

## Adults and Wellbeing Scrutiny Committee, schedule of recommendations and responses 2021-22

2 June 2021		
Item	Recommendation	Responses [agreed by the executive 24 June 2021]
New arrangements for commissioned home care	<ul style="list-style-type: none"> <li>a. That consideration be given to assisting self-funders pro-actively through the service specification.</li> <li>b. That consideration be given to the information, advice and support available to clients, including self-funders, linked to the ongoing work with Healthwatch, Talk Community, the Making It Real Board, and the transformation of community mental health services.</li> <li>c. That creative approaches to supported living, including home share, be reviewed as part of the emerging Supported Living Framework.</li> <li>d. That commitments be secured from providers to participate in and to support technology enabled living developments, and innovations to improve environmental performance.</li> <li>e. That provision in rural areas be explored with providers on both sides of the border to avoid any potential gaps in provision.</li> <li>f. That opportunities to work collaboratively on workforce recruitment and retention issues be considered with a view to:               <ul style="list-style-type: none"> <li>i. recruiting within communities to deliver services locally, especially to support clients in rural areas and to minimise unnecessary travel;</li> <li>ii. encouraging people to take up or restart a career in the sector, including through the refresh of the care sector website;</li> </ul> </li> </ul>	<p>Accepted - The service specification will include that the framework will be used to purchase home care on behalf of self-funders.</p> <p>Accepted - Further work to support self-funders will be undertaken with organisations above to produce a self-funders action plan.</p> <p>Accepted – This will be addressed as part of review of supported living services.</p> <p>Accepted – These recommendations will be included in the service specification.</p> <p>Accepted – The framework will place a contractual requirement on providers to deliver home care in rural area.</p> <p>Senior Commissioning Officer will continue working with counterparts in neighbouring authorities.</p> <p>Continue discussions between the Council and Herefordshire and Worcestershire CCG regarding the provision of health related care tasks to include training as appropriate.</p> <p>Rebranding / relaunching of care hero campaign to include a comprehensive recruitment and retention campaign.</p>

	<p>iii. developing the range of health and care functions being delivered to maximise the value from each visit, to make every contact count, and to enhance career pathways through the upskilling of the workforce.</p> <p>g. That a briefing note be provided to the committee in twelve months to evaluate progress, including any consequential impacts on market resilience and on the lived experience of service users in terms of the continuity and enhancement of care.</p> <p>h. That the executive be invited to write to the Secretary of State to seek clarification about the government's plans for social care reform.</p>	<p>Accepted – Report for scrutiny committee in 12 months from the beginning of the new framework.</p> <p>Accepted – the leader writes on behalf of Herefordshire social care sector to seek clarification about the government's plans for social care reform.</p>
--	--	--

<b>21 June 2021</b>		
Item	Recommendation	Responses
Learning Disability Strategy update	<p>a. Herefordshire Council and NHS partners urgently progress becoming exemplar employers of people with learning disabilities (ref LD2.09)</p> <p>b. the council take advantage of employment opportunities emerging during the recovery from coronavirus, such as in the hospitality industry and utilising increased working from home</p> <p>c. Include in the dashboard, benchmarking against local and national comparators to give a clearer picture of the council's performance</p> <p>d. Include in the dashboard figures on the numbers of complaints and appeals to illustrate the impact of savings plans on service users</p> <p>e. That the bill of rights be widely promoted</p> <p>f. A briefing note be provided to the committee on continuity of contact with social workers for regular service users</p> <p>g. A briefing note be provided on providers.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Outstanding</p> <p>Outstanding</p>

**6 September 2021**

Item	Recommendation	Responses
Briefing Paper on Out of Hospital Care	<ul style="list-style-type: none"><li>a. that the Council and CCG work together to provide a more substantive report to the committee at a time when a greater level of detail on progress can be reported.</li><li>b. that those recommendations previously agreed by scrutiny from 2018 and 2020, and identified in the report, are properly considered by relevant bodies and responses provided.</li><li>c. that detail concerning the number and age of outstanding CHC dispute cases in Herefordshire are provided to the committee.</li><li>d. that an update on the status of the NHS England review into CHC eligibility is provided to the committee</li></ul>	A report is scheduled for the March meeting when CHC have progressed further actions and the new policy is signed off and being actioned (it is currently with respective legal departments before going into a final governance stage)

**1 November 2021**

Item	Recommendation	Responses
Draft Domestic Abuse Strategy 2019-2024	<ul style="list-style-type: none"><li>a. The report be checked for typographical errors, clarity and appropriate use of language including use of victim/survivor alongside strengths based approach.</li><li>b. Greater emphasis be placed on specific issues relating to rurality.</li><li>c. Links to talk community be improved within the Strategy for example drawing on existing networks and the benefits of holistic support packages and improved promotion of support within communities.</li><li>d. Social media and remote abuse be included within the definitions of abuse.</li><li>e. The Strategy should start with the assumption that the victim of abuse should be able to stay in their own home, where this is possible.</li></ul>	

<p>f. The collection, presentation and contextualisation of data in the report be reviewed and improved.</p> <p>g. Work with educational settings be reviewed and strengthened.</p> <p>h. Approaches to rehabilitation of perpetrators be considered.</p>
---

<b>10 January 2022</b>		
<b>Item</b>	<b>Recommendation</b>	<b>Responses</b>
2022/23 Budget Setting	<p>a. A breakdown of the base budget and how much is being spent in each area be provided to the Committee. It was further expected that in future there should be consistency in the level of detail contained within the reports produced for each scrutiny committee.</p> <p>b. Given the importance assigned to Talk Community to manage demand, an element of its budget be skewed towards better communication of its services and access to hubs so that there is more visibility and engagement with the Community.</p> <p>c. The Director of Adult Services investigates the Homeshare programme and its possible benefits and reports back to the Committee.</p> <p>d. The Director of Adult Services provides the Committee with more information on the levels of satisfaction with the service generally and also a response to the points raised by Care Leavers in the budget consultation.</p> <p>e. The costs involved with a move to All Ages Commissioning, specifically mental health services, be provided to the Committee.</p>	Completed and noted