

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

**WEDNESDAY, 28 MARCH 2018**

PRESENT:- Councillors Claire Ellis (Chair), Alan Bishop, Emma Bushell, Steph Exell, Brian Ford, Mary Friend, Cathy Martin, Eric Shaw, Caryl Sydney-Smith and Robert Wright.

Tori Jones (Healthwatch).

Apologies for absence were received from Councillor Julie Wright and Kate Moore (Tenant Scrutiny Panel) and Steve Henderson (Equalities Advisory Forum).

## **43. 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.

## **44. Public Question Time**

In accordance with Standing Order 28, Mr Philip Eaton, a Swindon resident, asked questions regarding (a) the plans to reduce or completely remove the need for privately funded beds provided by external companies and (b) the plans to improve Council support and housing to enhance and develop the independent recovery process for patients with mental health issues.

The Chair thanked Mr Eaton for his question and advised that a response was tabled at the meeting.

Ms Wathern, Chair of "Keep our NHS Public", submitted a written question regarding consultation with service users who access the Place of Safety unit to ensure their views are appropriately represented.

The Chair thanked Ms Wathern for her question and advised that a response had been tabled at the meeting. Ms Wathern was in attendance and asked supplementary questions regarding the place of safety in Swindon for those in the community with mental health issues. Ms Celia Moore, Service Manager, Avon and Wiltshire Partnership NHS Trust (AWP), advised that a written response would be provided.

Ms Anne Mooney, a Swindon resident, commented on mental health services in Swindon and, in particular, the involvement of the police in supporting people with mental health issues. The Chair and Ms Celia Moore, Service Manager, (AWP) responded at the meeting.

## **45. Minutes**

Resolved - That the minutes of the meeting held on 30<sup>th</sup> January 2018 be confirmed and signed as a correct record.

**46.**

## **Housing Performance Report**

The Head of Housing submitted a report updating the Committee on the performance of Housing Services. He explained that the report had been structured to highlight key statistics and headlines reflecting successes of the work undertaken. The report provided a performance summary in relation to the following key issues:

- Completion of 100 affordable homes that included supported housing developments.
- The evaluation of the Temporary Winter Housing Provision was being carried out and would be used to consider future arrangements.
- The challenges of rent collection.
- The outcome of the tendering exercise for undertaking fire safety work ahead of the Grenfell Inquiry findings.
- The adverse impact on the housing capital programme of the reduction in social housing rent revenues.
- Council house voids and how work was being conducted directly with contractors following the termination of the Bell Group contract.
- The preparatory work being undertaken in readiness for the Government's extension of the Mandatory House in Multiple Occupation (HMO) initiative.

Following the officer's introduction of the report, Councillor Cathy Martyn, Cabinet Member for Housing and Public Safety with the Head of Housing, responded to members' questions and comments on the following issues:

- The success of the Carfax Street project, that saw 12 rough sleepers spend next three months in accommodation.
- The actions taken by the Housing Department to support the rough sleepers at the end of their three months' temporary accommodation.
- The Housing Department's support to the 15 rough sleepers who were not successfully recruited to the Carfax Street project.
- The Multi-agency Panel's work to tackle homelessness in Swindon.
- The outcome of Cabinet's consideration of the Queens Drive housing development proposals.
- The undertaking of a diversity impact assessment on the Housing Department's bid for the Affordable Housing grant that would enable the department to build new Affordable Rented housing on Queens Drive.

Resolved - (1) That the report be noted.

(2) That the Corporate Director, Communities and Housing, be requested to circulate a copy of the Diversity Impact Assessment on the Affordable Housing Development Programme to members of the Committee.

**47.**

## **Clinical Commissioning Group Update**

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), presented a report providing the Committee with a performance update and a summary of the following key issues in relation to the planning and provision of health and social care services within the Borough:

- The five year contract awarded to Medvivo to provide integrated urgent care services across Bath and North East Somerset, Swindon and Wiltshire.

- The merger between Victoria Cross Surgery and Eldene Health Centre following the retirement of Dr Richard Guilding, senior and sole partner at Eldene Health Centre.
- The results of the Patient Transport Eligibility Survey that was undertaken by a number of CCG across the South West and actions being undertaken following the findings.

Following her presentation of the report, Ms May, supported by Mr Paul Vater, Chief Operating Officer, both of NHS Swindon Clinical Commissioning Group (CCG), responded to questions put by the Committee seeking clarification regarding the transport implications the merger of Victoria Cross Surgery and Eldene Health Centre would have on current patients.

Resolved – (1) That the report be noted.

(2) That the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), be requested to include an update on the Victoria Cross Surgery and Eldene Health Centre merger in her report to the next meeting of the Committee and how this has impacted patients.

