

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

**From: County Secretary's  
Department**

**Ask For: David Roberts**

**Ext: 25562**

**My Ref:**

**Your Ref:**

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**ADULT CARE AND HEALTH SCRUTINY COMMITTEE  
23 OCTOBER 2003**

**M I N U T E S**

**ATTENDANCE**

**MEMBERS OF THE COMMITTEE**

COUNTY COUNCILLORS

E M Clarke, K J Coleman (Vice Chairman), M Downing, J Gipps, A K Gray, F Guest, D Hills, B J Lamb, D E Lloyd\*, R Mills (Chairman), M O'Neill\*, P A Ruffles, S. Quilty\*

DISTRICT COUNCILLORS

A Swendell\* (City and District of St. Albans)

COMMUNITY HEALTH COUNCIL REPRESENTATIVES (non-voting)

(invited as 'temporary' replacements for Patients' Forum representatives)  
T Edmonds (North), A Mendoza (East)

\*Denotes Members for Health Scrutiny matters only

**Also present**

Executive Members

J M Pitman, R I N Gordon

Other Members

J T Metcalf, S Jones, R J Smith

**CHAIRMAN'S ANNOUNCEMENTS****Membership Changes**

The Chairman announced that Martin Saunders\* and Stan Mills\* had resigned as District Council Members, with immediate effect.

**Additional meeting**

The Chairman proposed that an additional meeting of this Scrutiny Committee be held at 10.00 am 3 December 2003, to consider the business that could not be accommodated on this agenda. The Committee agreed to this additional meeting.

**MINUTES**

The minutes of the meeting of the Committee held on 12 June 2003 were agreed, in so far as they relate to Adult Care matters, as a correct record and signed by the Chairman.

**PUBLIC PETITIONS**

None

**QUESTIONS**

None

**PART 1****A. ADULT CARE MATTERS****1 DEVELOPMENT OF COUNTYWIDE STRATEGY FOR BLACK AND ETHNIC MINORITY ADULT CARE SERVICE USERS AND THEIR CARERS**

[Officer Contact: Peter Ruane (Planning and Commissioning Manager, Elderly and Physical Disability, Tel 01707 280760)]

1.1 Diane Grinstead presented a report outlining the work taking place to develop this strategy across the care groups in Adult Care Services. The report also gave demographic and service delivery information, highlighting gaps in services and areas of concern and setting out the plans to strengthen these services.

1.2 The Committee welcomed the following people to the meeting; each spoke about their personal experience, or their organisation's experience, of services for black and ethnic minority users and possible improvements:

**Gayle Clifford**, Minority Ethnic Development Worker, Welwyn and Hatfield

**Malik Hussain**, service user

**Enid Saunders**, TACEP (Afro-Caribbean project in Watford)

**Veronica Petrie**, service user

**Caroline Player**, Age Concern Dacorum (ACD)

**Vasantri Chury**, ACD Project Worker

**Jim Seth**, Chairman of Dacorum Indian Society

**Sach Seyan**, Watford Asian Community Care

**Magan Bhai Patel**, service user

**Anstey Rice**, Equalities Manager, Adult Care Services

**Action**

**1.2 Conclusions:**

- (i) The Committee thanked all of those who attended and gave their views, and the organisations that had facilitated visits to their projects.
- (ii) The Committee recognised the wish to make all services accessible, but also felt there was a need for specifically tailored services to meet black and minority ethnic (BME) needs.
- (iii) Particular issues identified included:
- Residential care services, which catered specifically for the needs of ethnic minority service-users including specific dietary, medical, language and religious needs
  - Respite care services to support carers close to local communities and families
  - Transport services providing minority languages
  - Sheltered housing enabling minority groups to live together with space for community and religious activities
- (iv) A number of particular problems for voluntary organisations were highlighted, as follows:
- Voluntary organisations could be important providers of flexible and appropriate services but could be hampered by lack of premises space and funding to support clubs and other provision
  - Office space
  - Increasing difficulty recruiting volunteers resulting in the need to use paid workers
  - Lack of core funding and investment in the development of services
  - Protection from racial abuse: CCTV was suggested as a solution on voluntary groups' premises
- (v) A number of particular problems for service users were highlighted, as follows:
- The assumption that people in the Asian community will 'look after their own' no longer true
  - Isolation could be exacerbated where culturally appropriate services are unavailable leading to mental deterioration
  - Particular problems for people from minority groups in accessing services – problems with Customer Service Centre were raised by several contributors
  - Staff unable to speak the same language as the service user

