

Minutes of the Social Care and Health Overview and Scrutiny Committee held in Conference Room 2, Walsall Council House

Thursday, 26 October 2023 at 6PM

Committee Members present:

Councillor K. Hussain (Chair)
Councillor V. Waters (Vice Chair)
Councillor R. Martin
Councillor R.K. Mehmi
Councillor A. Parkes
Councillor W. Rasab
Councillor L. Rattigan
Councillor A. Nawaz (Substitution)

Portfolio Holder:

Councillor K. Pedley – Adult Social Care
Councillor G. Flint – Wellbeing, Leisure and Public Spaces

Officers Present:

Kerrie Allward – Executive Director of Adult Social Care (Walsall Council)
Andrew Osborn – Director of Commissioning (Walsall Council)
Jack Thompson – Democratic Services Officer (Walsall Council)
Prof. David Loughton – Chief Executive of Walsall Healthcare NHS Trust
Kevin Bostock - Group Director of Assurance (Walsall Healthcare NHS Trust)

20 **Apologies**

Apologies were received from Councillors: P. Gill, I. Hussain and S.B. Hussain.

21 **Substitutions**

Councillor A. Nawaz substituted for Councillor S.B. Hussain.

22 **Declarations of Interest and Party Whip**

There were no declarations of interest or party whip for the duration of the meeting.

23 **Local Government (Access to Information) Act 1985 (as amended)**

There were no agenda items requiring the exclusion of the public.

24 **Minutes**

A copy of the Minutes of the meeting held on the 14 September 2023 were submitted [annexed].

Resolved

That the minutes of the meeting held on the 14 September 2023, a copy previously having been circulated, be approved and signed by the Chair as a true and accurate record.

25 **Update on Opening of Walsall Healthcare NHS Trust's Urgent and Emergency Care Centre**

At the invitation of the Chair the Chief Executive of Walsall Healthcare NHS Trust, Prof David Loughton introduced the report [see annexed] and informed the Committee of the following:

- That the new Urgent and Emergency Care Centre had been a success and it had opened well;
- The department was running at its lowest level of vacancies;
- There were currently sixteen A&E (Accident and Emergency), which was a good number for the size of the department;
- The transfer times and wait times of the new department were good;
- The trust was seeing transfers from ambulances outside of the Walsall area due to the high transfer rates;
- A patient survey was carried out and the results were positive;

- Walsall should be proud of the department and its performance.

A discussion then took place between Members and the Chief Executive of Walsall NHS Healthcare Trust, key points included:

- Members were supportive of the new department and the conveyed that the Doctors and Nurses were a credit to it;
- It was helpful that the new department had parking situated near it;
- There was still a need to recruit more staff to meet the needs of increased demand, but the trust had been successful at recruiting from other trusts;
- More cleaning staff had been hired for the new department as there were some issues with the cleanliness of the toilets;
- There was a national problem with the supply of paediatric nurses;
- The staff in the department were working in poor conditions within the old facility but performed well, with the newly built department, staff could improve upon performance in good working conditions;
- There would sometimes be mistakes or issues with patient care, but it was important for the Trust to learn from them;
- It was important that other healthcare pathways were promoted;
- The Hospital at Home scheme had been a good service and helped to reduce pressure;
- The Chair congratulated the staff and informed the Committee that he had received some complaints, but these were related to issues with ongoing pressures on services.

Prof. Loughton informed the Committee that he had enjoyed his time working at Walsall Healthcare NHS Trust.

Resolved

- **That the Committee congratulate Prof Loughton on his work at Walsall Healthcare NHS Trust ahead of his retirement.**
- **That the Committee note the findings of the report.**
- **That the Committee request a future update on the Trust's Urgent and Emergency Care Centre.**

26 Manor Hospital CQC Inspection (June 2023) report feedback – Walsall Healthcare NHS Trust

At the invitation of the Chair, Kevin Bostock, the Group Director of Assurance, introduced the report [see annexed] and informed the Committee of the following:

- The Trust had been responsive to the findings of the CQC (Care Quality Commission) inspection report;

- Seven patients were identified during the inspection as a safety concern due to medicine management;
- The Trust was able to provide evidence to avoid enforcement act under Section 61 of the Health and Social Care Act 2008;
- There was care across every NHS Trust that could be classed as sub optimal;
- The Trust had implemented an ongoing strict monitoring programme to address concerns raised by the inspection.

