



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Adult Services

At: Remotely via Microsoft Teams

On: Monday, 13 July 2020

Time: 2.00 pm

Convenor: Councillor Peter Black CBE

Membership:

Councillors: V M Evans, J A Hale, C A Holley, P R Hood-Williams, Y V Jardine, P K Jones, S M Jones, J W Jones, E T Kirchner, H M Morris and G J Tanner

Co-opted Members: T Beddow

Agenda

Page No.

- | | | |
|----------|--|---------------|
| 1 | Apologies for Absence. | |
| 2 | Disclosure of Personal and Prejudicial Interests.
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Prohibition of Whipped Votes and Declaration of Party Whips | |
| 4 | Minutes of Previous Meeting(s)
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 1 - 5 |
| 5 | Public Question Time
Questions must be submitted in writing, no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10 minute period. | |
| 6 | Service Specific Update on Covid-19 Pandemic
<i>Invited to attend:</i> | 6 - 14 |

Councillor Clive Lloyd, Cabinet Member for Adult Care and Community Health Services

Dave Howes, Director of Social Services

Amy Hawkins, Interim Head of Adult Services

Helen St John, Interim Head of Integrated Community Services

7 Letters

15 - 19

- a) Letter to Cabinet Member (17 March 2020 meeting)
- b) Response from Cabinet Member (17 March 2020 meeting)

Huw Evans

Huw Evans
Head of Democratic Services
Monday, 6 July 2020

Contact: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

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

Committee Room 5, Guildhall, Swansea

Tuesday, 17 March 2020 at 4.00 pm

Present: Councillor P M Black (Chair) Presided

Councillor(s)
E T Kirchner

Councillor(s)
P R Hood-Williams

Councillor(s)
J W Jones

Other Attendees

Mark Child

Cabinet Member - Care, Health & Ageing Well

Officer(s)

Simon Jones

Social Services Strategy and Performance Improvement Officer

Liz Jordan

Scrutiny Officer

Sarah Lackenby

Chief Digital & Transformation Officer

Apologies for Absence

Councillor(s): V M Evans, C A Holley, Y V Jardine, P K Jones, S M Jones and G J Tanner

Co-opted Member(s): T Beddow

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 17 February 2020 as an accurate record of the meeting.

4 Public Question Time

No questions were asked by members of the public.

5 Progress on Wales Audit Office Recommendations relating to 'The 'Front Door' to Adult Social Care'

Simon Jones, Social Services Strategy and Performance Improvement Officer attended to brief the Panel on the WAO report and recommendations and on how Swansea is performing against the recommendations.

Discussion points:

- WAO has no overarching concerns for Swansea. Cabinet Member is relatively relaxed about the report.
- Dewis Cymru - Report highlights difference across Wales in how the system is being used. Swansea currently has around 500 resources listed on the system. The highest has 1200 resources listed. Swansea has taken the wait and see approach. There needs to be consolidation nationally.
- The Council has a long term strategy for prevention.
- Appendix 1 – there are only three actions with target dates in the table. Panel would like these added to forward work programme.

Actions:

- Add actions with target dates to forward work programme.

6 Adult Services Complaints Annual Report 2018-19

Sarah Lackenby, Chief Transformation Officer attended to update the Panel on this issue.

The Panel was pleased about the compliments received. It shows the Department is making a difference and staff are appreciated.

The Panel asked a number of questions which require a written response:

- Table 1 – Why have the number of complaints to the ombudsman doubled?
- Table 2 – Why has the North Hub had a high level of complaints (28)?
- Table 2 – Why have we had 18 complaints for an 'unknown' location?

7 Briefing on Staff Sickness in Adult Services

The Panel deferred this item to the next meeting.

8 Work Programme Timetable 2019-20

Work Programme received and considered by the Panel.

9 Letters

Letters received and considered by the Panel.

The meeting ended at 4.45 pm.



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

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 26 March 2020
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 17 March 2020. It covers Progress on WAO Recommendations and Adult Services Complaints Annual Report.

Dear Cllr Child

The Panel met on 17 March to receive an update on progress on WAO recommendations relating to 'The Front Door to Adult Social Care' and to discuss the Adult Services Complaints Annual Report 2018-19. We would like to thank you, Simon Jones and Sarah Lackenby 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:

Progress on Wales Audit Office Recommendations relating to 'The Front Door to Adult Social Care'

Simon Jones, Social Services Strategy and Performance Improvement Officer attended to brief the Panel on how Swansea is performing against the recommendations.

We heard that WAO has no overarching concerns for Swansea and that you are relatively relaxed about the report.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU
SWANSEA COUNCIL / CYNGOR ABERTAWE
GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE
www.swansea.gov.uk / www.abertawe.gov.uk

We were informed that the report highlights the difference across Wales in how the Dewis Cymru system is being used. We heard that Swansea currently has around 500 resources listed on the system and that the Council with the highest has 1200 resources listed. We also heard that Swansea has taken the wait and see approach and that there needs to be consolidation nationally.

