



<u>Committee and Date</u> Council
23 July 2015
10.00 a.m.

Item
9
Public

**Councillor Gerald Dakin, Chairman
Health and Adult Social Care Scrutiny Committee**

**ANNUAL REPORT OF THE HEALTH AND ADULT SOCIAL CARE
SCRUTINY COMMITTEE 2014-2015**

1.0 Summary

1.1 This is an overview of the work of the Health and Adult Social Care Scrutiny. It also outlines plans for the forthcoming year.

2.0 What have we done? – *Health and Adult Social Care Scrutiny Committee*

2.1 Since the last Annual Report, considered by Council in September 2014, the Committee has met formally 7 times. Members of the Committee have also met in smaller groups to: consider the Quality Accounts of the NHS Trusts operating in Shropshire; consider appropriate performance indicators to assess the implementation of the New Adult Social Care Operating Model; visit the First Point of Contact; visit day care settings and meet service users.

Adult Safeguarding

2.2 In its consideration of the Annual Safeguarding Report 2013 – 2014, the Committee was reassured that the increase in referrals was linked to greater public awareness around adult safeguarding. The Committee have asked that future annual reports demonstrate confirmation that people making referrals are informed when an investigation had been conducted and completed.

Members have also asked to be kept informed of the costs and challenges associated with the change in interpretation of Deprivation of Liberty legislation and the effect on the Adult Social Care Budget.

West Midlands Ambulance Service Performance

- 2.3 The Committee held a meeting on the West Midlands Ambulance Service with a focus on performance standards, particularly within rural parts of the county. Representatives of the Ambulance Service and CCG attended the meeting to explain work done on this issue. The Committee heard that to achieve target times in every postcode area of the county would require massive increases in staff, facilitated posts, ambulance and rapid response vehicle fleet which was completely unaffordable.
- 2.4 The Committee felt it would be useful to benchmark performance in Shropshire with comparative rural locations and the CCG confirmed that they were seeking this information and would provide it to the Committee.

The Committee asked questions of the CCG and Ambulance service covering:

- Cross border issues
 - Response time in rural areas
 - Coverage and use of Community First Responders
 - Delays to ambulance drop off times at out of county hospitals,
 - The new non emergency patient transport service
 - Staff recruitment issues
 - Use of rapid response vehicles as opposed to ambulances
 - The Service's view on performance standards related to the clock against clinical outcomes
- 2.5 The Committee supported the development of a communications plan with WMAS and patient representatives to improve public awareness and responsible use of ambulance resources within the county. It also agreed to write to Shropshire Council's spokesperson for rural affairs asking how best to provide support with the push for appropriate funding for rural services.
- 2.6 The Committee asked the CCG to encourage the collation of information on waiting time, response time, travel time and clinical outcome, which was not currently available.
- 2.7 Members of the Committee continue to be circulated with West Midlands Ambulance Service response time performance data on a monthly basis. When there are areas of particular concern, the Chairman writes to the service asking for an explanation and details of measures to be put in place.

Progress in Delivering the Council's Financial Strategy

- 2.8 In November 2014, the Committee considered progress made to date through receipt of the Quarter 1 Performance Report 2014/2015 the Business Plan and Financial Strategy 2014 – 2017 and the 'Your Life' and 'Your Health Long Enjoyable Life' Dashboards and the Shropshire Health Profile 2014. The Director Adult Social Care, Director of Public Health and Performance and Design Team Leader were questioned and the Committee identified priorities looking ahead and areas of concern around delivery of savings. These

findings were reported on to the Performance Management Scrutiny Committee to contribute to the overarching scrutiny response on progress made.

- 2.9 Discussions led to the identification of future areas for the attention of the Committee, including: Joint working and prevention of hospital admissions, addressing the needs of Service Users with very complex and ongoing needs; the need to understand better why people have more control through personalised budgets but that performance indicators did not show a corresponding level of satisfaction.

Integrated Community Services (ICS) Pilot and Better Care Fund

- 2.10 The Committee requested a briefing on the Better Care Fund and in particular the Integrated Community Services Pilot element of it. A survey conducted by Healthwatch on ICS was also considered and the Committee were assured that the results of this evaluation process in relation to the way ICS was explained to patient would help develop the workforce and prototype.
- 2.11 Having established the background to the Pilot, the Committee intends to review the success of ICS at a future meeting.

Annual Social Care Annual Account

- 2.12 In its consideration of the Adult Social Care Annual Account, the Committee considered what the Council has achieved, key challenges ahead and areas of focus for improvement. The Account included national Adult Social Care Outcomes Framework (ASCOF) measures to help assess how the Council compares with other local authorities.

