

# Minutes



To: All Members of the Adult Care  
& Health Cabinet Panel, Chief  
Executive, Chief Officers, All  
officers named for 'actions'

From: Legal, Democratic & Statutory Services  
Ask for: Elaine Manzi  
Ext: 28062

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## ADULT CARE & HEALTH CABINET PANEL TUESDAY 12 JUNE 2018

### ATTENDANCE

### MEMBERS OF THE PANEL

N Bell; E H Buckmaster; E M Gordon; S Gordon; F Guest; K M Hastrick; F R G Hill (*Vice-Chairman for the Cabinet Panel and Chairman for the meeting*); T Howard; J S Kaye; A J S Mitchell (*substituting for C B Wyatt-Lowe*); N A Quinton; R G Tindall; W J Wyatt-Lowe (*substituting for D J Hewitt*)

### OTHER MEMBERS IN ATTENDANCE

None

Upon consideration of the agenda for the Adult Care & Health Cabinet Panel meeting on 12 June 2018 as circulated, copy annexed, conclusions were reached and are recorded below:

*Note: No conflicts of interest were declared by any member of the Cabinet Panel in relation to the matters on which conclusions were reached at this meeting.*

## PART I ('OPEN') BUSINESS

### 1. MINUTES

- 1.1 The Minutes of the Cabinet Panel meeting held on 24 April 2018 were confirmed as a correct record and signed by the Chairman.

### 2. PUBLIC PETITIONS

- 2.1 There were no public petitions.

### ACTION

### CHAIRMAN'S INITIALS

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### **3. MEMBERSHIP AND REMIT OF THE PANEL**

- 3.1 Members were asked to note the revised membership of the panel, as detailed on the agenda, and the revised remit of the panel which was as follows:

'Lead Member for Adult Social Care (other than that provided by the 0-25 service), adult safeguarding, and the Hertfordshire Adult and Family Learning Service and gypsy and traveller sites. Health and wellbeing (excluding public health), relationships with NHS trusts and commissioning groups, leading for the Council on the Health & Wellbeing Board and health reform including the Hertfordshire and West Essex Sustainability and Transformation Partnership'.

#### **CONCLUSION:**

- 3.2 Members noted the revised membership and remit of the Adult Care and Health Panel for 2018/19.

### **4. HERTFORDSHIRE ADULT SOCIAL CARE WORKFORCE STRATEGY 2018 - 2021**

**Officer Contact:** Frances Heathcote, Assistant Director, Adult Care (Tel No: 01992 556343)

- 4.1 Members considered the proposed Adult Social Care Workforce Strategy 2018-2021 which has been developed in partnership with Herts Care Providers Association (HCPA)
- 4.2 During discussion it was noted that the report detailed that currently approximately 32% of homecare workers preferred to have a zero hours contract as they perceived that these provided them with the flexibility they needed for their personal lives. Assurance was received that when staff are employed through the council's Lead Provider contracts they are offered an appropriate range of contract types, and work is ongoing with providers and employees to ensure that employees are provided with sufficient information about the positives and negatives of all employment options to allow staff to make an informed decision about the alternative options to zero hours contracts.

4.3	The Panel heard that male applicants are attracted to care roles and are sometimes turned down by care providers as currently the majority of service users prefer to be cared for by female care staff. Work is ongoing to help change this mind-set.	
4.4	Members also acknowledged the challenges presented by the increasing gap in the pay structures between social care employees and NHS employees and the ability for care staff to find affordable accommodation within the county, given that a majority of care workers lived locally to their employment. It was also noted that careers within the NHS have good pension schemes and 'keyworker' status, which would add to their attraction as a career path.	
4.5	The panel agreed that Members who also had District Councillor roles should continue to use their influence to promote the need for affordable housing within the districts.	All Members
4.6	Members discussed the recent redundancies in the retail market from stores such as Mothercare, BHS and Toys R Us, and noted that some targeted employment initiatives had been undertaken to recruit former employees from this sector.	
4.7	Further to a Member request it was agreed that further investigation and information would be provided to Members on the strategies used by other authorities to attract homecare staff.	Frances Heathcote
4.8	The Panel also discussed the challenges of recruiting and retaining care staff from within the EU given the current uncertainties surrounding Brexit. It was established that some exploration was being undertaken with regards to employing care staff from outside the EU, but it was acknowledged that this would have financial implications.	
4.9	Members learnt that further exploration was also being undertaken to consider targeting the families of people entering the UK for other employment roles to establish whether there would be any interest in them considering undertaking care staff roles.	
4.10	Panel Members broadly supported the workforce strategy and its aspirations, but expressed concerns about the practical limitations the council had to fully resolve the issue of recruitment of care workers.	
4.11	Members received some assurance that there were indications that the Green Paper due to be presented by the Minister for Health and Social Care later in the year would make some provision to addressing this, as it was widely recognised that recruitment of care workers was a national issue. It was established that Hertfordshire MP's were also aware of the challenges of	

recruitment.

