

SCRUTINY ADVISORY BOARD - ADULTS

Minutes of a Meeting of the Scrutiny Advisory Board - Adults held on Friday, 24 June 2022 at 10.00 am at Conference Room A, Cumbria House, Carlisle, CA1 1RD

PRESENT:

Mr M Wilson (Chair)

Mr A Bowness

Mr A Connell

Ms C McCarron-Holmes

Mr CP Turner

Mr WJ Wearing

Dr S Haraldsen

Also in Attendance:-

Mr K Cheesman	-	EPW - Strategic Lead - LGR Adults
Mr A Farrar	-	Democratic Services Officer
Ms N Phipps	-	Assistant Director - Provider Services
Mr D Stephens	-	Strategic Policy & Scrutiny Advisor
Ms C Whalley	-	Acting Director of Adult Social Care
Mr C Phipps	-	Commissioning Manager

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21 APOLOGIES FOR ABSENCE

Apologies for absence were received from Mrs C Bowditch, Mr W Clark, Ms C Driver, Miss D Garton and Mr GRPM Roberts. Dr S Haraldsen was substitute for Mr GRPM Roberts.

22 MEMBERSHIP

It was noted that the following change had been made to the Board membership:-

Ms C Driver had replaced Mr M Hawkins as a member of the Board.

23 DISCLOSURES OF INTEREST

There were no declarations of interest made at the meeting.

24 EXCLUSION OF PRESS AND PUBLIC

RESOLVED, that the press and public not be excluded from the meeting during consideration of any item on the agenda.

25 MINUTES

RESOLVED, that the minutes of the meeting held on 28 March 2022 be agreed as an accurate record and signed by the Chair.

26 ADULT SOCIAL CARE STRATEGIC POSITION

The Assistant Director (Deputy DAS) gave a presentation on the Adult Social Care Strategic Position which included the following areas:-

- Current Position
- System Coordination
- Residential Care
- Support at Home Services Cumbria Care
- Day Services Cumbria Care
- Day Services Independent Sector
- Commissioning Update
- Social Care and NHS Plans
- ASC into Promoting Independence

The Chair commented about Recruitment and Retention and when people on Jobseekers Allowance had been identified as potential employees were they automatically given an interview.

The Assistant Director (Deputy DAS) noted that there was a joined up approach with Department of Work and Pensions and the NHS. The Assistant Director - Provider Services remarked that the link with the Department of Work and Pensions enabled the opportunity to stream people through. There were more job adverts within Job Centres, the difficulty was being competitive with salary and terms and conditions.

A member noted that 227 people were awaiting appropriate support/service to facilitate discharge from hospital and if there were figures for the length of time people were waiting for.

The Assistant Director (Deputy DAS) confirmed that people had been waiting months but no-one had waited over 12 months. There were problems with recruitment and would like to link with Community Catalysts and that time was spent on this issue to find solutions.

A member raised the increase in Safeguarding referrals and the number of open cases.

The Assistant Director (Deputy DAS) commented that the 38% increase meant that demand was overwhelming the Safeguarding Team and that the situation was far from ideal.

The Chair remarked that it was important that medication needs were met and that there was an on-going consultation regarding pharmaceutical issues in Cumbria.

The Assistant Director (Deputy DAS) noted that Assistive Technology would help with the situation and this was an on-going piece of work. She remarked that it was not something that came up in volume and that Cumbria Care will assist. It was

hoped that Assistive Technology would help as this could release hours of care. The Assistant Director – Provider Services noted that the regime in hospital is for the medication to be provided and it is being considered that self-medicating may be an option.

The Chair commented on Day Services and the opportunities to increase skills for job searching.

The Commissioning Manager noted that the Day Services had wanted to move forward and progress had been seen. However, since the pandemic this had been reduced and the framework needed to be recommissioned.

A member remarked on the possibility of using SEN school transport.

The Commissioning Manager confirmed that the same providers are used by both SEN and Day Services. There was a challenge with timing as there can be overlap and with any potential remodelling there was an opportunity for flexibility.

A member noted the limited success with overseas recruitment and queried the factors behind this.

The Commissioning Manager noted that the real challenge was housing.

A member commented on the GP system and linking in with the system and how are calls triaged to minimise risk to residents and the importance of Winter planning.

