

## 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, 14 May 2018.

### PRESENT

Cllr P Hollick (Chairman)  
Cllr P Downing (Vice-Chairman)

Cllrs P A Duckett  
Mrs S A Goodchild

Cllrs G Perham

Apologies for Absence: Cllrs Mrs A Barker  
K Ferguson  
E Ghent  
Mrs D B Gurney  
A M Turner

Members in Attendance: Cllrs Mrs C Hegley Executive Member for Adults,  
Social Care and Housing  
Operations (HRA)  
B Saunders Vice-Chairman of the Council &  
Vice-Chairman of Sustainable  
Communities Overview &  
Scrutiny Committee  
B J Spurr Executive Member for Health  
and Chairman of the Health and  
Wellbeing Board  
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  
Mrs J Ogley Director of Social Care, Health and  
Housing

Others in Attendance Mrs M Bradley Director for Bedfordshire Wellbeing  
Services, East London Foundation  
Trust (ELFT)  
Mr S Conroy Acting Chief Executive, Bedford  
Hospital NHS Trust  
Mrs J Evans Head of Quality and Patient Safety,  
East & North Herts Trust  
Mr Kadiri Company Secretary, Milton Keynes  
University Hospital NHS Foundation  
Trust  
Mrs Lees Director of Nursing, Bedford Hospital  
NHS Trust

Mrs Oke	Director of Nursing and Midwifery, Luton and Dunstable University Hospital NHS Foundation Trust
Mrs V Parsons	Company Secretary, Luton and Dunstable University Hospital NHS Foundation Trust
Mr D Simpson	Interim Chairman Central Bedfordshire Healthwatch
Mrs Sirett	Chief Nurse, Cambridgeshire Community Services NHS Trust

SCHH/17/82. **Minutes**

**RESOLVED** that the Minutes of the meeting of the Social Care Health and Housing Overview and Scrutiny Committee held on 19 March 2018 be confirmed and signed by the Chairman as a correct record.

SCHH/17/83. **Members' Interests**

CLLrs Goodchild, Hollick and Spurr declared an interest at item 10 as Members of the Luton and Dunstable Hospital.

SCHH/17/84. **Chairman's Announcements and Communications**

The Chairman advised the Committee of recent news and events that included:-

- The merger of the Luton and Dunstable and Bedford Hospitals had been deferred to April 2019.
- Dr Alvin Low had resigned from his position as Chairman of Bedfordshire Clinical Commissioning Group. The Committee wished to record its thanks to Dr Low for the work undertaken during his Chairmanship.
- Members involved in the 'behind the scenes' visit to the L&D hospital extended their thanks to officers for a very informative visit.

SCHH/17/85. **Petitions**

None.

SCHH/17/86. **Questions, Statements or Deputations**

None.

SCHH/17/87. **Call-In**

None.

SCHH/17/88. **Requested Items**

None.

**SCHH/17/89. Executive Member Update**

The Executive Member for Adults, Social Care and Housing Operations (HRA) updated the Committee on the latest news and developments that included:-

- the number of homeless households living in transitional accommodation has reduced. Two additional properties had been acquired to increase the number of homes in the Council's transitional housing supply.
- There has been an award of grants to community groups as part of the improved Better Care Fund aimed at preventing hospital admissions by supporting vulnerable people in the community. There were a wide range of excellent bids.

There was no update from the Executive Member for Assets, however, it was reiterated that work towards improving the supply of housing in Central Bedfordshire was of paramount importance.

The Executive Member for Health updated the Committee on the latest news and developments that included:-

- the smooth hand-over of the new contract to ELFT of the Community Health Services from EPUT.
- The successful introduction by the Luton and Dunstable Hospital and care homes of the Red Bag Scheme that contained residents' personal and medical details and travelled with residents
- The introduction of a Trusted Assessor initiative at the Luton and Dunstable and Bedford Hospitals to ensure the pathway for residents from hospital to care home and vice-versa was easier. The scheme had been financed through the improved Better Care Fund.

**SCHH/17/90. Hospital and Care Providers' Quality Accounts 2017/18**

The Head of Quality & Patient Safety at the East and North Hertfordshire NHS Trust introduced the Trust's Quality Account for 2017/18. In summary the Trust reported on a year that had been challenging and saw the introduction of a patient administration system and electronic observation system.

The Trust reported success in its selection as a vascular surgery hub for the area and a new Executive Team had been appointed to lead the Trust forward.

A Member welcomed the introduction of pharmacists on ward rounds and acknowledged the work the Trust undertook in palliative care within its hospice.

In summary, the Chairman congratulated the East and North Hertfordshire NHS Trust on its achievements that included the reduction in falls and the improvement in quality of care for patients. The Committee raised its concern on the issues experienced with the introduction of new IT systems and looked to see an improvement in patient care to reduce pressure ulcers, c-diff and the number of complaints received.

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The Interim Director of Nursing and Midwifery at the Luton and Dunstable Hospital introduced the Trust's Quality Account. In summary the Trust had recorded a positive year that saw the Trust's waiting time targets for A&E was amongst the best in the country. There was also a decrease in the number of residents with mental health crisis at A&E. The Trust was also able to report a high percentage of satisfied patients and staff surveyed who indicated the Trust had listened to their needs.

