



City and County of Swansea

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

Remotely via Microsoft Teams

Wednesday, 20 October 2021 at 3.30 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

G J Tanner
J W Jones

Councillor(s)

C A Holley
E T Kirchner

Councillor(s)

P R Hood-Williams
H M Morris

Co-opted Member(s)

Tony Beddow

Other Attendee(s)

Mark Child

Cabinet Member - Adult Social Care & Community
Health Services

Officer(s)

David Howes
Liz Jordan
Deborah Reed

Director of Social Services
Scrutiny Officer
Principal Officer Resources

Apologies for Absence

Councillor(s): Y V Jardine

1 Disclosure of Personal and Prejudicial Interests

Chris Holley declared a personal interest.

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 14 July 2021 as an accurate record of the meeting.

Under matters arising the Panel raised a query and stated they understood from the statement on page 22 of the agenda pack that moving to a form of outcome budgeting was on hold. The Convener confirmed that this is correct.

4 Public Question Time

No questions were submitted.

5 Workforce Support Programme - Support for Health and Social Care Staff

Deborah Reed, Principal Officer Resources attended to present to the Panel on the programme of support in place for Adult Services staff, recruitment and next steps.

Discussion Points:

- Social Services realized there was an issue with sickness and were the first to trial a dedicated Human Resources Officer. Place and Education have now moved to a similar model and are piloting a dedicated HR Officer in their area.
- Panel concerned private sector suffered similar problem with staffing and queried if the Authority has shared its practices with them. Informed there is not a shared recruitment drive but when the Authority recruits staff it ensures staff are not taken from private homes.
- Lots of work has taken place around workforce, still lots to do but Directorate has a plan.

6 Update on Management of Covid-19 Pandemic

Mark Child, Cabinet Member for Adult Social Care and David Howes, Director of Social Services attended to brief the Panel on the current position.

Discussion Points:

- Directorate is still managing but it remains a struggle. We are in the third wave which is having a very significant impact. Fragility of Domiciliary Care has hit the Directorate worst particularly workforce.
- Waiting list for long term domiciliary care was 200 individuals, this is now down to 100/110 individuals. Not all individuals did not have care but did not have the right care. Directorate is working hard with families / carers to come up with alternatives until February next year. A number of individuals (now less than 10) are having to consider residential care as the Authority is unable to provide the domiciliary care they need.
- Other challenge for the Directorate is prioritisation of assessments and reviews. There is still a backlog of planned review work. Negotiations are taking place with an independent agency to pick up a lot of work including all outstanding reviews and assessments. In the meantime, everyone continues to receive regular updates.
- Director believes the Authority's arrangements are good enough to meet its safeguarding responsibilities.
- There is a lot of stress and pressure despite the work undertaken on supporting the workforce.
- Panel queried what relationship the Authority wants with the private sector regarding the foreseen and unforeseen and the pros and cons of the different options. Informed elements of the domiciliary and residential care market require fundamental change to ensure that they remain fit for purpose.

7 Performance Monitoring

Mark Child and David Howes provided a brief update on the current issues in relation to Performance Monitoring under the previous item.

Discussion Points:

- Panel queried two aspects about the Common Access Point. Firstly, whether the number of 'lost referrals' is known and their source eg GPs, relatives or others. Secondly, whether the referral process is capturing the right data to inform the Common Access Point team about both the urgency of the referral and the likely prognosis.
- Panel queried in relation to Direct Payments, how the professional review arrangements link with the payment systems to ensure timely funding arrangements are in place. Informed Directorate panel meetings are held three times per week and all links are made via this meeting.
- Panel queried who is responsible for determining the code of practice for DOLS assessments, what is causing the delay in agreeing it and how any obstacles might be removed. Informed this is UK led and the changes that will be made are not so significant that delay gives rise to concern.
- Panel believes Welsh Government are quite keen to see the number of direct payments increasing. Direct payments give individuals a choice in the way they are helped. It does not replace direct service provision if that is the best service for the individual.

8 For Information

The amended work programme was noted.

The meeting ended at 4.55 pm