

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

**WEDNESDAY, 11 SEPTEMBER 2019**

PRESENT:- Councillors Roger Smith (Chair), Junab Ali, Janine Howarth, Robert Jandy, Jenny Jefferies, Nick Martin. Carol Sydney-Smith and Robert Wright.

Rosemary Curtis (Homeless Organisations Standing Together in Swindon) and Carol Willis (Healthwatch).

Apologies for absence were received from Councillors Malcolm Davies and Steph Exell and Michelle Howard (Equalities Advisory Forum) and Phil Matthews (Tenant Scrutiny Panel).

## **12. Declarations of Interest**

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

## **13. Public Question Time**

In accordance with Standing Order 28, Ms Samantha Wathen, Chair of "Keep our NHS Public Swindon", submitted a written question regarding the temporary closure of Health Based Places of Safety in Swindon.

The Chair thanked Ms Wathen for her question and advised the Committee that a written response provided by Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) was tabled at the meeting.

Mr Tony Hillier, Swindon resident, asked a number of public questions regarding a) the lack of an agenda for public perusal at the Reception desk of the Civic Offices b) the collection of rent by Integral Medical Holdings (IMH) or another private company for the building IMH was involved with.

The Chair thanked Mr Hillier for his questions and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) responded to both points raised by Mr Hillier at the meeting.

Mr Roy Warman, Swindon resident, asked a number of public questions regarding the prescription ordering direct (POD) service and on the future provider of services at the Moredon Medical Centre.

The Chair thanked Mr Warman for his questions and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) and Mr Kevin McNamara, Interim Chief Executive, Great Western Hospital (GWH) NHS Foundation Trust, responded at the meeting. Mr Warman thanked the officers and agreed to visit the POD service to offer constructive feedback on the service provided. The Committee welcomed the positive feedback received from Mr Warman regarding the call centre staff at the POD service.

14.

## Minutes

Resolved -That the minutes of the meeting held on 11<sup>th</sup> September 2019 be confirmed and signed as a correct record.

15.

### Performance for Adult Social Care Commissioning

The Corporate Director Adult Social Services and Health submitted a report that provided an update on performance and key issues relating to Adult Social Care commissioning. Councillor Brian Ford, the Cabinet Member for Adults and Health, explained that the report had been structured to highlight the strengths and challenges of the work undertaken. These included the projected overspend due to increased demand for services from older people and that the overspend had been reduced since publication of the report. It also reflected the reduction in the number of delayed transfer of care cases following partnership working with Great Western Hospital, making Swindon's figures one of the lowest in the South West region.

Following the introduction of the report, the Cabinet Member for Adults and Health, with the Corporate Director Adult Social Services, responded to members' questions and comments on the following issues:

- Details of actions being undertaken to manage the challenges on current and future budgets due to the rise in demand for adult social care.
- The different methods being used to measure obesity.
- The implementation of a programme enabling people with learning disability who were on out of borough placements to return to Swindon.
- How, together with the Housing Department, local facilities were being reviewed to ensure people with learning disability returning to Swindon were placed in suitable accommodation to meet their needs.
- The need for the various Swindon organisations to co-ordinate and focus their efforts on making Swindon a dementia friendly town.
- The actions undertaken with providers and stakeholders to improve provision of residential homes across Swindon following a Care Quality Commission inspection.

Resolved –

1. That the report be noted.
2. That the Corporate Director of Public Health, be requested to circulate information regarding the methods used by NHS England to measure obesity.
3. That the Corporate Director Adult Social Services and the Head of Housing update the Committee on housing costs for supporting people with learning disability returning to Swindon.
4. That the Cabinet Member for Adults and Health be requested to invite Councillor Jenny Jefferies to join the Cabinet Member Advisory Group working to promote Swindon as a dementia friendly town.

