

**HEALTH AND ADULT CARE SCRUTINY COMMITTEE**  
**Minutes of the meeting of the Health & Adult Care Scrutiny Committee**  
**held on 9 July 2018 at 2.00pm in Meeting Rooms G3-G4, Addenbrooke House,**  
**Ironmasters Way, Telford, TF3 4NT**

**Present:** Cllrs A Burford (Chair), M Boylan, S P Burrell, E A Clare, T J Nelson, R J Sloan;  
Co-optees C Henniker, J Gulliver

**In Attendance:** S Dillon– Assistant Director: Adult Social Care, R Purvis - Team Leader  
Projects, Policies & Quality, Service Improvement & Efficiency, Adult Social Care, S  
Worthington, Senior Democratic and Scrutiny Services Officer TWC

**HACSC-01 Apologies for Absence**

Cllrs A D McClements. Co-optees H Knight and D Saunders

**HACSC-02 Declarations of Interest**

Cllr S P Burrell declared a standing interest in Agenda item 5, as noted on the Register of  
Interests.

**HACSC-03 Minutes**

**Resolved** – that the minutes of the meeting of the Health & Adult Care Scrutiny  
Committee held on 24 April 2018 be confirmed and signed by the Chairman.

**HACSC- 04 Work Programme 2018/19 and Terms of Reference Report**

The Committee reviewed the Terms of Reference and considered the work programme  
suggestions for 2018/19. The Chair advised that Scrutiny Management Board had agreed  
an initial allocation of 4 formal meetings per year per Committee. It was noted that  
resources were markedly different this year than in previous years and in recognition of this,  
Scrutiny Management Board had recommended that each Committee prioritised the top two  
or three topics and that resource would be required for the reconfiguration of hospital  
services Future Fit consultation. The Members considered the new and ongoing  
substantive items and the new suggestions of CAMHS, Social Care criteria and Transition  
to Adulthood. Substantive items included:

- STP Neighbourhood Working
- Adult Care Performance, Budget and Savings (inc CHC) - related to Cost  
Improvement Plan (CIP)
- Quality of Adult Social Care Provision

The monitoring activity was noted: \_

- TW Safeguarding Adults Board Annual Report
- NHS Quality Accounts
- Implementation of Suicide Prevention Plan

The Committee had agreed at previous meetings that the issue of the current provision and

future sustainability of GP services was an important topic for Scrutiny to look into. Members noted that discussions were ongoing in regards to Voluntary and Community Sector funding and that this was being resolved.

Health and Wellbeing Board had looked at CAMHS as an ongoing item. It was noted that the new provider had encountered more difficulties than had been expected, so there was significant further work required to reach an acceptable level of service. This item would be looked at by the JHOSC in September.

Members noted that any work undertaken by the committee would need to be completed by early 2019, due to the elections in May 2019.

### **HACSC- 05 Commissioning and Adult Social Care Improvement Plan; including Strategy for Adults with Learning Disabilities**

The Chair welcomed the Assistant Director: Adult Social Care. The Committee had requested information on performance and savings relating to the Adult Social Care budget. The Assistant Director: Adult Social Care stated that the service had continued to work as per the 5 Year Strategy, which implemented a strength and asset based approach.

Appendix 3 of the report highlighted the Telford & Wrekin's vision for Adult Social Care in a summary document. The approach continued the service to manage the resources wisely and the service was expecting to break even during period 2. During the last financial year, there was a 5% reduction in the amount of people requiring a personal budget to meet their needs. The team were working to maximise the use of assistive aids and technology when appropriate.

Members congratulated the team on the low number of complaints received, noting the numbers received in comparison to the number of service users. In response to a question, the Assistant Director: Adult Social Care advised that Social Workers attend GP Multi-disciplinary meetings and where there was a focus on identifying users with a lower level frailty score, to encourage them to access support earlier to as a preventive measure.

Members discussed the excellent levels of support offered to service users following discharge from hospital, but queried what was being done to support other users, who may not be aware of what support was available. The Assistant Director: Adult Social Care advised that a 'Smart House' was being developed, which would showcase the different aids and technologies available, it was hoped this would open early in 2019. It was noted that there was good communication between the Council and the Carers Partnership Board.

*The Committee raised questions and the following discussion ensued.*

*Where does responsibility lie in regards to public information on normal health, for example, early signs of dementia?*

The Assistant Director: Adult Social Care advised that this was the responsibility of the

NHS, NHS Direct provided information on signs and symptoms, but it was important that information from all agencies linked together. The Council was in the process of developing a new website, which would link to NHS Direct and contain information from all partners.

### **HACSC- 06 Unmet Needs Survey**

The Chair welcomed Shobha Asar-Paul, Managing Director of Healthwatch Telford & Wrekin to the committee. The Committee had previously agreed to provide an in-depth review of service user experiences. The Survey would look at My Choices, run by Citizen's Advice, as the 'front door' service'.

Ms Asar-Paul stated that the project would look at how the services were delivered and the impact of this for service users. The objectives of the review were to:

- Understand how well the Adult Social Care pathway was people's needs
- Understand how well the local voluntary and community sector was supporting people's needs
- Understand what needs people were experiencing that were not currently being met and why this was the case.

A range of methods would be used to support the review, from focus groups and mystery shopping, to reviewing best practice and meeting with users on an individual level. The review was scheduled to be completed by December 2018. Members requested interim reports be provided at the October and December meetings of the Committee.

Members acknowledged that other users than the elderly used the service, and it was important that their views were also heard. In response to a question, the Assistant Director: Adult Social Care advised that My Choice was commissioned by the Council and that monthly monitoring reports were received. A discussion was held regarding the brand awareness of My Choice.

2.49pm – S Dillon, R Purvis and S Asar-Paul left the meeting.

### **HACSC – 07 GP Forward View**

The Chair noted that the Committee had previously agreed to undertake a review into capacity of local primary care. A sample of potential questions had been produced and had been circulated to members. Following discussions with the Community Participation Team, it had been suggested that targeted discussions with a number of GPs may receive more results than a survey. Members noted it was important that a mixture of GPs be spoken to, such as male and female, large and small practices, to ensure a balanced result is received. It was noted that Healthwatch had recently completed a GP Roadshow which collected feedback, which could support with the identification of GPs.

Members considered that a combination of a questionnaire and targeted discussions could be used. It was recommended that a questionnaire be sent containing factual questions,

which would provide a background for discussions. A Member suggested that the questionnaire could be distributed at the GP CCG forum.

A discussion was held on the impact of neighbourhood working. Members noted that neighbourhood working was developing well in some areas, but was patchy across the Borough. Members requested that an update report be provided to the next committee in regards to the implementation of neighbourhood working, with regard to what lessons had been learnt and how best practice could be shared across the Borough.

### **HACSC- 08 Chair's Update**

The Chair advised that the CCGs engagement report on gluten free prescriptions had been circulated for Members comment. No comments had been received from Members regarding this item.

The Chair provided an update to the Committee in regards to Future Fit. The Joint HOSC had arranged a meeting for 30 July, where groups and individuals would be invited to share their experience of the consultation. It was noted that the JHOSC was not undertaking a consultation themselves, but needed to ensure the consultation was effective. Members noted that a schedule of the CCGs engagement with seldom heard groups was not available.

A feedback form had previously been circulated to all Members regarding their experiences of Future Fit events. Members were encouraged to return their forms or to approach the Chair to provide verbal feedback. Some Members raised their concern regarding the public perception of the consultation, that it was a 'foregone conclusion' and that the CCG would not change their plans.

The meeting ended at 15.27pm.

**Signed:** .....

**Date:** .....