care to people with the most complex mental health needs.

The Trust has developed a Transformational Programme which will review current models of care and develop these in light of current and projected demand to ensure sustainability for the future.

3.1.1 Top Five Priorities

Top Five Priorities	Process	Outcomes
Financial austerity	A Financial Improvement Plan has been developed by the Trust.	The elements within the FIP are progressing in year.
Recruitment and retention	Developing through the Accountable Care System (STP) workforce plan with GWH, SBC and Public Health.	Improvement in substantive staffing levels and reduction of agency usage. Challenges remains in recruitment and retention within the Inpatient wards across the Swindon Locality.
Bed pressures (AOWA & older adults)	Further development of community services, to support the robust Acute Care Pathway in Swindon. A bed management project has been piloted in the Bristol area.	Reduction in admission rates and length of stay. Reduction of Out of Area and Out of Trust admission. Demand over the past 2 months has been increasing.
Health Based Place of Safety	Agreed decision made by NHSE regarding East Health Based Place of Safety. Public engagement to occur.	Discussed further below in report
CQC inspection	CQC inspection report October 2017	The CQC made 72 recommendations with 27 of these "actions the provider must take to improve". A significant number of the 'Safe' and 'Effective' areas for improvement are related to the Trusts Health Based Places of safety

Further information on the subject of this report can be obtained from Newlands Anning, Direct Dial Telephone Number, 01793 836821, newlandsanning@nhs.net

Avon and Wiltshire Partnership NHS Trust Update

Adults Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

3.2 Health Based Place of Safety

Due to quality issues identified by the Care Quality Commission following an inspection of the Avon and Wiltshire Mental Health Partnership Trust (AWP) in 2016 and 2017, NHS England has authorised the temporary consolidation of two of three Health Based Places of Safety (HBPoS) Suites in Swindon and Salisbury to a third site in Devizes in Wiltshire for 12 months. This will provide an opportunity to address the CQC improvement requirements, particularly around assessment times. A key element of this will be to support the delivery of the Policing and Crime Act 2017 that amended the Mental Health Act to reduce the maximum period someone can be detained on a Section 135/6 from 72 to 24 hours”

During the period of temporary reallocation, engagement will be undertaken with the populations of Swindon and Wiltshire and individuals using the service. This will then lead to recommendations to NHS England and NHS Improvement.

Longer term arrangements in relation to these HBPoS suites will be subject to an NHS England assurance process.

3.3 CQC

Currently, there are 2 HBPoS in Wiltshire and 1 in Swindon. The CQC state that the Trust must make changes to the way in which individuals receive services, particularly in relation to the time that it takes to receive an assessment and the time taken to find a bed for those that require ongoing in-patient care. The CQC did acknowledge in their report that AWP Trust would not be able to resolve all issues without multi-agency solutions.

The specific ‘requirements’ are:

- ‘There were significant problems accessing beds for people requiring admission to hospital. We saw examples of patients waiting 32 to 50 hours after being assessed in all the place of safety suites before admission to hospital’.
- The CQC stated that ‘There was limited access to Section 12 Doctors (a Psychiatrist) who acts as a second opinion in the application of the (MHA) which was causing delays to Mental Health Act assessments, in order to work within the trust’s Section 136 joint protocols and the Mental Health Act Code of Practice’.
- The CQC stated that ‘There regularly remained significant delays in assessments commencing at the places of safety. There were significant problems with the availability of section 12 approved doctors. There were times when the AMHP services were delayed in attending due to the need to attend when the doctor was available or due to problems with their own capacity to respond. Overall 61%

Further information on the subject of this report can be obtained from Newlands Anning, Direct Dial Telephone Number, 01793 836821, newlandsanning@nhs.net

Avon and Wiltshire Partnership NHS Trust Update

Adults Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

of people waited more than 12 hours to be seen for assessment. This was an increase on the level of people waiting 12 hours or more than at our inspection in May 2016.

