

Adult Care and Well Being Overview and Scrutiny Panel

Wednesday, 23 January 2019, County Hall, Worcester - 10am

Minutes

Present:

Overview and Scrutiny Panel Members

Mrs J A Brunner (Chairman), Mrs E B Tucker (Vice Chairman), Mr T Baker-Price, Mr P Grove, Mr P B Harrison and Mr R C Lunn

Health Overview and Scrutiny Committee Members

Mr C Bloore (Bromsgrove District Council), Mr M Chalk (Redditch Borough Council), Mrs F Oborski (Wyre Forest District Council), Mrs M A Rayner and Mrs F Smith (Wychavon District Council)

Also attended:

Mr A I Hardman, Deputy Leader and Cabinet Member for Adult Social Care
Mr J H Smith, Cabinet Member with responsibility for Health and Wellbeing

Avril Wilson (Interim Director of Adult Services), Michael Hudson (Chief Financial Officer), Mark Astbury (Interim Head of Finance), Pauline Harris (Corporate Programme Manager), Matthew Fung (Public Health Consultant), Rosie Winyard (Senior Practitioner in Public Health), Samantha Morris (Scrutiny Co-ordinator) and Jo Weston (Overview and Scrutiny Officer)

Available Papers

The Members had before them:

- A. The Agenda papers (previously circulated);
- B. The Minutes of the Meeting held on 6 November 2018 (previously circulated).

(A copy of document A will be attached to the signed Minutes).

298 Apologies and Welcome

Apologies had been received from Mr A Fry and Mrs S Webb.

The Chairman welcomed everyone to the meeting including Members from the Health Overview and Scrutiny Committee (HOSC) who had been invited to participate in the joint discussion of the draft budget for Adult Services and Public Health.

299 Declarations of Interest

HOSC Member, Mrs F Smith, declared an Interest as her husband was the Council's Cabinet Member with Responsibility for Health and Well-being.

300 Public Participation

None.

301 Confirmation of the Minutes of the Previous Meeting

Subject to the following amendment, the Minutes of the Meeting held on 6 November 2018 were agreed as a correct record and signed by the Chairman.

Minute 296, page 5, bullet point 8 in the general discussion, was amended to read:

- In response to a query about funding for domestic abuse, it was reported that Public Health Commissioners of domestic abuse services were working closely with District Councils.

302 Budget Scrutiny: Draft 2019/20 Budget Adult Services and Public Health

The Cabinet Members and Directors responsible for Adult Services and Public Health had been invited to provide an overview of the draft budget for 2019/20 following a review of the 2018/19 budget position at the 6 November 2018 Panel meeting.

The Chief Financial Officer (CFO) provided the context to the budget consultation process and advised that comments from the Overview and Scrutiny Panels would be discussed by the Overview and Scrutiny Performance Board on 24 January and reported back to Council.

The key points included:

- that the overall income from grants and council tax would increase by £6.2m in 2019/20
- there was £35m of cost pressures from demand led services
- the forecast outturn for 2018/19 at Period 7 was for a £3m overspend.

The CFO advised that since the 13 December 2018 Cabinet Report, the County Council and its six District Council partners had been successful in its application to be a 75% Business Rate Retention Pilot, resulting in a one-off cash allocation of £4.9 million in 2019/20 to be used on services to prevent or reduce the costs of adult and children's social care across the County.

Members were reminded of the massive cost pressure the Council was experiencing as a whole and the specific pressures around adult social care, resulting in social care precept announcements and government one off grants to further support the rising costs of care.

Overall, the forecast of £14.1 million increase in the net base budget for 2019/20 included increased cost pressures of £11.4 million including care services for older people, allowing for increased caseload, more complex care needs, the National Living Wage for 2019/20, and those transferring from children to adult care.

During the discussion, the following main points were made:

- Members were disappointed that the information before them was from the December Cabinet and that updated information was not available to Scrutiny for its January meetings and therefore the Panel was not scrutinising the most up to date information
- The CFO reassured the Panel that no changes affecting Adult Services were expected in the budget information being presented to January Cabinet
- Some assumptions were being made in relation to future government grants, however, it was confirmed that the social care precept was not continuing. In addition, local authorities were waiting on the Adult Care Green Paper to be published to inform the future direction of travel
- Despite some uncertainty about income, it was confirmed that the savings would be achieved this year. More savings, would however be required by the Council in 2020/21 and 2021/22
- The CFO and the Director of Adult Services were congratulated on the due diligence carried out in respect of the budget proposals and the work done to establish the reliability of Adult Services savings proposals
- In relation to the Business Rate Retention Pilot, Members were interested to learn more about how the £4.9m would be distributed across the County and how Districts could apply for funds. The Panel was told that an Operational Board would be established and there would be a bidding process to apply for funding. The County Council would sign off all projects. It was agreed that the Panel would be updated on the projects approved
- It was confirmed that the Capital Programme was aligned to the Corporate Business Plan and Members were reminded that there had been a lot of capital investment in recent years, for example in assistive technology
- As the Capital Programme was grant led, the

latest forecast for the Capital Programme for 2021/22 and beyond wasn't available as the Strategy was still developing

