

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Committee Room 2, Watling House, High Street North, Dunstable on Monday, 15 May 2017.

PRESENT

Cllr P Hollick (Chairman)

Cllrs N B Costin
P A Duckett

Cllrs Mrs S A Goodchild
G Perham

Apologies for Absence: Cllrs Mrs A Barker
P Downing
Mrs D B Gurney
B Walker

Members in Attendance: Cllr E Ghent Deputy Executive Member for
Adult Social Care
Cllr Mrs C Hegley Executive Member for Social
Care and Housing
B J Spurr Executive Member for Health
Mrs T Stock Deputy Executive Member for
Health

Officers in Attendance: Mrs P Coker Head of Service, Partnerships - Social
Care, Health & Housing
Mrs P Everitt Scrutiny Policy Adviser
Mr S Mitchelmore Assistant Director, Adult Social Care
Mr M Westerby Head of Public Health

Others in Attendance Mrs M Bradley Director for Bedfordshire Mental
Health and Wellbeing Services
Mrs T Brigstock Acting Director of Nursing and Patient
Services
Ms S Browne Deputy Director of Nursing
Ms K Burke Corporate Affairs Director
Mrs Oke Director of Nursing and Midwifery
Mrs V Parsons Company Secretary

SCHH/17/93. **Minutes**

RESOLVED that the Minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 20 March 2017 be confirmed and signed by the Chairman as a correct record.

SCHH/17/94. **Members' Interests**

Cllr Duckett declared an interest as a part time Domiciliary Care Worker.

SCHH/17/95. Chairman's Announcements and Communications

The Chairman wished to thank all those involved in the successful arrangements for the Queen's visit to Priory View in April.

Following the visit to Bromley by Bow Community Hub, the Chairman would prepare a summary of the visit to be appended to the Integrated of Health and Social Care Enquiry Report.

Concerns had been raised by a member of the public regarding the Private Ambulance Service (PAS). The Bedfordshire Clinical Commissioning Group (BCCG) was working with PAS representatives to resolve the issues and Members of the Committee would be kept informed.

SCHH/17/96. Petitions

None.

SCHH/17/97. Questions, Statements or Deputations

None.

SCHH/17/98. Call-In

None.

SCHH/17/99. Requested Items

None.

SCHH/17/100. Executive Members Update

The Executive Member for Social Care and Housing advised:-

- Thanks were extended to everyone involved in the successful visit by the Queen and Duke of Edinburgh to Priory View, Dunstable and was delighted to announce the development had won the Local Authority Building Control award.
- That comments made in the recent Staff Survey would be considered and reported to Members.
- That a Member briefing would be arranged on the modern methods of housing construction and modular buildings.
- Members would receive details of additional funds received by the Council and how the money would be spent on Social Care services.

The Executive Member for Health wished to record his thanks to Maurice Jones for his contribution to the work of the Council and specifically the Health Agenda.

SCHH/14/1. HOSPITAL AND CARE PROVIDERS' QUALITY ACCOUNTS 2016/17

The Chairman extended his thanks to Jacqui Evans, Head of Quality and Patient Safety, East and North Hertfordshire NHS Trust, who collated the table of common indicators at the request of the Committee. The information provided useful comparative data for Members. The Committee were advised that due to the international IT cyber attack and the impact on the East and North Herts Hospital, Jacqui Evans was unable to attend the meeting.

Milton Keynes University Hospital Trust

Kate Burke, Corporate Affairs Director, Milton Keynes University Hospital Trust introduced the Hospital's Quality Account 2016/17 that had been written in line with national guidance. With the Milton Keynes area growing at a fast pace, a Member raised concern as to whether the Hospital was able to keep pace as there was no evidence of this in the Quality Account. In response the Director advised that new buildings had been provided including a new surgical ward and the incorporation of Buckinghamshire University Teaching unit. Members were also advised that the Sustainability and Transformation Plan (STP) would take into account the increasing demand for services in the area.

The Executive Member for Social Care and Housing complimented the hospital on its urgent care system but raised concerns on the number of patients over the age of 75 moved after 10pm at night. In response the Director advised the moves were due to capacity issues but it was hoped this number would be reduced. The criteria regarding the number of falls recorded in hospital had also been changed and although it was not necessary to record near misses, this information would continue to be recorded internally.

