

ADULT'S HEALTH, SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 10 SEPTEMBER 2015

PRESENT:- Councillors Alan Bishop, Claire Ellis, Michael Bray, Steph Exell, Mary Friend, Fay Howard, Derique Montaut, Maureen Penny, Caryl Sydney-Smith, Keith Williams, Julie Wright and Robert Wright, Valarie Vaughan (Healthwatch Swindon), Rosemarie Phillips (Equalities Advisory Forum).

Apologies for absence were received from Councillor John Haines and Dr Peter Crouch, Clinical Chair of Swindon Clinical Commissioning Group.

Also Present: Councillor Brian Mattock, Kevin McNamara (Director of Strategy, Great Western Hospital), Peter Rowe (Healthwatch Swindon), Heather Mitchell (SEQOL), Gill May (Executive Nurse at NHS Swindon Clinical Commissioning Group), Cherry Jones (Director of Public Health), Sue Wald Head of Commissioning, Children and Adults), Dr Simon Manchip (Clinical Director, Avon and Wiltshire NHS Partnership Trust).

12. Declarations of Interest

The Chair reminded Members of the need to declare any known interests in any matters to be considered at the meeting.

Councillor Fay Howard made a personal and non-prejudicial declaration of interest as she was employed by Great Western Hospital.

Councillor Keith Williams made a personal declaration of interest in respect of Agenda Item 7 (Empty Properties) as he was a landlord.

13. Minutes

Resolved - (1) That the minutes of the meeting held on 18th June 2015 be confirmed and signed as a correct record.

(2) That Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group, be requested to circulate information regarding the opening times of the pharmacy located at Carfax Street Health Centre.

14. Public Question Time

The following questions were asked in accordance with Standing Order 28 –

Questioner

Mrs Gillian Freeman, Swindon resident.

Questions

Mrs Freeman submitted a question regarding “shared space” at Regent Circus.

The Chair thanked Mrs Freeman for her question and responded at the meeting to the question and comments.

15. Great Western Hospitals NHS Foundation Trust – Financial Recovery

The Committee welcomed Mr Kevin McNamara, Director of Strategy, Great Western Hospital (GWH) who introduced Mrs Karen Johnson, Head of Finance. Mrs Johnson gave a presentation updating the Committee on the financial position of the Trust and referred to the recovery programme being undertaken. Mr McNamara and Mrs Johnson responded to questions and comments relating to:

- Differences in pay between permanent and agency staff and its impact on permanent staff.
- Use of technology and whether the Trust had considered texting time of appointments to patients.
- The need of a culture change to ensure saving schemes as referred to 3.2 of the report were successful.
- The impact of agency staff on complex patient discharge cases.
- National shortage of nurses and actions being undertaken to recruit nurses to permanent positions.
- Differences in work arrangements between “bank”, agency and permanent staff and clarification on the increase in “bank” nurses.

Resolved: (1) That further to 3.4 of the report, the Director of Strategy, Great Western Hospital be requested to include information regarding the delivery of future projects by the Trust in the report to be submitted at the next meeting of this Committee.

(2) That the Director of Strategy, Great Western Hospital be requested to circulate information regarding agency nursing costs.

(3) That the report be noted.

16. 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, particularly the forthcoming inspection by the Care Quality Commission. He explained that a report with their findings would be available in the new year.

Following the presentation of his report, Mr McNamara, Mrs Sue Wald, Head of Commissioning, Children and Adults and Mrs Heather Mitchel, Chief Executive (SEQOL) responded to Member’s questions and comments on the following issues:

- The number of patients routinely attending the Accident and Emergency Department in place of identifying a more appropriate service location for their situation.
- The importance of promoting various locations as an alternative to the Accident and Emergency Department where patients could receive appropriate support.
- Progress made on discharging patients from hospital following the creation and implementation of care packages for patients by social workers.

