



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Committee Room 3A, Guildhall, Swansea

Tuesday, 29 October 2019 at 4.00 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)
J W Jones

Councillor(s)
Y V Jardine

Councillor(s)
P K Jones

Co-opted Member(s)
T Beddow

Other Attendees
Mark Child

Cabinet Member - Care, Health & Ageing Well

Officer(s)
Peter Field

Liz Jordan
Deborah Reed

Principal Officer Prevention, Wellbeing and
Commissioning
Scrutiny Officer
Interim Head of Adult Services

Apologies for Absence

Councillor(s): C A Holley, P R Hood-Williams, S M Jones, E T Kirchner and G J Tanner

Co-opted Member(s): K Guntrip

1 Disclosure of Personal and Prejudicial Interests.

No disclosures of interest were made.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

The Panel agreed the minutes of the meeting on 24 September 2019 as an accurate record of the meeting.

4 Public Question Time

No members of the public were present at the meeting.

5 Commissioning of Residential Care

Peter Field, Principal Officer Prevention, Well-being and Commissioning, attended to brief the Panel and answer their questions.

Discussion points:

- Authority meets the statutory requirement of offering more than one choice of accommodation for residential care
- Service users often find it difficult to raise concerns. Department ask providers to provide information and guidance and offer reassurance. Department also undertakes some training on this for providers.
- Point 5.15 of report – Panel queried what the 'pressures' are which prevent the target being reached. Informed two things have contributed to not being able to complete audits to timescale. The process may not work like this in the future.
- Point 5.15 of report – 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. Informed 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 – Panel queried the extent to which price is a determining factor for deciding provider of younger adult care home services. Informed typically 60% weighting in terms of quality and 40% in terms of price.
- Discussed extent to which Brexit will affect care homes in terms of staff from the EU. Currently 6% of care staff are from the EU. These staff have been informed about the EU Settlement Scheme.
- Point 8.7 of report - Panel requested to see the Quality Framework and officers agreed to provide this.

Actions:

- Regional Care Homes Quality Framework to be circulated to the Panel for information.

6 Performance Monitoring

Deborah Reed, Interim Head of Adult Services attended to brief the Panel on the Performance Monitoring Report for August/September 2019.

Discussion points:

- Page 16: Common Access Point – The number of enquiries created seems to dip in December each year. Department believes this is due to Christmas holidays when family spend time together and then enquiries spikes in January.
- Page 16: Carers Identified and Whether Wanted Carer Assessment – Only about 50% of carers want an assessment. Department needs to ensure everyone understands what they are trying to do with the assessments. Also important at what point the assessment is being offered.

- Page 22: Delayed Transfers of Care – There has been a substantial improvement. In September 2019, only 20 people were waiting for a package of care.

7 Update on Adult Services Transformation Programme

Deborah Reed briefed the Panel on the Adult Services improvement priorities for 2019/20, updating on specific programmes and answering the Panel's questions.

Discussion points:

- Panel requested a breakdown of the £1,893,800 savings progress reached as of August 2019.
- Forecast year savings for 2019/20 is approximately £640,000 short of meeting the aligned savings total of £4,078,000. Department is trying to produce savings in other ways.

Actions:

- Scrutiny Officer to circulate to Panel document embedded in the update report, to show make-up of the savings progress.

8 Work Programme Timetable 2019/20

Work Programme received and considered by the Panel.

- Discussion paper on 'Improving Performance Data' to be added to the Work Programme.
- At the additional Panel meeting in February on the draft budget proposals for Adult Services, the Panel would also like to see last year's report, to see what has been achieved of last year's budget proposals.

9 Letters

Letters received and considered by the Panel.

The meeting ended at 5.35 pm.



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

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Date 11 November 2019
Dyddiad:

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
CLLR.PETER.BLACK@SWANSEA.GOV.UK