

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

ADULT CARE & HEALTH CABINET PANEL WEDNESDAY 12 DECEMBER 2018

ATTENDANCE

MEMBERS OF THE PANEL

N Bell; E H Buckmaster; E M Gordon; S Gordon; F Guest; K M Hastrick; D Hewitt; F R G Hill (*Vice Chairman*); T Howard; J S Kaye; N A Quinton; R G Tindall; C B Wyatt-Lowe (*Chairman*);

OTHER MEMBERS IN ATTENDANCE

None

Upon consideration of the agenda for the Adult Care & Health Cabinet Panel meeting on 12 December 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 Part I and Part II of the Cabinet Panel meeting held on 21 November 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. APPROVAL FOR ADULT CARE SERVICES (ACS)
INFORMATION AND ADVICE STRATEGY**

Officer Contact:

Sharon Robinson- Programme Manager (tel 01992 555131)

- 3.1 Members considered the updated Adult Care Services Information & Advice Strategy which now incorporated the outcomes of Adult Care Services 3 and 15 year plans.
- 3.2 The Panel discussed the strategy, and noted the importance that the public had placed during the consultation process with regards to the importance of face to face contact, and expressed concern with regards to how this would be actioned through the strategy.
- 3.3 Member concern was also expressed about ensuring that the public were directed to speaking to the correct person to answer their query.
- 3.4 The Panel were assured that this would be managed through awareness raising of areas and services including social prescribing, the Connected Lives strategy, Herts Help and work with local and district councils to enhance the promotion of community links and activities.
- 3.5 Member comments that community pharmacies and veterinary surgeries would also be a key area of support was noted, and it was confirmed that work was already being undertaken in this area.
- 3.6 Members also learnt about the roles of Community Navigators and Community Librarians.
- 3.7 Further to discussion, it was agreed that consideration would be given to producing a leaflet centralising key information, signposting and contacts for members of the public to use. Assurance was received that this could be undertaken at minimal cost.
- 3.8 In response to a Member question, assurance was received that work had been undertaken with social workers to help them understand the needs of the different cultures within the county, and where necessary interpreters, including British Sign Language Interpreters were available to further support frontline workers in reaching all communities.
- 3.9 Members were also advised that the council had commissioned Carers in Herts to further support those who were unable to access information by traditional methods, such as online or by phone.

Sharon
Robinson

**CHAIRMAN'S
INITIALS**

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3.10 Further to discussion it was noted that there may be a number of voluntary groups or organisations in existence that may not be known to the council and it was agreed that in line with the relaunched strategy, the council would also look to raise awareness and refresh and update the community directory, to ensure that as many organisations as possible were listed.

3.11 **CONCLUSION:**

Panel noted and commented upon the report, and the Information and Advice Strategy, and recommended to Cabinet that Cabinet:

- Approve the Information & Advice Strategy.
- Agree that the issues deemed most important from the public consultation should be prioritised in the action plan.

4. ADULT CARE SERVICES CONNECTED LIVES UPDATE

Officer Contact:

Mark Harvey Head of Adult Disability Service and
Sharon Robinson – Programme Manager

4.1 Members received an update on the work of Connected Lives. The presentation provided can be found here:

<https://democracy.hertfordshire.gov.uk/ieListDocuments.aspx?CId=207&Mid=229&Ver=4#>

4.2 The panel were pleased to learn of the success of the Connected Lives scheme, with 81% of the people who contacted the Department having their immediate needs met with no recourse to ongoing services.

4.3 Members acknowledged that it was difficult to analyse the long term success of the scheme, as there was no further contact made with service users unless they were re-referred to the Department.

4.4 It was also acknowledged that it was difficult to analyse the amount of unmet need, although Members received assurance that work was ongoing to raise awareness of the approach, and listen and adapt to the changing needs of service users as and where appropriate.

4.5 Assurance was also received that self funders were also able to use the schemes available.

4.6 **CONCLUSION:**

Panel noted and commented upon the report.

**5 SPENDING PLANS FOR ADULT CARE SERVICES (ACS)
WINTER CARE FUNDING**

Officer Contact: Helen Maneuf, Assistant Director Planning & Resources (Tel: 01438 845502)

5.1 Members received a report outlining the council's proposals for the spending the National Winter Care Grant. It was noted that the council had received a £4.135m grant allocation from central government.

