

# Minutes

of the Meeting of the

## Adult Services & Housing Policy & Scrutiny Panel Friday, 15th July 2016

held at the Town Hall, Weston-super-Mare, Somerset.

Meeting Commenced: 10.30 am Meeting Concluded: 12.50 pm

### Councillors:

P Reyna Knight (Chairman)

P Mary Blatchford (Vice-Chairman)

P Robert Cleland

P Peter Crew

P David Jolley

A Richard Tucker

A Roz Willis

A Andy Cole

P Ruth Jacobs

P Tom Leimdorfer

A Liz Wells

P Deborah Yamanaka

P: Present

A: Apologies for absence submitted

**Officers in attendance:** Sheila Smith, Mark Hughes, Gerald Hunt, David Jones, and James Mcloughlin (People and Communities); Leo Taylor (Corporate Services).

### ASH Declarations of Interest by Members

1

None

### ASH Minutes of the Meeting held on 22<sup>nd</sup> January 2016

2

**Resolved:** that the minutes of the meeting be approved as a correct record.

### ASH Tamar Court (formerly Ebdon Court) (Agenda Item 8)

3

The Assistant Director (Finance Resources & Strategic Commissioning) updated Members on the Tamar Court development which was nearing completion. He explained that this Alliance Homes project, providing 65 self-contained flats and community facilities had been developed by the Council in partnership with the North Somerset Clinical Commissioning Group. The flats would be available to people aged 55 and above and, due to recent national housing policies changes, 50% of which would be marketed on a shared ownership basis. In addition the facility would be developed as the North Somerset Dementia Community hub, providing outreach to the wider community and provide a focal point for dementia friendly communities and support services.

He responded to Members comments and queries as follows:-

(1) The community care contract at the site was awarded to the Human Support Group (HSG). Under EU regulations, Alliance had been precluded

from bidding for the contract but the arrangement was logical strategically since HSG had been awarded a similar contract at the Worle site.

(2) Tamar Court compared well with the facility it replaced (a 34 bed care home), providing excellent services including a wellness centre, community outreach and 64 beds.

(3) He confirmed that the facility was able to deal with both the “passive” and “aggressive” forms of dementia.

**Concluded:**

- (1) that the update be received: and
- (2) that a Panel visit to the new facility be arranged.

**ASH Community Care Response Service Contract (Agenda Item 9)**

**4**

The Assistant Director (Finance Resources & Strategic Commissioning) updated Members, explaining that there were two relevant contracts: the Response24 and Domiciliary care contracts. He explained that Response24 focussed mainly on end of life services, support for Care Link and additional services which complemented the domiciliary care service. In respect to the Domiciliary Care contract, he said there were significant capacity challenges being faced by providers and said the Council was going through a phased re-commissioning, focussing on recruitment to meet these challenges more effectively.

He responded to Members comments and queries as follows:-

- (1) *Was HSG dependent on subcontractors?* – within the contract, 20% of the service could be sub-contracted. He emphasised that the HSG sub-contractor was a known provider, referred to HSG by the Council.
- (2) *How does a lack of capacity impact on individuals needing care?* – there were a small number of “home care pending beds” available but the biggest issues, particularly in rural areas, were delays around finding placements. To address this, the rural teams had become more creative by, for example, mobilising the community.
- (3) *How many people were affected?* - It was difficult to provide a meaningful number due but would probably average out in the dozens.

**Concluded:**

- (1) that the update be received; and
- (2) that a report be requested for the next ASH meeting providing a more detailed and quantified assessment of the challenges encountered and solutions being considered and implemented in the Domiciliary Care re-commissioning process.

**ASH Care Homes (Agenda Item 11)**

**5**

The Assistant Director (Finance Resources & Strategic Commissioning) provided a brief update on the current state of the care home market. He said there were significant capacity challenges: four care homes had closed in May for either financial or regulatory reasons; and a further four services

had been suspended due to regulatory (Care Quality Commission) enforcement.

He said dementia nursing had been particularly impacted with some of the larger homes under suspension. The Council was working closely with these homes and it was hoped that the regulatory issues would be resolved shortly.

Members sought and received clarification on the following issues:

- (1) possible impacts of Brexit on eastern European recruitment and retention;
- (2) the approach being taken to address the impact on capacity caused by beds in the district being taken up by a neighbouring authority; and
- (3) recruitment challenges.

On the latter point, he referred to the recent Directors of Adult Social Services (ADASS) Budget Survey 2016, the key messages of which echoed the with care and domiciliary care challenges being faced currently in North Somerset.

**Concluded:-**

- (1) that the update be received: and
- (2) that the ADASS Budget Survey be circulated to Members for information.