- Members were disappointed to note that there was no plan to replace 'The Grange' and were informed that viable alternatives had not been forthcoming. One Member suggested a vacant school site, to which the Cabinet Member was aware of, however, suggested that professional assessments of possible sites would provide a clear steer. The Panel was informed of a Unit in Solihull, which when completed, could provide a useful visit opportunity for the Panel
- In relation to prevention programmes, Members were informed that results were generally not instant, rather would be known in two or three years' time, however, progress in assistive technology was very promising in keeping people independent and in their own homes for longer. Equally, falls prevention was having an immediate positive impact
- Savings from assistive technology since September 2018 was already in the region of £125,000 and Officers were planning a series of engagement events to communicate the benefits to the wider public. It was felt that events could promote the wider health and well-being agenda
- Everyone agreed that prevention would be a generational shift and the Directorate was mapping all community resources to try and build a resource for community resilience
- Although it was known that the population of Worcestershire was ageing and costs associated with this group were escalating, there was a bigger concern about the cost pressures around the budget for support of adults with learning disabilities. Members learned that, in part, there was concern over adults with learning disabilities who were living with their increasingly elderly parents, who in turn would require social care. The Directorate was very aware of these families and working proactively with them
- Census information was used to inform decisions and the data suggested that Worcestershire would see a 40% increase in those aged over 85
- In response to a question as to whether the provider market for nursing and domiciliary care was stable, it was reported that although it was fragile, it was sustainable and Worcestershire did not fall foul of problems arising with large providers. In addition, the Directorate was due to

carry out its annual negotiation process with providers and was confident that the Worcestershire offer would be fair. A piece of work was also underway to look at homecare, which may result in providers extending their current offer

- The Directorate was currently revising the Market Position statement
- The Panel was advised that Adult Social Care was responding well to the usual winter pressures and working productively with partners to try and prevent admissions into hospital, although there was always room for improvement. It was noted that the new Chief Executive of Worcestershire Acute Hospitals NHS Trust was now in place and Members hoped that alongside the substantive Chairman, the Trust had some stability
- One Member stressed the importance of meaningful social engagement for well-being, citing that a fifteen minute domiciliary visit was not that. There was a shift towards promoting active old age, something the Panel supported. It was also noted that a clear message needed to be given that many health issues in old age developed as a consequence of decisions made when younger
- A concern was expressed about the financial benefit support available for elderly parents who cared for their adult children with learning disabilities, the Directorate was not able to resolve issues relating to benefits, but could signpost individuals to the correct information
- The Director was pleased to report a positive outlook, delivering a budget and achieving savings and could see that initiatives such as the Three Conversations Model, was having a positive impact on the residents of Worcestershire. Moving forward, prevention was a driver and transforming services was key to further success.

It was agreed that the Panel would be provided with the following information:

- A briefing note following the annual contract negotiation process for domiciliary care providers
- Details of the cost of care in Worcestershire, in comparison to other authorities
- Quality Assurance update on residential care homes.

Following the meeting, the Panel's comments would be

303 **Adult Services Business Plan**

summarised and reported to the Overview and Scrutiny Performance Board on 24 January 2019.

The Cabinet Member with Responsibility (CMR) for Adult Social Care, Director of Adult Services and the Programme Manager responsible for the Adult Services Business Plan had been invited to provide an update on progress to date.

The CMR reported that the Plan was approved at the 15 November 2018 Cabinet and sought to promote independence and prevent, reduce and delay the need for care. In addition, safeguarding systems would be robust and the Council would actively engage with the provider market to ensure that current and future needs could be met. He emphasised the need to build community resilience going forward.

The key focus areas of the Plan were to:

- reduce the number of older and younger adults whose long-term support needs were met by admission to care homes
- increase the number of people whose short-term support services enabled them to live independently for longer
- increase the number of older people who stayed at home following re-ablement or rehabilitation
- sustain the current performance on delayed transfers of care from hospital
- prevent reduce or delay the need for care.

The Progress made to date was:

- the strengths-based model (3Cs) had been rolled out across all social work teams who were now co-located with neighbourhood teams and Learning Disabilities Team
- investment had been made in technology in residential and domiciliary care settings
- increased social worker capacity in acute settings
- Market Position Statement had been published
- Re-ablement and Front Door Review was in progress.

