

## **BATH AND NORTH EAST SOMERSET**

### **CHILDREN, ADULTS, HEALTH AND WELLBEING POLICY DEVELOPMENT AND SCRUTINY PANEL**

Friday, 8th April, 2022

**Present:-** Councillors Vic Pritchard (Chairman), Michelle O'Doherty (Vice-Chair), Ruth Malloy, Andy Wait, Paul May, Liz Hardman, Gerry Curran and Joanna Wright

**Co-opted Non-Voting Members:** Chris Batten and Kevin Burnett

**Cabinet Member for Adults:** Councillor Alison Born

**Also in attendance:** Suzanne Westhead (Director of Adult Social Care)

#### **95 WELCOME AND INTRODUCTIONS**

The Chairman welcomed everyone to the meeting.

#### **96 EMERGENCY EVACUATION PROCEDURE**

The Chairman drew attention to the emergency evacuation procedure.

#### **97 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Gill Stobart, Co-opted Panel Member and Dr Bryn Bird, B&NES Locality Clinical Chair had given their apologies to the Panel.

#### **98 DECLARATIONS OF INTEREST**

Councillor Gerry Curran declared an other interest with regard to agenda item 8 (Cabinet Member Update) as he is an employee of HCRG.

Councillor Paul May declared an other interest with regard to agenda item 10 (Adult Social Care - Transformation Plan) as he is a non-executive Sirona board member.

#### **99 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN**

There was none.

#### **100 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING**

There were none.

## **101 MINUTES: 8TH MARCH 2022**

The Chairman asked if a link to the B&NES SACRE website was now in place on the B&NES Council website.

The Democratic Services Officer informed the Panel that it was now in place.

The Chairman stated that he had met both Cabinet Members recently regarding HCRG and said that a report was expected for the Panel to discuss at their meeting on 17<sup>th</sup> May. He added that should appendices to the report be judged to be commercially sensitive the Panel would need to meet, in part, in an exempt session.

The Chairman said that he was still waiting for the Panel to be informed of the names of the 10 Local Authorities that met on February 15th 2022 as part of the Independent Review of Children's Social Care.

Councillor Michelle O'Doherty asked again if all councillors could be sent School Appeals guidance / process information to then be in a position to advise families if contacted.

Councillor Ruth Malloy said she was still awaiting a response to her question of how many Mental Health First Aiders there were within HCRG.

The Director of Adult Social Care said she would take these points away and remind colleagues of the requests made.

Councillor Paul May asked if the Children's Services Ofsted Inspection report would be available for the next Panel meeting.

The Democratic Services Officer replied that it was the current intention to have this report to the Panel for its meeting on 17<sup>th</sup> May.

The Panel confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chairman.

## **102 CABINET MEMBER UPDATE**

Councillor Alison Born, Cabinet Member for Adults addressed the Panel, a summary is set out below and a copy of the update will be attached as an online appendix to these minutes.

### **HCRG**

The Council and the CCG continue to work together on the future of the community services contract following the unexpected sale of Virgin Care to Twenty 20 Capital. We met with representatives of Twenty 20 Capital and HCRG on March 29<sup>th</sup> to discuss the new owner's vision for the service and work continues on the revised options appraisal. The options appraisal and recommendations will be discussed by the Panel prior to a decision being made by Cabinet and the CCG ahead of the June deadline.

## **Update on system pressures and recruitment to Care posts**

The local health and care system remains under considerable strain. Shortages in social care capacity continue to have knock on effects on the hospital system and also on ambulance services.

Within the local care home sector 47 residents and 65 staff are currently suffering from Covid.

Good progress is being made on recruitment to the in-house home care service that we are developing in partnership with the RUH. We are hoping to interview the care-coordinator in the next few days so the service should become operational soon. We are also currently seeking new tenders to increase homecare capacity in the area.