- The provider should ensure that local guidelines are followed so that the places of safety are staffed with staff trained in prevention and management of violence (PMVA).
- In 2016 the CQC stated 'that the HBPOS in Salisbury and Swindon lacked general space and both environments lacked an outdoor space that could be accessed without using the ward facilities, which created 'mixed' dynamic of ward based patients and detainees within the same area'.
- The provider must demonstrate that action is being taken to ensure that limitations on access to Section 12 doctors are not responsible for delays to Mental Health act assessments in order to work within the trust's Section 136 joint protocols and the Mental Health Act Code of Practice.
- The provider must ensure that there are clear procedures and joint working arrangements in place with local authorities, to ensure assessments take place in a timely manner in the each place of safety and reduce the level of transfers between places of safety.

As from the 11th December 2017, the Police and Crime Act has amended the Mental Health Act to reduce the maximum period someone can be detained on a Section 135/6 from 72 to 24 hours.

This change in the law increases the pressure to make significant changes to increase pace and flow through the system requiring oversight by staff skilled in managing and accessing 136 detention services.

This change requires a dedicated HBPOS improving capability and capacity to manage these processes as efficiently and effectively as possible.

4. Alternative Options

4.1 None

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial and procurement implications contained within this report. Any emerging financial and procurement implications will be detailed if the committee wishes to investigate the issue further or to make recommendations for improvement.

Avon and Wiltshire Partnership NHS Trust Update

Adults Health, Adult's Care and Housing Overview and Scrutiny Committee

Date: 30th January 2018

Legal and Human Rights Implications

- 5.2 There are no legal and human rights implications contained within this report. Any emerging legal and human rights implications will be detailed if the committee wishes to investigate the issue further or to make recommendations for improvement.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.3 None.

Diversity Impact Assessment

- 5.4 A DIA has not been done for the purposes of this report.

Risk Management

- 5.5 None.

6. Consultees

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

This page is intentionally left blank

Work Programme 2017/18

Adults' Health, Adults' Care and Housing

Overview & Scrutiny Committee

Date: 7 November 2017

Author:	Director of Law & Democratic Services
Wards:	All Wards
Locality Affected:	All Localities
Parishes Affected:	All Parish Areas

1. Purpose and Reasons

- 1.1 Each Overview and Scrutiny Committee is requested to have a work programme that details the activities that it will be undertaking during the Municipal year.
- 1.2 The work programme details the various topics and issues that each Committee intends to look into during the coming year with the aim of producing evidence based recommendations intended to provide service improvements for Cabinet and external agencies/bodies to consider.
- 1.3 Under the Council's Constitution, Overview and Scrutiny Committees are required to agree a work programme at the start of the municipal year outlining their priorities and likely outcomes of considering these issues.

The work programme is developed taking into account:

- Corporate priorities and objectives, including the Cabinet Forward Plan.
 - Partnership strategic priorities and objectives.
 - The interests and concerns of Members, Council officers, members of the public and other stakeholders such as community and voluntary groups and local businesses.
- 1.4 Committees are encouraged to review the work programme on a regular basis to ensure it remains relevant and to prioritise the workload of the Committee.
 - 1.5 Members are reminded that the work programme must also take into account:
 - The workload of the Committee and of individual members.
 - The capacity of the Scrutiny Unit and other officers to support a review.
 - The resource implications of carrying out a review.
 - The timescales for a review.
 - The most appropriate method of carrying out a review e.g. Committee meeting, Task Group, Member Champion review.
 - 1.6 The Local Government and Public Involvement in Health Act 2007 have presented the Adults' Health, Adults' Care and Housing Overview and Scrutiny Committee with a role, remit and powers regarding local health matters.

Further information on the subject of this report can be obtained from Contact Rita Glen-Gallo, 01793 463410, rglen-gallo@swindon.gov.uk

Work Programme 2017/18

Adults' Health, Adults' Care and Housing

Overview & Scrutiny Committee

Date: 7 November 2017

-
- 1.7 The Adults' Health, Adults' Care and Housing Overview and Scrutiny Committee is encouraged to be mindful of its role and remit when considering a work programme for the 2017/18 Municipal Year.

2. Recommendations

The Committee is recommended to:

- Consider and discuss the Chair's proposal for the 2017/18 work programme.
- Approve the proposed Work Programme for the 2017/18 Municipal year.
- Appoint Members to any Task Groups agreed by the Committee.

3. Detail

- 3.1 It is important that Overview and Scrutiny adds value to the work of the Council and the Borough and produces tangible outcomes for local people that result in real service improvements. Selecting the right topics is crucial to ensure that Overview and Scrutiny will be effective.

