

MINUTES OF A MEETING OF THE ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE HELD IN COUNCIL CHAMBER, CIVIC OFFICES ANGEL STREET, BRIDGEND CF31 4WB ON MONDAY, 22 JUNE 2015 AT 10.00 AM

Present

Councillor D Sage – Chairperson

M Butcher
PN John
E Venables

N Clarke
B Jones

PA Davies
JE Lewis

EM Hughes
M Thomas

Invitees:

Susan Cooper Corporate Director - Social Services & Wellbeing
Ian Oliver Group Manager Commissioning and Transformation
Councillor PJ White Cabinet Member Adult Social Care, Health and Wellbeing

Officers:

Kym Barker – Scrutiny Officer
Mark Galvin – Senior Democratic Services Officer - Committees

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor L Morgan as he had a hospital appointment.

2. DECLARATIONS OF INTEREST

The Chairperson, Councillor D Sage, confirmed that that he had a personal interest in Agenda Item 5., in that he was a recipient of Homecare. He added that if Members went into any great detail on this item, for example on the charges associated with this provision, he may decide to declare a prejudicial interest and leave the meeting.

3. APPROVAL OF MINUTES

That the Minutes of a meeting of the predecessor Health and Wellbeing Overview and

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proved as a tru

A Member in relation to Minute 157, asked if the proposals in respect of B leaf were still going ahead. The Scrutiny Officer replied that there were.

A Member referred to Page 5 of the Minutes and the second paragraph, and asked if information was now available with regard to data on the numbers of women who misuse drugs and alcohol during pregnancy, and if this could contribute to dementia when the unborn child is elderly. The Scrutiny Officer once more advised that she would investigate this matter with the Corporate Director – Social Services and Wellbeing

Finally, a Member referred to the point regarding available of new funding to deliver the Dementia Strategy and Delivery Plan. She asked what the timescale would be before this funding is able to be utilised. The Scrutiny Officer confirmed that she would also investigate this, and send an email to members outside of the meeting.

4. HEMOCARE - QUARTERLY STATUS REPORT AT APRIL 2016

The Chairperson welcomed the Invitees to the meeting.

The Corporate Director – Social Services and Wellbeing advised Members that when a report was initially presented to Cabinet on the subject of Homecare, it asked for regular updates on the topic in the form of quarterly reports for progress in respect of the service which was a fragile area, and also to share information as and when matters developed, with Scrutiny.

The report before Committee today, included a considerable amount of information, including the number of hours being committed to this service area, different trends of the service, and looking where the service presently stood and where it wanted to get to.

In terms of staffing in relation to the future of the service, the Corporate Director – Social Services and Wellbeing confirmed that Members would be kept fully up to speed on this as the service area changed its shape in the future. Trade Unions were being updated on a monthly basis as to any proposals to alter the staffing complement of the service to meet its future needs accordingly. Regular consultation was also ongoing regarding this with staff, and Independent providers.

She referred to Paragraph 3.6 of the report, that reminded Members that in November 2014, Cabinet had endorsed a detailed Transformation Plan for the service which set out the arrangements to retain specialist and complex care internally (2518 weekly care hours), and to outline that generic homecare hours would be commissioned from the independent sector.

Paragraphs 4.1 and 4.2 of the report, respectively outlined details of the Transfer Plan – Internal Homecare Services hours, showing current hours (Baseline) and future hours (Target) in accordance with the proposed changes to the service.

These hours obviously did not take into account any urgent hours for critical cases that come up from time to time unexpectedly.

The Corporate Director – Social Services and Wellbeing advised that as hours of the service committed internally would reduce, hours that staff were working reflected would reflect this. Further details regarding this were shown in Paragraph 4.3 of the report.

She concluded her submission by referring to the report's financial implications.

A Member asked if there was any data available that reflected client satisfaction (or otherwise) in terms of service provision.

The Corporate Director – Social Services and Wellbeing advised that this hadn't been progressed yet as part of the change in arrangements, though such information could be shared with members in due course. Engagement with service users and/or their families etc was undertaken on whether or not they were happy with the service, by way of Customer Satisfaction Forms. Records of these and other complaints or positive letters of comment made in respect of the service, were kept on record in the Wellbeing Department, and acted upon as necessary. A Consultation exercise was also undertaken with clients, and feedback received from this could be put in the next quarterly report.

