

## **Health Scrutiny Panel – Meeting held on Tuesday, 10th October, 2017.**

**Present:-** Councillors Rana (Chair), Smith (Vice-Chair), Chaudhry, M Holledge, Pantelic, Qaseem, A Sandhu, Sarfraz, Strutton and Colin Pill

Healthwatch Representative- Colin Pill

### **PART I**

#### **22. Declarations of Interest**

Councillor Rana declared that a close relative worked at Wexham Park Hospital.

#### **23. Minutes of the Last Meeting held on 31st August 2017**

**Resolved-** That the minutes of the last meeting held on the 31<sup>st</sup> August 2017 be approved as a correct record.

#### **24. Action Progress Report**

The Action Progress report was tabled at the meeting.

**Resolved-** That the Action Progress Report be noted.

#### **25. Member Questions**

There were no questions from Members.

#### **26. Slough Safeguarding Adults Board Annual Report 2016/17**

The Head of Safeguarding and Learning Disabilities outlined the annual report for Slough Safeguarding Adults Board (SSAB) 2016/17. A summary of the key issues and the five key areas of the annual report were noted; improving identification of risk to the individual and management of that risk; improving safeguarding practice when working with people who self neglect/hoard; mental capacity and Deprivation of Liberty Safeguards; making safeguarding personal and outcome focussed and Board effectiveness. The Panel were requested to note that the Independent Chair of the SSAB, Nick Georgiou, had also been appointed to the role of Independent Chair of the Local Safeguarding Children's Board. A joint business unit had been established for both Boards to improve the understanding and cohesion between adults and children's services.

The number of safeguarding concerns received had doubled in the past two years to 989 and the proportion leading to an enquiry had also risen. This was primarily attributed to the threshold for initiating an enquiry in the Care Act. The Officer responses that there was still a high reliance on external Best Interest Assessors (BIA's) at present but that the Council was training appropriate staff which would reduce the costs in the future.

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Members discussed a range of other issues including performance management and services for the transition between adults and children's services. It was requested and agreed that the Independent Chair of the SSAB attend the next available meeting. At the conclusion of the discussion the report was noted.

**Resolved-** (a) That the report be noted.

(b) That the Independent Chair of the Local Safeguarding Children's Board be invited to attend a future Panel Meeting.

### **27. Residents involvement in shaping Adult Social Care Services**

The Head of Commissioning outlined a report on how people who use Adult Social Care Services had their say on the way services were designed and delivered and the future plans to adopt a co-productive approach. The report also outlined ways in which the current Partnership Boards for Learning Disabilities, carers, autism, mental health and older people currently operated. It was stated that some Boards had overlapping objectives, but that some sectors of the community, for e.g. those individuals with physical disabilities did not have a separate Board and that the ambition was to merge in the future. The current structure had been in place for fifteen years and that the new model had been redesigned around engagement from service users. Service users with learning disabilities had created a video which designed a learning course and helped them to train others and that this was a good example of an ongoing initiative. It was agreed the video would be circulated to all Members.

The Panel discussed ways in which the various models currently worked. The Director of Adult Social Care stated that there was confidence in the models and that as part of the redesign process, that the 'speaking up' model was encouraged. This allowed for tangible delivery and gave people a platform to 'speak up' and be heard. The current model was reliant in carers to relay information and that the use of paid advocates was vital when carers were unable to attend and participate. As part of the discussion, Members considered ways in which behaviours could be measured and ways in which Members could become involved with shaping Adult Social Care Services in the community. The Panel was reminded that Councillors had been invited to take part in asset mapping of individual communities and that this information could be shared when this had been fully conducted ward by ward. It was noted that there was still some work to be done in this area, and that providers of services had been contacted to update their details online.

**Resolved-** That the report be noted.

### **28. Quality Management of Adult Social Care Services**

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The Head of Commissioning and Supplier Relationship Manager introduced the report outlining the progress on the quality of Adult Social Care services within Slough and the arrangements for ensuring the quality of care. The Panel was updated that the registered care providers and homes. The Panel noted that quality assurance was a key priority to ensure the delivery of good adult social care services were inspected by the Care Quality Commission (CQC). The strategic approach was outlined, which was founded on a clear Quality Assurance Framework. Overall progress had been reported as relatively good and that there had been some concerns over managerial staff reported that there had been some concerns over managerial staff reported that there had been a 33% turnover of care, which was comparatively low when comparing national figures.

In response to a question the process for both planned and unannounced visits to providers was outlined. Members were assured that these visits were carried out and that this also helped manage the ongoing performance of the care services. Some of the issues relating to staffing stemmed from other labour markets utilising the labour force from Slough and that salaries were more competitive than what was currently on offer in the borough. Measures were currently in place to recruit and retain staff, working with providers, calibre of staff, internal audits and related monitoring of care providers to address staffing issues. Members asked for the standards expected of good quality staff that were also vital.

Ways in which the Council had established Quality Assurance Framework was discussed along with the responses when made aware of quality concerns. Where some care providers had been subject to embargos or sanctions, regular monitoring meetings and dialogue with management of the service were held. The Panel was informed that a traffic light system was used to advise the Care Governance Board of current quality standards with a score of red meaning that a complete embargo of the provider would be implemented until the concerns had been addressed to the satisfaction of the Board. There were continuing robust service improvements and as a result the amber caution would be set against the provider as a risk placement notification.

Overall, it was considered that the quality of care in Slough was generally good; that there was a strong and rigorous approach to quality assurance; and that there was a proactive response taken to report of concerns about standards. There was now a clear focus on the need for the residents of Slough to effectively manage their own care needs and that this would feed into the governance structures and future Adult Social Care System model. At the conclusion of the discussion the report was noted.

**Resolved-** That the report be noted.

## 29. Forward Work Programme

## **Health Scrutiny Panel - 10.10.17**

The Panel considered the Work Programme for 2017-18 and the following items were confirmed or added:

22<sup>nd</sup> November 2017:

- Frimley NHS Foundation Trust update (meeting to be held at Wexham Park Hospital)
- CCG Operating Plan
- Berkshire Healthcare NHS Foundation Trust Annual Report
- STP Report

18<sup>th</sup> January 2018:

- ASC Programme Update
- Public Health Update
- STP Update
- Independent Chair of SSAB
- Recovery Colleges
- Local Account

26<sup>th</sup> March 2018:

- STP Update
- Five Year Plan – Outcome 2, key actions 1, 3 and 5
- Learning Disabilities Offer – update

**Resolved-** That the Forward Work Programme be agreed, subject to the above amendments.

### **30. Attendance Record**

**Resolved-** That the attendance record be noted.

### **31. Date of Next Meeting**

The next meeting of the Panel would be held on the 22<sup>nd</sup> November 2017, at Wexham Park Hospital.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 7.59 pm)