In response to a question about the recent cyber attack, the Director advised the IT teams had worked over the weekend and the Milton Keynes Hospital system had not been affected. Members were also advised that Milton Keynes had been a media access point during the strike by Junior Doctors. Elective patient operations had been cancelled as a result, however, consultants and multi disciplinary teams had supported all other services.

Members thanked the Director and were reassured that Milton Keynes Hospital had the right interventions in place and had listened and responded to patients' needs and the views of their staff.

Bedford Hospital NHS Trust

Tracey Brigstock, Director of Nursing and Patient Services at Bedford Hospital NHS Trust, introduced the Hospital Quality Account and advised Members on the Trust's achievements for the last year that included:-

- A reduction in the number of serious harm incidents reported.
- Improved complaints processes
- Procedures used by consultants on dementia wards had been rolled out to appropriate ward rounds to help patients who were hard of hearing.
- Revised and streamlined procedures introduced in A&E in an ambulatory care unit.

Following a Care Quality Commission inspection, the Trust had implemented improvements that included better privacy and dignity arrangements for male and female patients. The Trust was in the process of defining their priorities for 2017/18 with the help of stakeholders.

In response a Member congratulated the hospital on its achievements, including the relocation of the phlebotomy service. The place audit had identified wards were well maintained, however, of concern was the number of staff that said they suffered from harassment or had been bullied. In response the Director advised this was an issue for the NHS nationally and Bedford Hospital had organised listening events and a 'speak up' guardian had been introduced for staff to talk to.

The Chairman requested an update on the cyber attack and whether any disruption to the Hospital's IT system had been experienced. In response the Director advised there had been no adverse affect to date. With regards to the Junior Doctors' Strike, minimal disruption had been experienced by patients with only a few operations cancelled. A Member questioned if the new contracts requiring Junior Doctors to work 24/7 had improved patient flow. The Director advised data would be collated to inform the STP.

In conclusion Members congratulated Bedford Hospital on their achievements and noted the priorities going forward. The Committee were satisfied the Trust had listened and responded to patients needs and the views of their staff.

SEPT/EPUT

Sarah Browne, Deputy Director of Nursing for Essex Partnership University Trust (EPUT) introduced the former South Essex Partnership Trust (SEPT) Quality Account. The Trust was delighted to report that no avoidable falls or pressure ulcers had been reported. SEPT had received a higher number of compliments than complaints for the Bedfordshire area and there had been no serious incidences to report. Although the Trust had not achieved targets set against their priorities, steps to improve this position had been put in place. Staff would receive additional training on patient safety and new training on expected deaths including suicide.

A point of some concern was the percentage of people who would not recommend SEPT services. However the Quality Account was excellent and Members were reassured. The Director reported that the Trust had been affected by the cyber attack but could confirm that patient information systems were backed up that morning and all staff had managed the situation well over the weekend.

In summary, Members congratulated SEPT on their achievements. The Committee were satisfied the Trust had listened and responded to patients needs and the views of their staff.

East and North Hertfordshire Hospital NHS Trust (ENH)

In the absence of Jacqui Evans, Head of Quality and Patient Safety, Cllr Duckett gave an overview of the East and North Herts Trust's Quality Account.

The Trust had received a 'requires improvement' from the CQC report and had addressed some of the issues raised by them. There were, however, 'good' ratings for Hertford County Hospital and community services for children. Staff received training sessions allocated on their duty rostra and the Trust had implemented other common sense approaches, including patient medication lockers. Members noted the lack of step down beds in the vicinity that affected discharge times.

A Member welcomed the Trust's inclusion of additional questions in their patient survey, which led to a better understanding of patient concerns.

The Committee wished to congratulate the Trust on their achievements and were satisfied the Trust had listened and responded to patients' needs and the views of their staff.

Luton and Dunstable University Hospital Trust

Sheran Oke, Director of Nursing and Midwifery, Luton and Dunstable University Hospital Trust introduced the Hospital's Quality Account. Following a 'good' CQC report, there was a need to improve patient safety. An Advancing Safety and Quality Framework had been put in place and outlined specific action required to achieve improvements. The theme of patient safety had been a focus for the Hospital's staff engagement sessions of which 85% of staff had attended.

