

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/kp
Your Ref:

**ADULT CARE SERVICES SCRUTINY COMMITTEE
14 MARCH 2002**

MINUTES

ATTENDANCE

MEMBERS OF THE COMMITTEE

E M Clarke, K J Coleman (Vice-Chairman), J Gipps, J T Metcalf, B J Lamb, R Mills (Chairman), J R Morton, M H O'Neill, D A A Peek, P A Ruffles.

EXECUTIVE MEMBERS

J M Pitman, D B Lloyd.

Other Members in Attendance

M Green, D W Hills, T G M Kent, R Mays.

MINUTES

RESOLVED

That the minutes of the meeting of the Committee held on 17 January 2002 be agreed as a correct record.

CHAIRMAN'S ANNOUNCEMENTS

(a) Diana Everall

The Chairman announced the sudden death of Diana Everall who had been a County Councillor from 1977 until her retirement in 1997. Diana had served on the Social Services and Education Committees and the Education Special Needs Panel.

Members and Officers stood and observed a minute's silence in Diana's memory.

(b) New Layout of Committee and New Sound System

The Chairman referred to the new layout of the Committee Room and the sound system which was intended to compliment scrutiny arrangements.

(c) Membership Changes

- (i) Moyra O'Neill replaced Fiona Guest for this meeting.
- (ii) Jill Gipps replaced Ann Webb for this meeting.
- (iii) John Metcalf replaced Michael Downing for this meeting.

(d) Adult Care Services Award

The Chairman announced that the Adult Care Services Department had won a prestigious Local Government Chronicle Excellence Award for its innovative home care purchasing. The Chairman and Members congratulated all concerned.

PUBLIC PETITIONS

No petitions were submitted.

QUESTIONS (STANDING ORDER C9(4))**Questions to the Executive Member (Jane Pitman) from Roma Mills**

Q1] The County Council Revenue and Budget Monitor which is due to be considered by Cabinet on 22nd March 2002 reports an underspend of £360,000 arising from slippage on specific grant funded schemes.

The explanation within the Monitor report at 1.3.9 notes:
"Start dates of certain schemes, funded from 'Promoting Independence, Partnership and Prevention' specific grants **have been reviewed** in order to generate savings which will be used to partly offset overspends within the home care budget."

I had assumed that spillage referred to unavoidable delays in start dates, relating, for example to recruitment of staff and not a planned delay which is suggested by the explanation above.

Would you provide details of which schemes have been affected in this manner?

Answer:

The estimated slippage in 2001/02 included in the budget monitor is £360,000 on a total specific grants budget of £11.674m i.e. 3.1% slippage.

The schemes affected are:-

- a) Partnership with Health to strengthen and support hospital discharge (funded from partnership grant). Health have had problems in recruiting OT's and Therapists. Underspend amounts to £50,000 on a budget of £256,000.
- b) Community EMI Support Services (funded from Partnership grant). The lead organisation on this scheme is the Hertfordshire Partnership Trust. There have been delays in recruiting Health support staff working with Community Psychiatric nurses. Slippage is estimated to be £150,000 on a budget of £256,000.
- c) The post of Project Manager (funded from Prevention grant) has not yet been filled. Including oncosts this amounts to a saving of £46,000. We are reviewing how best to use this resource to support rehabilitation.
- d) There has been a planned delay in appointing a specialist adviser in moving and handling. This has resulted in a budget underspend of £28,000 from prevention grant monies.
- e) There is a projected underspend of £36,000 on the Welfare to Work budget which is funded from the Promotion Independence grant. The start dates of the mentor scheme and the extension of the County Council's Infobase were delayed.
- f) There have been delays in the start dated of various mental health schemes (funded from mental health grant). The total slippage amounts to around £50,000.

Since the vast majority of schemes funded from specific grants in 2000/01 and 2001/02 have now started, the £360,000 slippage identified to date will not increase by a significant amount.

Supplementary Question

Slippage on the specific grants budget of £11.674 million (3.1%) is relatively small and much of this is on demography not new developments. Can the Executive Member be more specific?

Answer:

The demographic bid has not been addressed as much as would have been liked. However this will be looked at again next year.

Q2] I note that there is an overspend at the year end [2001/02] of £400,000 in the Learning Disability Residential and Day Care budget which includes £200,000 to pay for agency staff to cover vacancies and £200,000 arising from extra client numbers and additional costs. I recall that the Learning Disability Residential and Day Care budget was reduced early in the financial year on the assumption that the projected needs could be met, and whilst I understand that some pressure may arise from unforeseen crisis or emergency situations arising, this overspend does suggest some need to obtain firmer information about numbers of clients likely to be requiring residential and day care within the next year.

Would you indicated what action has been taken to ensure that the information about numbers and level of need is reliable for budget allocation purpose?

