

## ADULT SERVICES SCRUTINY COMMITTEE

**MINUTES** of the meeting held on Tuesday, 26 October 2010 commencing at 10.00 am and finishing at 2.40 pm

### **Present:**

**Voting Members:** Councillor Don Seale – in the Chair

Councillor Mrs Anda Fitzgerald-O'Connor (Deputy Chairman)

Councillor Jenny Hannaby

Councillor Dr Peter Skolar

Councillor Sarah Hutchinson

Councillor Alan Thompson

Councillor Larry Sanders

Councillor David Wilmshurst

Councillor A.M. Lovatt (in place of Councillor Anthony Gearing)

Councillor Dave Sexon (in place of Councillor Tim Hallchurch MBE)

**Other Members in Attendance:** Cabinet Member for Adult Services: Councillor Arash Fatemian

### **Officers:**

Whole of meeting K. Coldwell and S. D. Carter (Chief Executive's Office);  
Head of Adult Social Care (Social & Community Services)

Part of meeting

### **Agenda Item**

#### **Officer Attending**

6 A. Sinclair & A. Thompson (Social & Community Services)

7 (a) S. Butterworth (Oxon LINK), H. Grimwade (MM Consulting Ltd), J. Hutchinson (Oxon LINK), M. Melling (MM Consulting Ltd) & A. Sinclair (Social & Community Services)

7 (b) J. Hutchinson & S. Butterworth (Oxon LINK)

8 A. Colling & P. Purnell (Social & Community Services)

9 P. Purnell (Social & Community Services) & S. Mills (Oxfordshire PCT)

11 S. D. Carter (Chief Executive's Office)

*The Scrutiny Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting, together with a schedule of addenda tabled at the meeting and agreed as set out below. Copies of the agenda reports and schedule are attached to the signed Minutes.*

**88/10 APOLOGIES FOR ABSENCE AND TEMPORARY APPOINTMENTS**

(Agenda No. 1)

Councillor A. M. Lovatt attended in place of Councillor Anthony Gearing.

Councillor Dave Sexton attended in place of Councillor Tim Hallchurch MBE.

**89/10 DECLARATIONS OF INTEREST - SEE GUIDANCE NOTE**

(Agenda No. 2)

Councillor David Wilmshurst declared a personal interest at this Agenda Item in relation to Agenda Item 8 by virtue of being on the Management Committee of Chinnor Community Centre which runs a day centre three times a week.

Councillor Dr Peter Skolar declared a personal interest at this Agenda Item in relation to Agenda Item 12 by virtue of being Chairman of the Oxfordshire Joint Health Overview and Scrutiny Committee.

**90/10 MINUTES**

(Agenda No. 3)

The Minutes of the meeting held on 7 September 2010 were approved and signed.

The Committee thanked Ms Coldwell for the comprehensiveness of the minutes and asked for it to be minuted that the Committee is of the view that this level of recording is essential.

**Matters Arising**

80/10 – Proposals on Day Opportunities for Older People – Mr Colling undertook to provide the Committee with the responses to its questions as detailed on page 5 of the minutes (actioned).

84/10 – Future Items for Possible Scrutiny Consideration – Councillor L. Sanders drew the Committee's attention to the information which he had circulated regarding case law surrounding the application of NHS Continuing Health Care.

**91/10 DIRECTOR'S UPDATE**

(Agenda No. 5)

The Committee noted the update from the Head of Adult Social Care as listed below:

- *Internal Home Support Service* – the full proposals would be brought to this Committee's December meeting for comment;

- *Adult Placement Service (Shared Living)* – the Committee had previously requested data on the number of people receiving assistance, which was as follows:
  - 21 people with mental health problems;
  - 26 people with physical disabilities;
  - 87 people with learning disabilities;
  - 16 older people.

Net costs varied between £303 and £461 per week. The costs were at the higher end, as the service users were predominantly people with learning disabilities. However, this was a cost effective service. Officers had tried to increase the number of older people using this service in the past. The service was now under new management and it was probably timely to try to increase the number of people using the service, including older people.

