

**To: All Members of the County Council
All Chief Officers**

**From: COUNTY SECRETARY'S
DEPARTMENT**

**cc: ACS officers)
Officers named for action) e-mail
Committee Section)**

**Ask for: Peter Hull
Ext: 25565
My Ref: PH/ahp
Your Ref:**

**ADULT CARE SERVICES SELECT COMMITTEE
12 JULY 2001**

MINUTES

ATTENDANCE

MEMBERS OF THE COMMITTEE

P T J Channell, E M Clarke, K J Coleman (Vice-Chairman), M Downing, J Gipps, F Guest, B J Lamb, J R Morton, P A Ruffles, P A Webb (Chairman)

EXECUTIVE MEMBERS

J M Pitman

Other Members in Attendance

S Batson, D Beatty, T G M Kent, A Lee, J T Metcalf

Upon consideration of the agenda for the Adult Care Services Select Committee meeting on 12 July 2001, as circulated, copy annexed, action was taken or decisions were reached on individual items as recorded below.

INTRODUCTIONS

Clare Kaye, Assistant Chief Executive and Support Officer for this Select Committee, welcomed all concerned to the meeting, explained the purpose of the Select Committee and identified the members and officers involved with the Committee.

MINUTES

RESOLVED

That the minutes of the meeting of the Committee held on 19 June 2001 be agreed as a correct record.

CHAIRMAN'S ANNOUNCEMENTS**(a) Membership Changes**

Peter Channell replaced Duncan Peek.

(b) Order of Business

The Chairman explained that Item 3 - Implementation of the National Service Framework - Mental Health in Hertfordshire report of the Director of Adult Care Services would be taken as the first item given that Users Representatives would be in attendance.

(c) Change of Date of Next Adult Care Services Select Committee

The Chairman reported that, given the scheduled date for the next meeting of 18 October clashed with the Social Services Conference, she had consulted spokesmen and agreed that the date be altered to Thursday 4 October at 10.30 a.m.

PUBLIC PETITIONS

No petitions were submitted.

QUESTIONS (STANDING ORDER SC8)

None.

PART I ('OPEN') BUSINESS**ACTIONS****1. FUNCTIONS AND REMIT OF THE ADULT CARE SERVICES SELECT COMMITTEE**

[Officer contact: Peter Hull, Tel: 01992 555565]
Committee Administrator

It was agreed that the functions and remit of the Adult Care Services Select Committee as contained in the Constitution of the County Council adopted on 16 May 2000 and amended by the County Council at meetings on 28 November 2000 and 3 April 2001 be noted.

Members also noted that when new legislation was adopted as to the role local authorities would play in the scrutiny of the National Health Service, this would be reported to the Committee.

**Peter Hull
Clare Kaye**

2. SUPPORTING PEOPLE: MAXIMISING HOUSING BENEFIT FOR CLIENTS IN HOSTELS AND GROUP HOMES

[Officer contact: Mike Curtis, Tel: 01992 556365]
Assistant Director of Adult
Care Services

2.1 Executive Member Proposal

“That the County Council introduce a real terms increase in charges for in-house residential accommodation for adults in order to better reflect the true costs and to maximise income, which is primarily paid via housing benefits.

Rent would be increased to £153.23 per client per week with effect from 30 July 2001.”

2.2 Members discussed the report and made a number of comments. These included:-

- (a) There was a need to make sure that individual hardship to clients was avoided and
- (b) That, in the spirit of co-operative working, District Councils should be informed of this type of change.

2.3 Response to Cabinet

- (a) That the Cabinet/Executive Committee be requested to introduce a real terms increase in charges for in-house residential accommodation for adults from £135.31 per week to £153.23 per client per week with effect from 30 July 2001 in order to better reflect the true costs and to maximise income which is primarily paid by housing benefit.
- (b) That the Cabinet/Executive be also requested to make sure hardship to clients is avoided wherever possible.

Dave Roberts
Caroline
Tapster

3. IMPLEMENTATION OF THE NATIONAL SERVICE FRAMEWORK - MENTAL HEALTH IN HERTFORDSHIRE

[Officer contact: Bob Fitzpatrick, Tel: 01707 280682]
Planning and Commissioning
Manager (Mental Health Services)
Adult Care Services Department

- 3.1 Arising from the Select Committee’s work programme agreed at the meeting on 12 October 2000 a report was considered on the implementation of the National Service Framework for Mental Health in Hertfordshire. The National Service Framework (NSF) is a national strategy and policy framework that local mental health services must implement and follow in providing and developing mental health services.