Answer:

For residential services:-

The process for identifying need for residential placements involves the Learning Disability Panel who place clients into four categories depending on their level of need:

1. A placement is required imminently
2. A placement will be required in the near future
3. The client may require a placement in the longer term
4. The client is currently overprovided for in their existing placement and the service provided should be reduced. (There is currently one client in this category).

This information is used to assess future levels of need and funding. Over the next few months the new Community Learning Disability Teams will be putting together Service Development Plans to identify levels of need and pressures within their areas. This will then form part of the budget planning process for 2003/04. Within the in-house residential services occupancy levels are reviewed regularly and this information is used as part of the budget setting process. Learning Disability in-house residential budgets increased from £6,411,353 in 2000/01 to £6,969,299 in 2001/02, an increase of 8.7%.

For day care services:-

Within the in-house day care services a database is held that identifies the clients attending and their levels of dependency. This is then used as part of the budget setting process. Learning Disability in-house day care service budgets increased from £4,898,759 in 2000/01 to £5,390,879 in 2001/02, an increase of 10.05%.

Supplementary Question

Part of my concern is are we getting sufficient information about numbers of clients likely to be requiring residential and day care within the next year. Are we confident about numbers coming through.

Answer:

Yes, a small number of people are coming through the Education system needing care. Improvements are being made in transitional planning for young people. Each year the service is more confident in meeting these needs.

Question to the Executive Member (Jane Pitman) from Tanis Kent

Question:

How many beds in 1. elderly care homes, and 2. nursing homes have been lost in the last year:

- i. in Stevenage*
- ii. in Hertfordshire*

What is being done to make good this loss and accommodated people who need this care?

Answer:

Between April 2001 and November 2001 (latest figures) there have been the following changes in bed numbers in care homes countywide and in Stevenage.

	Stevenage	Countywide
Residential	+194	-3
Nursing	-130	no change
Overall	+64	-3

Since November when we completed the last formal market analysis we are aware that 16 residential beds have been closed in Berkhamsted and there has been a net increase of 8 in Broxbourne.

We are aware of several pending/possible closures, including the closure of Winnett Cottage Residential Home in Stevenage, which has 13 beds and will close in the next two months. It is more difficult to get advance information about planned expansions, but not all the movement is to close beds. For example, we have just contracted for 10 new nursing home beds in Bushey and will purchase 10 new residential beds in Hemel Hempsted, following the extension of one of the Runwood operated residential homes.

In terms of what we are doing to make good losses and accommodate people who need care - we are tackling this in a number of ways, as follows:-

- We are purchasing more of the available beds on the market - the number of places we are funding is around 140 higher now than in April 2001.
- We are increasing nursing home prices above inflation and seeking to enter into block contracts.
- We are working with District Councils to provide Extra Care housing as an alternative to residential care.
- We are working with Primary Care Trusts to develop Intermediate Care so that people can return to their own homes.
- We are using Intensive Home Care to help people go directly home from hospital.
- We are working with Quantum Care and Runwood to raise the levels and nature of block contracts.
- We will be working with all our partners to develop a 3-year Commissioning Strategy.

When a specific home closure occurs, we reassess clients and seek appropriate accommodation to meet their needs. We work with relatives and offer support advice, and liaise with other local authorities who have placements in the home that is closing. This can be difficult with large numbers, but has been successfully managed to date.

PART 1 ('OPEN') BUSINESS

ACTIONS

SCRUTINITY ITEMS

1. IMPLEMENTATIONS OF DIRECT PAYMENTS SCHEME IN HERTFORDSHIRE

(Officer contact: Shirley Wilson, Tel: 01707 280725)
Project Manager
EPD

- 1.1 The Committee considered an update on the implementation of the Direct Payment Scheme in Hertfordshire as requested by the January 2002 meeting of the Scrutiny Committee.

- 1.2 The following persons having links with the Direct Payments Scheme spoke in detail as to their individual experiences, work and concerns:-

John Stephens - Co-ordinator, Personal Assistants Support Service (PASS)

Melissa Turner - User

Kate Dickinson - User

Lynne Wallis - Cambridge Social Services

Rosemary Eastwood - Adult Care Services, HCC

Angela Robertson - Adult Care Services, HCC

Lee Draper - Adult Care Services, HCC

1.3 Summary of Concerns of Representatives

The following areas of concern were consistent throughout the Users/ PASS/ Adult Care Services staff presentations:-

- there was a need for self determination, spontaneity and a flexible approach for Direct Payment users. It was hard to recruit carers on existing wages of £8 an hour. A figure of nearer £10 an hour was required.
- the Direct Payment Scheme gave users more independence and choices. Disabled persons using the scheme could regulate their lives better.. There was a need for users to build up relationships with carers so that they knew each other's ways.
- official paper work has been a problem but with the help of PASS individuals were now coping well.
- emphasis was placed on the importance of the backup and support and advocacy from PASS for both users and Adult Care Services.
- a sliding scale for payments was necessary. This would be beneficial particularly where small amounts of time were worked.
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- it would be of great benefit if child's payments could be freed up as a direct payment.
- domestic help should be included within Direct Payments.
- the confidence of users to become mobile often took some time.

