



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,  
YSTRAD MYNACH ON TUESDAY, 22ND MARCH 2016 AT 5.30 P.M.

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PRESENT:

Councillor L. Ackerman - Chair

Councillors:

Mrs E.M. Aldworth, A.P. Angel, M. Evans, Ms J. Gale, C.J. Gordon, Ms L. Jones, A. Lewis, A. Rees, S. Skivens.

Cabinet Member: Councillors R. Woodyatt.

Together with:

D. Street (Corporate Director Social Services), J. Williams (Assistant Director Adult Services), G. Jenkins (Assistant Director Children's Services), V. Day Service Manager (Commissioning) L. Lane (Solicitor) and A. Dredge (Committee Services Officer).

Users and Carers – Mr C. Luke

Also Present – Jonathan Jones and Kevin O'Connor Welsh Ambulance Service NHS Trust

### 1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors Mrs A. Blackman, Mrs P. Cooke (Vice Chair), M. Evans, L. Gardiner, N. George (Cabinet Member), G.J. Hughes, and J.A. Pritchard.

### 2. DECLARATIONS OF INTEREST

Councillor S. Skivens declared an interest at the commencement of the meeting in relation to the Welsh Ambulance Service Trust and Councillor Ackerman declared an interest during the course of the meeting in relation to Intermediate Care Fund 2015/16, details of which are recorded with the respective items.

### 3. MINUTES - 9TH FEBRUARY 2016

RESOLVED that subject to it being recorded that paragraph 6 on page 5 should have read 'if fixed penalty notice fines in relation to dog fouling could be increased to £150', the minutes of the meeting of the Health, Social Care and Wellbeing Scrutiny Committee held on 9th February 2016 (minute nos. 1 - 11) be approved and signed as a correct record.

#### **4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE**

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

#### **5. REPORT OF THE CABINET MEMBERS**

The Scrutiny Committee received a verbal report from Councillor R. Woodyatt (Cabinet Member for Social Services). He welcomed representatives from the Welsh Ambulance Service Trust to the Scrutiny Committee who would deliver a presentation providing an update in terms of performance.

Members were informed that the Committee would receive a presentation in relation to the Social Services and Well Being Act which will be implemented on 6th April 2016 and an update would be provided in terms of the relocation of the residents of Brindaavan Nursing Home in Aberbargoed. Reports would also be presented outlining a proposal to develop a new intensive therapeutic fostering service based on a model that is currently operating in Torfaen and the use of additional monies made available by Welsh Government through the Intermediate Care Fund.

The Chair thanked Councillor Woodyatt for his informative report.

#### **REPORTS OF OFFICERS**

Consideration was given to the following reports.

#### **6. WELSH AMBULANCE SERVICE TRUST PRESENTATION**

Councillor S. Skivens declared an interest in this item as his brother works for St John's Ambulance Service. As it was personal and not prejudicial he was not required to leave the meeting.

Jonathan Jones (Assistant Corporate Secretary - Chief Executive's Office) and Kevin O'Connor (Acting Locality Manager and Paramedic) delivered a presentation which provided Members with an update in terms of the Welsh Ambulance Service Trust (WAST) performance.

Details were provided in relation to the amount of 999 calls received, the recorded visits to the NHS website and patient care services and Mr Jones confirmed the demand for ambulances increases year on year.

Traditionally, UK Ambulance Performance was time based – 8 minutes response, where the clock would stop. However, there is no clinical evidence reflected in support of this.

Reference was then made to the Clinical review of ambulance responses in England and the advice provided to the Secretary of State from Professor Keith Willett, Director of Acute Care NHS England. The current time-based ambulance response standards were discussed and how efforts to comply with these standards in the face of steadily rising demand over time have led to a range of operational behaviours that appear increasingly inefficient, and which have the potential to create a system with unnecessarily high and unevenly distributed clinical risk. Examples of the widely recognised problem were provided.

Members were advised of the new Clinical Model that was introduced in October 2015, which is clinically led to measure response times by way of a 'traffic light system'. Calls are categorised into red (immediately life-threatening), amber (serious but not life-threatening and

green (non-urgent). The benefits of this new model were set out in relation to WAST and to patients. It was explained how the Trust manages demand in terms of frequent callers and how there has been a steady increase in the number of patients receiving clinical telephone advice.

