

SHAREHOLDER COMMITTEE FOR CARE DORSET HOLDINGS LTD

MINUTES OF MEETING HELD ON MONDAY 1 JULY 2024

Present: Cllrs Nick Ireland (Chair), Richard Biggs (Vice-Chair), Ryan Holloway, Steve Robinson and Gill Taylor

Also present: Cllr Jane Somper

Officers present (for all or part of the meeting):

Chris Best (Managing Director - Care Dorset)

Jen Cook (Lawyer - Contracts and Commercial)

Kate Critchel (Senior Democratic Services Officer)

Aidan Dunn (Executive Director - Corporate Development S151)

Grace Evans (Head of Legal Services and Deputy Monitoring Officer)

Chris Harrod (Senior Democratic Services Officer)

Tony McDougal (Communications Business Partner - Adults and Housing)

Jonathan Price (Executive Director of People - Adults and Housing)

Matt Prosser (Chief Executive)

Mark Tyson (Corporate Director for Adult Commissioning & Improvement)

1. Apologies

None received.

2. Declarations of Interest

There were no declarations of interest.

3. Public Participation

No requests for public participation had been received.

4. Councillor Questions

No questions had been submitted in advance of the meeting.

5. Review of the Committee's Terms of Reference

The Terms of Reference were noted.

6. Dorset Council Organisational Update

The Interim Corporate Director for Commissioning and Improvement introduced the report which set out the recent commissioning activity.

Officers responded to Members' comments and requests for clarification, details included:

- The new St Martin's Extra Care Home in Gillingham was on target to be opened in September 2024 and would provide 55 units of extra care housing, with Care Dorset as the care provider.
- Referrals into Adult Social Care currently came from all parts of the health and adult social care system, and it was essential to have conversations through the Integrated Care Partnership to ensure that the correct professionals were making referrals to re-able somebody before a situation could reach before "crisis point".
- All referrals went through the access and assessment team where it would be triaged to understand the nature of the request and understand if further intervention was required, and it would be this point where the reablement service would be considered as part of the assessment process.
- Officers would welcome feedback on how to improve the referral process to achieve better outcomes.
- The average stay in reablement beds was 6 weeks and settings operated a 1:3 ratio in terms of staffing to support these beds – each support worker supported three people.
- Reablement sought to create a domestic environment to better support the transition back home and in some cases a small domiciliary care package could be offered where appropriate.
- Care Dorset were working with the residents of Sidney Gale House and their families to find suitable alternative accommodation prior to any redevelopment taking place and were having conversations with the Council surrounding this matter, including the proposal for the Council to rebuild it to a modern standard and lease back to Care Dorset, although there were conversations happening to establish alternative methods. An update on this would be provided to a future meeting of the shareholder committee.

NOTED

7. Care Dorset Update - Report of the Chair of the Board of Directors

The Chair of the Independent Board of Directors and Managing Director of Care Dorset introduced the report which gave Members a brief context of the work undertaken since October 2022 and set out the recent activity within the company, including some of the future ambitions.

Officers responded to Members' comments and requests for clarification, details included:

- There was an ambition to raise rates of pay amongst employees of Care Dorset, but this may come with increased expectations of colleagues, although a balance would be struck. A systems review was taking place at present that would assist Care Dorset in identifying areas for improvement.

- Para 8.6 of the report should have read “5000 care hours”, not “5000 care homes”.
- There was a plan to develop the ‘Care Dorset Academy’, which would allow Care Dorset to grow and develop its own colleagues and provide them with different career progression pathways and make use of the apprenticeship levy to offer a series of qualifications.
- There were improvements still required in some of the day service opportunities, which weren’t regulated, but Care Dorset used the same standard across the board, and this was therefore a desire to make improvements, as opposed to a requirement.
- The process followed in relation to the reablement service involved colleagues working directly with hospitals to identify individuals suitable for the reablement service and were also on the multi-disciplinary team calls that took place to identify individuals ready for discharge. The result of these initiatives had seen improvements in the levels of occupancy.
- The use of agency staff was part of the makeup of social care administration. There was always a desire to keep it as low as possible, due to costs, but sometimes it was unavoidable. There was an agency cap within Care Dorset, which needed to be approved each month by the director of operations or managing director. Usage of agency staff had improved with this model being in place and a tool had been developed for teams to ensure safe staffing levels, similar to that used within the pandemic although it was acknowledged that there was still room for improvement within the service though.
- Care Dorset would work more closely with Dorset Council in the future prior to making what could be perceived as controversial operational decisions.

NOTED

8. Year End Accounts to September 2023

The Chair of the Independent Board of Directors and Managing Director of Care Dorset introduced the report which set out the end of year financial position up to September 2023.

Officers responded to Members’ comments and requests for clarification, details included:

- Within the proposed strategy which would be presented at a future meeting, there would be a series of key performance indicators (KPIs) included as part of this document. In addition to this, the contract with the council would also contain a series of KPIs to measure performance.
- There were two different sources of funding going into the contract for different elements of delivery.

NOTED

9. **Forward Plan**

The forward plan was noted.

10. **Urgent Items**

There were no urgent items.

11. **Exempt Business**

There was no exempt business.

12. **Minutes**

The minutes of the previous meeting were noted.

Duration of meeting: 10.00 - 11.01 am

Chairman

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