



**To:**  
**Councillor Mark Child**  
**Cabinet Member for Care, Health and**  
**Ageing Well**

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*Date* 11 November 2019  
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**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 29 October 2019. It covers Commissioning of Residential Care, Performance Monitoring and Adult Services Transformation Programme.

Dear Cllr Child

The Panel met on 29 October to discuss the Commissioning of Residential Care and the Performance Monitoring Report for August/September 2019 and to receive an update on the Adult Services Transformation Programme. We would like to thank you, Deborah Reed and Peter Field for attending to present the items and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

### **Commissioning of Residential Care**

We heard that the Authority meets the statutory requirement of offering more than one choice of accommodation for residential care.

We raised the issue of service users often finding it difficult to raise concerns. We were informed that the Department asks providers to provide information and guidance and offer reassurance to service users. We also heard that the Department undertakes some training on this for providers.

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Point 5.15 of report – We queried what the ‘pressures’ are which prevent the target being reached and were informed that two things have contributed to not being able to complete audits to timescale. We heard that the Department relies on district nurses to undertake the evaluation of some aspects of the audit but that the Health Board has lack of capacity to undertake this. Secondly, there is a person from the Department on long term sick which has added to the problem. We were informed that the process may not work like this in the future.

The Panel asked for reassurance that the Department gathers all information from partners on monitoring and then shares information with partners on what they need to know. We heard that not all the information that partners gather on monitoring is shared with everyone, only what they feel needs to be shared.

Point 7.1 of report – We queried the extent to which price is a determining factor for deciding on the provider of younger adult care home services and were informed that there is typically 60% weighting in terms of quality and 40% in terms of price.

We discussed the extent to which Brexit will affect care homes in terms of staff from the EU and heard that currently 6% of care staff are from the EU and that these staff have been informed about the EU Settlement Scheme.

Point 8.7 of report - We requested to see the Regional Care Homes Quality Framework and officers agreed to provide this to the Panel.

### **Performance Monitoring**

Page 16: Common Access Point – We queried why the number of enquiries created seems to dip in December each year. We heard that the Department believes this is due to the Christmas holidays when families spend time together and then enquiries spikes in January.

Page 16: Carers Identified and Whether Wanted Carer Assessment – We heard that only about 50% of carers want an assessment and that the Department needs to ensure everyone understands what they are trying to do with the assessments. We also heard that it is important at what point the assessment is being offered.

Page 22: Delayed Transfers of Care – We heard that there has been a substantial improvement. In September 2019, only 20 people were waiting for a package of care. We were pleased to hear this

### **Update on Adult Services Transformation Programme**

We requested a breakdown of the £1,893,800 savings progress reached as of August 2019 and were informed, that the make- up of this figure, is shown in the embedded document included in the update report. We informed you that the scrutiny officer will circulate this to the Panel.

We raised the issue that the forecast year savings for 2019/20 is approximately £640,000 short of meeting the aligned savings total of £4,078,000. We heard that the Department is trying to find savings in other ways.

## Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please note that in this instance a formal response is not required.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

**PETER BLACK**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
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