

## **SOCIAL CARE AND HEALTH SCRUTINY AND PERFORMANCE PANEL**

**Thursday, 6 November, 2014 at 5.30 p.m.**

**Conference Room, Council House, Walsall**

### **Panel Members Present**

Councillor M. Longhi (Chair)  
Councillor T. Jukes (Vice-Chair)  
Councillor J. Fitzpatrick  
Councillor C. Clews  
Councillor M. Bird  
Councillor R. Burley  
Councillor E. Russell  
Councillor D. Shires  
Councillor H. Sarohi

### **Portfolio holders Present**

Councillor D. Coughlan  
Councillor I. Robertson

### **Officers Present**

Keith Skerman – Executive Director (Social Care and Inclusion)  
Andy Rust - Head of Joint Commissioning Unit  
Rory Borealis – Executive Director (Resources)  
Elise Hopkins – System Leader (Money, Home, Job)  
Sharon Tait – System Leader (Money, Home, Job)  
Uma Viswanathan – Acting Director of Public Health  
Dan Mortiboys – Senior Finance Manager  
Mohammed Irfan – Senior Accountancy Officer  
Gary Graham – Chief Executive (Dudley and Walsall Mental Health Trust)  
Tom Jinks – Governance Manager  
Mark Albiston – Head of Safeguarding  
Jane Evans – Independent Chair of Safeguarding  
Heather Maybury – Principal Customer Liaison Officer  
Jo Newans – Divisional Director (Walsall Healthcare Trust)  
Tina Faulkner – Press Officer  
Nikki Gough – Committee Business and Governance Manager

### **359/14 Apologies**

Apologies were received on behalf of Councillors B. McCracken, E. Hazell and L. Rattigan.

### **360/14 Substitutions**

There were no substitutions for the duration of the meeting.

### **361/14 Declarations of interest and party whip**

There were no declarations of interest or party whip.

### **362/14 Local Government (Access to Information) Act, 1985 (as amended)**

#### **Resolved**

That the public be excluded from the meeting during consideration of the items set out in the private agenda for the reasons set out therein and Section 100A of the Local Government Act, 1972.

### **363/14 Minutes**

The minutes of the meeting held on 16<sup>th</sup> September 2014 were approved as a true and accurate record subject to the following amendment:

- Councillor J. Fitzpatrick stated that she had submitted her apologies and they had not been recorded.

## **364/14 Dudley and Walsall Mental Health Partnership Trust – CQC inspection results**

The Chief Executive of the Mental Health Trust presented the report (annexed) and explained that this was a first wave 'pilot site' for the CQC new inspection regime. Members were informed that the CQC inspection had been intrusive, and that there were often more inspectors on a ward than there were staff. Staff had not been alerted to areas that would be inspected. There were several positive practices identified and also themes for improvement. The absence of Child Adolescent Mental health Service (CAMHS) out of hour's pathway was highlighted, the Chief Executive explained that this service was not commissioned to be provided by the Trust and discussions were being held with the local authority and CCG about this. Officers recognised that this was a gap in the service and NHS England were going out to tender for a service which would be provided across the Black Country.

Members were informed that extensive progress had been made towards foundation Trust status by the Mental Health Trust, a report was due to go to Monitor.

In response to Member queries, officers confirmed that 'Rethink' was commissioned by Walsall Council and people were signposted to this service initially and were also self referrers, Officers also acknowledged that this could be done more as 'Rethink' is a valuable service.

The following issues were raised by Members in response to the CQC inspection report:

- Comments that there was no clear vision for older people in Dudley and Walsall
- Staff were not adequately trained on dementia care

The Chief Executive of the Mental Health Trust explained that the Trust themselves had flagged up the issues with care of older people, and this had

been reflected back by the CQC. To reassure Members Officers explained that older adults were key in the future strategy. Members agreed that in the future the Social Care and Health Panel would want to see how progress had been made to address concerns around older people.

**Resolved that:-**

In the future the Social Care and Health Panel request an update on progress made by Dudley and Walsall Mental Health Trust to better meet the needs of older people.

**365/14 Safeguarding Adults Annual Report**

The Independent Chair introduced herself to the Panel and informed Members that this would be the second annual report to be presented to scrutiny. Members were informed that from next year adults safeguarding would have the same statutory requirements as children's safeguarding. One of the key aims of the Independent Chair was to enable the vulnerable adult's voice to be heard at Board level. Key performance indicators were being developed through national, regional and sub regional groups.

The Head of Safeguarding explained that a key challenge nationally was to have robust procedures in place in the absence of statutory guidance. The Executive Director stated that it was important to assess whether people have the capacity to make their own decisions, if they had, by law they had to be allowed to make their own decisions. The Panel were asked to be the body which held the Safeguarding Board to account, and provide the challenge to the Board. Members were asked to consider 'how often' and in 'what form' information should be taken to the Panel. It was agreed this process would begin in April 2015.