5.2 The Panel were pleased to learn of the plans to fund increase staffing and care capacity, but expressed extreme concern about the ability to recruit staff given the known challenges of recruiting to the care market and expressed further concern about the subsequent sustainability of the workforce given the fact that the monies received were a short term grant as opposed to continued funding.

5.3 The Liberal Democrat lead spokesman stated that his concerns were particularly emphasised by the fact the council's risk register indicated that the risk of recruiting to and sustaining care staff was classified as high.

5.4 Members received assurance that the council were continually working to mitigate the risk by introducing measures such as the workforce strategy. In addition ongoing dialogue was taking place with influential bodies such as the Local Government Association and MP's to ensure the concerns remained high on the national agenda. Members received further assurance that it had been confirmed that an additional grant from the government would be received in the 2019/20 year which allowed the council to plan on a longer term basis.

5.5 In response to the concerns regarding ensuring that Members of the panel were kept informed of the risks applying to Adult Care & Health, it was agreed to incorporate data from the risk register onto the quarterly performance report presented at Panel. The Chairman also encouraged all Members of the Panel to read the agenda and reports of the Audit Committee to ensure that they were kept abreast of detail regarding the risk register.

Iain
Macbeath/
All Members

**CHAIRMAN'S
INITIALS**

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- 5.6 A Member suggestion that the council link in with housing associations to enhance the ability of patients being able to return home was noted.
- 5.7 In response to a Member challenge about the potential equalities impacts on carers and disabled people as highlighted in the Equalities Impact Assessment, assurance was received that Carers were entitled to an independent carers assessment to help support their needs, and work was being undertaken to support disabled people on a case by case basis.

CONCLUSION:

- 5.8 Panel noted and commented upon the content of the report and recommended to Cabinet that it approved the proposals made by the council in respect of how the Winter Care funding should be spent.

6

LOCAL ACCOUNT FOR ADULT SOCIAL CARE

Officer Contact:

Alex Ogle – Adult Social Care Performance Manager (Tel: 01438 844291)

- 6.1 Members received a report outlining the Local Account for Adult Social Care for Hertfordshire for 2017/18, which detailed the performance of adult social care services, highlighting areas of strength and areas for improvement. The panel noted that although the report was not a statutory requirement, it provided a useful tool to provide transparency and accountability to local communities.
- 6.2 The Panel were interested to learn that £153m was spent on learning disability services due to increasing demand in services for learning disability services. It was confirmed that this pattern of spend was likely to continue in future years.
- 6.3 In response to a Member challenge with regards to the need for increased objectivity in the ‘How Hertfordshire Compares’ statistics, it was agreed that officers would develop an interactive tool for 2018/19 in order to provide further analysis.
- 6.4 During discussion it was noted that 72% more people were supported on discharge from hospital than in the previous year. Confirmation was received that this increased support had improved hospital discharge rates and reduced the risk of patients needing to be readmitted in to hospital.

Alex Ogle

**CHAIRMAN’S
INITIALS**

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6.5 Members received assurance that the slight decline in service user satisfaction results, (66% in 2016/17 to 65.3% in 2017/8), would be investigated and mitigated where appropriate.

CONCLUSION:

Panel noted and commented upon the report.

7. CHARGING CONSULTATION UPDATE

Officer contact: Helen Maneuf, Assistant Director Planning & Resources (Tel 01438 845502)

7.1 Members received a report detailing the impact of charging policy for community based services. Members recollected that the report detailing the intention to roll out these charges had first been presented to the Panel in January 2018 and the charges implemented in April 2018.

7.2 In response to a Member challenge, officers agreed to provide more detail on the number of service users who had ceased to receive double handed care to ensure that this was not creating an increase in the numbers of people requiring residential care. Assurance was received that all residents assessed as needing double handed care were continuing to receive it; however, solutions had been implemented and monitored for those assessed as being able to manage with alternative provision.

Helen
Maneuf

7.3 Further assurance was also received that assessments and monitoring would be undertaken for service users who had cancelled the telecare service, scheduled to be a chargeable service from December 2018.

7.4 Members also noted that any cancellation of flexicare had also been assessed and monitored on a case by case basis.

7.5 The panel acknowledged the progress of the charging policy and that the Executive Member would receive a further update report in approximately six months' time to enable more informed judgement and monitoring about the impact this was having on service users.

Helen
Maneuf

8. OTHER PART I BUSINESS

None reported

KATHRYN PETTITT

**CHAIRMAN'S
INITIALS**

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CHIEF LEGAL OFFICER

CHAIRMAN _____

**CHAIRMAN'S
INITIALS**

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