Day Services

- 2.13 The Committee asked to be appraised on current day service opportunities, following changes made to in house provision between 2012 and 2015. Members visited a number of services, talked to service users and held a meeting at Avalon Day opportunities in Oswestry. Healthwatch reported on comments they had received and it was agreed that qualitative information gathered by Healthwatch be incorporated in any future discussions around social contact. The Committee emphasised the need to identify any facilities that could be used for community based services in rural areas and reiterated the importance of involving the local member for any rural areas under discussion.

Adult Social Care Transformation and Performance Indicators

- 2.14 The Committee wanted to gain a clear understanding of the impact and progress of the Adult Social Care New Operating Model and this has been a key area for Members this year. The Committee has considered a number of reports and presentations on its implementation. Members have visited the

First Point of Contact to understand how this step in the model helps people to access information, advice or support quickly, as part of their work.

- 2.15 Several Members of the Committee have also worked with officers to help identify appropriate measures to evidence the impact of the new operating model, maintaining a strong focus on the outcomes and experiences of people who receive services and their families and carers. These measures have been developed into a dashboard to present the information in a way that is useful for Members and provides the basis of understanding the impact of the New Operating Model and how adult social care relates to other elements of health and social care economy.
- 2.16 The Committee considered the first outcome dashboard including this information at its July meeting and initial feedback has been that this has been valuable. Further refinements are likely.
- 2.17 The Committee has also considered the ASCOF measures, initially presented in the Annual Account and have subsequently focused on the following areas:

‘proportion of service users who reported that they had as much social contact as they would like’

‘permanent admissions of older people age 65+ into residential/nursing care homes per 100,000 population’

‘Social Care related to quality of life score’

The Committee will be looking further into issues around ‘proportion of people who use services who feel they have control over their daily life’ as it was expected that this would have been better due to the extent of personalisation in Shropshire.

The Committee will re-visit the performance in the ASCOF measures initially in the Autumn, when the most recent user survey results will be published.

Adult Social Care Complaints Analysis

- 2.18 The Committee have considered information related to Adult Social Care Complaints on two occasions, seeking evidence that learning points are identified and translated into action. The Committee believes its role to include identification of service issues and understanding the relationship between commissioning decisions and performance information. The Committee intends in future to triangulate information available from the Council with that of others eg Healthwatch, the Health and Wellbeing Board and CCG.

Adult Social Care Bill

- 2.19 The Committee continues to be briefed on and appraise the implications of the Bill, including new duties related to adult safeguarding and costs and funding from April 2016.

Public and Member Questions

2.20 During the course of the year the Committee has considered, commented and established responses to six public and four member questions on issues such as monitoring of private providers of NHS services, Paediatric Care in the community, recruitment and retention, ambulance response times, handling of complaints, and residential care in the county. The questions and responses provided have been considered by the Committee and signposting to other sources of information have been provided where necessary.

3.0 What are We Planning To Do? Health and Adult Social Care Scrutiny Committee

3.1 Future work identified includes:

- **Shared Lives and Community Living** – Assessing the impact of Commissioning out Shared Lives and Community Living
- **Annual Safeguarding Report** – assessing progress and the impact of new responsibilities arising from the Care Bill
- **Integrated Care Strategy** – The Committee will assess success of the pilot and implications for future roll out.
- **Adult Social Care Customer Feedback** – Consideration of complaints, comments and feedback, including feedback from Healthwatch and ASCOF measures to ascertain how the council compares with other local authorities, identify progress over time, and any topics that require further scrutiny consideration
- **Integrated Community Services** – Assessment of the success of ICS to date.
- **Outcomes of the ‘Year of Physical activity’** – The Committee has been asked to look in to measuring the outcomes by the Health and Wellbeing Board
- **Quality Accounts** – The Committee has requested sight of regular exception reports from NHS Trusts.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Reports to Health and Adult Social Care Scrutiny Committee and the Joint Health Overview & Scrutiny Committee 2013-14

Human Rights Act Appraisal

The recommendations contained in this report are compatible with the provisions of the Human Rights act 1998
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Environmental Appraisal

There are no environmental issues relating to this report.
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Risk Management Appraisal

There are no risks associated with this report.

Community / Consultations Appraisal

Consultation is a component of Scrutiny work to collect information to support the development of conclusions and recommendations.

Cabinet Member

Councillor Ann Hartley, Councillor Karen Calder, Councillor Lee Chapman

Local Member

All

Appendices

None