The Scrutiny Committee were informed of the Cwm Taf Explorer Project. The Project was introduced to resolve availability of ambulances in the Cwm Taf Health Board area (servicing the populations of Merthyr Tydfil and Rhondda Cynon Taf). The problem was that Ambulances were not returning to the home footprint, resulting in longer response times. The solution was to ring fence ambulances, using additional support of 2 St John Ambulances to manage Health Care Professional demand and the use of private ambulances to increase capacity and double time overtime. The outcome of which confirmed improved response time, performance and better staff morale.

Concerns were expressed in relation to the 8 minute achievement, with pressure on staff and ambulance build up. Members were informed that changes have been made since this approach was abandoned. The current project has the appropriate skill set of staff. Quarterly statistics will show the amount of hours lost with delays. The Committee thanked the Ambulance Service Staff for the work they do.

Clarification was sought in relation to risk assessments and Members were informed that if a patient has deteriorated, a clinician would not advocate a caller transporting relatives themselves. There is no timeframe allocated to each call as this will depend on the service required. The Committee were informed that if resources are not available then callers will be informed of this.

A Member queried the routes used by the WAST and was informed that the Sat Nav used in all vehicles are regularly updated and Ordnance Survey maps are also used.

Members were pleased to note that staff morale has improved throughout the service and thanked Mr Jones and Mr O'Connor for their informative presentation and responding to questions raised.

## **7. SOCIAL SERVICES AND WELL BEING ACT PRESENTATION**

Dave Street (Corporate Director for Social Services) delivered the presentation that informed Members that the Social Services and Wellbeing (Wales) Act received Royal Assent and became law on 1st May 2014 and will be fully implemented in April 2016, via Regulations, Guidance and Codes of Practice.

Mr Street set out the fundamental principles, key points and expectations of the Act.

The Scrutiny Committee were informed that the expectations of the Act are set out in a series of Regulations and Codes of Practice and that codes in relation to Safeguarding and the Role of the Director of Social Services are yet to be received.

Members noted that there is a national approach to eligibility and there will be an increased focus on carers.

The Scrutiny Committee were advised that performance requirements have changed significantly and that Welsh language requirements will also be incorporated.

Major emphasis is placed on partnership working, with the creation of regional partnership boards and the development of regional population needs assessment. There is also a specific requirement for pooled budgets.

The Committee were reassured that it will be 'business as usual' for the Directorate on 6th April 2016 and that any required changes will be implemented gradually over coming months.

In concluding, Mr Street confirmed that there is a significant culture change for staff. There will be different conversations with service users and their families and there is a need for realistic expectation.

The Chair thanked Mr Street for his informative presentation.

## **8. REPORT OF THE HOME OPERATION SUPPORT GROUP (HOSG) – BRINDAAVAN NURSING HOME, ABERBARGOED**

Viv Day (Service Manager for Commissioning) presented the report that updated the Scrutiny Committee in respect of the Home Operation Support Group (HOSG) Report for Brindaavan Nursing Home, Aberbargoed and explained the type of service that was provided at the home.

The report highlights the concerns and issues that were raised in relation to the home and reasons for the collective decision by Caerphilly County Borough Council (CCBC) and Aneurin Bevan University Health Board (ABUHB) to terminate their respective contracts with the Provider.

The process used to oversee the termination of the contract was explained and Members were advised of the subsequent relocation of the residents to new care homes and some of the benefits they have experienced as a result of moving. The recommendations were set out in respect of learning from the HOSG process.

The process of moving the residents was explained and the Scrutiny Committee were advised of the positive feed back received from the new homes that the residents have moved to.

Clarification was sought in relation to annual monitoring reviews by the ABUHB and Members were informed that the 2015 review was undertaken in April and that stage the concerns related to administrative issues and this was approximately 6 months prior to the Coroner raising concerns.

Members were also informed that although Caerphilly and the ABUHB agreed to withdraw the contract, which allowed for immediate termination, the decision was not to close the home. This is not a role of the Local Authority, this can only be undertaken by the CSSIW which involves a complex process.

A Member queried the financial responsibility for moving the residents to new homes and it was explained that some of the families provided transportation and ABUHB were responsible for the ambulance transportation and this was used for the majority of patients.

The Scrutiny Committee thanked Ms Day for the informative report and for responding to question raised during the course of the debate.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that the contents of the report and the accompanying HOSG report be noted.

