

CENTRAL BEDFORDSHIRE COUNCIL

At a meeting of the **SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE** held in Council Chamber, Priory House, Monks Walk, Shefford on Monday, 26 November 2018.

PRESENT

Cllr P Hollick (Chairman)

Cllrs R D Berry
P A Duckett
K Ferguson

Cllrs Mrs S A Goodchild
G Perham

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

Substitutes: Cllrs M A G Versallion (In place of P Downing)

Members in Attendance: Cllrs E Ghent Executive Member for
Assets and Housing
Delivery
Ms C Hegley Executive Member for
Adults, Social Care and
Housing Operations
(HRA)
Mrs T Stock Deputy Executive
Member for Health

Officers in Attendance: Mrs P Everitt Scrutiny Policy Adviser
Mr T Hoyle Assistant Director of Strategic
Commissioning
Mr S Mitchelmore Assistant Director, Adult Social Care
Mr T Stephenson Head of MANOP (Meeting the
Accommodation Needs of Older
People)

Others in Attendance Ms T Dear Assistant Director, Planned Care
Commissioning, BCCG
Mr R McCormack Programme Director, BCCG
Mr R Noble Strategy Manager, BCCG
Terry Rich Independent Chairman, Adults
Safeguarding Board
Mr D Simpson Chairman Central Bedfordshire
Healthwatch

SCHH/18/115.Minutes

RESOLVED that the Minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 17 September 2018 be confirmed and signed by the Chairman as a correct record.

SCHH/18/116.Members' Interests

- Cllr Duckett declared an interest in his role as a part time domiciliary worker.
- Cllr Versallion declared an interest as a Non-Executive Member of the Luton and Dunstable Hospital.

SCHH/18/117.Chairman's Announcements and Communications

The Chairman advised the Committee of the latest news and developments that included:-

- The appointment of the new Joint Accountable Officer for the Bedfordshire, Luton and Milton Keynes Clinical Commissioning Groups.
- The appointment of a new interim Chief Executive at the East of England Ambulance Service Trust.
- The addition of a phlebotomy clinic in the Dunstable area.
- Discussions and advice to the care provider Allied Home Care was in hand.

SCHH/18/118.Petitions

None.

SCHH/18/119.Questions, Statements or Deputations

None.

SCHH/18/120.Call-In

None.

SCHH/18/121.Requested Items

None.

SCHH/18/122.Executive Members' Update

The Executive Member for Adult Social Care and Housing Operations updated the Committee on the latest news and developments that included:-

- Attendance at the Children's and Adults Services Conference at which the concerns on Government Funding for Social Care services was raised.
- More clarity will be available for Members on the complex areas of income funding streams, including Better Care Fund and Improved Better Care Fund that were coming to an end.

- Reassurance that Central Bedfordshire was doing well in transforming its services and the development of personal budgets for residence.

The Deputy Executive Member for Health advised that regular meetings with Bedfordshire Clinical Commissioning Group colleagues and Planners would be held to discuss the impact of growth in Central Beds. A visit to a care village in Warwick was made by a number of Member to inform them of options planned for the Steppingley Road, Flitwick site.

The Executive Member for Assets advised:-

- the Assets Team would look again at the 20 possible sites identified for housing schemes, following the lift to the Housing Revenue Account cap by the Government.
- The development of a rural housing exception scheme in Wrestlingworth.
- That developers would start on site to build Houghton Regis Central in February 2019.

In response to questions raised on the updates, the Committee was advised:-

- Ward members would be advised of the proposed sites when available.
- That housing for key workers was a focus for each of the proposed housing sites.
- Proposals in the long term was for a Health and Social Care Hub in Leighton Buzzard.

SCHH/18/123. Extended Access to GP Services

The Strategy and Planning Manager from Bedfordshire Clinical Commissioning Group (BCCG) provided an update on the implementation of extended access to primary care services required by NHS England. Residents were able to book appointments between 6.30-8pm at one of the four locality bases of which 83.5% were taken up and around 10% did not attend (DNA).

Further developments would include the ability to book extended access appointments via the 111 service.

In light of the information provided, a Member queried if the service would be able to cope with demand once the service had been widely publicised and whether DNA's were classified. In response The Strategy and Planning Manager advised that a rise in demand was expected. Currently DNA's were not classified and investigation into non-attendance would form part of a wider review of the service.

In response to a question regarding funding, the service had not received its full funding allocation. Some funds had been held back in a contingency fund to help with the development of IT equipment, which enabled GP's to look at any patient record in the locality, and overall service costs.

RECOMMENDED that:-

1. Committee welcomes the extended access to primary care services but expresses concern that some 10% of patients are failing to attend their appointment.

2. Expects Practices to take action to reduce the number of DNA.
3. Expects the funding available to be used directly for the extended services and monies held back by the CCG to be directly supporting the extended care services and to release to the surgeries monies not otherwise used by the CCG.

