

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, 21 October 2013.

PRESENT

Cllr Mrs R J Drinkwater (Chairman)
Cllr N J Sheppard (Vice-Chairman)

Cllrs R D Berry
Mrs G Clarke
P A Duckett

Cllrs Mrs S A Goodchild
M A Smith

Apologies for Absence: Cllrs C C Gomm
Mrs D B Gurney

Members in Attendance: Cllrs C Hegley Executive Member for Social Care,
Health & Housing

Officers in Attendance: Mrs P Everitt – Research and Business Support
Officer
Mr N Murley – Assistant Director Business &
Performance
Mrs J Ogley – Director of Social Care, Health and
Housing
Mr J Partridge – Scrutiny Policy Adviser
Ms E White – Safeguarding Vulnerable Adults
Manager

Others in Attendance Mr S Conroy Acting Chief Executive, Bedford
Hospital NHS Trust
Ms R Featherstone Chair - Healthwatch Central
Bedfordshire
Dr D Gray Director of Strategy and System
Redesign (Bedfordshire Clinical
Commissioning Group)

SCHH/13/62 **Minutes**

RESOLVED

That the minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 9 September 2013 be confirmed and signed by the Chairman as a correct record, subject to the following amendments:-

- **Cllrs C C Gomm (in place of G Clarke)**
- **Nick Murley Assistant Director Resources**

SCHH/13/63 Members' Interests

- Cllrs Mrs Goodchild, Clark and Duckett declared interests as members of their family were service users.
- Cllr Smith declared an interest for item 12 as he was a member of the Community and Voluntary Service.

SCHH/13/64 Chairman's Announcements and Communications

The Chairman announced that Cllr Ruth Gammons had resigned from the Council. Everyone on the Committee wished to join the Chairman in her grateful thanks to Ruth for her significant contribution to the work of the Council and the Social Care, Health and Housing Committee.

Following the visit to Biggleswade Hospital and the Greenacres facility on Friday 1 November, Members were invited to attend the Commissioning Fare taking place in the Council Chamber on that day.

SCHH/13/65 Petitions

No petitions were received.

SCHH/13/66 Questions, Statements or Deputations

No questions, statements or deputations were received.

SCHH/13/67 Call-In

The Committee were advised that no decisions of the Executive had been referred to the Committee under the Call-in Procedures.

SCHH/13/68 Requested Items

No items were referred to the Committee for consideration at the request of a Member.

SCHH/13/69 Executive Member Update

The Executive Member for Social Care Health and Housing updated the Committee on issues that were not included on the agenda, these included:

- Progress was being made on Domiciliary Care.
- A report and demonstration of the IT based system MINDINGS would be provided to a future meeting.
- Attendance at the Older People's Festival.
- Attendance at the Adults Conference in Harrogate at which the Minister Norman Lamb led a session on the Care Bill, on which a report would be provided to the Committee in December.
- Attendance at a meeting with Housing Services to discuss estate improvements.
- Dukeminster had reached the next stage in the tendering process.

- An invitation to all Committee Members to take part in the 10,000 step challenge as undertaken by officers of the Council recently.

SCHH/13/70 **Bedford Hospital Update**

The Chairman welcomed Stephen Conroy, Acting Chief Executive at Bedford Hospital to the meeting. Prior to the meeting, the Committee had received an update from the Bedford Hospital NHS Trust on the Care Quality Commission (CQC) inspection and Hospital action plan. Full details of the action plan were available on the Bedford Hospital website.

Stephen Conroy reported he was confident that CQC Inspectors would be assured that that action plan put in place by Bedford Hospital by 31 October 2013, resolved the issues and ensured the Hospitals full compliance. An invitation was extended to all Members of the Committee to visit Bedford Hospital wards.

An update on Paediatric Services was also circulated prior to the meeting. The Trust had eight consultant paediatricians in post in addition to its current staff and was currently reviewing pathways and clinical protocols to rebuild the service.

With regards to the Hospital's deficit budget, the Trust Development Authority (TDA) and NHS England would look into the possibility of partnerships with a range of organisations as there was no clear pathway to become a Foundation Trust with Milton Keynes Hospital. More work on the proposed shape of this proposal and timescales was underway. Dr Diane Gray, Director of Strategy and System Redesign, Bedfordshire Clinical Commissioning Group (BCCG) shared her concerns about the current financial model going forward and stated that all parties would be involved in continued conversation, however a long term solution would take time to agree.

In light of the update Members discussed the following:-

- The issue of staff morale. Stephen Conroy explained that morale was low amongst the nursing staff and he expected it to remain so until the CQC Inspectors had returned and paediatric services were back. The uncertainty was unsettling for staff and the Hospital would continue to focus on managing this .
- The manner in which Members of the Committee could receive assurances from other hospitals used by residents in the area regards their performance. Diane Gray, Director of Strategy and System Redesign, BCCG, commented that work had been undertaken by a member of her team and this data would be shared with the Committee.

Ruth Featherstone, Chairman of Central Bedfordshire Healthwatch stated that she had raised two issues with Bedford Hospital regards staff ratios to patients and the handling of complaints. In response Stephen Conroy informed the Committee that nursing staff numbers had been increased by 20. It had proved difficult to recruit to the vacant posts and a recruitment drive had taken place in Madrid. The newly appointed staff would fill those posts currently filled by agency staff by Christmas. With regards to complaints, the Hospital received a small percentage and would usually log 30 complaints in a month, 15 of which

would be formal complaints. This was compared to 1200 patients seen by the hospital in a month. The most common complaint was issues arising from end of life care.