- (vi) Problems for carers were highlighted as follows:
- Difficulty in getting respite care or other breaks
  - Lack of resources to pay for carer training
- (vii) Problems for service providers were highlighted as follows:
- Difficulty in recruiting carers from BME communities
- (viii) The Committee recommended to the Director that an action plan and timetable to develop the issues discussed be brought back to the Scrutiny Committee. This could include:
- work with voluntary organisations to encourage more BME people to become care workers
  - Co-ordination between and within services
  - Better intelligence and information to improve service planning
- (ix) It was agreed that future discussion of this subject should take place in the health scrutiny section of this agenda.
- (x) The Committee thanked guests for attending and contributing to the discussion.

Sarah Pickup  
David  
Roberts

David  
Roberts

## 2 TRANSITION FROM CHILDREN'S SERVICES TO ADULT SERVICES

[Officer contact: Peter Loose, Service Manager, Community Learning Disability Teams, Tel: 01707 280620]

2.1 Kathy Kerr presented a report outlining the plans for improving planning for children transferring from Children's Services to Adult Services. Most of the work done to date has been in services for young people with learning disabilities.

2.2 The following people attended to inform members of their experiences in relation to the Transition process:

**Sue Reeve**, Chief Executive, Carers in Herts  
**Rose Geraghty**, Disability Team Manager, West Quadrant  
**Tammy Swailes**, Team Manager, Community Learning Disability Team  
**Visa Gomez-Dean**, Day Services Manager, Borehamwood  
**Paul Smith**, Curriculum Manager, Oaklands College  
**Sue Jaye**, Principal Officer, Disabled Children

In addition, a written statement from a parent carer was tabled and considered by the Committee.

**2.3 Conclusions:**

- (i) The Committee welcomed this report, and particularly thanked Bill Stephenson and Peter Loose for their hard work in this area. The Committee also thanked guests for attending and contributing to the discussion.
- (ii) Key points arising from the discussions were as follows:
- Transition works well when:
    - there is a key worker identified.
    - good information is provided early
    - parents well involved from early on
    - trial days and tasters used
    - there is good communication between all involved
- (iii) However, the Committee recognised this was not working well all of the time and contributions from parents suggested that problems are all too frequent.
- Parents reported:
    - 'If Transition is a journey, then those travelling need a map, guide and hostellers'
    - feeling alone, out of control and without information
    - inconsistent service provision and inconsistencies in requirements to pay for services
    - lack of information
    - have to keep nagging but then expected to respond immediately themselves.
  - Service providers reported:
    - Pressure on resources to provide good Transition support
    - Difficulty in providing a service for children with lower level needs
    - Difficult to co-ordinate transition arrangements for children placed in schools outside the county
    - lack of residential provision for younger adults
    - insufficient involvement of people managing services (day services mentioned) at an early stage of Transition
    - introduction to adult services is not always sufficient and the change (e.g. staffing ratios) is too great.
    - lack of planning beyond college – longer term Transition

- (iv) Whilst the Committee heard about some examples of good practice, the majority of parents interviewed had not heard of Transition planning.
- (v) The Committee found the document setting out a new protocol for transition planning useful and particularly welcomed dedicated Transition Workers.
- (vi) The Committee were particularly concerned about:
- the need for consistency and continuity of care, recognising the needs of children not already 'in the system' – including those with mild learning disabilities
  - the length of waiting lists which may mean that the protocol cannot be delivered
  - that young people should not lose services and equipment which have enhanced their lives when they transfer. Handheld communication was particularly mentioned
  - the need to ensure that all appropriate bodies – including the Learning and Skills Council, are involved
  - the need to recognise that resources are not infinite and the services we provide for adults can often appear to be inferior to those we provide for children
  - there are particular difficulties for parents, since children with disabilities are better accepted by our community than adults with disabilities
- (vii) The Committee recommended that:
- we give parents access to the Protocol and include a summary and guide to the Protocol for parents and carers
  - CSF and ACS Boards should consider the issue of Transition planning for children with mild learning disabilities

Sarah  
Pickup /  
John  
Harris

### 3. UPDATE AND WORK PROGRAMME 2003/4

[Officer contact: Clare Kaye, Scrutiny Support Officer  
Tel: 01992 555300]

- 3.1 The Committee noted 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.