**ASH 6 Community Meals working group (Agenda Item 10)**

The Interim Assistant Director (Adult Support & Safeguarding) updated Members on the outcome of recent meetings with Members to review the implementation of the transfer of Business Support Services for the Community meals service. Members had met with officers to discuss the implementation on 12<sup>th</sup> May 2016 and subsequently the Chairman had met with the client side (officers monitoring the transferred service) and with Agilisys on 28<sup>th</sup> June 2016.

He said that there was more optimism now that the service was moving in the right direction including the following progress:

- Key performance indicators had been developed and discussions were taking place with Agilisys regarding the recording and evidencing of performance;
- Regular meetings between the clients side and Agilisys had been diarised, ensuring that risk effectively monitored and mitigated via the risk register;
- It had been acknowledged that a small number of service functions would be more appropriately taken on by the client side and these changes would be implemented by the end of August

**Concluded:-**

- (1) that the update be received; and
- (2) that a note of the meeting with Agilisys be circulated to Members for information.

## **ASH 7 Response to the ASH Homeless Hospital Discharge working group report and recommendations (Agenda Item 6)**

The Scrutiny Officer referred Members to the report from North Somerset Clinical Commissioning Group (NSCCG) providing a response to the Panel's recommendations in respect of Homeless Hospital Discharge (as set out in its report of February 2016).

The Panel agreed that the NSCCG response did not adequately address the principal themes and recommendations set out in its report. In particular Members felt that the NSCCG still needed to respond to the following:-

- the Panel's request for data showing the actual numbers of homeless patient admissions;
- provision of details of what specific steps have been taken in response to the Working Group's report;
- the request for evidence that homeless patients were identified at the start of the admissions process and the consistency by which they were referred to the Council funded "Home from Hospital" service and Community Outreach Practitioner Service; and
- the Panel's proposal that the Red Cross team at Accident and Emergency (A&E) be tasked with identifying and referring homeless patients to the Home from Hospital service. By way of clarification, the Head of Housing and Directorate Governance emphasised that there was no suggestion within the working group's recommendations that the Red Cross should provide a resettlement service for this client group due to the lack of any housing which the person could be assisted to return to.

**Concluded:** that a further meeting of the steering group be arranged in September to which NSCCG and Weston Area Health Trust be invited and with whom the Panel's recommendations be further reviewed.

## **ASH 8 Affordable Housing update (Agenda Item 7)**

The Head of Housing and Directorate Governance presented the report outlining the national housing policy changes affecting the delivery of affordable housing; the new Government programme for affordable housing; and the implications for North Somerset.

Members sought and received clarification on the following:-

- (1) the types (eg size/number of bedrooms) of affordable homes where there were shortages;
- (2) the length of time that discounts on shared ownership affordable homes must remain in place;
- (3) the risks associated with changes in affordable housing funding rules;
- (4) what the Council was doing to address the impacts of the Government's new affordable housing programme.

**Concluded:** that the report be received and that Members comments be taken into account by officers.

## **ASH Senior Community Link (Agenda Item 13)**

9

The Strategy and Policy Officer presented the report which updated the Panel on the development and future plans for the Senior Community Link (SCL) in North Somerset. He said the primary role of SCL was to feed back to the Council and other public bodies the views of older people on the development of policies and services relating to older people.

He highlighted planned changes in the SCL funding arrangements in which the support organisation (Curo) would no longer be funded by the Council after March 2017. Curo would continue to provide support to SCL, contingent on funding being secured for two years beyond March 2017.

The Chairman felt that there was a need for both the SCL and Panel Members to engage more effectively, building closer links going forward.

Concluded:

- (1) that the report be received;
- (2) that it be requested that Members be provided regularly with information about when/where the SCL will be meeting and who the Chairman is; and
- (3) that the minutes of the SCL be circulated to Members together the Panel's Healthwatch representative.

## **ASH The Panel's Work Plan (Agenda Item 12)**

10

In reviewing the Panel's Work Plan, the following was **concluded**:

- (1) that an update report on the Butterfly Project be requested for the next panel meeting – and scheduled in the Work Plan:
- (2) that the "Predicting and managing demand in social care" discussion paper by Professor John Bolton (referred to by the Director People and Communities) be circulated to Panel Members for information (it was proposed that this paper be discussed at the next ASH Agenda Formulation meeting as background a possible agenda item or panel workshop going forward);
- (3) that a meeting of the Empty Homes working group be arranged to consider the Empty Property Group Delivery Plan and that this be added to the Work Plan; and
- (4) that the new Homechoice (lettings system) criteria be added to the Work Plan.

---

Chairman

---