As of 6<sup>th</sup> April the RUH had 27% of their beds ready for discharge and 72 Covid patients, which required 50 further beds to be closed due to quarantine procedures. 150 staff members were also absent due to Covid.

## **Staffing Update - Adult Social Care**

Two new Assistant Director posts have been created to reflect the current complexity of work in adult social care and the fact that the Community Resource Centre provision has transferred back from Sirona to B&NES Council. Nathalia Lachkou recently moved from Oxfordshire County Council to the AD Commissioning role and we had a very strong field for the AD Operations interviews on Thursday 7<sup>th</sup> April.

Debbie Forward is retiring from her senior Commissioning manager role at the end of April, Deborah Wolfson has been appointed as an interim to cover this important work for three months as we interview this week for a permanent replacement.

## **Future changes within adult Social Care**

Build Back Better - Adult Social Care Charging Reforms. This includes the lifetime cap of £86k on the amount anyone in England will need to spend on their personal care in a residential setting, alongside a more generous means test which is presently an upper capital of £23,250 which will raise to £100,000.

Adult Social Care are preparing for the new CQC inspection framework. It is expected that CQC will share the framework in early summer and the key focus will be on local authorities and integrated care systems with a consistent set of themes, from registration through to ongoing assessment. The CQC assessment framework will go live in 23/24.

The Mental Capacity (Amendment) Act amends the Mental Capacity Act 2005 and received Royal Assent on 16 May 2019. The Department of Health and Social Care (DHSC) has yet to publish details for when the full implementation of Liberty Protection Safeguards (LPS) will need to be in place.

## **B&NES Wellbeing House**

Some concerns have been raised about a recent reduction in service in the Wellbeing House in Bath. The collaboration between Curo Housing and Bath Mind to provide crisis support at the wellbeing house was for a duration of two years, to provide additional capacity during the pandemic. That came to an end on 31 March

and the service has reverted back to its original delivery model of a wellbeing retreat managed by Curo Housing from 1 April.

Following an independent review of crisis services, B&NES and the CCG are in the process of tendering for the acquisition and management of a crisis house. We expect to announce the outcome of this process by mid-May.

### **Englishcombe Lane Site**

As part of the ASC Transformation work, we are aiming to bring as many people as possible back from out of area placements which will require the development of specialist accommodation for people with complex needs. This includes the possibility of using the Englishcombe Lane site for a small scale scheme that would provide accommodation for some of our most disadvantaged residents whilst also safeguarding and enhance the Tufa and other ecological features of the site. A meeting has been held with local residents to update them on this potential development.

Councillor Liz Hardman referred to the Future Changes within Adult Social Care section of the report and asked how will charges above the £86k cap be met and is there a danger that there will be a shortfall in what our residential care homes can charge.

The Chairman added that he would appreciate a written answer to be able to give a well informed response to residents who may have queries on this matter.

The Director of Adult Social Care said that a national consultation had concluded on April 1<sup>st</sup> and that further amendments were therefore likely and so a written reply would not be easily forthcoming. She added that she hoped to be able to provide some degree of clarity to the Panel in June.

Councillor Alison Born said that payments within the £86k were only in connection to residential care and any previous payments for community care will not be counted. She added it was only the care element of any placement that would be taken into account and that people would therefore be expected to pay their residential costs which would be around £200 a week. As an example she said that if you were paying £1,000 a week for a placement then only £800 would count towards the £86k cap. She added that should people reach the cap and the responsibility transfers to the Local Authority then the expectation is that they continue to pay the £200 if they can afford to.

She added that it was her understanding that the clock will not start in terms of any payments until October 2023.

Councillor Paul May wished to thank Debbie Forward for her work for the Council and asked if she was to be directly replaced or would any structural changes be made.

The Director of Adult Social Care replied that an appointment to the post had been made and that they would begin their role in July. She added that some structure changes would take place underneath this post so that more of a focus can be given to working on Autism support.