Sarah Pickup, Assistant Director of Social Services Commissioning tabled a set of slides setting out a number of service and practice standards against which future provision was being measured and the key areas for development within the NSF for Mental Health.

- 3.2 The following representatives of Users in Hertfordshire spoke in detail as to their individual experiences, concerns and hopes for the future:-

John Hayes - Hemel Hempstead
Marianne Allbrighton - Stevenage
Simara Tilley - North Herts
Simon Price - Harpenden
Peter Graham - Welwyn/Hatfield
Angela O'Sullivan - Welwyn/Hatfield
Bianca Dickinson (MIND Network)
Kay Escott - Carers in Herts

3.3 Summary of Users Concerns

The following areas of concern were consistent throughout all the users/carers/MIND Network presentations:-

- ◆ Mental health problems lead to status as a second class citizen. People feel they are regarded as no longer human with little control over their own lives.
- ◆ There is a stigma attached to the users of mental health services not only from the public but from staff of the various services provided.
- ◆ Comments/complaints were not valued or listened to and users of mental health services are not encouraged to get better.
- ◆ There is a need to respect individual views and knowledge and involvement in planning own care and recuperation. However individuals did not want to do it all themselves but needed access to services.
- ◆ There was a belief that there is high level commitment to the involvement of Users and Carers in planning and delivering services but in practice this was patchy and not extended to ground level staff.
- ◆ There is concern about the training, management, support, morale and quality of front line staff. There was a need to value staff and invest in their training and development.
- ◆ Crisis intervention was a recurring theme; each representative referred to it and the need for positive assistance being available.
- ◆ Services as alternatives to hospital were necessary - e.g. halfway houses.
- ◆ Information provision was seen as lacking and a key to encouraging self help. Information about medication and its side effects was specifically mentioned.

- ◆ Local issues needed a local response.
- ◆ Homelessness is often closely linked to mental health problems and supported housing facilities were seen as a crucial element in care packages.
- ◆ Improvements in the clinical accountability of doctors were welcomed.
- ◆ There was a need for support for the development of user groups.

3.4 Members were grateful to the users present in giving such direct experiences from the real issues both good and bad. The Executive Member endorsed these views.

The Joint Commissioning Partnership Board (JCPB) now being constituted would have responsibility for commissioning and monitoring mental health services. This would meet for the first time in September.

It was felt that that body should have drawn to its attention the priorities identified for mental health at this meeting and particularly those service items identified at ratings red and amber within the report of the Director of Adult Care Services.

3.5 **AGREED:-**

That the Director of Adult Care Services refer to the first meeting of the Joint Commissioning Partnership Board (JCPB) (and Primary Care Trusts through the Partnership Trust) the priorities identified through the User Representatives and within the report of the Director of Adult Care Services. Particular emphasis should be placed on the following matters:-

- ◆ Crisis intervention services.
- ◆ Better training of the support, recruitment of front line staff.
- ◆ Improving assessment and care planning - involving service users and carers.
- ◆ Better information for users and carers.
- ◆ Integration of Information Systems and client files.
- ◆ Alternatives to hospital care where it is not appropriate; community support including housing and services.
- ◆ Work to change attitudes amongst professionals.
- ◆ Better involvement of users and carers at all levels which must make a difference to service provision.

**Peter Hull
Caroline
Tapster**

4. FUTURE SELECT COMMITTEE WORK PROGRAMME

[Officer contact: Peter Hull, Tel: 01992 555565]
Committee Administrator

Peter Hull, Committee Administrator reported on items included in the report to form a work programme for 2001/02.

AGREED:-

that the following issues form the work programme of the Adult Care Services Select Committee for 2002/02:-

- (a) Hospital Discharge arrangements - (October 2001 - Select Committee)
- (b) Joint Investment Plan - Old People - a report on the progress on the action plan focusing on the areas for development that have been most effective (October Select Committee)
- (c) Annual report on Complaints - report on the Complaints Procedure and the production of an annual report on complaints from the Chief Executive from District Audit (January 2002 Select Committee)
- (d) Implementation of the National Carers Strategy - Report on Progress (January 2002 Select Committee).
- (e) Direct Payment - a report on progress on the Direct Payments Scheme and on the targets in the Action Plan (March 2002 Select Committee).

REPORT TO COUNTY COUNCIL

No items were reported to the County Council.

**Peter Hull
Caroline
Tapster**

**Caroline
Tapster
Peter Hull**

**Andrew Laycock
County Secretary**