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

Mr Kevin McNamara, Interim Chief Executive, 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. Issues reported on by Mr McNamara included:

- The resignation of Nerissa Vaughan as Chief Executive at GWH due to ill health and his interim appointment to the vacant post.
- The increase in demand for urgent and emergency care and the range of conditions being presented at the Emergency Department (ED).
- How the opening of the Urgent Care Centre by the ED has reduced pressures there.
- How four main projects to develop services on the GWH site were being progressed through the Way Forward Programme.
- Achieving national targets in the timely identification and treatment of sepsis at GWH.

Following his introduction of the report, Mr McNamara, together with Councillor Brian Ford, the Cabinet Member for Adults and Health, the Corporate Director Adult Social Services and Ms Gill May, Executive Nurse at NHS Swindon Clinical Commissioning Group (CCG) responded to members' questions and comments on the following issues:

- How the Medicine Optimisation Programme had developed over the past eighteen months to ensure patients awaiting discharged were not delayed by waiting for their prescription.
- Utilising a computer algorithm when receiving calls to assess patient risk and suitable response vehicles required.
- The use of private paramedics to complement the ambulance service.
- The effect on the Emergency Department following the cessation of Integral Medical Holdings services in Swindon and how staff from the walk in centre were being assisted in transferring to GWH.
- How GWH were addressing the potential effects of the walk-in centre closure on asylum seekers and the homeless in Swindon.
- How future care would be rebalanced to ensure patients were seen in the right place first time.
- How GWH were preparing for a no-deal Brexit.
- The constructive dialogue between GWH and Social Services to ensure support for patients with dementia was in place on discharge from hospital.
- The processes in place to ensure patient safety after discharge.
- The collaborative work by the Clinical Commissioning Group with the Threshold Charity to ensure the homeless and rough sleepers in Swindon were provided with the services they require and the need to promote the Carfax Health Enterprise for their registration, screening and provision of services.
- The on-going actions being undertaken by GWH to secure national funding for the expansion of the hospital.

### Resolved –

1. That the report be noted.

2. That the Interim Chief Executive (GWH) be requested to include an update on the medicine optimisation programme in his next report to the Committee.

## **17. 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 key issues in relation to the planning and provision of health and social care services within the Borough. Ms May referred to the Health Based Place of Safety advising that a report on future provision would be presented to the Swindon and Wiltshire CCGs in September. She also updated the Committee on the current facilities being utilised by patients at the walk-in centre and how these patients would have been better supported by using other premises.

Following the introduction of the report, Ms May and Mr Kevin McNamara, Interim Chief Executive, Great Western Hospital (GWH) NHS Foundation Trust, responded to members' questions and comments on the following issues:

- How discussions on the future of the walk-in centre had been ongoing since July 2019.
- That the best practice for patients was to utilise local primary healthcare over opting to attend the walk-in centre.
- The challenge for the CCG to ensure the Emergency Department at GWH did not experience a rise in footfall following changes at the walk-in centre.
- How NHS 111 was able to respond to all medical emergencies and how they would guide the patient to receive out of hours medical support.
- The on-going doctor recruitment programme in Swindon.
- The discussions undertaken with local practices to enable them to provide the services patients were accessing at the walk-in centre.
- The completion of a Diversity Impact Assessment with various groups of the community regarding the walk-in centre's closure.
- How CCG engaged with the five North Swindon practices and supported them in their decision to outsource services to Integral Medical Holdings (IMH).
- CCG's consultation exercise that was undertaken as part of the North Swindon practices amalgamation and engagement of IMH.
- Details of actions undertaken to mitigate the impact on patients following IMH's contract termination, addressing patients' subsequent increased usage of the walk-in centre and the arrangements being made for the transfer of this service to GWH.

### Resolved –

1. That the report be noted.

## **18. Housing Performance Report**

The Cabinet Member for Housing and Public Safety with the Head of Housing submitted a joint report updating the Committee on the performance of Housing Services. The Head of Housing 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:

- The positive progress made on the new affordable housing scheme on Queen's Drive.
- The plans to deliver temporary housing accommodation for the homeless this winter.
- The on-going challenge to collect rent arrears following the transition from Housing Benefit to Universal Credit.
- The consultation with staff and residents on redesigning the Sheltered Housing Service for older people.
- The Housing Services Change Programme that was aimed at running the department more efficiently to allow better provision of services for the homeless, tenants and leaseholders.
- The improvements identified to tackle housing repairs as well as reducing the turnaround time on voids.