Councillor May asked what level of provision would be in place at the Englishcombe Lane site.

Councillor Alison Born replied that the site would be staffed 24 hours a day as the level of need required for the individuals concerned was expected to be complex.

Councillor Andy Wait asked if the figures concerned on the £86k cap based upon paying £800 a week (£1,000 - £200) amounted to two years in a nursing home before not having to pay.

The Director of Adult Social Care replied that the evidence was not in place yet to give a definitive answer as it would depend on the amount of capital the individual in question had, the level of care required and the cost of the home.

She added that the cap only comes into effect on those individuals that have come into care as a result of an assessed need being approved by the Council. She said that some people do however choose to enter a home of their own will.

Councillor Born added that the reforms are going to result in a great deal more work for departments within Adult Social Care.

The Director of Adult Social Care added that additional accounting systems will need to be put in place alongside a system that identifies where individuals are metering up towards the cap and to then offer them further advice. She said that additional staff would also likely be required to carry out assessments, both in terms of health & social care and finance.

Councillor Gerry Curran commented that he welcomed the move to provide complex needs support closer to home and said that it was important to staff the new site with people who have the right skills.

Kevin Burnett asked for confirmation that financial contributions to community support will not count towards the cap.

Councillor Born confirmed that it would not.

Kevin Burnett asked if the current discussions with HCRG were about whether they can fulfil the extension to the contract that was originally granted to Virgin Care – on the same terms and conditions - or is there something else that is being discussed.

Councillor Born replied that the terms of the contract remain the same, that there were concerns about the breach of trust caused by the transfer of ownership and that discussions were ongoing as to whether HCRG has the same values and approach as Virgin Care had shown previously.

Kevin Burnett asked has access to the Wellbeing House been reduced from 1<sup>st</sup> April and if what Bath MIND had brought to the project was now being achieved in a different way.

Councillor Born replied that the original remit of the Wellbeing House had been to focus on crisis prevention but that had been extended during the pandemic to help people in crisis. Additional staffing had been provided through a partnership with MIND. The house has now gone back to the pre-pandemic model, offering support but without 24 hour staffing.

The Director of Adult Social Care added that the Wellbeing House was currently full and that it had been a two year contract awarded through Covid funding that had enabled the addition of a crisis service and that the providers had chosen not to continue with the service as funding ceased.

The Chairman stated that he had visited the Wellbeing House on two occasions and said it immediately ensures comfort which was vitally important to those that visit and stay there. He said that it would be welcome if the service at the House could be provided 7 days a week.

The Director of Adult Social Care replied that the House will resume provision in its original form and that the crisis beds service would be in addition.

Councillor Born said that provision will continue at the House 7 days a week.

Councillor Joanna Wright asked what action could be taken with regard to the 27% of beds that were ready to discharge at the RUH.

The Director of Adult Social Care said that this situation comes down to two key issues, workforce and demand. She stated that they were in the process of increasing available domiciliary care to 1,000 hours a week. She said they were also working with HCRG to increase the use of Community Hospitals for people to use as step down facilities.

She added that the current increase in Covid numbers was also causing a particular challenge.

Councillor Wright asked if any capital budget could be used to fund any interim space.

Councillor Born replied that work has been done to try to provide interim measures with the use of a ward at St Martin's Hospital, the Care Hotel in Bath and the use of some care home beds as part of a step-down service. She added that capacity does remain an issue due to patients becoming stuck in a particular setting and staffing due to sickness.

The Chairman asked for confirmation that the Care Hotel is a temporary provision.

Councillor Born replied that it was only a short term funded project and was due to close at the end of the month.

The Director of Adult Social Care added that usage of the hotel had actually been quite low for B&NES residents and had been used more by those from Wiltshire. She added that over the past two years £7m has been invested into community services through the Better Care Fund and we need to now make sure that people have a better experience throughout their visits to hospital and coming back out into the community.

She said that workforce numbers and retention remain the big issue and that this was a national problem.

Councillor Wright commented that with the closure of the Care Hotel that will put pressure back on the RUH as it will be their beds that will be used instead.

Councillor Paul May said it was really about the total of resources available across the system and that focus should be put on integrated care from when an individual comes into a hospital and their pathway back to the community.

Councillor Born said that the hope now was that Covid numbers will start to decrease which will lessen demand across the system.

The Chairman thanked Councillor Born and the Director of Adult Social Care for their update to the Panel.

### **103 BSW CCG UPDATE**

The Chairman introduced the report to the Panel and explained that Dr Bird was unable to attend would therefore respond in writing to any questions. A copy of the update will be attached as an online appendix to these minutes.

The Director of Adult Social Care informed the Panel that Corinne Edwards had stepped down from her role as B&NES Chief Operating Officer, BSW CCG and that interviews to replace her were due to take place in the first week of May.

Kevin Burnett asked the following three questions.

Is the BSW Academy a training centre or if not, what were its functions?

Does the Integrated Care Alliance (ICA) work independently of the Integrated Care Board (ICB) or does it have any of its own functions?

Could some guidance be given with regard to Covid testing and the receiving of booster vaccinations within so many weeks of actually having Covid as testing may now be taking place on a less regular basis.

Councillor Alison Born suggested that the question in relation to Covid be passed to the Director of Public Health to answer.

### **104 TRANSFORMATION PLAN UPDATE (ADULTS)**

Councillor Alison Born, Cabinet Member for Adults introduced the report to the Panel. She explained that the intention of the Plan was to bring services in line with best practice across the country.

She said they want to enable our services to make better use of the local voluntary and community services, ensure that we can support people at an earlier stage in their life and to improve access to services.

She added that they were also working on the connections between Children and Adult Services and the transitional period between the two.

She notified the Panel of the seven workstreams to the Plan:

- Early Intervention & Community Resilience
- Optimising the Social Care Front Door
- Social Care Processes and Interventions
- Reablement
- Community Mental Health Services Framework
- Transitions
- Redesign Liquid Logic

The Director of Adult Social Care said that work on the Plan began in the Summer of 2021 and elements had already begun to change due to new directives that are being / will be introduced.

She explained that work was ongoing across the service in terms of the Care Bill and Integrated Care System.

She said that the financial reforms will inevitably change their approach further as there will be areas of work that require a particular level of focus. She added that this was in addition to a new assessment framework being introduced by the CQC (Care Quality Commission).

She stated that the biggest area of focus would be on Transitions, in particular young people aged between 14-25, to be able to give them a good journey through this period of their life. She added that this would mean working with the individuals, their families and schools as much as possible.

She said that a robust 3<sup>rd</sup> sector provision was in place and that the Council works very closely with them alongside HCRG.

She recommended that the Panel at some point receives a presentation on the new Mental Health Framework provision that is available. She added that workforce was also an issue in this area and the challenge therefore to have the right people in the right place.

She said that there was an intermediate care focus to reablement through the use of physiotherapists and occupational therapists and that the intention is to increase patient flow through this area where possible.

She said that she felt that a good start had been made but it was acknowledged that there was plenty of work still to do.

The Chairman said that he felt that it was not a comfortable position to be in having to find savings of £4m over the next three years alongside the changes that have been outlined.

Councillor Liz Hardman asked how the savings will be achieved, if at all, given that the report highlights rising care costs and social care reforms.

The Director of Adult Social Care replied that a three-year financial strategy had been agreed in November 2021 and that they have worked very hard to make sure that people are not adversely affected as a result of these decisions.



She explained that discussions were underway regarding the £500,000 saving identified for the Learning Disability Pool Review and to recognise the increasing needs and complexities of the client's that are funded from this. She added that this will recognise the appropriate funding split for the client's needs rather than the current split of 23/77 (Health/Social Care) applied to all. She said that if a ratio of 50/50 is achieved then this would see this saving realised.

