

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  
27 JUNE 2002**

**MINUTES**

**ATTENDANCE**

**MEMBERS OF THE COMMITTEE**

E M Clarke, K J Coleman (Vice-Chairman), F Guest, J Gipps, D W Hills, J T Metcalf, B J Lamb, R Mills (Chairman), J R Morton, P A Ruffles, P A Webb.

**EXECUTIVE MEMBERS**

J M Pitman, D B Lloyd

Other Members in Attendance

M Downing, J T Metcalf, R Mays

**MINUTES**

**RESOLVED**

That the minutes of the meeting of the Committee held on 14 March 2002 be agreed as a correct record.

**CHAIRMAN'S ANNOUNCEMENTS**

**(a) Membership Changes**

- (i) Jill Gipps replaced Michael Downing on a permanent basis.
- (ii) Derek Hills replaced Duncan Peek for this meeting.

**(b) Professor Steve Leach**

The Chairman welcomed Professor Steve Leach to the meeting to observe the County Council's scrutiny methods.

**ACTIONS**

**PUBLIC PETITIONS**

No petitions were submitted.

**QUESTIONS (STANDING ORDER C9(4))**

No questions were received.

**PART 1 ('OPEN') BUSINESS****GENERAL ITEMS****1. ANNUAL REVIEW OF SOCIAL SERVICES PERFORMANCE**

[Officer contact: Caroline Tapster, Director of Adult Care Services  
Tel: 01992 556300]

1.1 The Committee considered a report presenting the findings of the Social Services Inspectorate Annual Review letter which:-

- (a) informed members of the findings of the Annual Review of Social Services Performance in 2001/2002;
- (b) highlighted areas of particular good performance and development and informed of the Authorities performance rating for 2001/2002.

1.2 Conclusions

That the outcome of the Annual Review of Performance in 2001/2002 by the Social Services Inspectorate be highly commended.

**2. RESIDENTIAL AND NURSING CARE HOME AND HOME CARE CAPACITY**

[Officer contact: Sarah Pickup, Assistant Director Performance and Commissioning Adult Care Services  
Tel: 01992 556350 (26350)

Peter Hull, Committee Administrator  
Tel: 01992 555565]

2.1 The Committee considered a report on the situation with regard to market capacity in terms of places in care homes and availability of home care services and action being taken supported by Building Care Capacity Grant to increase capacity and develop alternative forms of care. The report focused on care for older people for scrutiny as requested by the Committee in January 2002.

**ACTIONS**

Caroline Tapster

2.2 The following persons having links with residential, nursing and home care, spoke in detail as to their individual experience and concerns:-

- Lois Powell, Home Finder, Lister Hospital
- Brenda Holt, Dacorum
- Jean Holt, North Herts PCT
- Martin Wigg, Chairman HNRCA
- Hazel Cordell, Quantum Care
- Mark Beeching, Ideal Care
- Marion Birch, Chief Executive Age Concern, Hertfordshire

2.3 Peter Hull, Committee Administrator, reported the general themes arising from 21 letters received from the general public about their experiences in respect of the supply and demand for residential nursing and home care.

#### 2.4 Conclusions

- (1) That each of the representatives from the organisations attending be thanked for their contributions to this meeting.
- (2) That a short-life Topic Group be established to consider progress on building capacity and how to monitor the quality of care provided at home.
- (3) That representations be made through the Executive Member of Adult Care Services to the Local Government Association for the need to relieve pressures on the care home market.
- (4) That contributions from members of the public as to their experiences be noted and acted upon where appropriate.
- (5) That the Director of Adult Care Services note the following concerns:-
  - (a) HCC fees for home care and nursing home care were not sufficient and did not fund future investment in the opinion of care home providers.
  - (b) recruitment of home care assistants and nursing home staff was extremely difficult. The pay structure was important but feedback from staff suggest that the image and value of staff is also a key factor.
  - (c) Home care block contracts have been a success and improved the reliability, responsiveness and efficiency of home care. However, current capacity is fully taken up whilst demand continues to rise.

- (d) the Care Standards Act will impose on residential and nursing care homes rigorous standards which some individual homes would find difficult to meet without increased funding.
- (e) there is a need to monitor market capacity very carefully, review availability and price in the context of demand, supply and budgets available.
- (f) the home owners representative felt that the concentration on "affordable" places masked the fact that there are some places available in nursing and residential homes to people but at a higher rate than the Council pays.
- (g) in general the public want to stay in their own homes as long as they are able to.
- (h) there was a fear that the very positive and desirable developments proposed in intermediate care wont materialise because of increasing financial pressures.