A discussion then took place between Members and officers from Walsall Healthcare NHS Trust, in which the Committee was informed of the following:

- The CQC accepted the evidence that the trust provided in relation to the Section 61 enforcement action and stood down the action;
- The inspection exposed a misunderstanding with staff in relation to patients with inhalers. Patients who presented to hospital with inhalers were meant to use the medication remaining in their inhaler and then be supplied a new one when needed. Some staff believed they could not order an inhaler if the patient did not present with one and this was not correct, and patients should have been provided an inhaler if they needed. This misunderstanding had been corrected;
- The Trust administered thousands of medications every day, and the inspection had highlighted some lapses in the prescribed process, however, there were regular audits of medicine management and the Trust had seen improvements since the inspection;
- Additional monitoring of staff who had been found not to have followed the medicine management process correctly had been put in place;
- The CQC was satisfied that the process and procedure for medicine management was robust;
- In the normal process of administering medicine, a prescription is made out for a patient and other members of clinical staff administers the medicine. For controlled drugs this would be done by two members of clinical staff, for none controlled drugs one member of clinical staff would administer but pharmacists carryout ward checks and regularly picked up on the mistakes in the process;
- In some cases the inspection was picking up on mistakes in medicine management before internal pharmacy staff were able to;
- Some members of staff were no longer part of the Trust due to the findings of the inspection;
- The Trust was focused on management around controlled drugs and the processes for administering these were good;
- The Trust used an independent electronic drug service;
- Additional training had been given to staff and new head of pharmacy had been recruited;
- The Trust invited an external pharmacist to carry out a route and branch review of the drug management system;
- The newly implemented drug management system was benchmarked against the best performing trusts;

- The Trust accepted that the poor medicine management should not have taken place and the Trust had had a poor historical record in this area, however, they believed the necessary improvements had been made to prevent this from occurring again in the future;
- The CQC praised the response of the Trust to the issues raised in its inspection.

Resolved

That the Committee note the Manor Hospital CQC Inspection (June 2023) report feedback.

27 Working Group – Primary Care Access and GP Services

At the invitation of the Chair the Democratic Services Officer introduced the report and informed the Committee of the five Members who had expressed an interest in being part of the Working Group.

The Chair asked Members of the Committee if they had any suggestions for the Working Group's Terms of Reference or general comments.

In response Councillor Flint, the Portfolio Holder for Wellbeing, Leisure and Public Spaces informed the Committee that he wished to the Working Group to focus on the inconsistencies between GP Practices across the Borough.

Resolved

That the following Members form the Working Group on Primary Care Access and GP Services:

- **Councillor K. Hussain**
- **Councillor R.K. Mehmi**
- **Councillor R. Martin**
- **Councillor P. Gill**
- **Councillor W. Rasab**

28 Recommendation Tracker

The Democratic Services Officer outlined the outstanding actions of the Recommendation Tracker and informed Members that some of these would be resolved as part of upcoming planned reports.

Resolved

That the Committee note the Recommendation Tracker.

29 **Areas of focus for 2023/24**

The Democratic Services Officer informed the Committee of the upcoming items for the next meeting of the Committee.

Resolved

That the Committee note the Areas of focus for 2023/24.

30 **Date of next meeting**

The Democratic Services Officer informed the Committee that at the request of the Chair the next meeting of the Committee had been moved to the 7 December 2023 and that the meeting would take place in the Council Chamber.

The date of the next meeting would be 7 December 2023.

There being no further business, the meeting terminated at 18:53.

Signed:

Date: