

At a meeting of the HEALTH AND WELL-BEING SCRUTINY COMMITTEE held in the CIVIC CENTRE, SUNDERLAND on WEDNESDAY, 7th July, 2010 at 5.30 p.m.

Present:-

Councillor P. Walker in the Chair

Councillors Fletcher, A Hall, Maddison, , Padgett, Shattock, D. Smith, Snowdon and N. Wright.

Also in Attendance:-

Karen Brown	-	Sunderland City Council
Sharman Cummings	-	NTW NHS Trust
Carol Harries	-	City Hospitals Sunderland NHS Foundation Trust
Emma Hindmarsh	-	Sunderland City Council
Claire Harrison	-	Sunderland City Council
Ian Holliday	-	NTW NHS Trust
Judith Hunter	-	City Hospitals Sunderland NHS Foundation Trust
Suresh Joseph	-	NTW NHS Trust
Russell Patton	-	NTW NHS Trust
John Smith	-	Sunderland City Council
Steve Wilkinson	-	Local Involvement Network

Apologies for Absence

Apologies for absence were received on behalf of Councillor S Old, K Chamberlin

Minutes of the last Meeting of the Committee held on 9th June, 2010

1. RESOLVED that the minutes of the meeting of the Committee held on 9th June, 2010 be confirmed and signed as correct record

Declarations of Interest

Update Report on Sunderland Telecare Service

Councillor Shattock declared a personal interest in the item as a family member experienced learning disabilities.

Reference from Cabinet - Care Quality Commission (CQC) – Results of a CQC Service Inspection of Safeguarding Adults and Choice and Control for Older People

The Chief Executive submitted a report (copy circulated) to provide members with a summary of the Care Quality Commission (CQC's) judgement in relation to a Service Inspection of adult social care in Sunderland. The inspection focussed on two specific areas – Safeguarding vulnerable adults and Choice & Control for older people.

(For copy report – see original minutes)

The Chairman welcomed Mr Neil Revely, Executive Director of Health, Housing and Adult Services, John Fisher, Head of Service (Adult Services) and Graham King, Head of Performance, Commissioning & Change to the Committee and invited them to present the report.

Mr Revely explained that the changing context of the national adult safeguarding agenda was moving to alignment with the existing safeguarding children framework.

Mr Revely drew attention to the overall findings of the inspection, that the grades for Safeguarding and Choice and Control for older people were both adequate and the Council's capacity to improve was judged promising.

Mr Revely highlighted a number of issues which had already been tackled including:-

- Improved performance management reporting and scrutiny of issues to the Board;
- Dedicated Project Manager to take forward safeguarding actions;
- Strengthening arrangements to lead on the transformation agenda within adult social care;
- Recruiting an independent chair of Safeguarding Adults Board;
- Expanded safeguarding training;
- Commissioning revised advocacy arrangements to better support people in safeguarding process.
- Revised consultation processes in line with Council's Consultation Strategy to ensure older people and carers had a greater say in shaping commissioned services;
- Significant shift in emphasis towards not just maintaining people at home with their personal care needs, but in enabling them to perform tasks for themselves;
- Improved support for carers focusing on the needs of the carer separately to support them in their ongoing caring role.

Mr Revely advised that an Improvement Action Plan had already been developed following the inspection and the Scrutiny Committee would have the opportunity to consider the improvements being made at their next meeting.

Councillor D. Smith advised that he looked forward to having sight of the draft action plan. He advised that he was concerned that on occasions people had not been included in discussion and were hindered from attending meetings in relation to their care.

Mr Graham King advised that a report would be taken to July Cabinet regarding access to Adult Advocacy services.

Councillor Shattock commented that the inspection report highlighted issues of concern in relation to the need to strengthen middle management for front line staff. Mr Revely advised that the Directorate would take on board readily the comments made in the report and management systems would be improved. He advised that the Council worked in conjunction with its partners in providing adult social care in Sunderland and the management issue could relate to other organisations. The quality of training for managers was excellent; however it was acknowledged that there were not sufficient middle managers in training to support others.

Councillor N. Wright stated that she had been the Portfolio Holder for Healthy City at the time of the inspection and was disappointed with some of the comments contained within it. However, there were a number of positive comments from the inspection with promising prospects for improvement. Many suggested improvements were already in place and Councillor Wright had full confidence in the team to make further progress.

Consideration having been given to the report, it was:-

2. RESOLVED that the Care Quality Commission's judgement about the Council's delivery of adult social care in the inspection areas, and their comments about the Council's and City's areas of strength and for improvement be noted.

Review of the Management of Malnutrition and Dehydration in Hospitals

The Chief Executive submitted a report (copy circulated) to make proposals to the Scrutiny Committee for their forthcoming review of malnutrition and dehydration in hospitals.

(For copy report – see original minutes)

Ms. Karen Brown, Scrutiny Officer presented the report and outlined the Terms of Reference for the review. She also asked the Committee to consider co-opting a member of a representative group, sector or organisation relevant to the scope of the review for the municipal year to assist with evidence gathering and deliberations.

3. RESOLVED that:-
 - i) the Committee endorse the scope of the review for 2010/11, and

- ii) the Scrutiny Officer be requested to seek nominations from representative groups, sectors or organisations relevant to the scope of the review for the municipal year to assist with evidence gathering and deliberations.

Total Place Pilot – Final Report

The Chief Executive submitted a report (copy circulated) to present the Scrutiny Committee with the Gateshead, South Tyneside and Sunderland Total Place Final Report into Alcohol and Drug Misuse.

(For copy report – see original minutes)

Mr. Lee Cranston, Assistant Head of Corporate Policy presented the report. Mr Cranston reminded Members of the background to the government initiative.

Total Place was a government initiative that looks at how a ‘whole area’ approach to public services could lead to better services at less cost. It sought to identify and avoid overlap and duplication between organisations – delivering a step change in both service improvement and efficiency at a local and national level.

13 pilot areas participated in the scheme, each area ensuring a diverse mix of economic, geographical and demographic profiles.

The theme for the Gateshead, South Tyneside and Sunderland pilot was alcohol and drug misuse and was determined through consultation and workshops with partners. It was clear that alcohol and drug misuse was an area where there are common issues and challenges with crosscutting links across partnerships and priorities.

Mr. Cranston advised that the Total Place name had been abandoned by the new government, however it was hoped that the premise of total place would survive; providing better services at less cost and without duplication.

In response to a question from Councillor Shattock, Mr. Cranston advised that the reason the report had taken so long to come to Committee was partly due to the Purdah period in the run up to the General Election and partly due to awaiting the information in the submission being collated around what the pilots were seeking to do differently, the potential benefits of the work, what the barriers to it were, and what the evidence used to back this up was.

Councillor Shattock enquired that as the future for total place was unclear, whether it was anticipated that there would still be good outcomes for the region as a result of the work achieved so far.

Mr Cranston advised that there was strong commitment to fulfil the key strands of the pilot. Its success to date has emerged through local organisations driving a localised agenda, aimed at clearly benefiting customers and citizens. This drive will continue and the greater collaboration and cohesion between the public and voluntary sectors will be a lasting requirement with the benefits already being realised.

4. RESOLVED that the contents of the report be received and noted.

Update Report on Sunderland Telecare Service

The Executive Director of Health, Housing and Adult Services and Director of Learning Disability Services submitted a report (copy circulated) to update the Committee on the Sunderland Telecare Service.

(For copy report – see original minutes)

Mr Philip Foster General Manager, Provider Services, was in attendance to present the report.

Mr Foster advised that Sunderland Telecare supported people to maximise individual choice and independence in their own home, enabling vulnerable people to stay safe at home; promoting well being and preventing unnecessary admission to hospital or long term institutional care.

The Telecare service currently supported 20,000 people to live at home and is backed up by the monitoring centre with a team available 24 hours a day to provide a rapid response across the city within an average of 15 minutes. The service dealt with approximately 300,000 calls last year.

Mr Foster advised that the social and health care teams were all trained to a minimum of NVQ Level 3.

Members congratulated Mr Foster on the fantastic service provided by Telecare in Sunderland.

In response to an enquiry from Councillor Smith regarding the example given by Mr Foster of how Telecare could raise an alarm if for instance an individual had not opened their fridge door within an expected time frame, Mr Foster advised that the specific Telecare service was based on sensors that provide an early and identified warning of a potential emergency in the homes of vulnerable people particularly those with learning difficulties. More advanced systems based on lifestyle monitoring were being developed that will both be reactive and responsive in nature (another example being temperature monitoring). Carers would be significantly involved and all details would be included in an individual's care plan. Such facilities were not meant to be intrusive in nature and any issues would be dealt with in a respectful and ethical manner.

In response to a question from Councillor Shattock, Mr Foster advised that Sunderland Telecare uses Telecare equipment connected to the City Council's 24 hour control room based at Moorside.

The technical team consists of 12 members of staff who work on a shift pattern and are available to fit equipment, make battery changes etc.

Alert calls are answered by an expert control room operator who will determine the nature of the call and initiate an appropriate response, including contacting relatives or carers, or in the event of an emergency, the appropriate emergency services. If appropriate, the response service consisting of 40 highly trained Mobile Social and Health Care Assistants can be dispatched by the control room to a person's home to provide advice, support and a variety of assistance. The service operates 5 vans per shift that are positioned across the city and endeavours to have 2 members of staff in the vans at all times if possible with a gender balance of 1 male and 1 female.

Sunderland Telecare also provides vulnerable Sunderland residents with access to an Overnight Care Service, supporting people with complex needs to live at home through the provision of planned and emergency support, with the aim of preventing unnecessary admission into care.

Customers may only have to pay a small weekly charge to cover the monitoring of the alarm and the mobile response provided by staff. People who are assessed as needing the service or who require additional Telecare equipment to enable them to remain living safe and independent and safely at home will have an individual financial assessment to determine how much, if anything, they may need to pay.

The service also offers carbon monoxide sensors at a charge of £3.30 per week. Revenue from this is reinvested back in to the Telecare service.

Mr Revely commented that the enthusiasm for the service is demonstrated in all members of staff. He advised that the payback from the service was clearly demonstrated and the clear prevention objective meant this was a service well worth investing in.

The Chairman having thanked Mr Foster for his report on the tremendous service that was being delivered by Telecare across the city, it was:

5. RESOLVED that the contents of the report be received and noted.

Provision of Social Care for Adults with a Learning Disability

The Executive Director of Health, Housing and Adult Services and Director of Learning Disability Services submitted a report (copy circulated) to inform the Committee of the Council's plans to commission the provision of social care for adults with a learning disability living in nine residential homes in the City.

(For copy report – see original minutes)

The Chairman welcomed John Fisher, Head of Adult Services and Kate Simpson, Northumberland Tyne and Wear NHS Trust and invited them to present the report.

Councillor Shattock commented that the new arrangements would mean a huge change for the people within the residential homes affected and she questioned what type of consultation had taken place.

Mr Fisher advised that full consultation had taken place with individuals and their families and advocates had been made available where necessary.

With regard to TUPE (Transfer of Undertakings (Protection of Employment) Regulations) arrangements, Ms Simpson clarified that these regulations provide employment rights to employees when their employer changes as a result of a transfer of undertaking. She advised that all staff had been consulted in the undertaking. This means that the employees employed by the NTW NHS Trust when the transfer takes effect automatically become employees of the new employer on the same terms and conditions. Ms Simpson advised that occupational pension rights were not guaranteed under TUPE but there was agreement to establish a comparable pension provision.

Ms Simpson advised the Committee that employees who transferred under TUPE would provide continuity for the client group; however some members of staff had expressed a desire to remain with the Trust.

In response to a question from Councillor Shattock, Mr Fisher explained the benefits of supported tenancy. He advised that most clients within the existing residential homes within the city would remain in the same home with a change in the type of tenancy. Supported tenancy enables clients to live independently and to successfully maintain their accommodation. The assured tenancy will empower people to take control of their own lives and to learn the skills necessary to be able to successfully maintain their home and allows individuals to draw on housing benefits.

6. RESOLVED that the contents of the report be received and noted.

Annual Work Programme 2010 – 11

The Chief Executive submitted a report (copy circulated) for the Committee to receive an updated work programme for the 2010-11 Council year.

(For copy report – see original minutes)

7. RESOLVED that the contents of the report be received and noted.

Forward Plan – Key Decisions for the Period 1 July 2010 – 31 October 2010

The Chief Executive submitted a report (copy circulated) to provide Members with an opportunity to consider the Executive's Forward Plan for the period 1 July – 31 October 2010.

(For copy report – see original minutes)

Ms Claire Harrison, Acting Scrutiny Officer presented the report and advised that it should be noted that in the current edition of the Forward Plan there were three issues which were relevant to the Committee's remit.

8. RESOLVED that the contents of the report be received and noted.

Date of Next Meeting: Wednesday 15th September, 2010 at 5.30 pm in the Civic Centre, Committee Room No.1

The Chairman then closed the meeting having thanked Members and Officers for their support.

(Signed) P. WALKER,
Chairman.