### 3.2 **Conclusions:**

- (i) The Committee noted that Adult Care Item 11 (Review of integrated Service Delivery – JCPB) related to Mental Health and would therefore be considered under Health Scrutiny.
- (ii) It was noted that Transition – Mental Health, would be added to the Health Scrutiny items.
- (iii) No further items were raised at this meeting for future scrutiny.

Clare Kaye/  
Dave  
Roberts

## **B HEALTH MATTERS**

The Chairman welcomed Health members to the meeting.

### **MINUTES**

The minutes of the meeting of the Committee held on 12 June 2003, were agreed in so far as they related to health matters as a correct record and signed by the Chairman.

#### **4. ADDENBROOKE'S AND PAPWORTH HOSPITALS APPLICATION FOR NHS FOUNDATION TRUST STATUS**

4.1 The Committee had invited Addenbrooke's NHS Trust and Papworth NHS Trust to this meeting to outline their applications and proposals for Foundation Trust Status and to highlight any issues which might impact on Hertfordshire residents.

4.2 The Committee considered the reports and received the following powerpoint presentations (attached):

- a) **Ken Brewer**, Director of Planning, Papworth Hospital NHS Trust.
- b) **Malcolm Stamp**, Chief Executive, Addenbrooke's NHS Trust. **Fran Harper**, Foundation Trust Project Manager, also attended.

4.3 The Committee also received the views of any impact on Hertfordshire from the following organisations:

**Mags Guyan**, Commissioning Manager, Royston Buntingford and Bishops Stortford PCT

**Jill Peters**, Chief Executive, North Herts and Stevenage PCT

**Andrew Morgan**, Director of Performance and Improvement, Beds and Herts Strategic Health Authority

**Martin Samuels**, Beds and Herts Strategic Health Authority

**Danny Mortimer**, Director of Human Resources, East and North Hert NHS Trust

**4.4 Conclusions:**

- (i) The Committee expressed a neutral view about Foundation Trust status.
- (ii) The Committee expressed concern that Foundation Trusts may result in a focus on institutions, mitigating against moving to a Primary Care led NHS.
- (iii) The Committee welcomed assurances that Trust status would seek not to destabilise the recruitment market locally.
- (iv) The Committee stressed the importance of working closely with surrounding Trusts, thereby ensuring services continued working together to support the development of the whole health economy in Hertfordshire by contributing to the local strategic vision.

**5. VICTORIA AND ELIZABETH COURTS**

- 5.1 This item was requested by Roma Mills, following concerns raised by the Community Health Council (CHC) over the changes in levels and types of service implemented at Victoria and Elizabeth Courts without consultation or agreement by CHC.
- 5.2 The Committee considered reports submitted by the CHC and North Herts and Stevenage PCT. The following health officers also attended to clarify any issues or concerns raised by the Committee:

**Richard Edwards**, CHC

**Jill Peters**, North Herts and Stevenage PCT

**Keith Moullin**, Assistant Director Mental Health of Older People, Lister Hospital

**Roger Hammond**, Director of Finance, North Herts and Stevenage PCT

**Jean Holt**, Service Development Manager, North Herts and Stevenage PCT

**Paul Mullin**, Chief Executive, Bedford and Luton Community NHS Trust

**Andrew Morgan**, Director of Performance and Improvement, Beds and Herts Strategic Health Authority

**Brian Hopkins**, CHC Member

**Carol Brown**, Friends and Families Support Group

5.3 The Committee noted the recent progress and welcomed the degree of clarity now emerging.

Particular concerns were that any solution should:

- take into account the needs of this group of people, particularly how disruptive moving would be
- ensure that any change does not diminish the number of beds available for this care group for whom there is a great scarcity of provision
- take full account of the need for respite care for this care group

5.4 **Conclusions:**

The Committee recommended that:

- (i) holding letters should be sent to all concerned
- (ii) the course of action set out in the CHC paper be followed
- (iii) the local PCT-based Scrutiny Committee be requested to keep the situation under review including keeping in close touch with the relatives' support group and report back to this Committee on the outcome
- (iv) the learning points from the problems that have arisen should be noted as follows:
  - the need to be clear about where responsibility lies and who is the lead agency.
  - the importance of maintaining records when service changes take place.

**ITEMS REFERRED TO THE COUNTY COUNCIL**

There were no items referred to County Council.

Andrew Laycock  
County Secretary