The work programme will be reviewed at every Committee meeting or as the Committee sees fit to ensure that it remains relevant and that Members and Officers have sufficient capacity to effectively achieve its objectives.

- 3.2 The Work Programme attached at Appendix 1 includes these suggestions and the Committee is asked to approve the work programme for the 2017/18 Municipal year.
- 3.3 Attention is drawn to the Scrutiny Process Flowchart, attached at Appendix 2, which is aimed at assisting the Committee in identifying how they could influence policy development.
- 3.4 To assist Members in developing the Committee's Work Programme, a copy of the current Cabinet Work Programme and Forward Plan, for the period 28th November 2017 to 28th November 2018, is included as Appendix 3. This appendix can be inspected on the Council's website (links listed below) and copies can be obtained from the Committee Officer. A hard copy will be available for inspection at the meeting.

Task Group Reviews

- 3.5 The Committee is required to undertake individual reviews throughout the municipal year and proposals for reviews should be proposed and discussed at the Committee meeting.

Work Programme 2017/18

Adults' Health, Adults' Care and Housing

Overview & Scrutiny Committee

Date: 7 November 2017

4. Alternative Options

- 4.1 The Committee can choose not to have a detailed work programme although it is recommended that it is best practice to do so.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

- 5.1 There are no financial or procurement implications arising as a result of this report. Any expenditure arising as a result of an item on the Committee's work programme will be met by the Overview and Scrutiny Support budget, subject to the approval of the Committee.

Legal and Human Rights Implications

- 5.2 Section 21 of the Local Government Act requires every local authority to establish an overview and scrutiny function to hold the Executive to account, undertake policy development and review, monitor and improve performance.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

There are no other direct implications arising as a result of this report. Any further implications will be identified when a topic is reviewed by the Scrutiny Committee and in any recommendations made by the Scrutiny Committee.

Diversity Impact Assessment

- 5.3 No Diversity Impact Assessment is required at this stage, any DIA that is required during review of topics included within the work programme will be identified at the appropriate stage.

Risk Management

- 5.4 No risk management issues have been identified at this stage. Any risk management issues will be identified at the appropriate time when a topic is under review by the Scrutiny Committee and if it makes any recommendations.

6. Consultees

- 6.1 The Director of Finance (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

Work Programme 2017/18

Adults' Health, Adults' Care and Housing Overview & Scrutiny Committee

Date: 7 November 2017

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 – Work Programme for 2017/18.

8.2 Appendix 2 – Scrutiny Process Flowchart.

8.3 Appendix 3 – Cabinet Work Programme and Forward Plan, for the period 28th November 2017 to 28th November 2018. (This appendix can be inspected on the Council's website and copies can be obtained from the Committee Officer. A hard copy will be available for inspection at the meeting.)

Internal link: <http://sbcvpwmmgv02:9070/mgListPlans.aspx?RPId=285&RD=0>

External link:

<http://ww5.swindon.gov.uk/moderngov/mgListPlans.aspx?RPId=285&RD=0>

Adults' Health, Adults' Care and Housing Work Programme 2017 - 2018

Terms of Reference of the Committee

To fulfil all the functions of an overview and scrutiny committee as they relate to –

- the review, scrutiny, and development of policy recommendations
- the management of performance
- the monitoring of progress towards delivering relevant strategies and corporate priorities
- the formulation of advice for the Cabinet, Council and other partners and stakeholders

To have specific responsibility for (but not limited to) the scrutiny of:–

- Adult Social Care
- Community and Neighbourhoods
- Housing

In addition, as these relate to Adults and Adult Social Care:

- The performance of services seeking to deliver healthy communities towards agreed local and national performance indicators
- Health, health commissioning and service delivery
- Public Health, Health promotion and the work of the Health and Wellbeing Board
- Health Integration and collaborative working and commissioning with Health agencies and providers and General Practitioners

In accordance with Section 7 of the Health and Social Care Act 2001 (as amended), the Adults' Health, Adults' Care, and Housing Overview and Scrutiny Committee will undertake scrutiny of local health service providers jointly with Children's Health, Social Care, and Education Overview and Scrutiny Committee.

Reports for noting

Reports with a recommendation "to note the report" will be included in a separate section at the back of the Agenda and will not be heard at the committee meeting, unless specifically requested by a Member of the Committee.

Review of the Work Programme

The work programme will be reviewed at every meeting of the Adults' Health, Adults' Care and Housing Overview & Scrutiny Committee to ensure that it remains relevant, to ensure that Members and Officers have sufficient capacity to deliver the work programme and to include any additional items on the work programme, if appropriate, to ensure that Members and Officers have sufficient capacity to deliver the work programme and to include any additional items on the work programme, if appropriate.

Contact details

Committee Officer: Rita Glen-Gallo
Email: rglen-gallo@swindon.gov.uk
Tel: 01793 463611

22nd June 2017			
Item	Objectives	Scope	Witnesses
Co-optees Appointment	To agree membership	To confirm the appointment of Co-optees to the Committee.	Chair
Performance update reports	Members are requested to raise questions in advance so that the relevant Stakeholder is available for questioning at the meeting.	To receive regular performance reports from Commissioners and Providers.	<ul style="list-style-type: none"> • Great Western Hospital (GWH) • Avon & Wiltshire Mental Health Partnership (AWP) • NHS Swindon Clinical Commissioning Group • Adult Social Care Commissioning (ASCC)
Work Programme discussion	Consider and discuss the Chair's proposal for the 2017/18 work programme.	To set the work programme for the forthcoming municipal year and agree Task and Finish Groups and Membership on to those group	Chair

19th September 2017			
Item	Objectives	Scope	Witnesses
Performance update reports	<p>Members are requested to raise questions in advance so that the relevant Stakeholder is available for questioning at the meeting.</p> <p>Receive an update of the CCG prescribing project to understand success and impact of the project</p>	<p>To receive regular performance reports from Commissioners and Providers.</p> <p>Receive an update report from Clinical Commissioning Group</p>	<ul style="list-style-type: none"> • Great Western Hospital (GWH) • Avon & Wiltshire Mental Health Partnership (AWP) • NHS Swindon Clinical Commissioning Group • Adult Social Care Commissioning (ASCC) • Housing
Standards and Safety of Tower Blocks in Swindon	Update the Committee	Review of changes that are to be implemented	<ul style="list-style-type: none"> • Head of Housing & Community Safety

<u>7th November 2017</u>			
Item	Objectives	Scope	Witnesses
Performance update reports	Members are requested to raise questions in advance so that the relevant Stakeholder is available for questioning at the meeting.	To receive regular performance reports from Commissioners and Providers. AWP report to reflect support offered to families of those with emotional disorders	<ul style="list-style-type: none"> • Great Western Hospital (GWH) • Avon & Wiltshire Mental Health Partnership (AWP) • NHS Swindon Clinical Commissioning Group • Adult Social Care Commissioning (ASCC) • Housing
Dementia	To present an update on work being undertaken through dementia Steering Group		Public Health
Housing – Repairs and improvements	To present an update.		<ul style="list-style-type: none"> • Head of Housing & Community Safety

<u>30th January 2018</u>			
Item	Objectives	Scope	Witnesses
Performance update reports	Members are requested to raise questions in advance so that the relevant Stakeholder is available for questioning at the meeting.	To receive regular performance reports from Commissioners and Providers.	<ul style="list-style-type: none"> • Great Western Hospital (GWH) • Avon & Wiltshire Mental Health Partnership (AWP) • NHS Swindon Clinical Commissioning Group • Adult Social Care Commissioning (ASCC) • Housing