Following the presentation of the report, Councillor Cathy Martyn, with the Head of Property Maintenance, responded to members' questions and comments on the following issues:

- The breakdown of the housing plans for the Queens Drive development covering the number of affordable properties, those on social rent, how these were to be managed and by whom.
- How the department was working with tenants who were adversely affected by the social benefits changes.
- The sale of properties to the Housing Company and how this did not effect a tenant's right to buy.
- How the department was co-ordinating with the volunteer sector groups regarding the proposed arrival of the Big Yellow Bus homeless project in Swindon.

Taking forward a housing development programme to create more affordable housing whilst still considering the Council's financial position.

Resolved –

1. That the report be noted.

## **19. Avon and Wiltshire Partnership NHS Trust Update**

The Committee received a report by the Operations Manager, Avon and Wiltshire NHS Partnership Trust (AWP) that highlighted the achievements of the organisation and provided a summary of the challenges it was facing. The Chair welcomed Mr Dominic Hardisty, new Chief Executive at the Trust to the meeting. Mr Alex Chesterton, Operations Manager, Avon and Wiltshire NHS Partnership Trust (AWP) presented the report and drew the following key issues to member's attention:

- The recruitment of Mr Dominic Hardisty as the new Chief Executive of the Trust.
- The outcome of the Care Quality Commission prosecution following an incident at Applewood Court in January 2015.

- The open invitation for members to attend AWP's Annual General Meeting on 19<sup>th</sup> September at 10.00 a.m. at Springfield Centre, Corsham, Wiltshire, SN13 9DN
- Financial pressure on the service and the actions being undertaken to address these.

Following the introduction of the report, Mr Hardisty, together with Mr Alex Chesterton, Operations Manager for Swindon, responded to members' questions and comments in respect of the following matters:

- The differences between the statutory duties of the Trust and the Clinical Commissioning Group in relation to the place of safety in Devizes.
- The Care Quality Commission assessment of Sandalwood House and the actions taken to improve services in the face of staff shortages.
- The success of the mental health Control Room triage and how this service was available across Wiltshire Police.
- The engagement between the homeless, mental health services and primary care to enable the homeless access appropriate support and services.

Resolved –

1. That the report be noted.

## **20. Performance for Healthwatch**

Ms Carol Willis, Team Manager, Healthwatch Swindon, submitted a report updating the Committee on the performance and key issues relating to Healthwatch Swindon's involvement with Integral Medical Holdings (IMH). The Committee noted that the report had been structured to highlight key statistics and headlines reflecting the work undertaken.

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

- The promotion and communication of the survey regarding IMH that was undertaken by Healthwatch.
- Healthwatch's involvement in bringing the issues at IMH to the Clinical Commissioning Group's attention.
- Healthwatch's approach to bringing local issues to the attention of the Care Quality Commission.

Resolved: –

1. That the report be noted.
2. That the Team Manager, Healthwatch, circulates an update regarding points raised at her next meeting with the Care Quality Commission, on a) termination of the contract with IMH and b) local issues including the walk-in centre before the next meeting of the Committee.

## **21. Work Programme 2019-20**

The Committee considered a report by the Chief Legal Officer on the Committee's work for the Municipal Year, 2019/20. The Committee reviewed the work

programme and requested that it be updated to reflect actions contained in this report and recommendations of the Committee.

Resolved:–

1. That the details and activities included in the work programme for 2019/20, be noted.
2. That the work programme be updated to include the following:
  - a) Presentation / discussion on Adult Health and Housing placement cost to be held at 5.00 p.m. on the 5<sup>th</sup> November in Committee Room 5.
  - b) Presentation/ discussion reviewing the Needle Exchange Programme and the disposal of needles and sharps to be held at 5.00 p.m. on the 28<sup>th</sup> January in Committee Room 5.