The Chairman and Members thanked Stephen Conroy for his attendance and helpful contribution.

NOTED the updates.

SCHH/13/71 Health Scrutiny of changes to Paediatric Services at Bedford Hospital

The Committee received a briefing paper on the proposals by Bedfordshire Clinical Commissioning Group (BCCG) to start the process to change paediatric services in Bedfordshire. The Committee was asked to consider whether they felt the changes to paediatric services in Bedfordshire constituted a substantial variation of services and if so to consider and agree a Joint Health Overview and Scrutiny Committee (JHOSC) was necessary. Members were advised that Bedford Borough Council had agreed to a JHOSC.

Dr Diane Gray, Director of Strategy & System Re-design, BCCG, advised Members that pre-consultation engagement would be completed by 31 October. The formal consultation would be launched on 11 November. and finished on 10 January 2014 with a final decision on the model of delivery made by the CCG's governing body by 5 March 2014. Officers advised that other authorities had been invited to join the JHOSC, however at the current time they did not feel it was necessary.

RECOMMENDED

- 1. That the Committee consider the Paediatric Services Review by the Bedfordshire Clinical Commissioning Group to be a substantial variation of service.**
- 2. That a Joint Health Overview and Scrutiny Committee (JHOSC) be established with Bedford Borough Council constituted by the following Members**
 - **Cllr Rita Drinkwater**
 - **Cllr Naomi Sheppard**
 - **Cllr Mark Smith**
 - **Cllr Susan Goodchild****Substitutes:**
 - **Cllr Doreen Gurney**
 - **Cllr Ray Berry**

SCHH/13/72 Annual Report of Bedford Borough and Central Bedfordshire Adult Safeguarding Board

The Chairman of Bedford Borough and Central Bedfordshire Safeguarding Adults Board and Director of Social Care Health and Housing introduced the Safeguarding Adults Board Annual Report 2012-13.

The report outlined the year's activity and informed Members of next year's proposed activity. Members' attention was drawn to the increased level of safeguarding alerts and referrals.

Members of the Committee discussed the content of the report in further detail and raised a number of queries, all of which were addressed by the Executive Members and Officers in attendance.

- That a rigorous process of assessment was in place, especially in the case of mental health groups. The Safeguarding Adults Manager explained that her team frequently shadowed and audited case files, especially in high risk cases, including outreach work.
- That no mention was made in the report to sports activities and physical fitness as a whole. This would be addressed by officers.
- Relatives were aware of what good care looked like and had received the Council's Safeguarding vulnerable adults leaflet. The Safeguarding Adults Manager confirmed leaflets were widely distributed and the current leaflet would be replaced with a pictorial leaflet. The Director of Social Care Health and Housing explained that changes in the Care Bill would enable the Council to provide more advice and the Committee would receive a report at their December meeting on the Care Bill and its implications.

The Committee was reassured that no serious case reviews in Central Bedfordshire or Bedford Borough had taken place to date and thanked officers for their report.

NOTED the report and strategic objectives for 2013/14 and requested that the new Safeguarding Vulnerable Adults leaflet be circulated to all Members of the Committee.

SCHH/13/73 **Annual Adult Social Care Customer Feedback report**

The Committee considered the Adult Social Care Customer Feedback report. The report fulfilled the Council's statutory duty to monitor the effectiveness of the complaints procedure. The Director of Social Care, Health and Housing was concerned that not enough complaints were coming through, as each complaint provided a means of considering how to change services for the better. An example of this was Direct Payments, which had led to an action plan to improve the service.

Members noted that the number of compliments the service had received and commented that customers should be encouraged to give their feedback.

NOTED the report.

SCHH/13/74 **Quarter 1 Performance Monitoring Report**

Members received the performance report for Social Care, Health and Housing for Quarter 1 of 2013/14. The Assistant Director of Resources explained there were three measures currently under performing. The first of these (C2 MTP) was red and related to the number of "Extra Care" flats to be provided, this was due to the likely delivery date for Dukeminster being June 2015, which was outside the original target of 2014.

The performance of C6 MTP, Customers received self-directed support was also rated red. Performance has improved to an outturn of 75.9% and this exceeded the national target of 70%.

The percentage of decent homes (Council stock) was rated as amber and the target of 100% may not be achieved. However all remaining indicators were on target.

NOTED the report.

SCHH/13/75 General Fund Revenue Budget Monitoring Quarter 1

The Committee received the General Fund Revenue Budget Management Report for Quarter 1 for Social Care, Health and Housing that set out the financial position at the end Quarter 1 of 2013/14. The project General Fund outturn overspend was 0.6%.

NOTED the report.

SCHH/13/76 Capital Budget Management Quarter 1

The Committee received the Capital Budget Management report for period ended 30 June 2013 for Social Care, Health and Housing. The report set out capital financial position for the first quarter in 2013/14.

NOTED the report.

SCHH/13/77 Quarter 1 Housing Revenue Account Outturn Report

The Committee received the Quarter 1 Housing Revenue Account projected outturn position for 2013/14 for both revenue and capital.

NOTED the report

SCHH/13/78 Work Programme 2013-2014 & Executive Forward Plan

The Committee considered their work programme and the latest Executive Forward Plan. Reports on the Care Bill, Meppershall Care Home and a Healthwatch update would be received at the 16 December meeting.

RESOLVED that the work programme be endorsed subject to the amendments as detailed in the Minute above.

(Note: The meeting commenced at 10.00 a.m. and concluded at 12.45 p.m.)