SCHH/18/124. **Stroke Services**

The Assistant Director, Planned Care, BCCG, introduced a report that explained the current model of care for Stroke. Following a number of engagement events and a review of current services that included rehabilitation services, the BCCG hoped, in consultation with partners, to provide a better integrated service and opportunities to provide a rehabilitation centre.

In response to questions raised on the updates, the Committee was advised:-

- The proposed Hospital merger would be taken into account and discharge from hospital to rehabilitation was critical to free capacity.
- The CCG was working closely with Headway, who would inform future rehabilitation services for stroke and other patients with head injuries
- There was no deadline to the stroke service review in order that the best outcome can be achieved.
- That the BCCG provide a breakdown on improvements in stroke services that are made and report back on the four main priorities outlined on page 3 of the report.

RECOMMENDED that:-

1. Welcome the general thrust of the provisions for stroke services.
2. Further reassurance as to how services will be delivered given the merger of the Bedford and L&D hospitals.
3. Look to ensure that Bedford hospital meets national guidelines.
4. Need further detail of how the four priorities for stroke are to be achieved.

SCHH/18/125. **Annual Safeguarding Board Report 2017-2018**

The Independent Chairman of the Bedford and Central Bedfordshire Safeguarding Adults Board introduced its statutory annual report. The report outlined the achievements, challenges and future plans as well as summarising continued concerns.

Despite strong partnership working, there were instances where the safeguarding teams had been called upon to deal with matters for Mental Health agencies and welfare teams. Of 600 concerns, 27 went on to be section 42 Inquiries. The Board had planned to delivery training and pathways to help each agency take the right course of action. A triage system would also be developed to direct partners to the correct agency. Other key issues raised included:-

- that in the case of a failure in the care market, the Council and BCCG had emergency plans in place to fill a deficiency.
- Safeguard checks on care institutions where life had been lost or was threaten.
- Care of vulnerable inmates at Bedford Prison.

In response to questions raised by Members, the Chairman provided the following responses:-

- The Chairman would take back the suggestion to engage with Housing Associations to safeguard vulnerable residents.
- A mapping exercise to identify if high incidents of safeguarding concerns.

RECOMMENDED that:-

1. Like to see better mechanism to ensure in conjunction with partners that the right concerns are referred to the local adult safeguarding team.
2. See developed in conjunction with partners a clearer path for those with Mental Health Issues.
3. Emphasis and agree the need to ensure a continuing focus on domestic abuse.
4. Encourage the collection of data to do a mapping exercise to determine if there is a collaboration between issues of self neglect and areas of deprivation.
5. Recommend extending the boards reach to housing associations.

SCHH/18/126. Future of Ampt Hill Older Persons Day Centre and the Public Consultation Outcome

The Head of MANOP introduced a comprehensive report on the Older Persons Day offer in principle and specifically on the current arrangements in Ampt Hill. Pilot schemes on new day care offer had been carried out, feedback from the residents and staff had been collated as well as a full public consultation.

In response to concerns raised by Members, the Head of MANOP provided the following responses:-

- It was recognised the size of the current day centre accommodation was too big, it continued to be a life line to local residents and other users of the facilities.
- A Member was disappointed that the current site was not being considered as a health hub for the area and was also concerned at the loss of facilities for Ampt Hill and beyond, taking into account the growing population. This was not however in the scope of the review of the use of the Ampt Hill Day Centre.'
- Whilst the sample of feed back to the consultation was small, all those customers who had been able to give a view were provided with help to do so.

The Executive Member for Adult Social Care advised it was the Council wish to move to a better offer for residents, some of whom had welcomed a session at the Silsoe Horticultural facility.

RECOMMENDED that:-

- Acknowledges there has been an acceptable consultation with a mixed response to the preferred option
- Asks that cognisance is taken of those concerned about retaining friendships, travel distance

- Needs reassurance that the facilities at Silsoe are sufficient and the interaction with horticulture service users is well managed.
- While there has been a mixed response, look at the result of the pilots and recognise that the hub and spoke approach will be more flexible to meet modern day client's needs and improve the Council's offer.

SCHH/18/127. Customer Relations Adult Social Care and Public Health Annual Report 2017/18

The Assistant Director, Strategic Commissioning, introduced the Customer Relations Adult Social Care and Public Health Annual Report 2017/18 that sets out the number of compliments and complaints received and the nature and outcomes of these.

The Directorate remains open to complaints and acts on them where appropriate to improve the service to residents. With a reduction in the number of complaints and the development of services, it was envisaged the system was having the desired effect.

The Committee noted the various ways residents can complain or complement the Council and asked that usage of the on-line form be incorporated in the Annual Report.

RECOMMENDED that:-

1. Asks where a valid cause for complaint has been identified and such relates to communication, incorrect action, staff conduct/attitude, that further training may be considered.
2. Looks forward to learning how successful the on-line complaint form has been.

SCHH/18/128. Work Programme 2018/19 and Executive Forward Plan

The Committee considered the current Work Programme and Executive Forward Plan. The Work Programme was agreed subject to the addition of the Private Sector Housing Provision report in March 2019.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.05 p.m.)

Chairman.....

Dated.....