The Group Manager Commissioning and Transformation added that when the Authority went out with its services to Domiciliary Care Agencies in a few months, this would then naturally allow for increased engagement and feedback from Service Users and Contractors, and anything arising from this again could be shared with Members accordingly.

A Member asked a question with regard to the number of hours the service delivered, and information regarding turnover rates as illustrated in bullet point two of Paragraph 4.3 of the report.

The Committee was asked to consider the suggested topics for inclusion in the Forward Work Programme for 2015-16 and to identify 12 primary topics for inclusion in the programme. It was acknowledged that some of the dates for the items on the Forward Work Programme may be subject to change following the meeting and Members were asked for their contribution to be received in time for inclusion in the Forward Work Programme Update to be reported at the Adult Social Care Overview and Scrutiny Committee meeting on 8 September 2015.

The Group Manager Commissioning and Transformation, advised that the turnover rates shown in this part of the report, were based on previous service activity and including a lot of work in respect of the Re-ablement service. Some of the changes implemented, would help people live more independently in the future. Savings projected from the change to the service were in track he added, as per projected demand. Homecare hours were not generally reducing he stated, as people were continuing to live longer.

A Member asked if there was an average of 15 minutes committed per client per visit from a Carer.

The Corporate Director - Social Services and Wellbeing explained that some visits took this long, but this was generally the minimum, as part sometimes of a much wider package.

A Member noted from the report that there were no cases of Redundancy or Voluntary Early Retirement resulting from the change to the staff structure.

The Corporate Director – Social Services advised that this was the case, but she added that this was quite a volatile area of employment with sometimes some considerable turnover of staff during the course of any one period.

A Member asked why there was such a turnover of staff in the Homecare Service, largely due to cases of long term sickness absence, for example through employees receiving lumbar related injuries due to the manual handling of service users.

The Corporate Director – Social Services and Wellbeing advised that she would look into the reasons for this, and come back to Members accordingly in due course, though there didn't appear to be much of a trend to rely on in terms turnover of staff during for example the last 5 years.

A Member once more referred to the Consultation exercise that was ongoing with staff and Trade Unions in respect of changes to the service, and asked what was actually being consulted upon.

The Group Manager – Commissioning and Transformation advised that the Transfer Plan and Re-Commissioning Plan were in the main being consulted upon, and that there was extensive consultation with staff and Trade Unions etc, regarding the changes and how these would affect the staffing compliment in the service.

A Member referred to Paragraph 4.21 of the report, and asked if the Invitees could expand a little on the Member “Champion” Scheme, that involved Elected members visiting service users and talking to care staff to help gather their views, which could also possibly be rolled out to the independent sector providers.

The Group Manager – Commissioning and Transformation added that a similar questionnaire to the one referred to above, was also circulated periodically to service users and more often than not, feedback from them on the standard of care facilities being provided was very positive.

The Corporate Director – Social Services and Wellbeing, that there were 6 such Champions, and a further report would be presented to Members in due course, on this matter. The pilot scheme for this had been a huge success she added, and though in the past the scheme had involved BCBC Home care staff, it was the intention to roll this out to the Independent Sector also. When this took place, there may be a need to expand the current number of Champions.

The Cabinet Member, Adult Social Care, Health and Wellbeing advised that the Cabinet wholeheartedly supported Member engagement with service users (as part of the rota visiting programme) and Home Carers also, particularly in relation to future services and programmes such as Early Intervention and Prevention.

The Corporate Director – Social Services and Wellbeing advised that the Social Services Department had completed its Annual Report and this would be submitted to a meeting of Council in July. There was also a meeting of the Social Services Annual Reporting Framework Research and Evaluation Panel scheduled for next Monday, and as part of that report there would be a section on Quality Assurance. Practices had been reviewed so that as part of the Homecare service review, service users had been notified of the proposed changes that were going to be implemented.

In terms of outcomes, a Member asked the Invitees if it would be possible at the next Committee meeting to have feedback on how the older element of society were becoming more independent and giving examples of some of the reasons for this.

The Corporate Director – Social Services and Wellbeing advised that this could be facilitated, not just with regard to Homecare, but other elements of the Prevention and Wellbeing agenda, and an item to this effect, could be added to the Committee Forward Work Programme.