The Cabinet Member for Adult Services stated that at the last panel meeting it had been encouraging to see that younger people were coming forward to offer the service to people, as well as older people. He further stated that there did not seem to be a problem with recruitment at the moment.

- *Prevalence of mental health problems in adults* – the Committee had previously requested any empirical evidence on whether the number of adults with mental health problems had increased over the past few years. Some data had been circulated to Members via email, but overall the statistics were hazy as there was little data at a national or local level. The available data showed that there had been an increase in common mental disorders between 1993 and 2007, by 17% overall and by 20% for women. Work on gathering more evidence was being undertaken by Oxfordshire PCT. This was important as the Directorate could then take this into account in its medium term planning and any further data would be circulated to the Committee once available.
- *Carers Services* – the procurement exercise for the new carers services was underway. Eight organisations had been shortlisted and invited to tender and two had dropped out. The intention is that the new contract will start on 1 April 2011.

The same amount of money would be spent on carers as previously, but it would be reallocated differently. Slightly less money would be spent on the new contracts to enable extra funds to be put towards personal budgets.

Officers were currently developing a service level agreement with the new Customer Contact Centre, who were engaging very positively with the brief. In two month's time, the Committee would have the opportunity to see the final Service Level Agreement. All staff in the Customer Service Centre would be trained to a basic level and there would also be some staff who would be designated specialists. Mystery shopping would also be carried out for quality control. There would be a number of options depending on carers' levels of need. If their level of need was deemed to be higher than information provision

they could be passed onto a social worker who would undertake a full community care assessment and offer them a home visit from a Carers' Support Worker if necessary. They could also be signposted to other Carers' Support Organisations.

A member of the Committee asked if there would be sufficient funds to provide the necessary additional support to carers.

The Head of Adult Social Care stated that it was anticipated that most carers could be signposted to places other than to a social worker and that this would be monitored in due course.

The Cabinet Member for Adult Services stated that the Council now wished to put more resources into services to carers rather than spend resource on infrastructure (ie the cost of the buildings for the Carers' Centres).

- *Intermediate Care Short Stay Beds* – a decision had been made in August of this year to end the contracts with Watlington Care Home (13 beds) and Millhouse Care Home (9 beds) which are both private providers. These contracts had already ended, but were being rolled over on a month by month basis whilst the Directorate decided whether or not it wished to renew them. The decision to terminate the contracts would save approximately £800,000 per annum. A decision had been made to spend this money on the re-ablement service, which was part of the strategy to reduce delayed transfers of care. The decision regarding Watlington Care Home had caused concern amongst some Members and the NHS. However, the occupancy rate was about 86% whereas officers would be looking for the mid 90's and this was one of the factors that officers had taken into account when making their decision. Officers had decided to review this decision in light of the concern and would be doing so at the meeting of the Joint Management Group on 12 November. The Head of Adult Social Care would be reporting to the Oxfordshire Joint Health Overview and Scrutiny Committee (OJHOSC) on 11 November on the current position.

The Chairman of the OJHOSC stated that the process used in making the decision was its concern, rather than the decision itself.

- *Service and Resource Planning and Star Chamber* – Star Chamber had been held the previous week and there was a lot of follow up work to be done. There were areas where it was thought that savings could be identified. Another star chamber would be held on 24 November.
- *Pilot with the NHS – Abingdon Whole Systems Pilot* – This pilot was designed to avoid unnecessary acute admissions of older people to the Horton and John Radcliffe Hospitals and was one of the Oxfordshire PCT Chief Executive's top priorities. Officers had decided to call the system a 'diagnosis and triage unit'. A multidisciplinary team of doctors, therapists and social workers would work as a team with local GPs to bridge the gap between acute hospitals and primary care. GPs would make referrals for older people that they thought needed to go to hospital and the triage unit would attempt to deal with them to avoid the need for admission to the JR or Horton.

