

HEALTH OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 27 NOVEMBER 2013

PRESENT:- Councillors Nicky Sewell (Chair), Steve Allsopp, Alan Bishop, John Haines, Derique Montaut, Andrew Bennett, Roderick Bluh, Michael Bray (Vice-Chair), James Robbins, Oliver Donachie and Robert Wright

Councillor Brian Mattock, Cabinet Member for Health and Adult Social Care, Gill May (CCG), Sue Wald (SBC), Kevin McNamara (GWH), Dr. Peter Crouch (CCG), Paul Bearman (CCG), Heather Mitchell (SEQOL), Michelle Howard (SEQOL), Val Vaughan (EAF), Ben Curtis (Healthwatch), and Mike Howard (LSAB) were also in attendance

Apologies for absence were received from Councillors Julie Wright.

34. Declarations of Interest

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

35. Public Question Time

Further to her questions to the Committee at its meeting on 25th September 2013, concerning matters relating to care services for visually impaired people, Rosemarie Philips, a local resident, put questions regarding:

- the possibility of the Hospital using the Swindon Talking Newspaper for the dissemination of information
- the use by the eye clinic and other clinics dealing with visually impaired people of labelling fonts and methods of information communication appropriate to the needs of visually impaired people
- the issuing of medicines to visually impaired patients in containers and with written instructions that are appropriate to the needs of the patient
- the Royal College of Ophthalmologists' review of the Outpatients Eye Clinic.

Kevin McNamara (GWH) responded to Ms Philips' questions.

36. Minutes

Resolved – (1) That, subject to the inclusion of Mr. Ben Curtis (Healthwatch Swindon) in the list of attendees, the minutes of the meeting held on 25th September 2013 be confirmed and signed.

(2) That the updates provided by the Chair, in relation to particular actions agreed by the Committee, be noted.

37. Safeguarding Adults in Swindon Annual Report 2012/13

The Committee received a report of the Board Director, Commissioning, presenting the Annual Report for Safeguarding Adults at Risk in Swindon 2012/13. The report also outlined the work of the Swindon Local Safeguarding Adults Board (LSAB) and provided an update for members on safeguarding adults at risk work in Swindon.

Mr Mike Howard, the Independent Chair of the Local Safeguarding Adults Board for Swindon, introduced the Annual Report, placing it in the context of “No Secrets”, the Department of Health Guidance, requiring Local Authorities to develop multi agency arrangements to protect vulnerable adults from abuse, and the specific requirement, in the guidance, that local safeguarding boards should publish an annual report to outline the activity and priorities around safeguarding vulnerable adults (now referred to as adults at risk). It was noted that all partner organisations had been requested to provide a submission for the report and that they were also required to present annual reports to their respective boards.

The annual report included:

- information on activity and data collected throughout the year about cases alerted and investigated under Safeguarding Adults at Risk procedures
- an outline of the progress made in addressing the priorities from the Annual Report 2011/12, particularly with the development of the Board and the formulation of an action plan following the publication of the Winterbourne View Serious Case review last summer
- submissions from key partner agencies and members of the LSAB
- an overview of the priorities for 2013/14 and news of other local, regional and national initiatives

Following his introduction of the report, Mr Howard, supported by Mr Doug Bale, the Council’s Adults Safeguarding Manager, responded to members’ questions on the following issues:

- vulnerability and domestic violence and abuse
- the incidence of abuse in a care setting involving females over the age of 85 and the safeguarding procedures and training introduced in response to these cases
- the monitoring of responses to ensure compliance with necessary responsive action processes
- the identification of incidents of financial abuse and the pro-active measures that can be taken to detect cases of financial abuse
- the reporting of vulnerability issues and the position that approximately a quarter of cases reported are not referred for further investigation or action
- the function and role of the Safeguarding Support Officer
- the national picture and Swindon’s performance in relation to the protection of vulnerable adults
- the continuing arrangements for the protection of vulnerable adults, beyond the scope of the Government’s commitment to the “No Secrets” framework until 2014

Resolved – (1) That the report and the priorities for the current year in relation to the safeguarding of vulnerable adults be noted.

(2) That Mike Howard, the Independent Chair of the Local Safeguarding Adults Board for Swindon, be thanked for attending the meeting to present the Safeguarding Adults at Risk in Swindon Annual Report 2012-13 and for his full and open responses to members’ questions on the issues raised.

Further to Minute 29(2), the Committee received a report on the Swindon Clinical Commissioning Group's (CCG) co-ordination of the Swindon Winter Plan, as submitted to NHS England on the 31 October 2013.