She gave a recent example of a transition from Child to Adult Services where through assessing different forms of provision and discussion with the family concerned the costs were able to be reduced by 50%.

She stated that work was already underway for the expansion of the Supported Living Service and to bring individuals back into this process and to live more locally.

She said that currently £1m had already been identified as savings that could be achieved this year.

Councillor Hardman asked why the decision on whether the contract will be extended with HCRG Care Group for the delivery of community health and adult social care in B&NES could have a significant impact on the delivery of transformation in adult social care services in the future.

The Director of Adult Social Care replied that officer time and resources involved in the HCRG discussions is detracting from work they could be doing in relation to the Transformation Plan.

Councillor Hardman referred to Reablement and commented that the aim of the transformation project is to deliver improved flow across the B&NES system, to reduce the ongoing pressure within health and social care reducing delays in discharge from hospital. She asked how this will be achieved in the context of a shortage of carers.

The Director of Adult Social Care replied that a great deal of work is ongoing to attempt to increase the workforce locally. She said that they were working with Bath College and Bath University as 50 young people were currently doing Health & Social Care studies and were looking for placements.

She stated that the RUH and HCRG were also working on a joint approach with regard to the international market, such as the Philippines and Mexico to recruit extra resources. She added that they were also seeking to upskill current staff through a paramedic approach to training.

The Chairman asked if the 50 young people was an exceptional figure.

The Director of Adult Social Care replied that she was not sure but that it was important to be able to find these placements for them so that they are able to gain vital experience in the RUH and community services. She added that the challenge would then be to retain their services locally long term.

Councillor Hardman asked if it were known which of the Transitions options presented was likely to deliver the objective of ensuring a seamless pathway for all young people with complex needs transitioning to adulthood.

The Director of Adult Social Care replied that the appraisal was nearly complete but that no clear winner had yet been identified. She said that they would be able to feedback on this in due course once discussions had taken place with individuals, their families and the professionals involved.

Councillor Gerry Curran said that it was important to begin talking about the transition process from an early age, possibly 14, so that the right information is gathered. He felt that it was important that this process includes talking to the Disabled Children's team within the Council and staff from within the Special Needs Schools.

He added that he supported the move to find placements for the 50 young people from Bath College / Bath University as it not only gives them vital experience, it provides our system with additional support.

Councillor Joanna Wright asked why savings of this nature had not been made before if it is so easily achievable.

The Director of Adult Social Care replied that it was not an easy process to go through, but that it had been almost a constant process for the last 4 – 5 years to look at ways in which services can be delivered more efficiently.

Councillor Wright asked for further comment on the proposal to redesign Liquid Logic and asked if consideration had been given to using Microsoft Pathway through Adult Social Care system.

The Director of Adult Social Care replied that Liquid Logic was the preferred records keeper and that a detailed procurement process would have taken place prior to its installation. She added that it was felt that this was a more intuitive system for staff to use.

She added that they were now looking to make adaptations to it to improve it in light of the new areas of work that are incoming, re: finance and reforms. She said that Liquid Logic also had the ability to bridge across to a system that is used by the Mental Health team.

Councillor Wright gave an example from when a family member was in receipt of care and the lack of a constant record within the system which meant having to have the same conversation on different occasions with the district nurse, doctor and Sirona.

The Director of Adult Social Care acknowledged that this is an area that does require improvement and said that the hope was that through the digital work of the ICB (Integrated Care Board) this would get better.

Councillor Wright asked if further conversations were required over future use of the capital budget to make sure investment in IT is at its required level.

The Director of Adult Social Care replied that work on the Integrated Care Record was underway which will allow the RUH and Community Services to be able to share patient details. She added that they would then need to ensure that the connection could be made to GP surgeries.

Councillor Paul May commented that in future reports he would like to see more detail with regard to the implications on people / outcomes alongside the priorities that have been outlined.

