



MINUTES

Meeting: **ADULT SOCIAL CARE AND HEALTH
DEPARTMENTAL BRIEFING MEETING**

Date: **10 July 2008**

Present: 'A' denotes absent

A Councillor Peter Barnes
A Councillor Ken Bullivant
A Councillor Richard Butler
A Councillor John Carter
A Councillor Steve Carr
Councillor Jim Creamer
Councillor Yvonne Davidson
A Councillor Vincent Dobson
Councillor Paul Henshaw
A Councillor Rod Kempster
Councillor Pat Lally
Councillor Joe Lonergan
Councillor Alan Rhodes (Chair)
A Councillor Michael Storey
A Councillor Lynn Sykes
A Councillor the Hon. Joan Taylor
Councillor Yvonne Woodhead

Also in Attendance:

Councillor Reg Adair
David Pearson
Linda Bayliss

Paul McKay

Pati Colman
Judith Horsfall

John Hannam

Julie Cuthbert
Karen Emry
Lisa Swift (Minutes)
Anita Astle

Strategic Director
Service Director, Strategic
Services
Service Director, Physical
Disability and Independent Living
Customer Relations Manager
Service Head, Equalities and
Business Performance
Programme Manager, Older
People
Communications Officer
Emergency Planning Officer
Committee Support Manager
Manager, Wren Hall Nursing Home

1. Welcome and Introduction

Councillor Alan Rhodes welcomed everyone to the meeting.

2. Apologies for Absence

Apologies for absence were received from:

Councillor John Carter
Councillor Vincent Dobson
Councillor Rodney Kempster
Councillor the Hon. Joan Taylor.
Jon Wilson
David Hamilton

3. Minutes of the last meeting

Minutes of the last meeting held on the 23 April 2008 were agreed as a true record and there were no matters arising.

4. Quality Assurance in Care Homes and Home Care

Linda Bayliss, Service Director (Strategic Services) introduced the report. At the last meeting, there was discussion around Purchasing and Market Management. This focussed on the quality work with independent sector providers of care homes. Linda introduced Anita Astle, Manager for Wren Hall Nursing Home. Anita is also a member of Nottinghamshire Care Home Association Executive. There are mechanisms for a quality framework for improving the quality of care and working towards a Local Fair Price for Care.

Anita Astle talked about how Wren Hall achieves and maintains recognition as a quality Care Home. The Commission for Social Care Inspection inspected Wren Hall and the home was assessed as being an 'excellent' Care Home. The Nottinghamshire County Council Adult Social Care and Health department performed a quality audit at the home last year. Wren Hall achieved the highest score of 143.2 out of a possible 160.

Councillor Rhodes thanked Anita for her presentation and confirmed that he had visited Wren Hall with Linda Bayliss and was very impressed.

Councillor Creamer asked who decides where the residents go on their outings. Anita confirmed that there is a resident's meeting held on a monthly basis. The facilities co-ordinator is present and the residents discuss where they want to go, and what activities they would like to have on the agenda.

Councillor Lally asked Anita who owned the home. Anita confirmed that Wren Hall is owned by her parents.

Councillor Lally asked who looks after the accounts for the home and are there any financial pressures? Anita explained that she is a trained nurse and therefore not an accountant. The home is not as profitable as some of

the other homes, but the focus is on delivering quality care and high standards.

Councillor Lally asked how the home copes with people with dementia.

Anita Astle explained that the home has regular beds for people suffering from varying degrees of dementia. All have their needs attended to.

Councillor Lally said that the dignity and respect agenda has recently been launched and asked Anita how she felt about this. Anita explained that she has no problems with this and feels that this is right. Wren Hall implemented the dignity challenge before it came into place.

Councillor Lally asked if training was imperative. Linda Bayliss said that there is a Selston Pilot and training is provided for a group of homes involved. Anita confirmed that there are 6 homes in the pilot and staff training is provided jointly. The Adult Social Care and Health department have provided funding to help this happen. All the homes work together to exchange ideas and provide joint initiatives.

Councillor Adair asked about quality and what Anita's experience of the Commission for Social Care Inspection was with regard to the Mental Capacity Act. Anita explained that Wren Hall was last inspected in November 2007 and the Mental Capacity Act came into force in October 2007. Care plans for each of the residents takes capacity into account and makes sure that choice matters. It is early days for the Mental Capacity Act but it's knowing where the boundaries are and what are peoples' best interests.

Linda Bayliss thanked Anita for her presentation and offered Members of the opportunity to visit any independent sector homes. There is also a further Dignity event taking place later this year in October.