### **366/14 Adults Social Care and Inclusion Annual Statutory Complaints Report**

The Principal Customer Liaison Officer explained that the report was to inform Members about the numbers and types of complaints relating to adult social care made to the Council between April 2013 and March 2014.

Complaints were mainly received relating to communication issues, however compliments were also increased. Where cases were taken to the Ombudsman, the vast majority were not found against the Council, however where it was a report was taken to Cabinet to ensure that lessons were learnt. The largest numbers of complaints were received about in house providers, payment systems and charging. Assessments were increasing year on year, and annual reviews were an issue. Members expressed concern at this statement because the situations can change rapidly for vulnerable people between assessments. A discussion was held around hospital discharge and measures that were being put in place to improve this.

#### **Resolved**

The report was noted.

### **367/14 System Resilience Plan**

Officers explained that the report was aimed at providing an overview of Walsall's joint system plan for managing urgent care pressure, during the winter months. Pressure on Accident and Emergency (A and E) and waiting times were discussed. Members were informed that since late August a number of improvements had been delivered leading to a steady rise in performance (with the exception of a week in October). Officer explained that key to that was:-

- Stopping people entering the system

- Anticipating discharge and
- Step down care

Officers stated that although systems were being put in place for the winter, there was no guarantee that systems could cope because there were high levels of pressure in the system even without a severe winter. The Trust welcomed the plan, and explained that the thrust of the plan was intended to keep people out of hospital. Measures that had been put in place were explained such as rapid response cars, three extra GPs and community nurses to support the work of the ward teams. Rapid response teams worked on a locality basis with GPs. The integrated discharge team had targets to meet and their performance was monitored.

It was suggested that a sign indicating waiting times in the A and E waiting area may help people decide whether to stay and receive treatment. The Divisional Director at Walsall Healthcare Trust agreed to take this back to management at the hospital. The impact of the closure of South Staffordshire hospital was discussed included delays in discharging these patients. However this situation was improving.

The Panel was informed that 6 day ward rounds were currently in operation and 7 day working was anticipated in the next financial year. The Executive Director for Social Care stated that currently there was a 7 day a week social worker presence and the hospital was operating at 98% capacity all the time which meant that small margins were needed to create additional pressures.

The Chair asked officers to advise the Panel/Members if the situation changed.

#### **368/14 Quarter 2 Financial Monitoring Position for 2014/15**

The report summarised the forecast revenue and capital outturn position for 2014/15, based on the financial performance for quarter 2, for services within

the remit of the Social Care and Health Scrutiny Panel. The forecast year-end financial position for services under the remit of the panel is an over spend of £5.493m, before the action plan and transfers to or from approved reserves. However after the implementation of the action plan, use of reserves, and the transfer of resources, the forecasted financial position from 2014/15 is an over spend of £1.151m.

A Member raised concern that issues with uncollected revenue had not been raised earlier, and that residents do not receive invoices in a timely manner, which in turn lead to a delay in collection of monies. Officers assured Members that work was under way to recover the charges and those affected had been contacted. Those who may be in financial difficulty could have their debt written off however debts were recovered where they can be.

#### 369/14 **Budget consultation**

The report outlined the portfolio plans for future service delivery for the Social Care and Health portfolios. The Portfolio Holder stated that there would be no withdrawal of services and that they would exist in a different way.

The Executive Director for Social Care and Inclusion explained that a considerable amount of time had been spent reviewing and redesigning how things were done in Social Care, specific proposals had been produced, and were detailed in the report, and formal consultation would follow these.

The Executive Director for Resources explained that 'Money, Home, Job' was a newly integrated Council Service since April 2014, this service was part of the Social Care Portfolio. Member's attention was drawn to page 96 of the report and Members were informed that in implementing changes there had been significant downsizing of management and back office. Overspend in this service had occurred due to a significant increase in providers of supported accommodation and a consequential rise in housing benefits for which there was not a full Government subsidy, which had put pressure on the service. The increase in the type of this accommodation was because it

was more lucrative for the landlord. It attracted people from outside of the area and this cost then fell to Walsall Council and there were limited powers to contain this type of accommodation. Officers explained that some provided good support and others did not. A multi-disciplinary panel had been set up to consider the issues surrounding accommodation.

A discussion was held around the telephone service to Walsall Council, and problems with getting connected and the cost for some vulnerable people. The option of the system calling individuals back was discussed and the Portfolio Holder stated that this was being progressed. Members wished to be updated on this issue in the future.

### **Resolved**

That the draft revenue and capital budget proposals for 2015/16 to 2018/19 were noted.

### **370/14 Work Programme and Forward Plan 2013/14**

The work Programme and Forward Plan was noted.

### **371/14 Date of next meeting**

The date of the next meeting was agreed as 18<sup>th</sup> December 2014, at 6pm.

### **Termination of meeting**

There being no further business, the meeting terminated at 8.20 p.m.

Signed: .....



Date: .....