- *Implications for Adult Social Care from the Comprehensive Spending Review*

There were three main financial implications:

- approximately £1 billion by year 4, starting at approximately £800,000 would go from NHS capital to revenue, then should be made available for 'social care that supports health'. This could result in about £8m per annum to Oxfordshire. All councils would have to wait to see how much of the £1b goes to Adult Social Care;
- the second tranche of money from the NHS to local authorities would be £1b per annum to the revenue support grant. However, the overall impact on local government is a 26% reduction in funding including the £1b;
- the Learning Disabilities and Health Reform Grant – further detail was awaited on this. It was thought that this was existing money going from the NHS to local authorities and officers had already transferred this money.

## **92/10 TRANSFORMING ADULT SOCIAL CARE: PROGRESS UPDATE AND Q&A** (Agenda No. 6)

The report before the Committee (AS6) focused on the Adult Social Care Information and Advice (and Advocacy) Strategy.

Mr Alan Sinclair (Programme Director – Transforming Adult Social Care) attended for this item, together with Ms Anni Thompson (Business and Customer Service Manager and Workstream Lead for TASC Information and Advice Workstream).

Mr Sinclair reported as follows:

- Transition of all existing clients receiving long term support in the community to self directed support had started, with an expected completion date of March 2011. However, there were still 3,500 clients to be moved;
- Transferring the required number of people to self directed support by December was proving difficult and was the biggest challenge facing Adult Social Care at the moment;
- The new Independent Support Brokerage Service had started on 4 October. Although the capacity was good, insufficient brokerage had been purchased to provide for the number of people that were being transferred onto self directed support as part of the accelerated review process. This was because the Brokerage contract had been set up before it was intended to transfer people in a shorter period of time;
- The new Locality Teams were taking shape to meet the start date of 6 December 2010. The Locality Managers had been recruited and officers would be confirming the social workers and occupational therapists that would be in post that week;

- The TASC Team was running a series of Public Information Days on Adult Social Care (Refer report);
- The Transforming Adult Social Care programme would be ending by April 2011 and handover to business as usual was scheduled for that date. Scrutiny needed to be supporting the Directorate to ensure that there was a “safe pair of hands” for work to be handed over to.

A member of the Committee asked in relation to the current lack of sufficient brokerage for people who were being transferred to self directed support whether the Directorate would be focusing on the “most needy” and whether there would be some people without brokers who would have to set up their own support.

Mr Sinclair responded that brokers would be targeted and that Care Managers would ensure that all other people would be undertaking the brokerage role and supporting people to have their needs met.

Ms Thompson then updated the Committee on the Information and Advice Project.

Key points are listed below:

- The overall objective is to make high quality information and advice available to all adults and carers who need it;
- A summary of the Adult Social Care Information and Advice (and Advocacy) Strategy will be placed on the county council’s website;
- Oxfordshire County Council is the only local authority to have been accredited with the Information Standard and this means that a logo can be put on all publications. The website, leaflets and all other information must also go through the information standard process. All information must have been consulted with users and approved by Communications & Marketing before it goes live;
- The Directorate tries to go for no cost publications where possible;
- The Council’s web pages will be topic based in future which means that users will not have to first define themselves as a certain type of client (eg older person);
- All signposters will be provided with the same information - including the Customer Service Team - and there will be a public information database (the Information Hub). This is a comprehensive directory and one stop solution for online signposting, which will enable officers to aggregate information from partners’ websites with their approval. It will automatically harvest information from other websites and information will be automatically updated as other websites are updated. Information can be given from the Information Hub at any location;
- Marketing of the information will be very important so that people know what information is available to them and a marketing plan has been drawn up and will be finalised after Christmas. Meetings will also be taking place with a number of key stakeholders to ensure that they use this information and it will be important to ensure that there is no duplication of information. It will also be important to explore with stakeholders who will take responsibility for advising on a particular subject.

The Committee then noted the Self Directed Support Task Group update and that Councillor Lawrie Stratford is still a member of the Self Directed Support Task Group.

Ms Carter undertook to schedule a programme of Task Group meetings that co-ordinate with the scheduling of this Committee's meetings.

**(a) Link report on Self Directed Support Research Project**

Ms Margaret Melling (Oxfordshire LINK Researcher), accompanied by Ms Helen Grimwade (Oxfordshire LINK Researcher Assistant), Ms Sue Butterworth and Mr John Hutchinson (Oxfordshire LINK) presented the Oxon LINK's report on the findings of the Self Directed Support Research Project (AS7(a)).