- Direct Payments in Learning Disability needed high support.
 - much transitional work was necessary with Children, Schools and Families for preparation for independence of young people from youths to adults..
 - the cost of Direct Payments was lower than care for parents and care for the child.
 - Direct Payments had now become possible for people with severe disabilities.
 - the quality of life enabled by Direct Payments had been increased and had allowed people to be part of both a family and community.
 - Direct Payments enabled people to recruit carers from their own community who understood their specific needs but wouldn't necessarily work for Adult Care Services.
 - all concerned were very enthusiastic about Direct Payments and felt that more people should be encouraged to take up the scheme.
- 1.4 Members were grateful to all present in giving positive experiences on the real issues within the Direct Payment Scheme.
- 1.5 Members requested a copy of the Return form the Direct Payments users completed in respect of their work.
- 1.6 Conclusions
That the Director of Adult Care Services view and report back on Direct Payments as follows: -
- (a) consider the £8 hourly rate, and a differential sliding scale. Also look at better ways of funding the scheme.
 - (b) on offering a payroll scheme possibly with the assistance of PASS (Personal Assistance Supports Service).
 - (c) look at simplifying the paper work users of the scheme are required to complete.
 - (d) on issues concerning staff training and awareness to promote the scheme should be considered with the possibility of "team champions" named in each team.
 - (e) more creative ways of extending the scheme to new users.

- (f) encouragement should be given to the work that has commenced with Children, Schools and Families as follows: -
- possible inclusion of child support packages where both persons are disabled.
 - more general extension into care for children.
 - further work to include PASS in support of young people in transition from youth to adulthood.
 - a review of the numbers and support for the scheme.
 - consideration of mental health and learning disabilities in the Direct Payments Scheme.
 - creative ways of extending the scheme to new users.
 - ways in which to alleviate difficulties in recruitment of staff for and by Direct Payment users needed consideration.

2. WAITING TIMES FOR ASSESSMENT & SERVICES

(Officer contact: Trevor Boyd, Tel: 01992 555565)
Assistant Director of Adult Care Services
(E&PD)

- 2.1 The Committee considered the report on the current position regarding clients, awaiting assessment and services in Adult Care Services. The report dealt primarily with older people and people with a physical disability given this was where the numbers on waiting lists was greatest across the County.
- 2.2 The following representatives from Age Concern Hertfordshire and officers of hospital social work teams spoke in detail as to their individual experiences, concerns and the way forward:-
Marion Birch - Age Concern Hertfordshire
Gill Manning-Smith
Mark Janes
Val Motyer
Pauline Pickering

2.3 Summary of Concerns

The following area of concerns were consistent throughout all the Age Concern Hertfordshire/hospital social workers presentations:-

- Age Concern was now helping with all assessments/partnerships.
- there was a noticed increase in referrals.

- many long waits for assessments still existed.
- good preventative work was funded and supported by the County Council.
- long waits either for assessment or for admissions affected the quality of life
- expectations of services had increased but additional staffing to improve such services had not happened
- there was a need to look at other ways of directing people and ensuring that they were provided with what they required for low level service.
- there was much support for the rapid extension of the speed up of the scheme for simple equipment.
- when do people become an emergency. Feed back took place through a variety of ways but mainly through user feedback themselves or through District Nurses.
- different areas would collect equipment belonging to others. Great flexibility existed.

2.4 Conclusions

- (1) That,whilst recognising the work being carried out and applauding the work of area teams,the Committee still remains concerned that waiting times for assessments remained too long.
- (2) That the Director of Adult Care Services:-
 - (a) support the work Age Concern Hertfordshire is carrying out in helping with assessments.
 - (b) support the schemes, including the pilot scheme with District Councils to speed up and simplify the provision of simple equipment and take any possible measures to speed up implementation.
 - (c) whilst, recognising that social work practice does not appear to be the cause, continue to try to resolve the issues which result in uneven different patterns of waiting times for different hospital teams.
 - (d) continue efforts to improve the permanent staffing levels.
 - (e) look again at the re-assessment system and try to simplify this for simple changes.
 - (f) provide figures on targets at paragraph 6.4 within the report on Discharge Arrangements.
- (3) That the Cabinet be requested to refer the Best Value Report on Recruitment and Retention to the next meeting of this Committee.

(3) **TREVOR BOYD - ASSISTANT DIRECTOR OF ADULT CARE SERVICES**

The Chairman and Members of the Committee congratulated Trevor Boyd in obtaining the post of Director of Adult Care Services with Buckinghamshire County Council. Trevor was thanked for all his hard work carried out at Hertfordshire County Council and wished well for the future..

REPORTS TO COUNTY COUNCIL

No items were reported to the County Council.

**Andrew Laycock
County Secretary**

