



CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Jane Harris
Cabinet Member, Adults
& Vulnerable People

Civic Centre
Oystermouth Road
SWANSEA
SA1 3SN

*Please ask for:
Gofynnwch am:*

*Direct Line:
Linell Uniogyrochol:*

*e-Mail
e-Bost:*

*Our Ref
Ein Cyf:*

*Your Ref
Eich Cyf:*

*Date
Dyddiad:*

**Overview &
Scrutiny**

01792 637491

scrutiny@swansea.gov.uk

Adult Services/04

10/01/2017

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to The Cabinet Member for Services for Adults and Vulnerable People following the meeting of the Panel on 14 December 2016. The panel examined the impact of the social care at home scrutiny inquiry which concluded in September 2014

Dear Councillor Harris,

Impact Report: Scrutiny Inquiry – Social Care at Home

The panel would like to thank you and your officers for attending the panel meeting, presenting the impact report and answering our questions. Overall the panel was pleased with the progress that has been made in implementing the recommendations of the scrutiny inquiry.

Implementation of the recommendations

We felt that the inquiry's recommendations have had a real impact on the delivery of social care at home. We were pleased to see that of the 21 recommendations that were agreed by Cabinet, all have been completed.

What has changed since the inquiry

The panel was pleased to see that the following things have changed since the report was presented to Cabinet

- Re-design of the Adult Services Model
- A commissioning review of domiciliary care services for older people
- Re-structure of the adult Services Intake Team
- Introduction and expansion of Local Area Co-ordination
- A better understanding of the underlying issues contributing to delays in sourcing packages of care

Overview & Scrutiny / Trosolwg a chraffu

City and County of Swansea / Dinas a Sir Abertawe
Civic Centre, Swansea, SA1 3SN / Canolfan Ddinesig, Abertawe, SA1 3SN

Impact of the inquiry

The panel was pleased to learn that the inquiry had provided useful research and evidence which helped inform the service design for the adult services model and delivery options for the 3 commissioning reviews.

Finally, we were pleased that the inquiry had improved awareness and understanding of a complex topics amongst officers and councillors and had helped to promote constructive debate within the commissioning review process.

The panel considers the monitoring on this inquiry to be completed.

We have highlighted a number of issues in this letter which we agreed we would like to bring to your attention.

1. We would like you to consider providing an end date for the commissioning reviews for day services and residential services which were highlighted as action already being undertaken in recommendation 4.
2. Recommendation 10 – the panel was pleased that invitations for stakeholder workshops were sent to chairs of the relevant scrutiny panels and to all relevant scrutiny councillors
3. Recommendation 12 – the panel welcomed the development of a working group with unions to develop a Swansea version of the Unison ethical charter.
4. Recommendation 13 – this was not agreed and did concern the panel however officers explained that rates were set on a provider by provider basis and that the authority ensures it pays the minimum wage to providers. We did express our concerns regarding market failure especially in the domiciliary care market and were informed about the “provider performance protocol” that providers operate under if the authority is not satisfied with performance of the provider.
5. Recommendation 14 - the panel would like to request that you and your officers consider the exclusivity of zero hour contracts as part of the ethical charter development work.
6. Recommendation 18 – the panel would like to request that performance information regarding the provision of basic items by the health board (eg, incontinence items) be added to the Adult Services Performance Monitoring Report.
7. Recommendation 20 – the panel would like to request that data on the delays in care pathways is added to the monthly performance report, specifically information on what type of cases are delayed and the reasons for the delay.

For your information the panel agreed to contact Fiona Broxton to thank her for all the work that had gone into the action plan and implementing the recommendations.

The panel also agreed that it would contact the head of Housing and cabinet member for housing to request performance data on DFGs and delays in transfers of care as a result of delays in the DFG process.

Your Response

We welcome your comments on any matter raised in this letter but we would specifically welcome your comments on points 1, 5, 8 and 7 above. The panel would be grateful for your response by 1 February 2017.

Yours sincerely

UTA CLAY
CONVENER
ADULT SERVICES SCRUTINY PANEL
✉ CLLR.UTA.CLAY@SWANSEA.GOV.UK

DRAFT