Gill May, the CCG's Executive Nurse, presented the report, outlining the services and capacity in place to support increased demand over the winter period and describing plans for reporting escalation. Ms May advised the Committee that specific winter planning would not be carried out in future and that, instead, a whole year service planning approach would be utilised with demand and escalation activity plans being developed for each full year.

Following her presentation of the report, Ms May responded to members' questions on some of the specific issues raised, including:

- the CCG's failed bid for winter pressures money and the necessary funding of the Winter Plan from within existing funding resources
- alternative capacity schemes and the financial ramifications of utilising these options
- nursing shortages and recruitment efforts at the hospital
- the CCG's discussions with the Red Cross about introducing schemes for night time escorting in order to offer improved discharge options for patients well enough to return home if escorted
- the on-going patient and visitor car parking problems at the Hospital
- the steady and continuing rise nationally in A and E attendances and measures being taken to adjust public expectation and reduce unnecessary and inappropriate A and E attendances
 - the national "choose well" campaign
- the multiple pressures of current socio-economic problems as causes of "catastrophic" health conditions and specific measures that can be taken to mitigate the contributory factors of vulnerability and isolation and loneliness to the escalation of the health problems of individuals
- the effectiveness of remote diagnoses in assessing the wider circumstances of a patient's situation and the feasibility of automating these enquiries
 - the common sense and intuitiveness of the call handlers in determining the factors of a patient's particular circumstances, in so far as these might be pertinent to their treatment and care
- elective care and the Hospital's escalation policy and forward planning of surgical activity
- the application of the principles behind the Council's troubled families intervention project to target preventative health care services
- the identification of vulnerable individuals whose socio-economic circumstances are most likely to lead to health crises
 - the CCG's "risk stratification" project

Resolved – (1) That the report be noted.

(2) That this Committee recognises the demands and pressures that the health services we will face over the winter period and is also cognisant of the continued demands on urgent care services following last winter and the impact this has had in planning for 2013/14.

The Committee received a report of the Council's Head of Commissioning (Children and Adults) on the progress of the Adult Demand Programme and comparing Swindon's Adult Social Care services and demands with other Councils nationally and in the South West specifically.

The Head of Commissioning introduced the report, placing it in the national context of increasing demand for Adult Social Care services and the unsustainability of both the level of service provision and the way in which these services are currently provided and the levels to which these are provided. The Committee was advised that, in order to best respond to this challenge, a programme to transform service provision was necessary, requiring a shift in the internal and external culture from a place "where the council assumes a greater burden of responsibility, to one where people understand that they can and more importantly should do more for themselves in order to lead lives that fulfil their needs". It was noted that, to achieve this shift, the following 3 priorities would be pursued:

- (1) People lead more fulfilling lives by enabling personal choice and independence whilst taking personal responsibility for using their own resources where possible.
- (2) We build the capabilities and skills of communities, service users, carers and our workforce so that people are able to live as independently as possible and we make the most of our shared resources.
- (3) We ensure we continue to protect the most vulnerable people in Swindon.

Following her introduction of the report, the Head of Commissioning, supported by Heather Mitchell (SEQOL), responded to members' questions and observations on the following matters:

- the performance assessment in relation to the proportion of people using social care who receive self-directed support or direct payments
- the accuracy of the data in the report regarding the number of older people in Swindon and the demand for adult social care services and the forecast increase in these numbers, and the consequent demand for services, as people who moved to the town to work start to retire
- measures to address under-performance in relation to the number of learning disability adults of working age who are in employment
- measures to respond to under-performance in relation to carers receiving and assessment or review
- working with employers to develop awareness and to promote opportunities for the employment of learning disability adults of working age

Resolved – That the report, and the progress in the delivery of Swindon's Adult Demand Programme, compared to other Council's both nationally and in the South West, be noted.

40. Commissioner and Provider updates

Further to Minute 11, the Committee received update reports from the following Commissioners and Providers:

- Great Western Hospitals NHS Foundation Trust
- SEQOL
- Avon and Wiltshire NHS Partnership Trust

- NHS Swindon Clinical Commissioning Group.

The report also included a summary of the reports and decisions arising from the meeting of the Health and Wellbeing Board held on 11th September 2013. The Committee was invited to review this material and determine whether it required additional information or specific reports in relation to any of the various matters considered by the Health and Well Being Board.

The Chair asked about the findings of the Royal College of Ophthalmology review and how the recommendations regarding service provision in Swindon might be accommodated within the Joint Strategic Needs Assessment for Swindon. Kevin McNamara of the Great Western Hospitals NHS Foundation Trust agreed to provide a written response.

Resolved – That the reports be noted.

41. Work programme report

The Committee received a report of the Director of Law and Democratic Services regarding the development of its work programme for 2013/14.

Resolved – That the Committee's updated work programme, detailed in the report, be noted.