- An update on the number of working hours general practitioners were being requested to undertake.
- How the increase in population and the change in Swindon's demographics affected health provision.
- Clarity on the number of patients re-admitted to the Accident and Emergency Department within a twenty eight day period.
- Actions being undertaken regarding domiciliary provision, particularly in care homes and the implementation of career progression for nurses.

Resolved: (1) That the Director of Strategy be requested to provide information regarding the number of patients re-admitted to the Accident and Emergency department within a twenty eight day period.

(2) That the report be noted.

17. Empty Properties

The Head of Housing and Community Safety submitted a report updating the Committee on the Council's approach to tackling long term empty properties in the private sector.

Mr Michael Ash, Head of Housing and Community Safety, introduced Mr James Graham, Supporting People & Housing Strategy Manager, who explained that empty homes were a national issue that could adversely affect communities. He advised that the housing stock in Swindon was in good condition. However, refurbishment to some properties was required. Mr Graham referred to various ways the department assisted landlords.

Mr Ash and Mr Graham responded to Member's questions and comments on the following issues:

- Clarity on Council powers and actions being undertaken to ensure properties do not remain vacant.
- Confirmation that less than half a per cent of Council housing stock was vacant.
- The number of and reasons for compulsorily purchasing properties.
- The cost of renovating empty properties.
- Rental value across the various wards in Swindon and how work should be targeted in areas where rental properties may realise higher rental value.

Resolved: (1) That the Head of Housing and Community Safety be requested to circulate information regarding the longest period that social housing remained vacant.

(2) That the Head of Housing and Community Safety be requested to circulate information regarding the number of "void" social houses.

(3) That the report be noted.

18. Healthwatch Swindon

Mr Peter Rowe, Manager of Healthwatch Swindon, presented a report updating the Committee on performance and key issues relating to Healthwatch Swindon. He referred to the challenges and achievements of the organisation and explained how the organisation worked with partners including Great Western Hospital, STEP ([Swindon Ten to Eighteen Project](#)), schools and colleges and the transgender community in Swindon.

The Committee welcomed the work and support provided by Healthwatch Swindon for the benefit of the community. Following the presentation of his report, Mr Rowe responded to members' questions regarding the significance of defining the independent NHS complaints advocacy provision of the organisation and the importance of signposting the community to the correct service provision for their needs.

Resolved: (1) That the Healthwatch Swindon Manager be requested to circulate a copy of Healthwatch Swindon's Work Plan Priorities for 2015/16.

(2) That the report be noted.

19. Performance for Adult's Health, Social Care and Housing

The Head of Commissioning, Children and Adults, submitted a report on the outturn performance position for Quarter 1, 2015/16 (April to June 2015), of Children's Services. Mrs Sue Wald, Head of Commissioning, Children and Adults, highlighted changes and the achievements for the various areas. She referred to the areas covered in the report that included information on monitoring waiting times for the safeguarding process, the decrease in the number of admittances into residential homes and work being undertaken with providers to ensure people were offered the opportunity to move from Council managed services to personal budgets.

Mrs Wald and Heather Mitchell, Chief Executive (SEQOL) responded to the Committee's queries regarding the following points:

- Reasons for the high turnover of domiciliary staff.
- Financial comparison between the provision of domiciliary and residential care.
- The implementation of the Care Act and the need to support people within the community.
- An explanation that some of the headline messages within the report were not statutory indicators.
- Reasons for the decrease in the number of new clients who went on to receive an assessment of need, particularly as the number of contacts into Adult Social Care had increased over the same period as last year.
- An update on the reablement service, particularly relating to the time taken for patients to be discharged from hospital.
- Reasons for the decrease in the number of carers assessment being undertaken by Avon and Wiltshire Partnership NHS Trust.

Resolved: (1) That the Head of Commissioning, Children and Adults be requested to circulate information on the time taken for patients to be discharged from hospital.

(2) That the Head of Commissioning, Children and Adults be requested to liaise with Avon and Wiltshire Partnership NHS Trust regarding the decrease in the number of carers assessment being undertaken.

(3) That further to (2) above, the Head of Commissioning, Children and Adults, be requested to include information regarding the number of carers assessment being undertaken to a future meeting of this Committee.

