

Minutes of the meeting of Adults and wellbeing scrutiny committee held at Committee Room 1 - The Shire Hall, St. Peter's Square, Hereford, HR1 2HX on Tuesday 27 November 2018 at 10.00 am

Present: Councillor PA Andrews (Chairman)
Councillor J Stone (Vice-Chairman)

Councillors: MJK Cooper, PE Crockett, DW Greenow, JA Hyde and D Summers

In attendance: Councillors FM Norman and NE Shaw

Officers: Justine Bennett, Audrey Clements, John Coleman, Andrew Lovegrove, Amy Pitt and Stephen Vickers

24. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor CA Gandy.

25. NAMED SUBSTITUTES (IF ANY)

Councillor DW Greenow acted as a substitute for Councillor CA Gandy.

26. MINUTES

RESOLVED:

That the minutes of the meeting held on 2 October 2018 be confirmed as a correct record and signed by the chairperson.

27. DECLARATIONS OF INTEREST

There were no declarations of interest.

28. QUESTIONS FROM MEMBERS OF THE PUBLIC

There were no questions from members of the public.

29. QUESTIONS FROM COUNCILLORS

There were no questions from councillors.

30. SETTING THE 2019/20 BUDGET, CAPITAL INVESTMENT AND UPDATING THE MEDIUM TERM FINANCIAL STRATEGY

The draft budget for adults and communities was introduced by the Director Adults and Communities (DAC) and the Chief Finance Officer (CFO)

The DAC outlined the priority of the Adults and Communities directorate to establish a strengths based modelling approach to the provision of care services. The approach made an assessment of the need of clients of care services and sought to involve the local community and community-based organisations in the provision of care and support. The policy involved a reduction in cost but customer satisfaction with services had increased. It was explained that a number of existing care clients had been assessed under the old model of provision of care but were still in the system. A weakness in the previous framework and resulting assessments of care had caused a lack of autonomy for care clients and in some cases an over prescription of care packages. Targeted reviews were being undertaken to increase the level of independence to clients to ensure care packages were suitable to meet the level of need. The DAC provided details of the Community Development project to establish the support that existed in local communities and local initiatives which could be undertaken to enhance support.

During the debate the committee raised the comments outlined below:

- It was queried what clients of care were required to provide for themselves before determining what would be included in a care plan. *The DAC explained that the role of families was included in strength-based modelling and an assessment of community support. A holistic offer was made to the client including all suitable support within the local community; the role of the community broker was highlighted as an important feature of access to community support. It was explained that other local authorities were looking at the approach of the Council as a potential example for their provision of care services in the future.*
- The reviews of care packages were queried and the frequency of such reviews. The requirement for delicacy during reviews was highlighted in the communication of any reduction in the provision of care. *The DAC confirmed that 80% of care plans were currently reviewed annually. The need for sensitivity during changes to care packages was acknowledged but it was important that over prescription in packages was addressed to avoid clients becoming dependent on a level of care that was not required. Under the strengths based model a reduction in the care package was mitigated by community support available.*
- In the event that a care package review resulted in an assessment of a requirement for an increase in the provision of care, the committee queried how reactive the service was to respond to this increase in need. *The DAC acknowledged that an improvement to the speed of response was required which the Home First service sought to achieve.*
- The committee queried the number of self-funders for care and whether there was an increasing number that the Council would have to support financially as their level of assets decreased to below £23,000. *The CFO confirmed that the number of self-funders was understood and the capacity that existed in the market place. Occasionally the council had to step in to meet the costs of an individual's care needs but there was not felt to be a worrying trend in the level of self-funders. The DAC confirmed that the risk to the Council of self-funders reaching the threshold was continually assessed. Programmes, such as Home First, which focused on keeping people in their homes and out of residential care would help to reduce the costs of care to individuals and the Council.*
- The notion of co-housing of old people in bespoke communities was raised and the planning and construction of multi-generational homes. *The DAC explained that a range of commissioning options were being considered including remaining at home or in a community of homes enabled by assistive technology. The use of new technology to enable people to remain in their homes was a*

priority and sought to build on the work of the faster shire project. The Cabinet Member Health and Wellbeing explained the range of adaptations that were installed in homes to support independent living.

- The use of assistive technology to support care, enable independence and promote mobility was raised by the committee and an interest in seeing a proposed strategy for technology enabled care was expressed.
- The committee emphasised the importance of activities such as lunch clubs which should be included in plans for community development. *The DAC acknowledged the importance of such community initiatives which helped to address issues of social isolation and loneliness.*
- The committee considered the allocation of section 106 (developer contributions) funding to support local community facilities for adult social care. *The Deputy Solicitor to the Council confirmed that section 106 funding could be utilised for local facilities.*
- The funding from central government to address hospital admissions was raised and the extent of the problem in Herefordshire was queried. The provision of domiciliary services in rural areas was queried and the contribution made to avoiding admissions to hospital. *The DAC explained that the delay of transfer of care was too high. Support for domiciliary services was required and Home First was supporting efforts to prevent admissions and facilitate transfer from hospital settings.*

There was a brief adjournment at 10.55 a.m. The meeting reconvened at 10.58 a.m. and the committee continued the discussion as below:

