

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

THURSDAY, 11 FEBRUARY 2016

PRESENT:- Councillors Maureen Penny (Chair), Alan Bishop, Claire Ellis, Steph Exell, John Haines, Fay Howard, Derique Montaut, , Caryl Sydney-Smith, Keith Williams, Julie Wright and Robert Wright and Rosemarie Phillips (Equalities Advisory Forum).

An apology for absence was received from Councillor Mary Friend.

Also present: Angela Plummer (Strategic Commissioner, Adults), Gill May (Executive Nurse at NHS Swindon Clinical Commissioning Group), Dr Peter Crouch (Clinical Chair of Swindon Clinical Commissioning Group), Dr Simon Manchip (Clinical Director, Avon and Wiltshire NHS Partnership Trust), Kevin McNamara (Director of Strategy, Great Western Hospital), Adrian Griffiths (Interim Chief Operating Officer, Great Western Hospital), Heather Mitchell (SEQOL), Cherry Jones (Director of Public Health), Ursa Alad (Housing and Adult Social Care Programme Manager) and Michael Ash (Head of Housing and Community Safety).

36. 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 and was a volunteer at Anchor Housing.

37. Public Question Time

No public questions were asked or submitted for this meeting.

38. Minutes

Resolved -That the minutes of the meeting held on 17th December 2015 be confirmed and signed as a correct record.

39. Quality Summit: Great Western Hospitals NHS Foundation Trust

Councillor Caryl Sydney-Smith had represented the Committee at the Quality Summit held by the Great Western Hospitals NHS Foundation Trust on 18th January 2016 at Great Western Hospital. She updated the Committee on points raised during the Summit, referring to key findings presented by the Inspection Team and commenting on proposed actions to address key issues identified in the Inspection Report.

40.

NHS Swindon Clinical Commissioning Group

Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG), gave a presentation updating the Committee on the implementation of the Francis Report recommendations in Swindon. She explained that the Francis Report followed an extensive inquiry into failings at Mid0Staffordshire NHS Foundation Trust. Ms May explained that the report had 290 recommendations and she referred to the impact of the Report, highlighting key changes, particularly the need for wide system change, the importance of taking responsibility for own actions and recognising that transparency was essential.

Following the presentation, Ms May and Mr Kevin McNamara, Strategy Director, Great Western Hospital, responded to members' and representatives' questions and comments on the following issues:

- The dialogue undertaken with Lyn Hill-Tout, the former Chief Executive at Stafford Hospital, regarding actions undertaken by various Trusts following the publication of the Francis Report.
- The actions being undertaken by Swindon following the publication of the Francis Report, particularly regarding the requisite cultural changes.
- Measures taken by the Trust to protect whistleblowers. Members noted that all providers had a Whistleblowing Policy and that Great Western Hospital had updated their policy following the Francis Report.
- Confirmation of the standardised mortality ratio at Great Western Hospital.
- Confirmation of responsibilities and reporting chains now clearly defined. Ms May highlighted safeguarding as an example and advised how this was the responsibility of everyone and Members noted that through contract management, together with the Care Quality Commission, it was the Clinical Commissioning Groups' responsibility to ensure staff awareness and understanding at all levels.

Resolved – (1) That Ms May's presentation on the key recommendations of the Francis report be noted and that health providers' responses to those recommendations, be welcomed.

(2) That the Director of Strategy, Great Western Hospital, be requested to circulate standardised mortality figures for Great Western Hospital as compared to the Mid Staffordshire Trusts' data.

41.

Delayed Discharge of Care

The Executive Nurse, Clinical Commissioning Group, the Interim Head of Adult Social Care, the Chief Executive (SEQOL) and the Chief Executive of the Great Western Hospital (GWH) NHS Foundation Trust submitted a joint report providing an update on progress made to address Delayed Transfer of Care. Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) presented the report and commented on the validation process of data and its monthly submission to NHS England. Ms May referred to the Local Government Association (LGA) visit to review service provision in Swindon and to the implementation of the Delayed Transfer of Care Programme.