(4) That the report be noted.

20.**Avon & Wiltshire Partnership NHS Trust**

The Committee received a report by the Clinical Director, Avon and Wiltshire NHS Partnership Trust's (AWP) outlining challenges and achievements for the organisation. Dr Simon Manchip, Clinical Director, introduced the report and explained that no Swindon resident was seeking inpatient care out of borough and referred to the current financial position. He explained how work undertaken with the Clinical Commissioning Group resulted in a decrease in the waiting list for the memory clinic. Members noted that it was currently only four weeks between referral to assessment.

Dr Manchip and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) responded to questions and comments from the Committee regarding the following issue:

- How partnership work between AWP and CCG could support those in the community suffering with dementia.
- Financial pressures on the drugs budget and how this would affect the overall financial budget.
- Successfully promoting training for general practitioners.
- Potential impact on local service provision provided by AWP due to proposed budgetary constraints affecting AWP in Swindon.

Resolved: (1) That, Clinical Director, Avon and Wiltshire NHS Partnership Trust be requested to include information on the partnership working with the Clinical Commissioning Group regarding dementia at the next meeting of this Committee.

(2) That the report be noted.

21.**SEQOL Update**

The Chief Executive (SEQOL) submitted a report updating the Committee on the performance and key issues relating to SEQOL. Mrs Heather Mitchell, Chief Executive, presented the report and referred to the new model of care offered by SEQOL to support adults with learning disabilities and the "good" rating of Fessey House by the Care Quality Commission.

The Committee welcomed the report. The Chair noted that the issue of delayed discharge had not been covered in the report. Mrs Mitchell responded. Mrs Mitchell further responded to Members' questions and observations on the following issues:

- Confirmation that the Building Futures properties met standards set to support adults with learning disabilities.
- Collaborative work including monitoring of service provision being undertaken with the discharge assessment and referral team (DART).

Resolved – (1) That the Chief Executive (SEQOL), Director of Strategy, Great Western Hospital and the Head of Commissioning, Children and Adults be requested to provide information regarding delayed transfer of care to the next meeting of this Committee.

(2) That further to (1) above, the Head of Commissioning, Children and Adults be requested to lead on the provision of information requested.

(3) That the report be noted.

22.

NHS Swindon Clinical Commissioning Group

The Head of Communications and Engagement, NHS Swindon, Clinical Commissioning Group submitted a report updating the Committee on the performance and key issues relating to the service.

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) introduced the report and explained that the CCG was a clinically led organisation, commissioning health care services for Swindon and Shrivenham residents. She referred to the new Footcare Pathway. Ms May explained that this partnership working with Great Western Hospital and SEQOL supported diabetic patients who developed diabetic foot ulcers.

Ms Gill May responded to questions and comments from the Committee regarding the following issues:

- Promoting Swindon to attract general practitioners to the area.
- The need to improve engagement with staff on the MUSE development.
- Security on the MUSE development to safeguard staff.
- Controls of traffic movements to ensure ambulances were able to gain access to the Health Centre in Carfax Street.
- The need to review Swindon's infrastructure and health service provision to support migrants who may be relocated to Swindon.

Resolved – (1) That the Head of Housing and Community Safety and the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) be requested to include information regarding the impact on housing and health service provision should Swindon support migrants relocating to the area.

(2) That the report be noted.

23. Consideration of Health and Wellbeing Board Recommendations

Ms Cherry Jones, Director of Public Health, submitted a report on the recommendations and issues arising from the meetings of the Health and Wellbeing Board held on 27th May and 8th July 2015.

Resolved: That the report be noted.

24.

Work Programme 2015/16

The Committee considered a report by the Director of Law and Democratic Services on the results of the work programme consultation and the suggested priorities for the work for the Municipal Year, 2015/16.

Resolved – (1) That the Head of Housing and Community Safety be requested to submit a report on the implications of overcrowding on the community's health.

(2) That the report be noted.