

Health and Adult Social Care Overview and Scrutiny Panel, 12 March 2014

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL  
12 March 2014

**PRESENT:**

**PANEL MEMBERS:** Councillor David d'Orton-Gibson - Chairman, Councillor Lynda Price - Vice-Chairman; Councillors Beryl Baxter, Malcolm Davies, Cheryl Johnson, Chris Mayne, Michael Weinhonig and John Wilson.

**ALSO PRESENT FOR CERTAIN ITEMS AS APPROPRIATE:** Councillor Nicola Greene - Deputy Leader of the Council and Cabinet Portfolio Holder for Education and Children's Services and Councillor Blair Crawford - Cabinet Portfolio Holder for Adult Social Care.

**ALSO ATTENDING:**

From Bournemouth Borough Council:

Jane Portman	Executive Director for Adults and Children
Neil Goddard	Service Director for Community Learning and Commissioning
Andy Sharp	Service Director for Adult Social Care
Sam Crowe	Assistant Director of Public Health
Kevin Balchin	Adult Social Care Development Manager
Debra Jones	Children's Strategy Officer - Commissioning
Brian Langridge	Business and Operational Support Manager

From Healthwatch Dorset:

Louise Bate	Volunteer Officer
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The meeting commenced at 6.03 pm.

**Note:** To see a copy of the public reports that were considered by the Panel at this meeting please visit:

<http://www.bournemouth.gov.uk/CouncilDemocracy/Councillors/BoardsPannels/Health-and-Adult-Social-Care-Overview-Scrutiny-Panel.aspx>

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**SECTION I - BUSINESS RECOMMENDED TO COUNCIL**

No items

**SECTION II - BUSINESS DECIDED UNDER DELEGATED POWERS**

**1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Rae Stollard. The Panel noted that Jane Kelly, Cabinet Portfolio Holder for Partnerships and Regeneration had also given her apologies.

**2. DECLARATIONS OF INTERESTS**

Councillor Cheryl Johnson declared a disclosable pecuniary interest in relation to clause 11d of these minutes, by way of her employment with Royal Bournemouth Hospital. Councillor Johnson did not take part in the debate on this item and moved to the public gallery for the duration of the Panel's discussion and decision.

**3. SIGNING OF MINUTES**

The minutes of the meeting held on 6 November 2013 were confirmed and signed.

**4. PUBLIC ISSUES**

There were no public questions, deputation requests or petitions received for this meeting of the Panel.

**5. MANAGING QUALITY OF CARE CONTRACTORS**

The Panel considered a report by the Service Director for Community Learning and Commissioning, circulated at '6'. The report sought the Panel's endorsement of the current governance arrangements in place for the management of residential care homes and homecare agencies, to ensure quality services. The report also sought any additional recommendations from the Panel on any other suggested governance arrangements.

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In response to members' questions, officers confirmed that the Council visited local providers to monitor quality. In connection with this, it was reported that currently, approximately ten care homes had received a contract sanction in the form of a suspension of business, whilst approximately five had received a caution. It was acknowledged that there was a downward trend in relation to contract sanctions, and although it was disappointing that these had taken place, it displayed a good management of quality and displayed that governance arrangements were robust enough to highlight the small percentage of failures in the system.

The Panel endorsed the sharing of information across neighbouring local authorities and relevant agencies to ensure accurate and effective governance. Officers confirmed that whilst Care Quality Commission inspection results were public documents, the Council endeavoured to publish any relevant information in connection with care homes, when it was in the public interest to do so.

The Panel studied the 2012/13 Adult Social Care Survey results, as appended to report '6'. Members recognised a general upward trend in relation to quality of life. With regard to the slight downward trends connected with home care survey results, an interview process had been undertaken to appreciate the real concerns of those individuals being cared for. It was reported that a renewed focus on managing expectations and making it much easier for people to make a complaint. In connection with the survey results, the Panel were encouraged that the percentage indicators solely related to good or excellent responses, rather than an average national benchmark.

The Chair welcomed guidance on an accepted number of safeguarding referrals, as the Panel acknowledged that a significantly low number suggested that the reporting mechanisms were inadequate. The Service Director for Community Learning and Commissioning supported the Panel's initial thoughts and highlighted that safeguarding referrals were entirely natural and a healthy turnover was expected. It was suggested that using trends on an annual basis could determine the quality of performance in this area.

### DECISION MADE:

- a. That the Panel support the current governance arrangements in place, outlined in report '6'.
- b. That an annual report be added to the Panel's Work Programme for the consideration of trends in quality performance.
- c. That a further report be added to the Panel's Work Programme for September 2014, for a review of the governance arrangements.