**9. DEVELOPMENT OF AN INTENSIVE THERAPEUTIC FOSTERING SERVICE FOR LOOKED AFTER CHILDREN IN CAERPHILLY.**

Gareth Jenkins (Assistant Director of Children's Services) presented the report that apprised Scrutiny Committee Members of a proposal to develop a multi-disciplinary intensive therapeutic fostering service for Looked After Children and young people.

Members were advised that Looked After Children and young people with the most complex needs tend to experience multiple foster care placement breakdowns. Their risk taking behaviours and significant emotional needs often exceed the resources of Local Authority Foster Carers and due to the frequent placement moves, their needs are often unable to be addressed by core Child and Adolescent Mental Health Services (CAMHS). Consequently, many of these most troubled young people are placed in residential care out of area, with poor clinical outcomes and at great expense.

It was explained that the Council's 'standard practice' approach is not sustainable and a different approach is needed to better meet the needs of this troubled group of Looked After Children and young people.

Members were advised of the therapeutic fostering services called MIST (Multi-disciplinary Intervention Service Torfaen) which has been commissioned by Torfaen County Borough Council and has been running for 12 years. MIST provides intensive support to a small number of specially recruited and trained therapeutic foster carers to repatriate young people placed in out of area residential care and to prevent young people who may be at risk of residential care from moving out of area. It is proposed that a MIST type service is developed to meet the needs of Caerphilly children and young people.

Reference was made to the financial implications and it was proposed that Directorate budget reserves be utilised to fund the establishment of this service, the aim being for the service to cover its own costs within 18 months of being established. Over time it is anticipated that savings will grow as increasing numbers of young people are supported to remain in Caerphilly.

Whilst budget reserves will be used to fund the establishment of the service and it is anticipated that the service will cover its cost within 18 months of being established, Members sought assurances that this will be the case going forward. They requested that a further recommendation be included to allow a report on the provision to be brought back to the Committee 18 months following its establishment.

The Chair thanked Mr Jenkins for his report and for responding to queries raised.

RESOLVED that subject to the forgoing the Health, Social Care and Wellbeing Scrutiny Committee unanimously recommended to Cabinet that:-

- (i) the content of the report be noted;
- (ii) the proposed service development as detailed in the report be approved;
- (iii) the proposal to utilise Directorate budget reserves to establish the service be supported;
- (iv) a further report on the provision be presented to the Health, Social Care and Wellbeing Scrutiny Committee 18 months following its establishment.

**10. INTERMEDIATE CARE FUND15/16**

Councillor Ackerman declared a personal interest in this item as her mother is in a care home.

Jo Williams (Assistant Director, Adult Services) updated Members on the use of additional Intermediate Care Fund (ICF) monies made available by Welsh Government in December 2015.

Members were advised that the Intermediate Care fund for 2015/16 (including the full amount of funding made available at the start of the year) was allocated to the Aneurin Bevan University Health Board (ABUHB) region and subsequently administered by the Health Board. Welsh Government retained £2.5million of the funding across Wales initially, the proposal was that the funding was utilised to share good practice across Wales evidenced from reviews of the schemes.

The ABUHB region was allocated £450K which had to be spent between 1st January and 31st March 2016 which evidenced an impact on reducing delayed transfer of care (DToC). The additional £450K had to be linked to the numerous discussions and action plans that each health board has been asked to prepare with partners to address the number of delayed transfer of care. Details of delayed transfer of care and series of codes were provided in addition to the purpose of the additional funding to specifically address people delayed for transfer.

The very short timescale to utilise the funding as required whilst being able to evidence impact was a challenge across the region and a strategic direction was agreed by all stakeholders and operational priorities were agreed, across the ABUHB area.

It was explained that in addition The Welsh Government announced as part of its draft budget that there will be an increase in the Intermediate Care Fund budget to £50 million for 2016/17. Details of the exact allocation of the grant are awaited.

The Scrutiny Committee thanked Ms Williams for the updated.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that Members note the use of the additional £450K Intermediate Care Funding and additional funding identified for 2016/17.

## **11. REQUESTS FOR ITEMS TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA**

It was requested that a report on a Satisfaction survey in relation to Min-y-Mynydd Care Home and patients removed from Rhymney Day Centre.

The meeting closed at 7.45pm

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on 3rd May 2016.

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CHAIR