Members noted that following the visit, the LGA provided a report that included 32 recommendations. Ms May advised that the report referred to a project initiation programme regarding discharge of care, consisting of seven work streams, intended to reduce instances of delayed discharges and facilitate the delivery of

effective and timely social care services. Following the presentation of the report, Ms May and Mrs Angela Plummer, Strategic Commissioner, Adults, responded to members' and representatives' questions and comments on the following issues:

- The time taken to undergo a social work assessment.
- Clarification on what would be included within an outcome based contract for the re-commissioning of domiciliary care.
- Pressure on hospital admissions and how commissioned services helped decrease hospital admittance.
- Confirmation on the roles of community navigators and locality teams following the re-commissioning of domiciliary care.
- The agreement of work streams by commissioners and providers.
- How Avon and Wiltshire Partnership will be affected by the re-commissioning of domiciliary care.
- The reasons for the instance and timing of cancelled care packages.
- How patients not meeting the Delayed Transfer of Care criteria were being supported.

Resolved – (1) That the report be noted.

(2) That the Executive Nurse, Clinical Commissioning Group, be requested to circulate information regarding the number of hospital admissions.

(3) That the Chief Executive (SEQOL), the Director of Strategy, Great Western Hospital), the Interim Director, Adult Social Care and the Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) be requested to submit an update to the next meeting of this Committee, particularly to include information regarding reasons for the delays in discharging non domiciliary patients.

42. Health Inequalities Through Housing

The Head of Housing and Community Safety submitted a report updating the Committee on the work being undertaken in Housing and Public Protection to tackle health inequalities.

Mr Michael Ash, Head of Housing and Community Safety referred to the housing direction and focus set out in the Housing Strategy 2015-16 relating to the wellbeing of Swindon's residents. He explained that housing standards in Swindon were better than the national average and that Swindon invested in the structure and fabric of buildings. Mrs Ursa Alad, Housing and Adult Social Care Programme Manager referred to the achievements over the past year and future challenges. These included the launch of fortnightly meetings between the Housing Panel and Adult Social Care. Members noted the work being undertaken to improve standards for housing occupants.

Following the presentation of the report, Mr Ash and Miss Alad responded to members' and representatives' questions and comments on the following issues:

- The actions being taken to address rogue landlords.
- The actions being taken to support those living in multi occupancy properties.
- How the proposed Housing and Planning Bill will help the Local Authority in dealing with rogue landlords and those living in multi occupancy properties.
- The improvement of standards in public sector housing.
- The feasibility of community navigators providing information for targeted support.

Resolved – That the report be noted.

(2) That the Chief Executive (SEQOL) be requested to liaise with the Head of

Housing and Community Safety and the Interim Director, Adult Social Care regarding the role of SEQOL employees and the involvement of community navigators in supporting the local community.

43. Performance for Adults Health, Social Care and Housing

The Interim Director of Adult Social Care submitted a report on the performance and key issues relating to commissioning and performance across adult social care. Mrs Angela Plummer, Strategic Commissioner Adults, introduced the report and explained that the Local Account highlighted how Adult Social Care Service were performing to improve people's lives and referred to the challenges faced by the department. Mrs Plummer explained that it highlighted the success and challenges within Adult Social Care. She responded to questions and comments regarding the following issues:

- The definition of a carer's assessment, what it covered and the process to initiate an assessment.
- The reasons for the increase in safeguarding assessments.
- Self-neglect and personal choices and the promotion of safeguarding services in Swindon.
- The number of safeguarding referrals received and whether these were received from different agencies relating to the same individual.
- The issues with recruiting staff into the social care profession whilst ensuring they had the right skills sets.
- The importance of recruiting social work staff as staff shortages may affect services.
- Obtaining positive results from the expenditure committed to domiciliary care. Members noted that there was an increase in the level of care provided.

Resolved – That the report be noted.

(2) That the Interim Director of Adult Social Care be requested to include an update on safeguarding at the next meeting of the Committee.

(3) That the Interim Director of Adult Social Care be requested to circulate the number of safeguarding referrals before the next meeting of the Committee.

(4) That the Interim Director of Adult Social Care be requested to include factors affecting delayed transfer of care and domiciliary care at a future meeting of this Committee.

44. 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. He referred to the Care Quality Commission inspection, the effect of the junior's doctors' industrial action on patients at Great Western Hospital and the Patient Safety Award won by the Trust for its work on tackling sepsis. Mr McNamara updated the Committee regarding the approval from NHS England to build a new radiotherapy unit on the Great Western Hospital site.

Following the presentation of his report, Mr McNamara responded to Member's questions and comments on the following issues:

- The recruitment of Band 4 nurses and nursing assistants.
- The effects of the junior doctor's industrial action on Great Western

Hospital's workforce.

- The siting of the new radiotherapy unit and how this will affect car parking at Great Western Hospital.

Resolved – That the report be noted.

(2) That the Director of Strategy, Great Western Hospital be requested to circulate details regarding the number of Band 4 nurses and nursing assistants undergoing training at present before the next meeting of the Committee.

45.

SEQOL

The Chief Executive (SEQOL) submitted a report updating the Committee on the performance and key issues relating to SEQOL. Ms Heather Mitchell, Chief Executive, SEQOL, referred to the Care Quality Commission inspection of Whitbourne House and work being undertaken with general practitioners to provide extended primary care services. She advised that neighbourhood teams would be created by the end of March 2016. In response to a query regarding localities teams, Ms Mitchell elaborated on the work being undertaken with localities team members, community navigators and volunteers.

Resolved – (1) That the report be noted.

(2) That the Chief Executive (SEQOL) be requested to circulate a copy of the Whitbourne House work programme before the next meeting of the Committee.

46.

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 highlighted matters of significance including the Trust's funds, a change of leadership at the Trust and the waiting time for patients' assessment to be undertaken. Members noted that refurbishment work had commenced at the Applewood adult inpatient unit.

Dr Manchip and Dr Peter Crouch, Clinical Chair of Swindon Clinical Commissioning Group responded to questions and comments from the Committee regarding the following issue:

- The collaborative work within the Intensive Team Ward to address the increase in workload.
- The reasons for the high turnover of senior management staff at Board level.
- The role of general practitioners in prescribing dementia medication, monitoring patients and how this will impact local practices.
- The delegation of funding to Primary Care and how this would be allocated to the various services.
- Payment received from out of borough for using Swindon's facilities.

Resolved – That the report be noted.

(2) That the Chair, on behalf of the Committee, be requested to write to NHS England regarding the amount of funding being delegated to Primary Care and how seeking information on how this was intended to be allocated to services.

47.

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 9th December 2015. Ms Jones informed the Committee that Care Forum would be the new provider for the Healthwatch Swindon agenda.

Resolved – (1) That the report be noted.

(2) That the Director of Public Health be requested to circulate information regarding the new provider for the Healthwatch Swindon agenda.

48. Dementia Task Group Update

Councillor Robert Wright updated Members of the Committee on the work that had been undertaken by the Dementia Care Pathway Task Group to date. He thanked members of the Task Group and professionals for their contributions and referred to the discussions undertaken relating to funding and on working arrangements between all stakeholders for the benefit of patients. Councillor Wright explained that the group had met dementia patients. He further advised that the group were reviewing two specific strands relating to the twelve point Swindon Dementia Strategy and public health education, particularly regarding diet. Members noted the work being undertaken to make Swindon a Dementia Friendly town.

Resolved – That the work being undertaken by the Dementia Care Pathway Task Group be noted.

49. Learning Disabilities Transition Pathway Task Group Update

The Committee received a verbal update from Councillor Caryl Sydney-Smith on the work being undertaken by the Learning Disabilities Transition Pathway Task Group. Councillor Sydney-Smith explained that the Task Group was reviewing ways on how to make training and further education more accessible to young people to help them seek employment. She also referred to the visits at the Open Door Centre where Task Group members spoke with young people with learning difficulties and to Uplands School where the views of teachers, staff and pupils were sought.

Resolved – That progress made by the Learning Disabilities Transition Pathway Task Group, be noted.

50. Work Programme Update

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.

Resolved – That the report be noted.