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6. **BOURNEMOUTH AND POOLE JOINT HEALTH AND WELLBEING BOARD, JOINT STRATEGIC NEEDS STRATEGY, MAJOR CHANGE PROGRAMME PROGRESS**

The Panel considered a report by the Service Director for Community Learning and Commissioning, circulated at '7'. The report sought the Panel's consideration of the Bournemouth and Poole Joint Health and Wellbeing Board's six major change programmes as part of the Health and Wellbeing Strategy, alongside a recommendation for specific consideration of the 'Better Together' programme. Additionally, the Panel was asked to consider how performance of the delivery of the Health and Wellbeing Strategy could be scrutinised.

The Panel expressed their thanks to the report author, Debra Jones, Children's Strategy Officer - Commissioning, for an excellent executive summary and succinct report.

In response to one member's question on the identified risks within the report, the Executive Director, Adults and Children, explained that the Health and Wellbeing Strategy was so wide reaching and established such long term goals, that the achievement of a reduction in health inequalities across the population of Bournemouth and Poole alongside marked health and wellbeing improvements, was very difficult to measure. It was acknowledged that managing expectancy in relation to the outcomes of the six major change programmes was crucial.

In response to one member's suggestion of quarterly performance monitoring reports, the Chairman highlighted that the longevity of the strategy meant that the outcomes of the proxy measures may not be realised for five or even ten years. Furthermore, the Deputy Leader of the Council and Co-Chair of the Health and Wellbeing Board informed the Panel that the proxy measures were in the early stages of development and could change as the strategy and work on the needs assessment developed.

The Panel agreed the importance of avoiding any duplication between the Health and Wellbeing Board and the Health and Adult Social Care Overview and Scrutiny Panel. In connection with this, members discussed options for effective scrutiny of the work of the Health and Wellbeing Board.

**DECISION MADE:**

- a. That the overall strategy and summary of progress of all six major change programmes be reported to the Panel on an annual basis.
- b. That the Panel undertake a targeted piece of scrutiny work on major change programme six in the next six months.

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- c. That major change programmes two and five be recommended to the Children's Services Overview and Scrutiny Panel for scrutiny.

### 7. ADULT SOCIAL CARE LOCAL ACCOUNT 2013/14

The Panel considered a report by the Service Director, Community Learning and Commissioning, circulated at '8'. The report outlined the framework for the Council's Local Account for 2013/14 and welcomed the Panel's comments on the initial proposed improvements to the document following 2012/13.

The Service Director, Community Learning and Commissioning highlighted that it was no longer a statutory requirement to produce a local account. However, doing so demonstrated the Council's commitment to positively working with all stakeholders to improve services in Adult Social Care. Furthermore, the Cabinet Portfolio Holder for Adult Social Care highlighted the positive feedback on the 2012/13 publication.

In response to comments made by the Vice-Chairman in relation to Citizen's Checkers, the Service Director, Community Learning and Commissioning, confirmed that this was another opportunity to obtain feedback. Despite this, it was acknowledged that more specific feedback was sought.

#### DECISION MADE:

- a. That the Cabinet Portfolio Holder for Adult Social Care be recommended that a Local Account be produced for 2013/14.
- b. That the suggested improvements outlined at clause 10 of the report, be recommended for inclusion.
- c. That a draft of the Local Account 2013/14 be considered by the Panel later in 2014.

### 8. ADULT SOCIAL CARE CHARGES - UPDATE

The Panel considered a report by the Service Director, Adult Social Care, circulated at '9'. The report provided a further update to the Panel on the impact of the changes for Adult Social Care services introduced with effect from April 2013.

The Service Director, Adult Social Care, introduced the report and highlighted that the analysis within the reported demonstrated that there was no evidence to suggest that the new charging policy had led to affected clients reducing or ending their home care hours. The Panel were satisfied that the implementation had been managed effectively.

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The Chairman highlighted that this item had been monitored by the Panel at six monthly intervals, since the implementation of the new charging policy in April 2013.

### DECISION MADE:

- a. That officers be commended for minimising the impact on residents in receipt of adult social care, following the implementation of the new charging policy.
- b. That the item be removed from the Panel's Work Programme.

## 9. THE FRANCIS INQUIRY - ACTION PLAN

The Panel considered the Francis Inquiry Action Plan, circulated at '10'. At the meeting of 6 November 2013, the Panel agreed to monitor the Action Plan each meeting, to track progress in line with the agreed recommendations.

The Chairman drew attention to the opportunity to define the types of additional information the Panel required from external organisations such as Healthwatch Dorset and the Dorset Clinical Commissioning Group. The Executive Director, Adults and Children endorsed the Chairman's comments and highlighted the opportunity for the Panel to identify what types of information were required at an early stage.

Similarly, the Panel discussed defining the involvement of Healthwatch Dorset in their work, particularly in respect of NHS Quality Accounts. The Panel acknowledged that a draft Protocol would be considered in June 2014, which outlined the various methods for sharing information appropriately.

