

Minutes

Name of meeting	POLICY AND SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE AND HEALTH
Date and time	MONDAY 25 MARCH 2019, COMMENCING AT 5.00PM
Venue	COUNCIL CHAMBER, COUNTY HALL, NEWPORT, ISLE OF WIGHT
Present	Cllrs John Nicholson (Chairman), George Cameron, Rodney Downer, Steve Hastings, John Howe, Michael Lilley
Co-opted Member	Chris Orchin – Healthwatch (Non-Voting)
Also Present	Cllrs Karl Love, Clare Mosdell, Shirley Smart Paul Thistlewood, Carol Tozer, Megan Tuckwell (IW Council) Joanna Smith (Healthwatch), Cabrini Salter, Johnathan Smith, Martin Wakeley (IW CCG), Claire Budden, Alistair Flowerdew, Maggie Oldham, Nikki Turner, Alice Webster (IW NHS Trust)
Apologies	Cllr Brian Tyndall

40. [Minutes](#)

RESOLVED:

THAT the minutes of the meeting held on 14 January 2019 be confirmed.

41. [Declarations of Interest](#)

No declarations were received at this stage.

42. [Progress on outcomes and recommendations from previous meetings](#)

The chairman presented the report which outlined the progress against outcomes and recommendations from previous meetings. The Managing Director of the IWCCG provided an update on the progress made regarding autism referrals and advised that work was ongoing to clear the backlog.

RESOLVED:

THAT the report be noted and the progress regarding the backlog of assessments by the Children and Young People Autism and Diagnostic Assessment Service was welcomed.

43. Recent issues affecting the IW NHS Trust

a) Care Quality Commission (CQC) Report

Members considered the report published by the CQC following its unannounced inspection of the urgent and emergency services on 21 January 2019. The Chief Executive of the IWNHS Trust provided an update on the three areas of concern which had been highlighted in the report and advised that these concerns must be addressed by the 29 April 2019.

The committee raised questions regarding cultural change within the organisation, recruitment and retention of nurses, the challenges of being on an island, winter pressures, and the lessons learned from the serious case review.

b) Finance

Members considered the decision taken by NHS Improvement to place the Trust under special measures for its finances. The committee felt that this decision reflected the additional costs involved in operating a general hospital on an island (with some services being sub scale such as the maternity ward).

The Chief Executive of the IWNHS Trust advised that the areas of greatest deficit were in the models of care and staffing. Additional expenses were the result of the improved access to diagnostic imaging and computer aided dispatch.

RESOLVED:

- i. THAT the committee were reassured that appropriate actions were being taken to rectify the issues highlighted in the CQC inspection of the Urgent and Emergency Services.
- ii. THAT a report be provided to the committee in respect of how the Trust dealt with winter pressures and lessons learnt.
- iii. THAT the placement of the IWNHS Trust in special measures for its finances by NHS Improvement be seen as a way to highlight the additional cost involved in operating a general hospital on an island.

44. Update on the Urgent and Emergency Care Blueprint

The Assistant Director of Commissioning and the GP Clinical Lead presented the report on the Urgent and Emergency Care Blueprint. This included updates on the physical improvements being made, plans for an urgent treatment centre, the issues arising from a shortage of GP's, the development of a resilient workforce model, and streamlining to efficiently use resources.

Cllr Howe raised questions regarding the relocation of the social workers from the 111 Hub following a visit he recently made to it. It was clarified that this was due to the phases of development and it had been agreed that the IW NHS Trust would contact Adult Social Care when they were ready for them to get re-involved. In the interim, a

full time Social Worker was based in A&E to prevent any admissions where the involvement of Adult Social Care could play a role.

RESOLVED:

- i. THAT the progress made regarding the delivery of the Urgent and Emergency Care Blueprint be welcomed.
- ii. THAT the background to the relocation of the social workers from the 111 hub be noted.

45. Cross Solent Travel – NHS Trust Recharge

The committee discussed the continuation of funding by the Isle of Wight Council of its discretionary Cross-Solent Travel Scheme, together with an overview of the wider discussions on patient transport.

It was advised that Healthwatch were pleased that the Isle of Wight Council would continue the funding for a further year but reminded the committee of the other issues highlighted in the consultation, notably the physical and emotional toll of travelling, and that the scheme did not cover travel for all conditions.

The Cabinet Member for Adult Social Care and Health advised that it was critical to raise awareness on what is available for patients. It was agreed that information regarding travel needed to be simple and easy to understand. Additionally, where and how people get their information, and when patients and families are ready to process the information, needed to be considered.

The Director of Adult Social Services noted that it was important to look at how health partners could best support the residents whose income placed them marginally above the eligibility for free transport.

RESOLVED:

THAT The decision taken by the Cabinet on 14 March 2019 to continue funding for a further year, together with proposals by the IWCCG to conduct a wider review of transport arrangements for patients, be noted.

46. Cancer Services for Isle of Wight Residents - Co-ordination, Travel and Urgent Assistance – Healthwatch Report

The committee considered progress against the recommendations contained in the Healthwatch report regarding cancer services for island residents as agreed at the meeting held on 15 October 2018. One key area of concern was long waits for those patients with compromised immune systems. It was advised that a cancer steering group had been set up and cancer nurse specialists were now available.

RESOLVED:

THAT the actions being taken by the IWNHS Trust and Adult Social Care in respect of Healthwatch recommendations will continue to be monitored.

47. Adult Social Care Performance

The Director of Adult Social Services outlined the results of the Adult Social Care Outcome Framework (ASCOF) Report, which measured how effectively Adult Social Care delivered the best outcomes to service users, in conjunction with a report which highlighted the performance in key areas at December 2018.

Discussion took place regarding improved support for people with learning disabilities or mental ill health getting into full time employment and the reduction of stigma. It was noted that employers should be given the tools to support employees. The Personal Assistance Hub was discussed, and it was advised that there were currently 206 people supporting 190 service users.

The chairman congratulated Adult Social Care on being shortlisted by the Local Government Chronicle for the Care Closer to Home strategy.

RESOLVED:

THAT the committee note the continuing improvement in performance of Adult Social Care and the approach to the savings strategy.

48. Committee's Workplan

Members considered issues that should be reflected in the committee's future workplan. Cllr Lilley suggested the inclusion of an item related to the delivery of mental health services, after meeting with Joanna Smith of Healthwatch, James Seaward of IWCCG, and Lesley Stevens of IWNHS Trust. Cllr Howe suggested that the IWNHS Trust submit a report on staffing levels, vacancies, and the reliance on agency staff, to aid the committee in understanding those challenges. It was indicated that this information was contained in reports to the Trust Board.

Following the success of separate informal briefing meetings with the IWNHS Trust and IW CCG, the committee agreed that further meetings should be programmed in the diary, together with a similar arrangement for Public Health and Adult Social Care.

RESOLVED:

THAT informal briefing meetings between health partners and the committee continue.

CHAIRMAN