

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

**From: County Secretary's
Department**

Ask For: Jill Weddle

Ext: 25565

My Ref: AC&H030610

Your Ref:

**ADULT CARE AND HEALTH SCRUTINY COMMITTEE
12 JUNE 2003**

M I N U T E S

ATTENDANCE

MEMBERS OF THE COMMITTEE

COUNTY COUNCILLORS:

N K Brook*, E M Clarke, K J Coleman (Vice Chairman), M Downing, J Gipps, A K Gray, F Guest, B N W Hammond*, D Hills, B J Lamb, D E Lloyd*, R Mills (Chairman), D A A Peek, P A Ruffles

DISTRICT COUNCILLORS:

M Farrington* (Bromsbourne District Council), A Swendell* (City and District of St. Albans), M Saunders* (Hertsmere)

COMMUNITY HEALTH COUNCIL REPRESENTATIVES– non-voting
(invited as 'temporary' replacements for Patients' Forum representatives)
T Edmonds (North)

*Denotes Members for Health Scrutiny matters only.

Also present:

Executive Members:

J M Pitman

Other Members Present:

J T Metcalf

CHAIRMAN'S ANNOUNCEMENTS

Membership Changes

The Chairman announced that:

Nigel Brook had replaced Moyra O'Neill for this meeting only.

Bryan Hammond replaced Seamus Quilty for this meeting only.

Alex Mendoza sent his apologies for absence.

MINUTES

That the Minutes of the meeting of the Committee held on 13th March 2003 be agreed, in so far as they relate to Adult Care matters, as a correct record.

PUBLIC PETITIONS

None

QUESTIONS

None

PART 1**A. ADULT CARE MATTERS**

1 SCRUTINY OF LEARNING POINTS ARISING OUT OF COMPREHENSIVE PERFORMANCE ASSESSMENT (CPA) CORPORATE ASSESSMENT

[Officer Contact: David Robinson, Assistant Director E&PD, Adult Care Services, tel: 01992 556592
Alan Sapsford, Assistant Director, Operations, Children, Schools & Families, Tel: 01992 588500]

- 1.1** As requested by the Committee at the last meeting, the Committee received a joint report of the Director of Adult Care Services and Director of Children, Schools and Families that covered the learning points from the CPA Corporate Assessment and in particular, examining paragraphs 55 and 59.

Joel Rasbash, Service Manager, (POhWER),
Fiona Clare, Chief Executive of POhWER
Sally Evans, DISH
Lottie Clarke, Carers in Herts
were present at the meeting and spoke about their organisations experience of using the Call Centre and improvements they would like to see introduced.

Lou Wakefield and Ann Giles, Capita, were also present and answered questions in relation to how the service centre was staffed and how advisers responded to calls.

1.2 Conclusions

- (a)** The Committee welcomed this report, particularly the contribution from the Service Improvement Group, as a starting point for scrutiny of the issues around access to services, particularly the Call Centre. The Committee particularly noted

Actions

the following concerns:

- (i) At the first contact point (Capita staff) there was a:
- need for enhanced skills for this client group in order to meet the special needs of callers
 - need to look behind the initial presenting problem to find underlying needs, and a
 - Need for a direct link for professionals, including some voluntary organisations
- (ii) It was agreed to establish a five-member Topic Group to look at the Customer Service Centre (CSC) and the broader access to services, and in particular, the following areas:
- capacity in area teams
 - capacity in client services teams
 - team based social workers experience of working with the CSC
 - guidance and training for Capita staff.

David
Robinson
Alan
Sapsford

Clare Kaye
Jill Weddle

2 REPORT ON RESIDENTIAL AND HOME CARE (QUALITY/BUILDING CAPACITY)

[Officer contact: David Robinson, Assistant Director E&PD,
Adult Care Services Tel: 01992 556592]

2.1 The Committee considered a report, introduced by Ken Coleman as Chairman of the Topic Group, detailing the work of the Topic Group and their recommendations in relation to progress on building capacity within the residential, nursing home and home care sectors and the monitoring of quality of care.

2.2 Conclusions:

- (a) (i) The Committee welcomed this report, and thanked the Topic Group for its work. Members particularly welcomed the sound evidence base this work would give to future planning and budgeting.
- (ii) The Committee recognised the challenges around:
- increasing the number of home carers and retaining and developing existing ones.
 - expanding the base of residential/nursing home provision in Hertfordshire's economic context.
 - shifting expectations and practice to different patterns and models of care.
 - working with partners to adapt some older accommodation to meet the range of needs of our ageing population.

- The importance of prevention in diverting people from needing care in the first place.

(iii) The Report would be made available to the Strategic Health Authority in order to assist planning of 'Investing in Your Health'.

David
Robinson

3. BEST VALUE REVIEW OF SERVICES TO OLDER PEOPLE

[Officer contact: Patricia Orme, Area Manager, St. Albans
Tel: 01727 755323]

3.1 The Committee received a Report on the outcomes of the Best Value Review of Services to Older People. The Committee were invited to comment on the report prior to its consideration by Cabinet on 22 June.

3.3 Conclusions:

(a) The Committee thanked the officers and Members involved in this review, in particular the:
- focus on prevention and rehabilitation (recommendation 1)
- involvement of partner organisations.

(b) Members looked forward to receiving a further Report on progress which will be received in one year's time.

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(c) It was agreed that all Members should receive a copy of the final version of the Report.

David
Robinson

4. ASYLUM SEEKERS TEAM

[Officer contact: Mike Curtis, Assistant Director, Resources,
Tel: 01992
Patricia Orme, Area Manager, St. Albans
and Harpenden EPD Tel: 01727 755323]

4.1 Following a request by the Chairman, the Committee received a Report on the work of the Asylum Seekers Team in Hertfordshire.