A Member noted that in under future arrangements BCBC would only be catering for the most needy and for the more acute cases, whilst other less complex services would be externalised to the private sector. She was aware that the Re-ablement service was free, and asked if this would continue under the private sector.

The Corporate Director – Social Services and Wellbeing advised that this service was only free for a period of 6 weeks, and was normally available after a person being assessed following a stay in hospital. She added however, that this service was remaining in-house so current arrangements for this element of service would remain as is. She added that in terms of Homecare services overall, 52% was currently being provided internally and 48% by the independent sector. The latter percentage would however increase following the completion of the remodelling of the service.

The Group Manager Commissioning and Transformation confirmed that the last 6 months had seen an increase in capacity for the Bridgeway service, particularly in respect of supporting cases of dementia. He added that mechanisms were still

endeavouring to be put in place to support individuals to live as independently as they could in a community type setting/environment, prior to them being assessed to ascertain if they require any further support initiatives over and above this.

In terms of the Direct Payment service, he added that further work was required to see if this could be provided as an internal rather than an external service, as there may be issues of legality regarding this. Also, what had to be taken into consideration, was how much would the Authority charge for this service compared to what an Independent provider would charge.

The Cabinet Member Adult Social Care, Health and Wellbeing reinforced to Members that the service area of Adult Social Care was going through a major transformation process in terms of the remodelling of the service, and that obviously arising from this, changes to the services offered and the manner in which they are provided would be made. This would inevitably involve balancing budget allocation against the various categories of care support that needed to be provided. He felt that the provisions of the report indicated that there was obviously a need for change in the manner within which services needed to be provided, but was confident that the local authority were moving in the right direction to ensure that this would be achieved.

Conclusions

The Committee noted the report, which provided a quarterly monitoring and status update on the Homecare Remodelling Project and transformation plans.

- Members queried how changes to the staffing structure had been achieved without redundancy or early voluntary retirement cases. The Officer replied that savings have been realised as a result of a staff leaving the authority and that that Union representatives have been consulted and kept informed throughout the restructuring period.
- Members were concerned at the rate of staff turnover and the lack of information available on exit interviews, and queried the reasons for this. The Officer replied that the reasons for staff leaving were not always clear, but that that the rate was no worse than the Welsh average and that staff departures were hard to predict.
- Members asked how long social workers stayed with clients in their home, as there were concerns that some visits may be for only fifteen minutes. The Officer responded that clients receiving a 15 minute visit would only do so as part of a much wider care package. The average visit was for one hour and some were for over an hour.
- Members queried the projected figure for the amount of assessed hours delivered by internal homecare services. The Officer advised that the expected timings for achieving the target number of hours may slip by a few months.
- Members queried where the Locality Managers are based and asked about the areas they cover. The Officer replied that the Locality Managers are based at the Waterton depot in Bridgend and that they travel to their allocated areas from there.
- Members queried whether future visits undertaken by the six Elected Member Champions to service users using the internal homecare service in order to gather their views. The Officer said that the scheme had been very successful

and that Members would be provided with the feedback gathered so far from the scheme and updated on plans for the scheme in future.

Further information requested

- Members requested further information about the how the Locality Managers manage their workload and provide an effective service locally while working out of Waterton.
- Members requested further information on the feedback gathered so far from the Member Champion Scheme and an update on plans for the future, to include information on how the monitoring capacity and arrangements have been strengthened to include a greater focus on quality assurance.
- Members requested that case studies be provided to help to illustrate the impact of changes to services and to evidence improved outcomes for service users.
- Members requested that this item stays on the Forward Work Programme with particular focus on Brokerage and how we work with partner organisation, to include feedback from clients on the quality and impact of the service and the information they receive and the outcomes that have been achieved for individuals and communities.
- Members requested further information on the reasons for staff leaving the service.

5. DEVELOPING EXTRACARE HOUSING

The Corporate Director – Social Services and Wellbeing submitted a report, the purpose of which was to provide the Committee with an update on the work being undertaken to develop new models of service for older people, through the transformation of traditional forms of residential care into Extra Care Schemes for the future.

She confirmed that this latest update report confirmed the present situation regarding progress made to date, and concentrated in particular, in respect of land issues ie where there were suitable areas upon which to provide an Extracare Housing facility; discussions with Registered Landlords and market values etc, in terms of any potential land sales.