He also asked about Thrive, which he understood was a universal system to help support young people and wanted to know how that fed into any Transitions work.

The Director of Adult Social Care replied that for future reports they could look to include the experience of individuals, their outcomes and case studies. She added that she would recommend that the Panel receives a presentation on Mental Health at a future meeting to see how Thrive fits into the current work.

Councillor Andy Wait asked if the reason for the amber rating for the Community Mental Health Framework was mainly due to a staffing / workforce issue. He also asked if the RAG ratings definitions could be supplied to the Panel.

The Director of Adult Social Care replied that she would reply in writing on the RAG ratings definitions and ask that they be circulated to the Panel. She added that there is a struggle to recruit and retain staff within Mental Health Services and that this was coupled with an increasing demand for these services.

Councillor Ruth Malloy asked to what extent was the Council going to need to rely on the voluntary sector to provide help with Social Care.

The Director of Adult Social Care replied that the third sector within B&NES was very well developed. She said that MIND were working with AWP and the Council on a new community approach model to Mental Health. She added that resources were in place to support ongoing work with the third sector.

Councillor Malloy asked if on an informal level was there anything in place in terms of using groups such as resident's associations, churches and the home library service to keep in contact with older people who might be feeling isolated in their homes.

Councillor Alison Born replied that Age UK were commissioned locally and they do community work around befriending and building up social networks. She added that churches do also play their part in this area. She said that the third sector work was currently within the HCRG contract and therefore linked into our community services.

The Director of Adult Social Care said that a good example of their work was within the Wellbeing Hub and that it has the ability to provide a great deal of information regarding services through the Community Agents.

The Panel identified the following focus points for next update report:

- Savings – progress / any effect on services
- Individual experiences / case studies
- HCRG
- Community Mental Health
- Survey of individuals receiving care
- IT support / resources

The Chairman commented that it could well be best to have an updated report on the seven identified workstreams that also includes a focus on the points raised by the Panel.

The Director of Adult Social Care replied that she felt a timely update would be able to be given in six months from now – October 2022.

The Panel **RESOLVED** to;

- Note the content of the report and identified the areas of focus mentioned above for the next update report due to Panel.
- Agree the reporting frequency into Panel of every 6 months for oversight of the progress made with Adult Social Care Transformation Plan.

## 105 PANEL WORKPLAN

The Chairman introduced this item to the Panel and explained that following the latest agenda setting meeting with the Vice-Chair items were in place for the next six months.

Kevin Burnett asked if information could be received regarding the Family Hubs funding bid.

The Chairman suggested that this could be supplied through the next Cabinet Member Update.

Councillor Liz Hardman asked if an update could be provided on the Children Missing Education Service.

Councillor Paul May requested that the Ofsted inspection report be added to the workplan.

The Democratic Services Officer replied that the expectation was that the Ofsted report would be presented to the Panel at their meeting on 17<sup>th</sup> May 2022.

Kevin Burnett asked if following on from the Covid Impact report in January would policy work on the prevention of poverty and ongoing support be linked to the Food Equity Plan.

Councillor Alison Born commented as well as receiving a Mental Health presentation at a future meeting, Simon Sethi, Director of Operations, RUH has offered to update and address the Panel

Councillor Joanna Wright asked for an update on Social Prescribing as mentioned at the previous meeting.

The Chairman replied that it was worth seeing if this information could be supplied through a Cabinet Member Update.

Councillor Ruth Malloy said that she would like further information on the pressures of the Ambulance / A&E service.

The Director for Adult Social Care replied that this was also a matter that Simon Sethi could address when he attends a Panel meeting.

Councillor Paul May commented that he felt that the meeting had worked really well to have the focus solely on Adult Services.

The Chairman thanked the Panel and officers for their contributions to the meeting.

The meeting ended at 11.58 am

Chair(person) .....

Date Confirmed and Signed .....

**Prepared by Democratic Services**