4.2 The Committee considered the report and particularly noted the continuing reduction in the claims caseload and that responsibility for unaccompanied minors would transfer to Children, Schools & Families Department with effect from August 2003. Members also noted and welcomed the move from a voucher to a cash payment scheme.

4.3 Conclusions:
The report was noted.

**5. IMPLEMENTING THE AGREED ACTION PLAN ARISING
FROM THE SSI INSPECTION OF SOCIAL CARE SERVICES
FOR OLDER PEOPLE**

[Contact Officer: David Robinson, Assistant Director E&PD,
Tel: 01992 556592

5.1 The Committee received a Report which detailed the progress on implementing the 19 recommendations which had arisen from the Inspection of Social Care Services for Older People carried out by the SSI in June/July 2002.

5.2 Conclusions:

The Committee noted the Report and congratulated officers for their achievements in improving services for older people.

6. UPDATE AND WORK PROGRAMME 2003/04

[Officer contact: Jill Weddle, Committee Administrator
Tel: 01992 555565

6.1 The Committee received a report on action taken in response to matters raised at the last meeting, live scrutiny issues, and the work programme of future scrutiny issues.

6.2 Members were invited to forward further Adult Care items for future scrutiny.

6.3 Conclusions:

(a) Members noted the report.

(b) No further items were raised at this meeting for future Adult Care scrutiny and the Chairman invited members to bring forward future agenda items outside of the meeting.

All

B HEALTH MATTERS

The Chairman welcomed Health members to the Meeting.

MINUTES

- (a) The Minutes of the meeting of the Committee held on 13 March, 2003, were agreed in so far as they related to health matters as a correct record.
- (b) The Minutes of the Special Meeting of the Committee held on 21 and 22 May, 2003, were agreed as a correct record
- i. In connection with the Minutes of the Special Meeting of the Committee, Clare Kaye, Scrutiny Support Officer, reported that the long-awaited Guidance had been published whilst the Committee was debating the issues and its implications were outlined.
 - ii. Members were informed that a section of the Guidance gives the Secretary of State the power to direct councils to form joint scrutiny committees where there is an issue covering more than one committee area. It is anticipated that the Committee would shortly be directed by the Secretary of State to establish a joint committee with :
 - Bedfordshire and Luton
 - Harrow
 - Hillingdon
 and possibly:
 - Barnet
 - Buckinghamshire
 - iii. Bedfordshire and Luton Scrutiny Committee would meet for the first time today. Bedfordshire's Cabinet had formed a view that they would support Option 2.
 - iv. It was reported that this course of joint action would be very problematic. A letter from the Department of Health was awaited and Clare Kaye agreed to initially meet with the Chairmen of the relevant scrutiny committees in order to identify the way forward.
 - v. The Committee requested the Scrutiny Support Officer to consult the County Secretary on the implications of the Department of health guidance and if appropriate initiate a robust challenge.
 - vi. Community Health Councils
The life of Community Health Councils (CHCs) had been extended to 1 December 2003. This would avoid a vacuum before the Patient Forums become operational.

Clare Kaye

Clare Kaye

Scrutiny Committees and CHCs would both have the power of referral to the Secretary of State for this Consultation and there would be a clear need to liaise. Bedfordshire and Hertfordshire's CHCs had nearly completed a common response that enables individual CHCs to support their choice of option. Clare Kaye agreed to ensure that this would be copied to Members of the Committee when it becomes available.

Clare Kaye

**7. 'INVESTING IN YOUR HEALTH' – CONSULTATION PAPER
BEDFORDSHIRE AND HERTFORDSHIRE STRATEGIC
HEALTH AUTHORITY (SHA)**

[Officer contact: Keith Shephard Tel: 01992 555368]

7.1 The Committee considered a draft Report which reflected on the scrutiny of the SHA vision for the development of healthcare in the county, and criteria which the Committee may wish to use when considering the final decision of the SHA on options for change.

7.2 Conclusion:

7.3 The Committee approved the draft response but recommended that the final response submitted to the SHA should further amplify the following issues:

Clare Kaye

- i a more specific commitment to transport
- ii at appropriate time, details of locations for Diagnostic Treatment centres, for instance, would be required.
- iii Interim arrangements
- iv Mental health services

(b) The Committee agreed to establish a short life Topic Group which would work with the Health Authority to monitor progress. The remit of the group would be:

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- i. To explore ways that evaluation can be made of the changes to the whole health economy in Hertfordshire not just individual services.
- ii. To discuss and agree the nature and content of monitoring information which will enable the SHA and the committee to evaluate progress.
- iii. To agree a programme of monitoring – this may include regular reports on activity, finances and outcomes and/or briefings/visits for the Committee.
- iv. To consider other ways that members of the Committee can helpfully engage in monitoring progress – e.g., attendance at meetings and engagement with stakeholders.

8. FUTURE HEALTH SCRUTINY TOPICS

8.1 Members were invited to consider possible topics for future scrutiny. However the committee were reminded that HCC had agreed that it will only scrutinise statutory health consultations unless we receive further funds from the government for health scrutiny. It was agreed that subjects which the ACS committee would have scrutinised anyway which have a health element would be scrutinised in the health section of future meetings.

8.2 In addition, the following topics were suggested by members for future scrutiny should resources become available:

- Intermediate care
- Availability and treatment of sexually transmitted diseases, particularly in young people.

The Scrutiny Support Officer also agreed to provide a report giving clarification on various lines of Health scrutiny to be shared with the district based PCT scrutiny committees.

Clare Kaye
David Roberts
Jill Weddle

Andrew Laycock
County Secretary