

AT A MEETING
of the
**MODERNISING SERVICES
WORKING GROUP** held at
the Council House, Walsall on
Monday 1st November, 2004 at
6.00 p.m.

PRESENT

Councillor T. Oliver
Councillor R. Walker
Councillor V. Woodruff
Councillor C. Ault

Kathy McAteer
Trish Skitt
John Greenshill
Anita Bell
Mark Inglis

Apologies

Councillor Munir

1. Selection of Chair

It was agreed the Lead Member would be Councillor Oliver

2 Purpose and role of group

It was agreed the Terms of Reference would remain broad until more focussed work was agreed.

The following terms of reference were adopted

- a. To scrutinise all matters relating to the modernisation and redesign of services.
- b. To scrutinise the impact of the modernisation of services on outcomes for service users and on the delivery of performance indicators and targets.
- c. To review and scrutinise the development of partnership working in the delivery of service redesign and modernisation.
- d. To encourage the council as a whole, its executive and other Scrutiny Committees to take into account the implications of their policies and

- activities on the delivery of modernised services that promote social inclusion.
- e. To evaluate and review the effectiveness of service modernisation.
 - f. To seek and take into account the views of vulnerable adults and the local population
 - g. To inform Overview and Scrutiny Committee of its ongoing work programme.

3. Modernising Learning Disability Services

John Greensill, Head of Learning Disabilities – Social Care and Supported Housing delivered a presentation on:

- a) Reprovision of Local Authority homes & PCT units
- b) Modernisation of day services

It was reiterated that services are affected by a range of legislation, policy and strategy. The presentation gave a broad overview of the important issues facing both the Council and PCT's.

The following items were discussed after the presentation:

- New issues of reprovision of services – for example, people with Downs Syndrome who go on to develop dementia are now prominent issues as survival rates are longer.
- Cost issues - as we move through ending strategic proposals.
- Consideration of closure programmes
- Services to young people are met through small residual services operated by PCT for those with multi-disabilities and complex nursing needs.
- Emerging needs of Young People with Autistic spectrum suggest need for PCT's to develop specialist services - currently being considered in the health commissioning plan. Kathy McAteer agreed to circulate a copy of the draft plan for members.
- Sitting tenants and how their needs are best met.
- Future need and suitability of NHS estates.

Councillor Oliver asked whether current buildings were fit for purpose. It was explained that Orchard Hills wasn't suitable for acute assessments and other buildings also wouldn't meet the standards expected of regulatory requirements for long term care. It was explained that service users were being "imported" into Walsall, due to a contract with Staffordshire for Suttons Drive but this is being reversed through partnership work with Staffordshire. This generated a discussion around the need for local intensive services.

A discussion took place about Modernising Day Services and having a "Person Centred" approach. It was agreed there was a need for more inclusive, local services with Service Users' having more choices.

A discussion took place about the closure of Day Centres. It was agreed this was a controversial issue and a real concern for local people. The Council must provide carers with better alternatives, It was agreed this issue would be scrutinised in Dec/Jan 2005.

4. Modernising Older Peoples services

Anita Bell, Interim General Manager, Services for Older People delivered a presentation on:

- a) Reprovision and redesign of Older People's homes, day and domiciliary services
- b) Meals on Wheels Review

The changing face of Social Care delivery in that recent legislation had now provided a common National Quality Framework requiring Local Authorities to revise how they deliver services to ensure a person centred approach is integral, less institutionally based with the focus being supporting individuals at home.

Walsall's response to this challenge has been to embrace the need to change by working with consultants to redesign support to Older People. A number of groups have been engaged under a single Joint Agency Redesign group to look at:

- Reprovision of Residential Care Services
- Domiciliary Care Services
- Community Meals Services
- Day Care Services

A handout on "Redesigning Community Care Services for Older People and a timetable of activity was circulated to all members of the Working Group.

Following the presentation, it was explained that contracts would be awarded from 01/06/05 on a zoned basis, which would include 5 geographical zones with primary and secondary providers in each zone. Services will be restructured in April 2005 with a start date of June 2005. Implementation would be on a phased basis.

A question on boundaries and the locality of zones led to an agreement that a copy of the specification which can depict ward base, population and demographic factors would be sent to members of the working group.

A discussion on the Community Meals Service took place and raised issues of how the choice, nutritional content and dietary needs of Black and Minority Ethnic people need to be addressed. It was also recognised that those receiving the service were often isolated and looked forward to the person contact of this service.

5. Modernising Assessment and Care Management Services

Kathy McAteer, Assistant Director of Social Services and Trish Skitt, Head of Older People's Services delivered a presentation on:

- a) Single Assessment Process
- b) Assessment & Care Management
- c) Restructuring of Services to Older People and Younger Adults

The focus of all future work would be a person centre approach requiring trained and skilled staff and integrated care between Social Services and Health care providers

6. Work Plan for the group

The following was agreed

Primary Objectives

1. Focus on the day centre reprovision exercise as the first priority

This would include details about the consultation process and transitional arrangements. The working group felt strongly that users of the service should have an opportunity to influence the outcome of this process, but that a key focus should be regarding the engagement of carers. Tim Oliver suggested that the group need to initially look at the outcome of the consultation and planning event (Kick Start) which is taking place at the end of November. That there would then be a role for scrutiny with regards to consultation with carers. It was also agreed that carers including the Carers Centre should be seconded to the group, and that this work should commence during December and January.

2. Focus on the development of the ILC (Independent Living Centre). It was noted that an interim centre is being established and that this group would like to scrutinise the long term plans that are being developed. This work would need to start in January/February, once the interim arrangements have been made. The group would want to second the Service Users Council to join them for this work stream.

Issues with Occupational Therapy would be considered as part of the CPA Housing Improvement Plan working group that would meet on 22 November. It was requested that officers send a copy of all reports presented to the CPA group on OT and DFG issues to all scrutiny members.