She referred to the report, where details were outlined as to preferable areas of the County Borough where new Extracare Housing facilities could be provided, including suitable areas of land that could adequately accommodate these facilities.

She explained that timescales previously set had now slipped, as the Authority had planned to appoint an RSL by January 2015. The original timescales were shown in paragraph 4.14 of the report.

There was a proposal, the Corporate Director – Social Services and Wellbeing explained, to provide two Extracare facilities that would replace three Care Homes that currently existed. She emphasised to Members that there was no intention to close any of these three existing homes, until such time that the two new facilities had been fully completed and were ready for occupation.

The Corporate Director – Social Services and Housing added that a considerable amount of thought had been given to where the new facilities should be built, and it had

been agreed that one would be constructed in the north of the County Borough in the Maesteg area, though a location for the second facility had not as yet been decided upon, though the site of the Archbishop McGrath school had been discussed as a possible option. There was an obvious need to ensure that there was a geographical split in terms of the placing of the facilities after considering that there was already an existing facility in Kenfig Hill.

In terms of the facility being placed at Maesteg, an option had been discussed to place this upon the Lower Comprehensive school at Maesteg, though advice was being sought from Counsel on this, as there were procurement and state aid issues to overcome. Discussions on matters such as this, were going to be pursued tomorrow with Legal and Finance Officers. If the state aid problem could be resolved, then this would in all probability assist the timetabling programme for the provision of the facilities to advance and be more on target in terms of the scheduling of the developments.

The Corporate Director – Social Services and Wellbeing added that there was a third option as to the location of one of the new facilities, namely within the Ogmere Valley, and discussions were ongoing with Linc Cymru regarding this.

The Group Manager Commissioning and Transformation explained that an attraction of placing a facility at the Archbishop McGrath site, was that this would facilitate extra income for the development from monies relating to Section 106 Agreements.

A Member asked if interest from Registered Social Landlords had increased from that which was being shown previously.

The Corporate Director – Social Services and Wellbeing confirmed that there was, but that they were still seeking further information regarding certain legal implications regarding the provision of the facilities. A couple of RSL's however had shown a very keen interest she added.

A Member enquired if Officers had linked in with other Authorities had gone down the route of the provision of Extracare facilities as the Council were pursuing, and looked at the pitfalls that the Council were presently encountering.

The Corporate Director – Social Services and Wellbeing confirmed that Wrexham County Borough Council had looked at the provision of such facilities, including design changes of facilities, such as to cater for different categories of service users needs and requirements, for example sufferers of dementia.

A Member voiced some concern regarding the slippage of the schemes, and also asked if any lessons had been learnt, from any disadvantages that had arisen from the provision of the Llys Ton facility.

The Corporate Director – Social Services and Wellbeing agreed that there were concerns associated with delays in proceeding with the schemes, as this to a degree, did impact upon savings that needed to be met under the MTFs.

In terms of the Llys Ton facility, the Council's hands were tied to a degree in the design of that facility and what could be provided there, by virtue of the terms of Social Housing Grant funding. There would be more flexibility with the proposed new facilities, in that these were being funded through different sources to the above.

Issues raised by the Member in terms of insufficient car parking availability at Llys Ton, would obviously be looked at when developing the new facilities, as would the proximity of the developments in relation to public transport accessibility also. In order for

Extracare facilities to save the Authority money, this has to be successfully seen as an alternative to residential Care facilities.

The Group Manager Commissioning and Transformation added that care provision and the cost for individuals to reside there, were less expensive in facilities such as Llys Ton when compared to Independent Domiciliary Care provision. Also, residents there were in less of an institutional environment, in that they had their own individual accommodation as opposed to sharing a home. He further added that there was a need to provide a more varied type of care in these new facilities, than was being provided in more residential and domiciliary care facilities.

In response to a further Members question with regard to developing discussions further with Linc to explore the opportunity to upgrade the current sheltered housing model in Ogmores Vale, work was currently ongoing regarding this he added.

A Member referred to paragraph 4.6 of the report and the land options being considered upon which to place the facilities. He explained that he was happy to note that Maesteg was being considered, but urged Invitees to undertake a consultation process with local residents should this proposal be firmed-up in the future, particularly in respect of access and egress into the site in question.