The Panel endorsed the work of the Joint Health Scrutiny Committee which looked at Quality Governance at Dorset Healthcare University NHS Foundation Trust. The input of the Dorset Clinical Commissioning Group and Dorset Healthwatch had assisted the Joint Committee in building a rounded and more accurate evidence base for effective scrutiny.

## 10. PERFORMANCE MANAGEMENT OF THE CORPORATE PLAN

The Panel considered a report by the Corporate Performance Management Officers, circulated at '11'.

The Chairman introduced the report and welcomed comments from the Panel. In response, the Panel discussed the number of safeguarding referrals and agreed that the new figures for different pathway referrals were very helpful.

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The Executive Director for Adults and Children drew attention to the significant progress made in respect of the number of people in receipt of personal budgets as a proportion of the eligible people using community based services. Performance had continually improved as follows:-

- September 2012 - 26.9%
- December 2012 - 46.6%
- March 2013 - 69%
- August 2013 - 80.2%
- December 2013 - 93%

### **DECISION MADE:**

That officers be commended for the huge improvements made in the last 18 months, in relation to personal budgets.

## **11. WORK PROGRAMME AND TASK AND FINISH GROUP UPDATES**

### **a. TASK AND FINISH GROUP UPDATE - PUBLIC HEALTH**

The Panel received a brief update from Councillor Baxter on the work of the Task and Finish Group. Members were informed that the Task and Finish Group had scoped their work and drawn up a six month timeline for the Group's work.

Two further meetings of the Task and Finish Group were planned, for further scrutiny of the 'hosted' model adopted across Bournemouth, Poole and Dorset. Additionally, the Task and Finish Group had planned a series of interviews for officers, Cabinet Members and representatives from the voluntary and third sector.

### **DECISION MADE:**

That the update from the Task and Finish Group, be noted.

### **b. TASK AND FINISH GROUP SUMMARY - CORE SERVICE TRANSFORMATION PROGRAMME - ADULT SOCIAL CARE PHASE 2**

The Panel received a brief update from the Vice Chairman, Councillor Lynda Price, on the work of the three Task and Finish Groups aligned with the nine workstreams of the Core Service Transformation for Adult Social Care, phase two.

### **DECISION MADE:**

That the update from the Task and Finish Group, be noted.

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c. **TASK AND FINISH GROUP PROPOSAL - NHS QUALITY ACCOUNTS**

The Panel considered a briefing paper by the Democratic and Overview and Scrutiny Officer, circulated at '12c'. The paper sought to confirm the arrangements discussed by the Panel in November 2013, with regard to the scrutiny of NHS Quality Accounts.

Members were particularly encouraged by the invitation to Healthwatch for engagement in the Panel's response to Quality Accounts.

**DECISION MADE:**

a. That the following priority Quality Accounts be considered by the Panel, in accordance with the Council's Task and Finish Group Protocol:-

- Dorset Healthcare University NHS Foundation Trust
- Poole Hospital NHS Foundation Trust
- The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

b. That the scrutiny of these priority Quality Accounts be undertaken in partnership with the Borough of Poole Council and Dorset County Council, where appropriate.

c. That the Panel forward any specific comments to Democratic Services in respect of the following Quality Accounts:-

- Dorset County Hospital NHS Foundation Trust
- Salisbury NHS Foundation Trust
- South Western Ambulance Service NHS Foundation Trust

d. That Healthwatch Dorset be invited to attend any meetings with the relevant Foundation Trusts.

d. **ROYAL BOURNEMOUTH AND CHRISTCHURCH HOSPITAL - CQC INSPECTION OUTCOMES**

The Panel considered the press release and action plan supplied by the Royal Bournemouth Hospital, circulated at '12d'.

Members were grateful for the action plan which provided an accurate update on the actions taken to address the specific concerns identified in the inspection report.



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### DECISION MADE:

That the remaining concerns expressed by the Panel be taken forward by the relevant Members appointed to scrutinise the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust Quality Account for 2013/14.

#### e. WORK PROGRAMME

The Panel considered the current Work Programme for 2013/14, circulated at '12e'.

### DECISION MADE:

That the agreed additions discussed throughout the Panel meeting be reflected in the Work Programme.

## 12. COUNCILLOR CHRIS MAYNE

The Panel recorded their thanks to Councillor Chris Mayne, who would take up the position of Mayor of Bournemouth in May 2014. This would be the final Panel meeting before this appointment.

Councillor Beryl Baxter left the meeting at 7.44 pm.

Councillor Chris Mayne left the meeting at 7.45 pm.

The meeting finished at 7.54 pm.

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Please note that the next quarterly meeting of the Health and Adult Social Care Overview and Scrutiny Panel will take place at the Town Hall at 6.00 pm on Wednesday 11 June 2014.