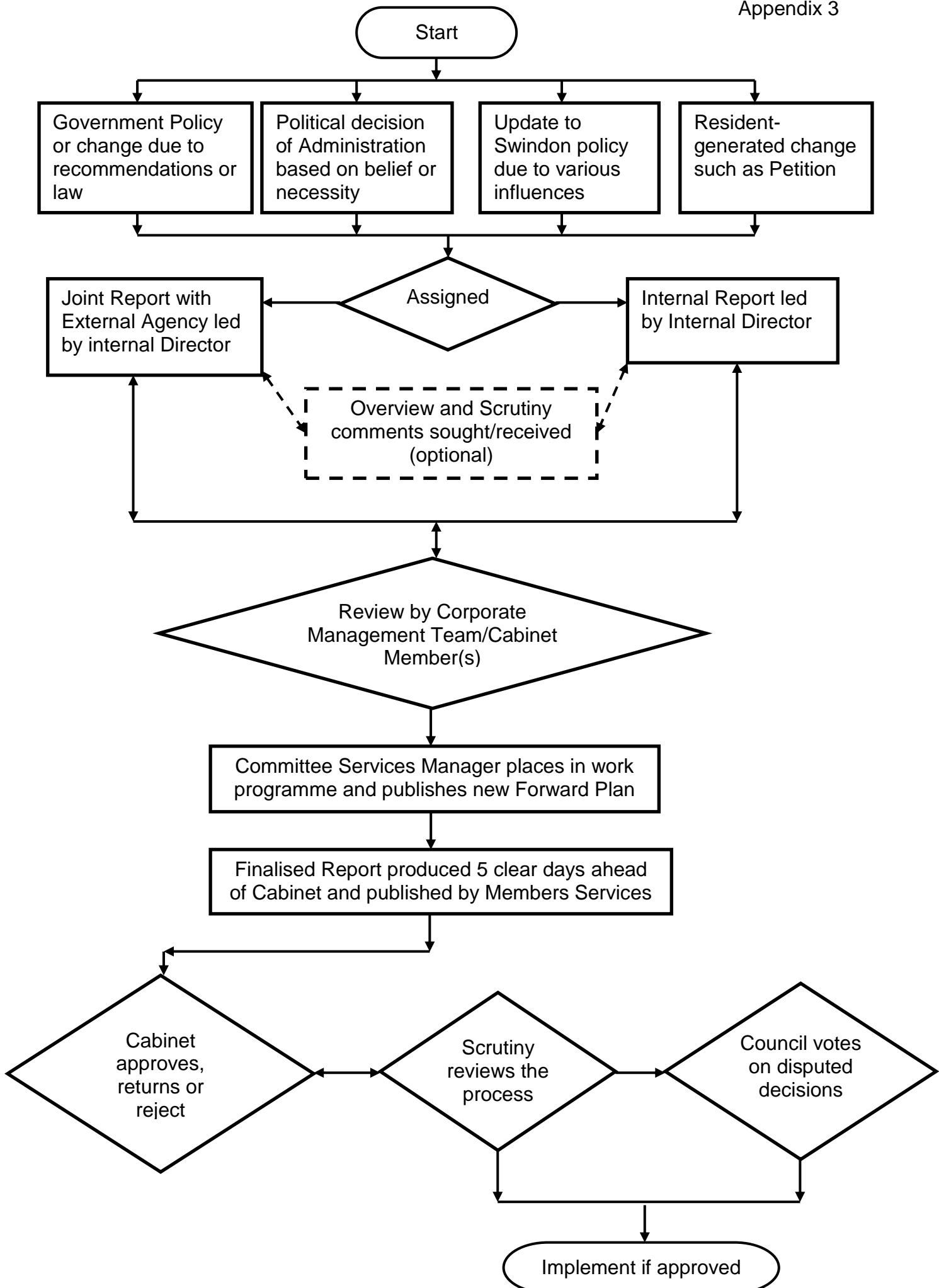
28th March 2018

Item	Objectives	Scope	Witnesses
Performance update reports	Members are requested to raise questions in advance so that the relevant Stakeholder is available for questioning at the meeting.	To receive regular performance reports from Commissioners and Providers.	<ul style="list-style-type: none"> • Great Western Hospital (GWH) • Avon & Wiltshire Mental Health Partnership (AWP) • NHS Swindon Clinical Commissioning Group • Adult Social Care Commissioning (ASCC) • Housing
Recruitment of social care staff	Review ways to attract health and social care staff to Swindon	To liaise with Direct of Public Health and submit findings.	Cherry Jones

Page 66

ADVISORY GROUP

Item	Objectives
Cabinet Member Advisory Group - Dementia	Further to Minute 51 – A Cabinet Member Advisory Group be set up to review the recommendations of the Dementia Task Group submitted at the Adult's Health, Adults' Care and Housing meeting held on 25 th April 2017.



This page is intentionally left blank