#### **48.**

#### **Workforce Update**

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) and Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, submitted a joint report to inform the Committee of the plans and actions being taken by the CCG and Great Western Hospital Foundation Trust (GWHFT) to address the current workforce issues and challenges and to ensure Swindon is seen as a place of choice to work. The following key issues were drawn to members' attention:

- The national consultation on workforce issues being undertaken by the Local Workforce Advisory Board.
- Changes within the Primary Care workforce that included mergers and sharing of resources.
- International recruitment of general practitioners (GP) over the next two years.
- Career diversification opportunities for GPs.
- Funding from Health Education England to support the recruitment of GPs.
- The CCG's sponsorship of two part time Clinical Fellows posts.
- The Wessex Local Medical Committee's support for General Practices.
- Initiatives to support alternative clinical staffing, including recruitment of paramedics to GP practices and pharmacists.
- Recruiting permanent staff to reduce the number of agency staff utilised.
- How Brexit may affect current staff working at GWH.

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

- The impact on nurses' recruitment following the end of bursary provisions.
- Alternatives to nurse qualification through the State Enrolled Nurse and State Registered Nurse programmes.
- The "career portfolio" being undertaken by health practitioners in Swindon.
- Promoting housing initiatives to attract health staff into Swindon.
- The spectrum of opportunities for health staff to diversify their career and increase their knowledge.

- The work undertaken by nurses on hospital wards to ensure patients' personal care.  
Resolved – That the report be noted.

#### **49. Maternity Transformation Plan**

Ms Gill May, Executive Nurse, and Paul Vater, Chief Operating Officer, both of NHS Swindon Clinical Commissioning Group (CCG), presented a joint report to provide an oversight of the new co-created Maternity Transformation Plan with BaNES and Wiltshire Strategic Transformation Partnership (STP). The Committee was advised that the plan detailed a response across the STP to implement the national Better Birth Recommendations (2016) and the NHS Five Year Forward View. The report also described the vision for local maternity services to ensure that women had a safe and positive birth and maternity experience.

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

- The collaborative work being undertaken by all services to reduce the number of still births.
- The support and guidance provided to prospective mothers opting for a home birth.
- The positive ratio of maternity services staff to patients at Great Western Hospital.

Resolved – (1) That the report be noted.

(2) That the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), be requested to include an update on the Maternity Transformation Plan in her report to the next meeting of the Committee.

#### **50. Great Western Hospital NHS Foundation Trust Update**

Mr Kevin McNamara, Director Of Strategy, Great Western Hospital (GWH) NHS Foundation Trust, submitted a report providing the Committee with a performance update and a summary of the following key issues in relation to the planning and provision of health and social care services provided by the hospital:

- Cerco replacing Carillion as the service provider at GWH from the 1<sup>st</sup> May 2018.
- Measures taken to mitigate the effect of the recent adverse winter conditions on service provision.
- The projected deficit to year end.
- The high number of patients reporting to the Emergency Department within the first three months of the year and the preventative care being implemented.
- The launch of the Incubator Appeal by the Trust's charity, Brighter Futures.
- The increase in beds following the opening of a new ward in February.
- The "red bag" initiative that sees patient's belongings remain with them when they are transferred to and from their care homes and the hospital.
- Confirmation by the Royal College of Physicians that GWH is the best hospital within the south west in assessing patients to prevent falls.
- The yearlong quality improvement project to develop positive outcomes for premature babies.

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

- Handover time of patients from ambulance to Accident and Emergency (A&E) staff on admission.
- Impact on the Ambulance Services during peak times at A&E.
- A&E capacity and the use of satellite rooms that were converted to pop up wards for clinical use.
- The range of nurses' skills that allows them to undertake secondary work opportunities as meets their needs.
- The number of non-emergency operations being scheduled.

The Chair thanked Mr McNamara for the presentation he gave the Committee members on the 20<sup>th</sup> February 2018 regarding the population growth in Swindon and its effect on hospital capacity.

Resolved – That the report be noted.

## **51. Performance for Adult Social Care Commissioning**

The Director, Adult Social Services, presented a report providing an update on performance and key issues relating to Adult Social Care commissioning. The Director explained that the report had been structured to highlight the strengths and challenges of the work undertaken. The following key issues were drawn to members' attention:

- The projected year end underspend in Adult Services.
- The rise in the number of people accessing social care services.
- Partnership working between Swindon Borough Council, Swindon Clinical Commissioning Group, Great Western Hospital (GWH) NHS Foundation Trust and Wiltshire Council to address the blockages leading to patients having their discharge from hospital delayed.
- Actions undertaken to reduce spend on the Learning Disability services that included reviewing the current programme as this enable individuals to become more independent.
- The improvement of "front door" services that focus on helping people maintain and prolong their independence at home.
- Improvements in the Reablement service through changing staff rostering and working more effectively.
- The number of admissions to residential and nursing home remains below target for older adults.

Following her introduction of the report, the Cabinet Member for Adults' Health and Social Care with the Director, Adult Social Services, responded to a members' question regarding Homeline Services' response times to patient call outs and how the use of new technological equipment may help patients in their home without the need to call out the Services.

Resolved – (1) That the report be noted.

(2) That the Director, Adult Social Services be requested to circulate information regarding sourcing equipment for patients to use in their home, before the next meeting of the Committee.