- The committee questioned care provision for vulnerable adults with significant care needs and sought assurances that the Hillside Centre project could be delivered and sustained in the long term. It was commented that the budget on a capital project such as the Hillside Centre could be subject to flex and overspending. *The DAC explained that in developing the proposal for the Hillside Centre the council had engaged an expert on running care homes, undertaken assessments on the deliverability of the scheme and had ensured the project was robust. The Cabinet Member Health and Wellbeing explained that the need for the centre had been established and it provided a facility into the future when demand for dementia facilities would increase significantly. The DAC explained that the development partner had assessed the figures associated with the cost of the project and a contingency had been built into the budget to address potential increases in cost.*
- The committee raised the public health grant and its importance to the council to support the prevention strategy. *The CFO explained that the grant should be used to its utmost whilst it was available.*
- The committee queried the spend to save initiatives and how the proposals would be delivered. Details of how progress would be reported to committee was requested. *The CFO explained that reporting of the progress of the spend to save changes would be provided to the committee which would be set against the savings proposals.*

The statutory scrutiny officer presented a summary of recommendations emerging from the discussion regarding the draft budget which were approved by the committee.

RESOLVED: that

- 1. The committee supported the proposed budget.**
- 2. The committee would like to see a strategy for investment in technology enabled care and a budget allocated to take this forward**

3. **The committee would like to see a review of current commissioning of domiciliary care, especially in our more rural parts of the county**
4. **The committee would like consideration given to a percentage of section 106 contributions being allocated for adult social care**
5. **The committee would like to see the spend to save business cases and the timing of when financial savings will be delivered**

31. THE HOME FIRST SERVICE

The committee received a report concerning the Home First service, as attached to the agenda. Amy Pitt, Head of Partnerships and Integration (HoPI) introduced the report and provided the presentation in appendix. Justine Bennett, Operational Service Manager (OSM) and David Farnsworth, Wye Valley Trust (WVT) were also in attendance to provide detail on the work of the home first service. The HoPI explained that the service was part of integrated working in Herefordshire to reduce admissions to hospital, address delayed transfer of care through reablement and contribute to the strengths based model.

The committee made those points below in the discussion that followed:

- The challenge in providing two carers to clients who required support was queried. The recruitment of staff who did not drive was questioned. *The OSM provided an update on recruitment to the service with staff now numbering 31. It was confirmed that it could be struggle to allocate 2 carers to attend to clients particularly if they did not drive. People who were suitable to join the service were employed even if unable to drive.*
- The committee questioned those clients who did not need the level of service provided by Home First but were unable to access services of need from alternative providers. *The OSM explained that some clients did not want to leave the service and some private providers were unwilling to take on clients with complex needs.*
- The link to nursing services was also raised. *Mr Farnsworth, WVT, explained that there was a clinical interaction with the service with nurses and therapists. It was outlined that some clients would require the support of a district nurse.*
- It was queried whether recruitment was a problem for the service. *The OSM confirmed that there was no problem in the recruitment of carers to the service.*
- The committee queried whether the service would utilise the electronic appointments facility used by WVT. *Mr Farnsworth explained that the WVT were in discussions with a company to develop a new facility for appointments. The OSM confirmed that currently the Home First service used a paper based appointments facility but there was potential to link to the new system being developed in future.*
- The committee considered the performance of the service against the 91 day checks required. The use of written letters was suggested to increase the level of response by elderly clients. It was queried whether attempts were made to contact next of kin in the event of an absence of response by the client. *The OSM explained that under the performance measures clients must respond within three attempts at contact by the service. It was confirmed that next of kin were approached if their contact details were held. There was contingency planning in place for clients who did not respond to attempts at contact.*
- The committee queried how the service took account of winter pressures and prioritised discharges during visits to clients. *The OSM confirmed that a planning group regularly looked at cases entering and leaving hospital and used indicators to identify when someone could be supported by the Home First service.*

- The committee queried the role of the service to hand over clients to private providers, where they would be a cost implication, once reablement had been completed. *The OSM explained that the service facilitated transfer to alternative providers and in some cases paid-for services.*
- The committee requested details of the training undertaken for employees of the service and the previous experience of members of staff. *The OSM explained that there were 8 mandatory training modules that new staff had to undertake and most had previous experience. A new initiative was underway to offer a two week induction for members of staff with no previous experience but who possessed an aptitude and desire to work in the care sector.*
- It was proposed that work in the service should be publicised to looked after children as a potential opportunity if they were interested in work within the care sector.

Resolved – that:

- 1. The committee would like to see additional steps being taken, to the current phone call clients receive, in connection to the 91 day checks. For example, writing letters or utilising local ward or parish council members to visit clients and to ensure that links are made to local ‘good neighbour schemes’.**
- 2. The committee would like to see children/young people who have been through the care system being offered care training opportunities**

Councillor DW Greenow left the meeting at 12.19 p.m.

32. COMMITTEE WORK PROGRAMME 2018-19

The committee received and noted its work programme for 2018/19. It was explained that as part of the work shop proposed for the forthcoming workshop on 10 December concerning ‘Health and care system leadership, integration and Better Care Fund’ detail was sought on the following:

- What the Health and Wellbeing Board does as the system leader;
- An update on the STP and Integrated Care Organisation;
- A general update on the Better Care Fund; and
- A briefing note in advance of the workshop.

The statutory scrutiny officer outlined planning that was in progress to enable the scrutiny committees to consider any alternative budget that was received from political groups at the Council. All three committees would consider an alternative budget and submit recommendations to the general scrutiny committee.

The meeting ended at 12.30 pm

Chairman