5. Complaints (Members role and new legislation)

Councillor Rhodes introduced Pati Colman the Customer Relations Manager. Pati explained that the complaints procedure was introduced in September 2006. There have been two significant sets of guidance from the Department of Health and Adult Social Care and Health. The Government is intending to change the guidance again in April 2009. Pati explained what the adult social care and health process was for dealing with complaints. This is broken down into three stages – Local Resolution, Investigation and Review Panel. There is an alternative dispute resolution where the guidance gives staff the ability to resolve a complaint at any point in the process, if there are the means to do so. The procedure ends when the Strategic Director has considered the findings and the recommendations of the Review Panel. The Strategic Director informs the complainants of his decision in writing and draws up an action plan. Should the complainant not be satisfied with the decision, they may go to the Ombudsman.

Councillor Creamer asked how many members sit on Review Panels and how many complaints have there been. Pati said that there had been 266

complaints in the last year with only one Review Panel convening. There are two Members in the pool who sit on Review Panels.

Councillor Lonergan thanked Pati for her presentation and asked why there is only one Member on each Panel as other departments have three. Pati said that it used be that there were two Members and an Independent Chair, but this changed with 2006 new procedures.

Councillor Lonergan reiterated that the final decision lies with the Strategic Director and wonder how often does the Strategic Director not approve of the Review Panel conclusions. Pati explained that the Strategic Director has 15 days following the Review Panel meeting to read the findings. At any point he/she is able to speak to the Panel Chair to discuss any concerns. David Pearson explained that he has been Strategic Director for about 3 years. In this time he has not referred any of the Panel's recommendations, but has met with the Panel Chair regarding the recommendations to understand the issues so this can be interpreted into an Action Plan.

Councillor Adair asked who complains and what about. Pati said in adult social care and health it is mostly service users or their carers. This is usually about the action or inaction of the department.

Councillor Adair asked who deals with Independent Sector complaints. Pati explained that that Independent Sector have there own procedures. If the person complaining is funded by adult social care and health then the complaint can go through the department's process if it is not resolved at Stage One.

6. Creating a Workforce fit for the future

Councillor Rhodes introduced Judith Horsfall, Service Head for Equalities and Business Performance. It is a requirement of Directors for Adult Social Care to produce a workforce strategy across the social care sector in partnership with other key stakeholders. An event was held in the autumn of last year for representatives of service users and this was useful in gaining feedback on the strategy. A further event will be held later this year to review the strategy.

Councillor Lonergan referred to page 17 of the Workforce Plan. By 2025 care home places will need to increase by 100%. This is a frightening statistic and the workforce will need to double. This highlights the implications as a whole for recruitment and retention.

David Pearson explained that there is a statutory duty to have a workforce plan for the whole of the social care sector. There was no evidence on how many councils have a plan and some tended not to take a long term view. In the future, the plans will show evidence of the rate of people who have a personal assistant, direct payment or individualised budget. It may also be possible to 'drill down' to get data on NVQ take-up and this may include the independent sector. We are working with the Primary Care Trust and the Children and Young People's department to develop a joint commissioning strategy with the core objectives about carers. Lord Wanless is to shortly

deliver a green paper of the future funding of social care which may see a £6 billion increase in the next 20 years.

Linda Bayliss said that the workforce plans will include a suite of different approaches including initiatives such as flexible working patterns to help carers who go to work. The Independent Sector is doing some work around Local Fair Price for Care which includes the national minimum wage and working time directive. Work will be undertaken with colleagues.

Councillor Adair asked if the 67,000 workforce was full time equivalent posts. Linda explained that the workforce is calculated in full time equivalents. There is no data available for sickness absence for the independent sector but sickness is traditionally quite high in social care with muscular skeletal being the highest reason for absence.

Councillor Lally asked if there would be any problems with the document being joint with the City Council. Judith explained that data has only just started to be collected and this throws up more questions. David added that the strategy will be linked with the City Council because workforces are common to both councils and it makes sense to work jointly with the City.

7. Staying Independent, Active and Healthy at 50 - Plus DVD

Councillor Rhodes introduced John Hannam, Programme Manager for Older People. John explained that Notts50 Plus is a central government funded initiative. There have been a number of pilot projects over 2 and 3 years and it is hoped to continue these project with funding from our partners. A short DVD was shown on Notts 50 Plus services.

Councillor Davidson said that there were a number of good schemes and activities. She asked why Ashfield District Council were stopping the 'passport' scheme. Also the Newsletter should include the Council's golden number.

John Hannam explained that the services are balance for different age groups, but start from 50 years. The District Councils are fully committed in putting money into the schemes. John said that the next issues of the newsletter will include the golden number and the Spring edition of the newsletter was issued before the golden number launch date.

9. Questions from the public

There were no questions from the public.

The meeting closed at 3.50pm