



Minutes

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE AND HEALTH
Date and time	MONDAY, 24 JULY COMMENCING AT 5:00 PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs John Nicholson (Chairman), Adrian Axford, George Cameron, Rodney Downer, John Howe, Michael Lilley.
Cabinet Members Present	Cllrs Clare Mosdell, Dave Stewart
Other Members Present	Cllrs Karl Love, Tig Outlaw, Christopher Quirk.
Co-opted Member (Non-Voting)	Janet Newton (Healthwatch Isle of Wight)
Healthwatch Isle of Wight	Joanna Smith
IW NHS Trust	Andy Hollebon, Maggie Oldham, Shaun Stacey
IW Clinical Commissioning Group	Helen Shields
Officers Present	Jennifer Beresford, Rida Elkheir, John Metcalfe, Paul Thistlewood, Carol Tozer.

1. [Minutes](#)

RESOLVED :

THAT the Minutes of the meeting held on [20 March 2017](#) be confirmed.

2. [Declarations of Interest](#)

No declarations of interest were received at this stage.

3. **Terms of reference of the Committee**

The chairman reminded members of the terms of reference for the committee, which had been agreed by full Council on 17 May 2017, and his expectations that better information would come to the committee.

RESOLVED :

THAT the terms of reference be noted.

4. **IWNHS Trust Quality Improvement Plan**

The committee considered the improvement plan produced by the Trust to address the findings of the Care Quality Commission (CQC) following their inspection in November 2016, presented by the interim chief executive of the Trust. The inspection had resulted in the Trust being rated as inadequate and being placed into special measures by NHS Improvement.

The improvement plan had been written as a 12-month plan but members were cautioned the improvement journey could take up to four years as the improvements made needed to be sustainable and were extensive. This timeframe was based on the experiences of other trusts which had been in a similar position. Progress was currently rated as amber and positive steps were being taken.

Members expressed concern that the committee had been provided with reassurance from the Trust that actions had been taken and improvements made against the findings of previous inspection but these had been shown to be inadequate through the subsequent inspections. It was suggested by the interim chief executive of the Trust that the minutes of its Quality Governance Committee and Programme Board could be shared with the committee as they showed a true reflection of current progress detailing both improvements and areas where progress had not been made.

The committee sought reassurance regarding the impact of the improvement measures on patients and service users. Attention was drawn to the lack of data available to support the impact of remediable measures on patients. Members were advised a Local Care Board had been formed which used metrics to monitor progress which could be shared with the committee.

Members indicated that commissioners, including those within the Clinical Commissioning Group (CCG) and local authority, should also be held to account as the quality of the services commissioned should have been monitored more effectively. It was noted that the CCG had recently been rated as requiring improvement by the 2016/17 NHS England CCG performance report yet no information relating to this has been provided by the CCG to the committee.

The Chief Officer of the CCG was questioned regarding the report and the actions they would take in respect to ensuring they were commissioning good quality services for the Island's community. Members were informed a review

of the service had been undertaken. Quality monitoring had been increased and a new director of quality appointed. A copy of the CCG's actions in response to the assessment report was requested.

The Director of Adult Social Care advised that the council's occupational therapy contract with the Trust valued at approximately £653,000 had been deemed not fit for purpose and was being recommissioned with clear outcomes. Public Health had approximately £5m worth of commissioned services with the Trust with a number of historic contracts which were also not fit for purpose. Attempts were being made to work with the Trust to review the contracts but progress was slow. It was hoped the new leadership at the Trust would actively support the transformation and improvement required to deliver these services.

Discussion took place around the importance of staff engagement and morale at the Trust. The committee pointed out that they had been provided with inadequate assurance in this area also.

Members stressed the need for tangible evidence of improvements for the Island's residents. It was suggested that with appropriate training, committee members undertake visits to St Mary's Hospital to monitor the effect of improvement actions by talking to staff and patients rather than relying solely on reporting.

RESOLVED :

- (i) THAT the committee to regularly receive a copy of the minutes of the Trust's Quality Governance Committee and Programme Board which is monitoring the improvement plan.
- (ii) THAT the committee regularly receive the metrics being used to monitor progress with the actions contained in the improvement plan.
- (iii) THAT, in conjunction with Healthwatch and after receiving appropriate training, members undertake site visits to St Mary's hospital to monitor the implementation of actions.
- (iv) THAT a copy of the report by NHS England relating to the annual assessment for 2016/17 of the performance of the IWCCG, together with the proposed improvement action plan and impact upon commissioning be circulated to the committee.