**52.**

**Avon & Wiltshire Partnership NHS Trust**

The Committee received a report by the Clinical Lead, Avon and Wiltshire NHS Partnership Trust (AWP), on achievements of the organisation and providing a summary of 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:

- AWP as the providers of mental health support for adults with Oxford Health being the providers of support to young people under the age of 18.
- Support provided to young people transitioning from Oxford Health to AWP.
- The number of sessions held with patients seeking support from AWP and the waiting period before being referred to the appropriate practitioner.
- Ways of determining staffing levels to support patients.
- The support provided to families of patients' with mental health when the patient is discharged from hospital.

Resolved – That the report be noted

**53.**

**South Western Ambulance NHS Foundation Trust Update**

Ms Michelle Allsop, Communication Officer, South Western Ambulance NHS Foundation Trust, presented a report providing an update demonstrating the source of incidents in Swindon.

Resolved - (1) That the report be noted.

(2) That, in the absence of a representative from the South Western Ambulance NHS Foundation Trust, members be invited to submit any questions to the Committee Officer for circulation to the Trust.

**54.**

**Work Programme 2017/18**

The Committee received a report from the Director of Law and Democratic Services detailing its updated work programme for the Municipal Year 2017/18.

Resolved – (1) That the report be noted.

(2) That contributions received from Councillors and stakeholders for consideration for inclusion in the Committee's Work Programme for the Municipal Year, 2018/19, be welcomed.

In accordance with Standing Order 28, Mr Phil Eaton (Swindon Resident) submitted written questions.

Question:

1. What are the plans to reduce/completely remove the need for privately funded beds via external companies and bring PQ beds completely in-house?

Response

AWPs bed base is commissioned by the relevant CCGs including Swindon CCG. Activity and demand for beds across the Trust are monitored regularly. It is hoped that the current bed base of PICU, older adults, and acute adults of working age is sufficient to meet the needs of people. It is very rare for Swindon Service Users to be sent out of the Trust footprint to access a bed. Bed management in Swindon is robust, however at times there is a high level of demand as a result of a high level of acuity resulting in bed saturation. There are no current plans to increase the bed base of PICU, and this would require further discussion with all CCGs.

Question:

2. What are the plans to improve council/support housing to enhance and develop the independent recovery process (includes the profile of social worker support as well as facilities themselves). A strong example is Canal House on Albion Street in Swindon, poorly (wo)manned and poorly maintained. I'm sure statistics exist on 'Delayed Transfer of Care' and this is all intertwined with the private bed issue. I've asked about this area before and now I feel it's time to dig deep and share the transparency of this analysis and actions being taken.

Response:

Swindon Borough Council has recently recommissioned Supported Housing for people with mental health needs and we are now working with the new providers who are due to commence services from the 1<sup>st</sup> of April 2018. The recommissioning process was carried out in partnership with AWP and the Swindon CCG and is evident of the strong working relationship between these organisations to support vulnerable people to achieve greater independence.

Canal House provides accommodation and support for up to seven people. During 2017, the service provided support to eleven people with four people being supported to move into their own home. Canal House support clients through

personalised support plans integrating use of the Outcomes Star, a tool for measuring the level of independence achieved. These assessments are carried out between the support worker and client and provides evidence of the positive journey the client is taking to achieve greater independence. Canal House has demonstrated through these assessments of the positive support offered to clients in supporting them on this journey. SBC continue to work with providers to develop and enhance the quality of services delivered and will be undertaking a review of the buildings during the course of the contract to work with providers on ensuring these are fit for purpose going forward.



In accordance with Standing Order 28, Ms Wathen, Chair of the Keep our NHS Public, Swindon, submitted a written question.

Question:

Given that service users that access the Place of Safety are some of the most vulnerable in society and may find it the hardest to engage with a consultation process, what specific steps are being taken to ensure the views of these people are appropriately represented?

Response:

There is a communications and engagement strategy being written by AWP, Swindon CCG and Wiltshire CCG to ensure during the pilot period of the East Place of Safety that as much feedback from service users and carers is gathered. Following the end of the pilot period this feedback will be collated and will be considered in the next steps following the pilot.

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In accordance with Standing Order 28, Ms Wathen, Chair of the Keep our NHS Public, Swindon, submitted additional written question following the meeting regarding places of safety.

Question:

1. What are the full details of the consultation and how/when will it be publicised?

Response:

There is no formal consultation. However Swindon CCG alongside AWP are working with Healthwatch Swindon to develop an engagement strategy with Service user, Carers etc.. during the pilot.

Question:

2. In light of the fact that the CQC rated the facility as inadequate for challenging patients, is AWP's intention to use the year to make the place of Safety fit for purpose? If not, why not?

Response:

The environment will require extensive building works to ensure it is fit for purpose, as stated within the external communications, no changes will be made to the environment at the present time, the pilot will be reviewed regularly and if it is agreed to reopen the Swindon PoS works will be completed prior to this.

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