The Committee also had before it the Directorate's response (Refer Addenda) which included the Directorate's responses to the summary of findings and research recommendations, which the Directorate accepted.

Mr Sinclair stated that Social & Community Services welcomed the research, which added to research already undertaken by the Directorate. Communication did need to be improved and people did need to realise that there were people to assist with the administration of personal budgets.

The Committee thanked the Oxfordshire LINK for its qualitative research, noted the Directorate's response and noted the LINK research group's wish to undertake further longitudinal research next year, which would also look at the impact of the Adult Social Care Information and Advice (and Advocacy) Strategy and the restructure of the Occupational Therapy Service and Care Management.

**(b) To receive any updates from the Oxfordshire LINK**

The Committee received the update from the Oxfordshire LINK (AS7(b)).

**93/10 STRATEGIC COMMISSIONING FRAMEWORK FOR DAY OPPORTUNITIES FOR OLDER PEOPLE: FINAL PROPOSALS**

(Agenda No. 7)

A report detailing the final proposals on the Strategic Commissioning Framework for Day Opportunities for Older People in Oxfordshire was before the Committee (AS8).

The Consultation was due to end on 12 November and the strategy would be considered by the Cabinet on 16 November.

It is anticipated that a detailed implementation plan will have been developed by the end of December 2010 and that implementation of the revised arrangements will have taken place by October 2011.

The Committee was invited to consider and comment on the final proposals.

Mr Paul Purnell (Head of Adult Social Care), accompanied by Mr Andrew Colling (Service Manager – Contracts) and the Cabinet Member for Adult Services attended for this item. Mr Purnell reported as follows:

- The Directorate spent £1.6m on transport out of a budget of approximately £5m (Older People). Most of this money was spent on special transport. This was not delivering the best service to people who might be sat on a bus for 1 ½ hours before they arrived at a day centre. Officers planned to leave £1/4m in the budget for community transport, such as Volunteer Linkup;
- Mobile Services had worked well in other parts of the country;
- The consultation period was still underway and there didn't appear to have been any objections to the overall shape of this strategy;
- As a result of the consultation the Directorate had decided to extend existing day services provision for another six months.

The Committee **AGREED** to advise the Directorate that it endorsed the final proposals for the Strategic Commissioning Framework for Day Opportunities for Older People, which in its view are very encouraging.

The Head of Adult Social Care undertook to pass on Councillor Seale's suggestion that a podiatry service be installed in the mobile services.

#### **94/10 DELAYED TRANSFERS OF CARE**

(Agenda No. 8)

Mr Paul Purnell (Head of Adult Social Care) attended for this item, together with Ms Sonia Mills (Chief Executive – Oxfordshire PCT) and the Cabinet Member for Adult Services, in order to answer any questions which the Committee may have wished to ask.

The report before the Committee (AS9) provided the following information:

- purpose of the report
- performance on Delayed Transfers Of Care in 2010/11
- recent actions
- medium term strategy to address DTOC
- conclusion.

The Committee noted the update.

#### **95/10 FORWARD PLAN**

(Agenda No. 9)

The Committee was asked to identify any possible items of note on the current version of the forward plan which covered the time period November 2010 to February 2011.



No items were identified for consideration.

**96/10 SCRUTINY WORK PROGRAMME**  
(Agenda No. 10)

The Committee noted the items listed on the face of the agenda.

Rescheduled and additional items are listed below:

**December 2010**

- Internal Home Support Service – discussion post Cabinet consideration.
- Update on NHS White Paper ‘Equity and Excellence – Liberating the NHS’.

**March 2011**

- Service Level Agreement for the Customer Service Centre.
- Services for Adults on the Autistic Spectrum – *ongoing* – including draft report to be used as the basis for the outline commissioning strategy.

**97/10 TRACKING SCRUTINY ITEMS**  
(Agenda No. 11)

The Committee noted the information listed on the face of the agenda.

..... in the Chair

Date of signing .....