Caroline  
Tapster/Clare Kaye/  
Peter Hull

### **3. JOINT INVESTMENT PLAN FOR LEARNING DISABILITIES SERVICES**

[Officer contact: Judith Jackson, Planning and Commissioning Manager  
- Learning Disabilities, Tel: 01707 280757]

3.1 The Committee considered a report on the Joint Investment Plan for Learning Disabilities Services and report on progress for scrutiny purposes as requested by the Committee at its meeting in January 2002. The report also gave the views of services users as expressed at their meeting with members of the Scrutiny Committee on Thursday 13th June 2002.

3.2 Jenny Young from Carers in Hertfordshire and Ingrid Horgan, District Officer Hertfordshire MENCAP attended the meeting and gave their views on the way forward for the Learning Disability Services.

#### **3.3 Conclusions**

(1) That the Director of Adult Care Services note:-

- (a) the overwhelming importance of good staffing in residential and day services
- (b) there was concern that there seemed to be much good work being carried out at a high level but not enough evidence of this resulting in improvements to peoples' lives. There was a need for more emphasis on "person centred" planning. Concern was expressed as to transitions and boundaries between services and particularly around planning for independence.

- (c) the importance of support for carers including flexible and available respite care and carers' assessments which are consistently available and result in improvements for carers.
- (d) there was a need to assist people with profound and multiple disabilities who at the moment appeared to be marginalised.
- (e) the Users comments on transport, advocacy, interviewing staff methods etc, needed to be taken into account.

- (2) That the Learning Disabilities Joint Investment Plan Grid produced by MENCAP be commended to the Learning Disabilities Steering Group up as a tool to aid them in their work..

Caroline Tapster/  
Peter Hull

#### **4. BEST VALUE REVIEW OF MENTAL HEALTH SERVICES FOR OLDER PEOPLE**

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

- 4.1 The Committee considered the Cabinet report in respect of the Best Value review of Mental Health Services for Older People which had been called in by the Chairman of the Committee for scrutiny.
- 4.2 A Member requested the Executive Member for Best Value to consider referring future Best Value Reviews automatically to appropriate Scrutiny Committee.
- 4.3 The Chairman expressed some concern that the desirable actions in the review could be implemented in the light of increasing pressures on residential care budgets.
- 4.4 Conclusion

That the Committee, having scrutinised the contents of the report, commended the recommendations contained within for implementation.

#### **5. PERSONNEL AND EMPLOYMENT BEST VALUE REVIEW (INCLUDING RECRUITMENT AND RETENTION OF STAFF)**

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

- 5.1 The Committee considered the Personnel and Employment Best Value Review report and decisions as agreed by Cabinet on 22nd March 2002 particularly in so far as they affected the recruitment and retention of staff within Adult Care Services.

## 5.2 Conclusion

- (1) That the Cabinet Panel on Recruitment and Retention of staff be requested to consider the following observations of the Adult Care Services Committee:-
  - (a) consideration should be given to ways of encouraging older staff to remain in employment with the County Council and to aid retention of staff
  - (b) legislation on ageism should be considered (if and when enacted) and the possibility of extending the services of County Council staff beyond the current retirement age
  - (c) pay and extended grades be considered to aid retention
  - (d) there should be good training for managers to enable them to support staff effectively
- (2) That the key points arising from the Panel meeting on 26<sup>th</sup> February 2002 should form the basis of future work on Recruitment and Retention of staff matters.
- (3) The Committee requested information on the impact on service delivery of recruitment and retention of staff.

Peter Hull  
Carole Grimwood  
Caroline Tapster

## 6. **FUTURE SCRUTINY COMMITTEE WORK PROGRAMME 2002/03**

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

6.1 Caroline Tapster, Director of Adult Care Services reported on items included in the report to form a work programme for 2002/2003.

### 6.2 Conclusion

- (1) That the following form the work programme of the Adult Care Services Scrutiny Committee for 2002/2003:-
  - (a) National Service Framework for Older People (October 2002 Scrutiny Committee)
  - (b) Supporting People - progress report (October 2002 Scrutiny Committee)
  - (c) SSI Inspection of Older People Services (October 2002 Scrutiny Committee)
  - (d) Annual Report on Complaints (October 2002 Scrutiny Committee)

(e) Best Value Review of Services to Adults with Physical Disabilities or Sensory Loss (January 2003 Scrutiny Committee).

Caroline Tapster/  
Peter Hull

**REPORTS TO COUNTY COUNCIL**

Item 2 - Supply and Demand of Residential Nursing Home Care and Home Care - Review of Progress be reported to the September meeting of the County Council.

Peter Hull  
Caroline Tapster

**Andrew Laycock**  
**County Secretary**