5. **[Adult Social Care Annual Complaints Report 2016-17](#)**

The Director of Adult Social Care presented the report which provided information about the number and nature of complaints received by adult social care in the period 1 April 2016 through 31 March 2017. The learning from the complaints and the difference to the service as a result of the complaints was also outlined. Key areas included:

- Good Practice Guidelines underpinning Dignity and Respect issued to all staff
- Revision of the Third Party Top-up Payment Policy
- Focus on Effective Communication, especially around financial matters
- Changes implemented in response to Healthwatch January 2017 Care at Home report

Discussion took place regarding Delayed Transfers of Care (DToC). Re-enablement was a priority for the Local Care Board. £521,000 of additional funding had been obtained from the Improved Better Care Fund to ensure services were available to facilitate people returning to their homes for rehabilitation. Members were informed that Adult Social Care and the hospital reviewed patients ready to be discharged weekly that progress was being made. In particular, the Director of Adult Social Care pointed out that on Friday, 21 July 2017 there was not a single patient experiencing DToC due to adult social care.

Healthwatch raised Deprivation of Liberty Safeguards (DoLS) as an area of significant concern. Approximately 600 reviews were outstanding of which over 100 had been outstanding for longer than 12 months.

The Director of Adult Social Care explained that a team had been put in place to address the backlog of cases and review the processes used to assess them. Assurance was provided the initiative could be financed from available resources and would not require additional funding. It was expected the work would take nine months to complete. A briefing note would be circulated to the Committee and Healthwatch to provide further assurance and more detailed information regarding the actions being taken to address the issue.

Debate took place regarding benchmarking and targets for complaints. National benchmark data was available for user surveys rather than complaints. Members noted that a new appeals process had been introduced which allowed individuals to ask for a decision made in relation to them to be reviewed. The introduction of the process would allow for differentiation between a genuine complaint and where an individual wanted a decision reconsidered.

RESOLVED :

- (i) THAT a briefing note be circulated to the Committee on actions being undertaken by the Council to reduce the backlog of Deprivation of Liberty Safeguards assessments.
- (ii) THAT the intention to include the number of adult social care appeals within the next annual complaints report be welcomed.

6. Isle of Wight Local Care System

Consideration was given to proposed arrangements relating to the Local Care System on the Isle of Wight. The system was a mechanism by which

the My Life Care Model could be delivered. It was noted that part of the arrangements included demonstrating the impact of the three year vanguard programme on the local community.

Members noted that work was being undertaken on a Local Care Plan and asked to be provided with a copy of this. They also highlighted that the committee had not been included in the governance structure but had a duty to scrutinise the arrangements.

The Director of Adult Social Care explained the main tenant of the Care Close to Home strategy that was being implemented and stated she would welcome the opportunity to brief the committee. Discussion took place regarding the move from residential care to home care and the different factors, such the availability of suitable housing, which would impact on the change to how care was provided. Assurance was provided that domiciliary care was regulated. Healthwatch commented they felt the strategy was very positive but more assessments on quality of service and its impact may be needed.

Concern was expressed that tangible evidence regarding the impact made by changes resulting from My Life a Full Life was lacking. A report would be provided to the Committee regularly providing proof of the outcomes brought about by the changes to the service.

RESOLVED :

- (i) THAT a copy of the draft Local Care Plan be circulated to the Committee.
- (ii) THAT the role played by the Policy and Scrutiny Committee be included within the proposed governance framework.
- (iii) A report would be provided to the committee, evidencing the outcomes of changes to the service.

7. **Council's forward plan and the committee's work plan**

The council's forward plan and the topics scheduled for review by Healthwatch in 2017/18 were noted. Discussion took place regarding items which should be included on the committee's work plan.

Attention was drawn to the House of Commons Health Committee recommendation that effective implementation of the suicide prevention plan in local areas be a key role of health overview and scrutiny committees. Members noted the suggestion the number of suicide's on the Island was high in comparison to statistical neighbours and agreed that a task and finish group be established to further explore suicide prevention.

A suggestion was put forward that the committee focus on the issues affecting adult social care. These included Care Close to Home, Partnerships with Health (including better care fund, improved better care fund), Performance Concerns and the Development of New Models of

Delivery. Further information would be sought to inform decisions on how each topic would be approached.

RESOLVED :

- (i) THAT a task and finish group be established to look at the implementation of the local suicide prevention plan.
- (ii) THAT the Healthwatch review topics for 2017/18 be noted and where appropriate be supported by the committee.
- (iii) THAT the Director of Adult Social Care be requested to provide a briefing for the committee on key issues faced by adult social care including the better care fund, improved better care fund and performance.

CHAIRMAN