Progress had been made to reduce pressure ulcers, falls, medicine errors and safety thermometer incidents. Staff continued to work with patients and families/carers to deliver end of life care wishes and support staff based in care homes.

The shortage of nurses remained a challenge both nationally and locally. Members were advised that a work stream in the STP process that considered new ways of working that included apprenticeship opportunities and the upskilling of carers. With the loss of degree bursary payments the Trust had seen a downward trend in applications across the board.

Cllr Goodchild congratulated the Hospital on its 'good' CQC rating and raised concerns on the number of patients that did not attend their outpatient appointments. The Director commented that GP's were advised of patients who failed to attend hospital appointments. The memorial service introduced by the Hospital was also praised and had helped many families in their grief.

The hospital faced capacity challenges for stroke patients and delayed discharge due to the number of people involved in the process. Strong leadership schemes and action plans had been implemented by the Trust to improve its effectiveness in this area.

The Chairman raised the issue of the cyber attack that had taken place and whether there had been any disruption to the Hospital's IT system. In response the Director advised all systems had been switched back on, and no adverse affect had occurred. With regards to the Junior Doctors' Strike, minimal

disruption had been experienced by patients with only a few elective operations cancelled.

In conclusion Members congratulated The Luton and Dunstable Hospital on their achievements and noted the priorities going forward. The Committee were satisfied the Trust had listened and responded to patients needs and the views of their staff.

East London Foundation Trust

Michelle Bradley Director for Bedfordshire Mental Health & Wellbeing Service, East London Foundation Trust (ELFT) introduced the Trust's Quality Account. The CQC had rated the Trust at 'Outstanding' and had received significant awards during 2016/17.

The Trust had a number of projects in place to continue to improve staff wellbeing and engagement, IT systems and to reduce in-patient violence. The Trust was working to increase the number of mental health primary care practitioners linked into every GP surgery.

The challenges facing ELFT included the levels of demand for services that put a strain on staff. The Trust's Early Help Programme would be targeted in schools to help those who self harmed and suffer other mental health issues before their condition escalated. The Trust would also look to reduce the number of medication errors and stabilise workforce numbers.

The Committee congratulated the Trust on their achievements and noted the priorities going forward. The Committee were satisfied the Trust had listened and responded to patients needs and the views of their staff.

NOTED the comparable indicators and recommend that the Committee provide a comment, included in the Minutes, to the relevant Trust for inclusion in their Quality Accounts.

SCHH/17/102. The Integration of Health and Social Care in Central Bedfordshire

The Chairman of the overview and scrutiny enquiry into integration of health and social care introduced the enquiry report and advised the Committee that the team had conducted their enquiry over several months and thanked all those who gave evidence and had contributed to findings. The Chairman emphasised the importance of managing the expectations of the public and funding of services going forward. There was a clear desire declared by those interviewed to achieve a more integrated health and social care system, however, the implementation and action plans were critical in order to avoid another 'talking shop'.

The Committee were reminded of the five principles agreed by the Enquiry Team supported by a number of recommendations to the Executive.

In response the Executive Member for Health commented that although locality work was important, the proposals should be more about integration of services

along side village care schemes and other third sector services. Members agreed to re-emphasis the following areas in the report to the Executive:--

- The importance of the role of community and voluntary sector, such as the Village Care and good neighbour schemes, and faith groups to support integration along side multi disciplinary teams in localities be highlighted and supported.
- That officers investigate public sector funding opportunities for Hub facilities in the Ivel Valley, West Mid Bedfordshire, Chiltern Vale, Leighton Buzzard.
- The Committee supported the view that spokes be considered for market towns and villages such as Silsoe, Sandy, Potton and amongst others to be aligned to the hubs and that an approach for what the spokes might look like for those areas be mapped out by officers and NHS Partners.
- That the Bromley-by-Bow community centre be recommended to the Executive as a good practice model for Integrated Health and Care Hub working.

RECOMMEDED that the Enquiry report into the Integration of Health and Social Care in Central Bedfordshire be approved and submitted to the Executive at their meeting on 20 June 2017, incorporating the details of the Member visit to Bromley-by-Bow community centre.

(Note: The meeting commenced at 10.00 a.m. and concluded at 2.25 p.m.)

Chairman.....

Dated.....