The Assistant Director (Deputy DAS) remarked that Winter Planning was on-going and that the North and South System Executive were where concerns were raised.

A member noted the situation with Pharmacists and had that caused concerns for Cumbria Care.

The Assistant Director - Provider Services noted that the problems in recruitment were not just Community Pharmacists but NHS Pharmacists as well.

The Chair thanked the Assistant Director (Deputy DAS) for her presentation.

27 QUALITY (PROVIDER SERVICES)

The Assistant Director - Provider Services gave a presentation on Quality which included the following areas:-

- Current Position
- Performance Framework and KPI's
- Overall approach/QA Strategy
- What is a quality concern?
- Provider Services Developer Plan

A member remarked that although monitoring was important did it then go to Senior Managers.

The Assistant Director – Provider Services noted that the monitoring was reported to her and then she feedback to the Executive Director – People.

A member commented on staff morale and how staff morale was measured and what the current state of staff morale was.

The Assistant Director – Provider Services remarked that it was measured by staff survey and it was not great currently. There had been an impact throughout the pandemic and there had been great support to NHS and rightly so, however there was a perception that Social Care did not receive the recognition that it deserved. There was a Culture Group which was to increase motivation. It was important to empower staff to do things differently. Residential and Regional Managers had been asked for their input. It was important to note that Social Care staff had to wear PPE and were being tested for Covid this was not the same situation as society in general.

The Chair thanked the Assistant Director – Provider Services for her report.

28 LOCAL GOVERNMENT REORGANISATION

The LGR Strategic Lead - Adults gave a presentation on Local Government Reorganisation which included the following areas:-

- Summary of scope
- Programme shape
- Workplan
- Disaggregation
- Opportunities
- Key challenges

A member was concerned that suppliers would take this opportunity to increase their prices.

The LGR Strategic Lead – Adults remarked that it was a risk and it was possible that suppliers retained the contract for the duration of the contract term and then renegotiated.

A member noted the position with Provider Services and the stand alone elements. The member then asked for clarity on the options available and timeframe. It was hoped that decisions were not made early which ensured that options would therefore be unavailable.

The LGR Strategic Lead – Adults commented that the options were disaggregate, retain or a mix of both and that discussion were on-going with the Shadow Authorities.

The Chair thanked the LGR Strategic Lead – Adults for his presentation.

29 SAFEGUARDING ADULTS AT RISK FROM ABUSE AND NEGLECT

The Assistant Director (Deputy DAS) presented a report providing an update and analysis of adult safeguarding activity in the third quarter of 2021/22, briefing members on progress against key areas of performance relating to 'Making Safeguarding Personal', providing a benchmark against other local authorities and describing actions planned to strengthen and consolidate improvements in adult safeguarding in Cumbria through the Safeguarding Adults Board.

During the question and answer session that followed, a member raised that the lowest source of reporting was from community/neighbourhood. The member then detailed an experience in trying to report a concern.

The Assistant Director (Deputy DAS) remarked that it was important that Safeguarding had a good front door but that with the pandemic that had been lost. She offered to speak to the member outside of the meeting for further details.

A member queried how many times the Police were involved in social care cases.

The Assistant Director (Deputy DAS) noted that there were Out of Hours Practitioners, however there were challenges to see Doctors and that quite often hospital suites were full.

A member noted that the split of Safeguarding cases was not 50-50 between the two unitary authorities and that a joined-up approach was required to ensure that a unitary is not disadvantaged.

The Assistant Director (Deputy DAS) commented that a meeting was to take place soon regarding Safeguarding.

The Chair thanked the Assistant Director (Deputy DAS) for the report.

30 ADULT SCRUTINY ADVISORY BOARD BRIEFING

Members received a briefing paper that informed of new or updated items of significance to the Adult Scrutiny Advisory Board. Members were informed that the Scrutiny Performance Working Group had identified no specific items for consideration by the Board.

The Strategic Policy & Scrutiny Adviser gave an update on the Task & Finish Group.

The Chair thanked the Strategic Policy & Scrutiny Adviser for his report.

31 DATE OF NEXT MEETING

It was noted that the next meeting of the Board will be held on 14 October 2022 at 10.00 am.

The meeting ended at 12.40 pm