We heard that the Council has a long term strategy for prevention.

We noted that in Appendix 1 there are only three actions with target dates in the table. We agreed that the actions with target dates be added to the forward work programme.

Adult Services Complaints Annual Report 2018-19

Sarah Lackenby, Chief Transformation Officer attended to update the Panel on this issue.

We were pleased about the compliments received. It shows the Department is making a difference and that staff are appreciated.

We asked the following questions which you agreed to provide a written response to:

Table 1

- Why have the number of complaints to the ombudsman doubled?

Table 2

- Why has the North Hub had a high level of complaints (28)?
- Why have we had 18 complaints for an 'unknown' location?

The item 'Briefing on Staff Sickness in Adult Services' was deferred to the next panel meeting.

We agreed that the Panel meeting scheduled for April would be cancelled.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a response to the following by Thursday 30 April 2020:

1. Why have the number of complaints to the ombudsman doubled?
2. Why has the North Hub had a high level of complaints (28)?
3. Why have we had 18 complaints for an 'unknown' location?

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

Covid-19 Impact on Adult Social Services

Page 6

Dave Howes
Director of Social Services

Agenda Item 6



Cyngor **Abertawe**
Swansea Council

Summary of changes made in adult services in response to Covid

- Emergency RPB arrangements established to ensure robust governance of overall health/ social care system across the region.
- Strengthened adult services senior management team by creating 2 interim HOS posts
- Suspended the provision of traditional day services and planned respite
- Introduced processes for undertaking remote/ virtual assessments
- Extended out of hours provision

Summary cont.

- Created significant additional capacity within in house direct service provision – in particular residential and domiciliary care
- Expanded our intermediate care offer – Reablement, hospital to home, hospital avoidance services
- Reprioritised our offer of care through revised eligibility
- Expanded local area coordination as part of an increased community support offer, working with the third sector, to avoid unnecessary recourse to formal care
- Restructure of adult services
- Increased support to the external care sector – financial, commissioning, infection control, pastoral

PPE

- Established regional arrangements for the procurement and distribution of PPE to supplement the national supply chain.
- Issued regional guidance and provided training to care homes on use of PPE
- Monitor compliance
- Have built up and maintained a surplus stock
- Pre-empted national guidance on moving to full use of PPE within closed care settings

Care Homes

- Issued regional care homes protocol which brings together all national guidance and any additional regional requirements
- Pre-empted national guidance on initiating lockdown (full barrier care) in care homes where infection was suspected
- Pre-empted national guidance on full use of PPE in closed care settings
- Agreed and implemented a regional approach to distributing additional funding for care homes affected by Covid
- Maintained daily contact with care homes with advice on managing infection control/ Covid outbreaks/ staffing difficulties

Care Homes cont.

- Pre-empted national guidance by establishing the principle of 'not knowingly transferring infection into a close care setting'
- Established local arrangements for the testing of care home staff when the national arrangements weren't proving sufficiently robust
- Have completed the roll out of testing of all staff and residents in care homes
- Further weekly testing of care home staff for a 4 week period
- Provided additional counselling/ pastoral support for care homes impacted by Covid outbreaks

Domiciliary Care

- Reprioritised care packages to reduce risk of infection transmission by carers unnecessarily entering residents homes when alternative family/ community support was sufficient to keep an individual safe
- Increased domiciliary care for individuals who might otherwise be at risk of hospital or residential care admission including individuals with learning disability who might otherwise be supported in a day service
- Block commissioned domiciliary care to promote market stability and give providers maximum flexibility to respond to demand
- Reduced brokerage list to zero
- Implemented full recourse to PPE in advance of national guidance

Hospital Discharge

- Agreed a regional protocol for rapid hospital discharge that expands our hospital home service – community re-ablement, bedded re-ablement and other intermediate care services
- Introduced requirement for a negative test for Covid prior to a discharge that requires social care to be provided – whether intermediate, residential or domiciliary care
- Introduced an expanded community services/ third sector pathway to facilitate hospital discharges without recourse to formal social care

Next Steps

- Complete the staffing restructure
- Implement surge/ super surge response if and when required
- Review HOS structure
- Enhance recovery/ adaptive service planning
- Use of offices
- Review prioritisation of care
- 'reopen' or adapt some services

Agenda Item 7



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

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrochol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 26 March 2020
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 17 March 2020. It covers Progress on WAO Recommendations and Adult Services Complaints Annual Report.

Dear Cllr Child

The Panel met on 17 March to receive an update on progress on WAO recommendations relating to 'The Front Door to Adult Social Care' and to discuss the Adult Services Complaints Annual Report 2018-19. We would like to thank you, Simon Jones and Sarah Lackenby 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:

Progress on Wales Audit Office Recommendations relating to 'The Front Door to Adult Social Care'

Simon Jones, Social Services Strategy and Performance Improvement Officer attended to brief the Panel on how Swansea is performing against the recommendations.