The Corporate Director – Social Services and Wellbeing advised that a consultation exercise would take place with interested parties including residents in the vicinity of where an Extracare facility is to be provided.

As this concluded the debate on both the above two items, the Chairperson thanked the Invitees for attending and responding to questions, following which they left the meeting.

Conclusions

The Committee noted the report, which provided an update on the development of new models of service for older people.

- Members were concerned that timescales planned for the development of Extracare housing have slipped and that only one Registered Social Landlord is currently engaged in helping to determine options for the provision of the service. The Officer replied that the RSLs are finding the current financial situation challenging and that they have needed more information from the Authority.
- Members are concerned about the potential impact of the slippage in timescales and lack of interest from RSLs on the ability to fulfil the Medium Term Financial Strategy.
- Members queried the land options currently being considered for Extracare housing provision within the borough and were particularly concerned that options should address the needs of Valleys communities. The Officer confirmed that the Arch Bishop McGrath and Lower Maesteg Comp sites are being considered as an option. The Officer also said that the Authority is currently in the process of establishing the amount of Extracare provision to be provided by the developer of the Sunnyside site.
- Members queried the current situation regarding the housing association known as Linc and noted that they may require financial support in order to upgrade existing buildings. Members asked how much financial support they require. The

Officer replied they were still waiting for a response from Linc to enable them to establish how much funding is being sought and what it is needed for.

- Members were concerned that the community have not engaged as expected with the Llys Ton facility and queried whether experience from this project has been used to inform current and future developments. The Officer advised that, since Llys Ton was built, financial modelling and standards required for the provision of such facilities and services have changed, lessons have been learned and that issues such as parking and transport issues are being addressed.
- Members felt that the report lacked information on outcomes and feedback from service users and requested that this information be included in reports coming to the Committee in future.

Further information requested

- Members requested further information on the new timescales for the developments and on the impact of the slippage on achievement of MTFS.
- Members requested projected figures for demand and provision of care throughout the Authority.
- Members requested more information on the coverage for service provision for Valleys communities.
- Members requested information on plans for consultation with residents, staff and other stakeholders on the development and provision of Extracare housing, to include information on specific consultation on access and egress.

6. FORWARD WORK PROGRAMME 2015-16

The Assistant Chief Executive – Legal and Regulatory Services presented a report to Committee, outlining suggested topics for consideration in the development of its Forward Work Programme for 2015-16.

The Committee considered the suggested topics for inclusion in the above, and to identify 12 primary topics for inclusion in the Programme. It was acknowledged that some of the dates for the items on the Forward Work Programme may be subject to change following the meeting and Members were asked for their contribution to be received in time for inclusion in the Forward Work Programme Update to be reported at the Adult Social Care Overview and Scrutiny Committee meeting on 8 September 2015.

RESOLVED: That the report be noted.

7. CORPORATE PARENTING CHAMPION AND BUDGET RESEARCH AND EVALUATION PANEL NOMINATION REPORT

The Assistant Chief Executive – Legal and Regulatory Services submitted a report, that requested the Committee to nominate one Member as its Corporate Parenting Champion to represent the Committee as an Invitee to meetings of the Corporate Parenting Cabinet Committee, and secondly to seek nominations for the Budget Research & Evaluation Panel in line with the Corporate Resources and Improvement Overview & Scrutiny Committee's recommendations made as part of the 2015/16 budget setting process

RESOLVED:

- (1) That Councillor E Venables be nominated as the Committee Champion to represent the Committee as an Invitee to meetings of the Corporate Parenting Cabinet Committee
- (2) That the following Committee Members be nominated to sit on the Budget Research and Evaluation Panel, on behalf of the Committee:-

Councillor D Sage
Councillor M Thomas

8. FORWARD WORK PROGRAMME UPDATE

The Assistant Chief Executive – Legal and Regulatory Services, submitted a report, the purpose of which, was to present the items due to be considered at the Committee meeting to be held on 8 September 2015; seek confirmation of the information required for the subsequent scheduled meeting to be held on 11 November 2015, and finally to present a list of further potential items for prioritisation by the Committee.

RESOLVED: That the report be noted.

9. URGENT ITEMS

None.

The meeting closed at 1.00 pm