In the ensuing discussion, the following key points were made:

- The Panel welcomed the Plan and felt that co-locating with Neighbourhood Teams was a

triumph

- The Patient Flow Centre, a multi-agency team who managed discharges from acute settings, was the only one in the Country and would need to be reviewed as to its sustainability given other work being carried out with health economy partners
- Delayed Transfers of Care (DToC) could be for a number of reasons, such as housing concerns, family disputes over where the next placement should be (more so if the family was self-funding the placement), waiting time for prescriptions or transport arrangements. The Director explained that not all of the processes helped people to leave hospital as quickly as possible and there was more work to do around this to improve the situation. Worcestershire, however was above target in this area and the Director would provide the Panel with details from across the West Midlands to compare statistics
- A Member felt the Plan and its vision and aims needed to be communicated more widely. Officers were working with the County Association for Local Councils (CALC) to disseminate information and build future community resilience. The point was made that CALC did not cover the whole of Worcestershire. The Director welcomed Members suggestions on alternative ways of communicating the Plan in their area.
- Nationally, there was a view that people were never too old to become active and locally work was being undertaken to support this view
- In response to a question about how safeguarding information was shared between children and adult services during the transition process. The Director reassured the Panel that there was effective data sharing between the services and there was a dedicated Young Adults Team with a specific focus for those young people
- When asked about the relationship with health partners, the Director reported that the relationship with the Worcestershire Clinical Commissioning Groups was robust and productive. Relationships with providers, such as Worcestershire Health and Care NHS Trust was also positive, and the Directorate was trying to help the Worcestershire Acute Hospitals NHS Trust in any way they could, including offering more social workers on the hospital sites. When asked what more could be done, the Director suggested that hospital discharges should always

be before midday, ensuring that transport was also in place and never on a weekend as there was no pharmacy

- The Panel felt that the role of public health, such as walking for health, could be further highlighted in future editions and this was accepted.

The Panel Chairman invited Simon Adams, Chief Operating Officer from Healthwatch Worcestershire to comment on the discussion and the following points were made:

- Healthwatch Worcestershire welcomed the level of co-production in preparing documents, especially in relation to the recent work with adults with learning disabilities
- The very clear prevention agenda was also welcomed, however, as already stated, parts of Worcestershire were not represented by Parish or Town Councils and further thought on engagement would be needed
- In addition, it was noted that as part of the community resilience work, the third-tier councils were not yet engaged with the successful Neighbourhood Teams
- Although the positive statement on safeguarding was very welcome, it was suggested that more emphasis could be placed on the effects of self-neglect and the work being undertaken on homelessness.

It was agreed that the Panel would be provided with the following information:

- A link to the November 2018 Panel discussion on Market position statement
- Newcastle University video on being active at any age
- West Midlands figures on DToC

In addition, Members could make suggestions on the best way for officers to engage their communities to share key messages.

304 Adult Social Care Outcomes Framework (ASCOF)

The Director and Cabinet Member responsible for Adult Services, along with the Programme Manager, had been invited to provide an overview of the national Adult Social Care Outcomes Framework (ASCOF).

The Director reported that the ASCOF was an industry standard and provided trend information across the

Country. It was verified each year in October, for the previous year, in this case 2017-18.

73% of the metrics were on or above average and in some areas, the Council was a leader, such as in the proportion of carers who receive self-directed support.

Officers acknowledged that some of the percentages looked wrong and they were investigating the reasons why.

In the ensuing discussion, the following key points were raised:

- One Member stressed the importance of adults with a learning disability being given the opportunity for paid employment and was informed that the small team of people focussed on supporting this area would be retained. No additional funding had been sought as performance was in the top third nationally, but their budget was safeguarded against any cuts. The Panel heard that some places, such as authorities part of the West Midlands Combined Authority, had plans which had been in place for a longer period. One Member also noted that voluntary opportunities could sometimes lead to employment
- The Cabinet Member suggested that he could discuss with the Leader, the possibility of promoting the benefits of employing adults with learning disabilities at the Local Enterprise Partnership (LEP) Conference, the last of which had around 500 local employers. The Panel welcomed and supported this suggestion
- In response to a question about how the Council was working to improve the performance in respect of the proportion of people who use services and who receive direct payments, the Director advised that Worcestershire was around the half way point nationally not an area of focus for the Directorate at present
- To assist Panel Members, the Director agreed to provide a briefing note on Direct Payments
- The Panel was pleased to read that delayed transfers of care from hospital that were attributable to adult social care were average in the comparator group.

In summary, the Panel Chairman thanked the Cabinet Member for his suggestion to raise awareness of learning

**305 Work
Programme
2018/19**

disability employment opportunities at the LEP Conference and welcomed further information on direct payments from the Director.

The work programme was noted with no amendments at this stage.

The meeting ended at 12.40 pm

Chairman