The L&D had introduced new initiatives that included the 'Red Bag' scheme that saw residents' medical notes contained and transferred with them in the bag and negated the need for further form filling by staff. There had also been introduction of daily visits to dementia wards by two 'pat' volunteer dogs that had created a positive reaction with patients. The families of dementia patients had been encouraged to complete a 'this is me' booklet to help staff to care for patients.

In summary the Committee:-

- Recognises that the waiting time targets for A&E are one of the best in the country.
- Welcomes the proven cooperation between the hospital and Central Bedfordshire Council in the effective discharge of patients through the work of the integrated discharge team.
- Welcomes the 47% reduction in A&E attendance of mental health patients.
- Expressed some concern about the medication errors and the less than full take up of flu vaccinations by staff.
- Together are determined to reduce the adverse costs of smoking, alcohol misuse and the preponderance of obesity.
- Looks to see positive results in fragility care given the new unit only became operational in February 2018.
- Looks to see that even more patients, year on year, are satisfied with their treatment.
- Supports the priorities through 2018/19 and the need to monitor improvement though measured success.
- Has concerns around the apparent incidents of harassment and bullying of staff and recognises the need to look further at ways of reducing these.
- Looks forward to seeing the business plan for merger realised.

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The Director of Nursing at Bedford Hospital NHS Trust introduced the Trust's Quality Account for 2017/18. The Director reinforced the Trust's commitment throughout its organisation for quality of care to its patients, however, this was not without its challenges. A focus to improve maternity care was a key focus for the Trust as well as its focus on staff acting on the results of the staff survey which was not as good as the Trust had wanted.

Amongst its successes, the Trust had recorded good quality indicators, one of the lowest c-diff figures in the country, as well as good results for the low number of falls and pressure ulcers recorded.

Concern was raised that no improvement had been made to improve the staff bullying figures and the Director would provide a written response on the action the Trust has taken to improve this figure. The Trust's positive journey and the valiant efforts of staff in A&E were commended.

In summary, The Committee:-

- welcomed the positive journey the hospital is taking and looks forward to seeing the business plan for merger with the L&D and the efficiencies it will bring.
- looks to see more visible benchmarks for improvement.
- to look further at ways of reducing the apparent incidents of harassment and bullying.

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The Director of Mental Health and Wellbeing Services, East London Foundation Trust, presented the Trust's Draft Quality Account 2017/18. As with other Trusts, there were a number of challenges, however, it would continue with a number of initiatives to improve delivery of services through the integration of care and a multi-disciplinary team approach. A 'big conversation' event with staff to learn of their concerns, advise how to improve services and help to reduce the incidents of patient violence against staff, would be arranged.

The Trust confirmed the Street Triage Crisis Care service had received funding for the forthcoming year and had provided a positive impact with lower attendance recorded at A&E.

The Trust had been awarded the Community Services Contract and had managed a smooth handover from Essex Partnership University Trust (EPUT).

In summary the Committee:

- Requested a specific data section of Central Bedfordshire data.
- Look into the suggestion to change the age that children transition to adult Mental Health care in line with looked after children until 25 years.
- Looks forward to receiving the final Quality Account version available in June.

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The Company Secretary, Milton Keynes University Hospital NHS Foundation Trust introduced the Trust's Quality Account 2017/18 and highlighted the positive developments achieved that included the opening of an academic centre, a new cancer centre and a new emergency centre for children. The hospital site was a smoke-free site and a new E-care patient system had been

introduced. As with the other Trusts, Milton Keynes had seen a growth in demand.

The Trust recognised the need to improve outpatient efficiency and processes. A holistic approach to improve the patient experience was proposed to reach the priority targets set in the previous period.

In response the Committee advised it was important not only to listen to the feedback it collated, but to act on it. Concern was also raised at the lack of observation to the hand-washing protocol by staff.

It was recognised community provision in Milton Keynes was low and it was not possible to move patients out of the hospital quickly when medically fit and ultimately this increased mortality figures.

In summary the Committee: -

- welcomes the positive journey the hospital is taking to improve services for residents that includes a new cancer treatment centre and new children's centre.
- Looks to see more clarity and a measured improvement in the patient experience with the introduction the new patient strategy.
- That the hospital focuses on listening to its patients about their concerns and responding to them.

In the absence of a representative from EPUT, Members considered and welcomed the Quality Account. The elements that referred to Central Bedfordshire Council were in the main well intentioned and aspirational statements of intent. Members sought greater action embedded in the report on outcomes of service change, for instance, the Children's Community Nursing service that had initiated community clinics. Information on how the service was delivered and how this helped to reduce the impact of mental and behavioural issues on a child's readiness for school.

The Chairman thanked all representatives for their attendance and deliverance of 2017/18 Quality Accounts.

(Note: The meeting commenced at 10.00 a.m. and concluded at 1.10 p.m.)

Chairman.....

Dated.....