We heard that WAO has no overarching concerns for Swansea and that you are relatively relaxed about the report.

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU

SWANSEA COUNCIL / CYNGOR ABERTAWE

GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE

www.swansea.gov.uk / www.abertawe.gov.uk

We were informed that the report highlights the difference across Wales in how the Dewis Cymru system is being used. We heard that Swansea currently has around 500 resources listed on the system and that the Council with the highest has 1200 resources listed. We also heard that Swansea has taken the wait and see approach and that there needs to be consolidation nationally.

We heard that the Council has a long term strategy for prevention.

We noted that in Appendix 1 there are only three actions with target dates in the table. We agreed that the actions with target dates be added to the forward work programme.

Adult Services Complaints Annual Report 2018-19

Sarah Lackenby, Chief Transformation Officer attended to update the Panel on this issue.

We were pleased about the compliments received. It shows the Department is making a difference and that staff are appreciated.

We asked the following questions which you agreed to provide a written response to:

Table 1

- Why have the number of complaints to the ombudsman doubled?

Table 2

- Why has the North Hub had a high level of complaints (28)?
- Why have we had 18 complaints for an 'unknown' location?

The item 'Briefing on Staff Sickness in Adult Services' was deferred to the next panel meeting.

We agreed that the Panel meeting scheduled for April would be cancelled.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a response to the following by Thursday 30 April 2020:

1. Why have the number of complaints to the ombudsman doubled?
2. Why has the North Hub had a high level of complaints (28)?
3. Why have we had 18 complaints for an 'unknown' location?

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

Councillor Peter Black

Please ask for: Councillor Mark Child

Direct Line: 01792 63 7441

E-Mail: cllr.mark.child@swansea.gov.uk

BY EMAIL

Our Ref: MC/CM

Your Ref:

Date: 29th April 2020

Dear Councillor Black

Please see below the response to questions asked at Scrutiny on 17 March 2020.

Please accept my apology for the delay, there has been a lack of staff availability recently.

With regard to Table 1 and the question, 'why have the number of complaints to the Ombudsman doubled?'

We are unable to specifically say why the complaints have doubled. Complainants are increasingly more aware of their rights to contact the Ombudsman and some have gone directly to the Ombudsman bypassing Stage One and Two with us and have subsequently been referred back by the Ombudsman to complete our process in the first instance.

At the end of every complaint response, we provide the details for the PSOW as required in our guidelines for complaint handling as agreed across Wales, to ensure that complainants are aware of their 'next steps', should they not be satisfied with our response.

A brief summary of the outcomes of the Ombudsman Complaints to give a better understanding are as follows:

- 9 not investigating and referred back to us
- 1 not investigating as not within their remit (in relation to a private law matter)
- 1 requested a new assessment, which was then arranged
- 1 requested a stage 2 investigation (Mr H), which was then arranged
- 1 referred to POVA as out of complaint remit

With regard to Table 2 and the question, 'why has the North Hub had a high level of Complaints (28)' and 'why have we had 18 complaints for 'unknown' location?'

There hasn't been any identifiable trend for complaints in the North Hub. Of the complaints received only 11 complaints were justified or part justified. The Complaints Team are vigilant and if there is any form of trend on one matter or a number of complaints regarding the same social worker or issue, we bring this to the attention of the relevant Social Care Team Manager immediately.

A brief summary of the outcomes of these Complaints to give a better understanding are as follows:

Justified : 8
Local resolution : 3
Not pursued : 4
Part justified : 3
For info: 3
Referred to POVA: 1
Not Justified : 2
Escalated to 2 : 1
Not eligible: 1
Withdrawn : 2

The reason for 'unknown location' complaints in Adult Services is due to the Complaints Team opening a file and not having further information regarding the team involved in the complaint in order to allocate it to the appropriate team. Another example would be where residents have made contact with the complaint office but they should have actually made contact with another organisation so we signpost them on.

There are also residents who make contact to raise a complaint but then do not provide enough details to take the complaint forward after we write out to them. In addition, some do not pursue the complaint or they may not actually be eligible to bring a complaint (which sometimes transpires during the conversation) so we would record the contact and advise the caller that the service user themselves needs to bring the complaint.

A brief summary of the outcomes of these Complaints to give a better understanding are as follows:

Directed to another forum 1
For info 1
Not eligible 4
Not pursued 8
Referred to ABM 4

Yours sincerely



Y Cynghorydd/Councillor Mark Child
AELOD Y CABINET DROS OFAL, IECHYD A HENEIDDIO'N DDA
CABINET MEMBER FOR CARE, HEALTH & AGEING WELL