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| 4.12 | Members were also reminded about the current application for an ESIF grant as discussed at the previous Cabinet Panel. It was acknowledged that if successful, the grant would provide funding opportunities to increase workforce recruitment drives.   |                      |
| 4.13 | The Panel were pleased to hear that the increased awareness raising and promotion of training for care workers to enable career development had already reduced the staff turnover rate of care workers.   |                      |
| 4.14 | Members were also pleased to note the details of the development of the Care Academy which would centralise the training and development of care staff, although some concern was expressed that career progression may pose a risk to maintaining the level of 'ground force' care staff.   |                      |
| 4.15 | Further to a Member challenge it was noted that work was also ongoing to encourage secondary schools, colleges and job centres to promote care work as a vocation. Members heard that although the work with schools and colleges is positive there is mixed success with regards to jobseeker recruitment.  |                      |
| 4.16 | A Member suggestion to target primary school children as well as secondary school children was acknowledged as a good idea as they may have positive experience of being with older relatives.   | Frances<br>Heathcote |
| 4.17 | Further Member suggestions to target retired military workers to be recruited as care workers and to use the Hertfordshire Fire & Rescue Service who undertake 'Safe & Well' visits to enhance the status of care work were also noted as ideas to be taken forward.   | Frances<br>Heathcote |
| 4.18 | It was highlighted to Members that there was a slight discrepancy with statistics within the strategy. On page 14 it detailed that the target percentage for good and above rated CQC inspections was 80%, but on page 22 this was detailed as 85%. Members received confirmation that the target was 80% and that this would be corrected for the publication of the final version of the strategy. | Frances<br>Heathcote |
| 4.19 | <b>CONCLUSION:</b><br>Panel noted and commented upon the content of the report and agreed to recommend to Cabinet that Cabinet approve the Hertfordshire Adult Social Care Workforce Strategy 2018-21.   | Deborah<br>Jeffery   |

## 5 A CARERS STRATEGY FOR HERTFORDSHIRE 2018-2021

Officer Contact: Ted Maddex, Commissioning Manager (tel: 01438 845374)

5.1 Members were presented with the draft Carers Strategy for Hertfordshire 2018-2021, which set out the council's commitment to carers and described the actions that it will take to support them in their caring role.

5.2 Further to a Member concern that respite provision was not prominently highlighted within the document, it was recommended that this be listed as part of the vision for the strategy at the beginning of the strategy document to emphasise its importance.

5.3 Members were assured that although this was a three year strategy, it would be reviewed quarterly through the Care Planning Report to ensure it remained relevant.

5.4 During discussion it was established that Carers in Herts provided an outreach service to provide practical support those carers who may not be able to attend consultations or forums. Members were pleased to hear that the contract for Carers in Herts had recently been extended for a further two years.

5.5 Members expressed concern that a number of carers were elderly themselves and assurance was received that the council were aware of this and working towards earlier identification of carers to enable them to receive the right support at the right time.

5.6 The panel discussed the increased use and benefits that could be obtained from social prescribing and requested that this be discussed in more detail in Strategic Transformation Partnership (STP) meetings in the future.

5.7 A concern raised by the Labour opposition lead Member that carers sometimes are inadvertently financially penalised in their careers by becoming carers through the loss of a pension was noted.

5.8 **CONCLUSION:**  
Panel noted and commented upon the content of the report and agreed to recommend to Cabinet that Cabinet approve the Carers Strategy for Hertfordshire 2018-21.

**6. ADULT SOCIAL CARE PERFORMANCE MONITOR & CARE QUALITY STANDARD - QUARTER 4 – 2017/18**

Frances  
Heathcote

Frances  
Heathcote

Officer Contact: Alex Ogle, Adult Social Care Performance Manager (Tel: 01438 844291)

- 6.1 Members were provided with the Quarter 4 Performance Monitor and Care Quality Standard for Adult Social Care for 2017/18.
- 6.2 Members were pleased to note that overall, targets for quarter 4 performance had been met.
- 6.3 In response to a Member challenge regarding the change in the target for direct payments, it was noted that a review of how direct payments were made had resulted in less payments being made and consequently a lower target.
- 6.4 Members discussed and acknowledged the ongoing challenges of reducing delayed transfers of care and sustaining the improvements made to date. It was noted that the causes of delays were varied, and included issues such as step down bed availability or completion of home adaptations.
- 6.5 The Panel were pleased to note that delays attributed to social care had reduced.
- 6.6 Further to a Member request, it was agreed that future performance charts would also show the previous year's statistics in order to provide a more informed comparison tool.
- 6.7 It was agreed that the Panel would be provided on the difference in statistics from 2016/17 to 2017/18 of permanent admissions to care homes.
- 6.8 The Panel then discussed the Herts Care Quality Standard.
- 6.9 Members received assurance that although a number of the RAG ratings were red; this was due to the high standards implemented by the council. It was explained that in terms of Care Quality Council (CQC) inspections, a majority of these ratings would rate as good by the CQC.
- 6.10 It was noted that the minority of ratings that fell below the CQC standard were linked to challenges in recruitment of staffing, an issue discussed earlier in the meeting.

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6.11 In response to a Member question, it was established that day opportunities are not areas that are not routinely monitored as they are low risk services.

6.12 Members were advised that it was not possible to undertake a comparison to previous year's statistics as there were different measures in place in 2016/17.

6.13 **CONCLUSION:**

Panel noted the report and commented on the Quarter 4 Performance and Herts Care Quality Standard of the Adult Care Services Directorate.

**7. OTHER PART I BUSINESS**

7.1 There was no other Part I business.

**KATHRYN PETTITT**  
**CHIEF LEGAL OFFICER**

**CHAIRMAN**\_\_\_\_\_

**CHAIRMAN'S**  
**INITIALS**

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