

**Minutes of the Adult, Community and Housing Services Scrutiny
Committee**

**Monday, 9th March, 2015 at 6.00 p.m.
in Committee Room 2 at the Council House, Dudley**

Present:

Councillor M Hanif (Chair)
Councillor R James (Vice Chair)
Councillors R Body, I Cooper, A Goddard, Z Islam, J Martin, D Perks, K Turner,
D Tyler and D Vickers.

Officers:

M Williams Chief Officer (Corporate and Customer Services), (Lead Officer to the Committee), M Bowsher Chief Officer (Adult Social Care), S Lackenby (Head of Commissioning) – (Both Directorate of People Services) and K Buckle (Democratic Services Officer) – (Directorate of Resources and Transformation).

38. **Declarations of Interest**

Councillor K Turner declared a non-pecuniary interest in Agenda Item No. 6 – The Care Act and Market Shaping as Director and Chairman of Age Concern, Stourbridge and Halesowen.

39. **Minutes**

Resolved

That the minutes of the meeting held on 18th February, 2015, be approved as a correct record and signed.

40. **Public Forum**

There were no issues raised under this agenda item heading.

41. **The Care Act and Market Shaping**

M Bowsher Chief Officer (Adult Social Care) summarised the areas of the Care Act that the Committee had scrutinised on three separate occasions during the municipal year, including the legal changes arising from the Act, the financial implications of the Care Act to the Council, savings delivered to date and changes to eligibility, costs and charges together with the new rights for Carers,

the range of services and support that would be required, associated costs and the views of an experienced carer, Mr P Acutt.

The Chief Officer (Adult, Social Care) advised that the questions raised to date had assisted Officers to refine Care Act implementation plans and referred to further work that had been undertaken to improve the information and advice systems. It was noted that that work had been accelerated to identify support for Carers and continual financial modelling was being undertaken.

The Chief Officer (Adult, Social Care) outlined the purpose of the presentation on The Care Act and Market Shaping, advising this would be a key area that would influence the range of care services on offer to people in the Borough and also the quality and sustainability of those services

There followed a powerpoint presentation on The Care Act and Market Shaping by the Head of Commissioning, Adult, Social Care, with Members asking questions, making suggestions and comments throughout the presentation.

The concept of commissioning services in relation to Care Act requirements was outlined including the need to consider the Borough's communities, examine the services currently available and addressing the need for current and future services.

In relation to market shaping it was indicated that the key parts included the need to shape local provision to ensure local people choose and control the support they require which would involve the requirement to continue consistent dialogue with local people and encouraging relationships with providers.

It was noted that an oversight of all services was required in order to provide more timely responses to crisis and deal with provider failure in order to mitigate against financial or organisational failure, with a new statutory duty to drive the quality of care and support services for the better.

The three specific strands to commissioning were outlined which included access and prevention for those requiring adult, social care services, that would involve working with public and voluntary organisations to assist people to remain in their own homes and providing a single point of contact; the need for assessment and independence in relation to those who were elderly and required adult, social care services, with linkages required with extra care housing and the hospital discharge services and the need for services to deal with those who had complex needs, such as learning and physical disabilities.

The Head of Commissioning referred to the Dudley Quality Standard of adult, social care that locally had been delivered for the previous three years and rated organisations within the Borough in meeting care needs as either, bronze, gold or silver, with the standard being rolled out to all providers. It was noted that there would be continuing work in order to progress their services from bronze to gold. It was also noted that there was a Trip Advisor type

ratings scheme whereby service provision could be rated from one to five, and the implementation of the Gateway electronic system that would record all interventions with providers with the requirement for organisations to provide self assessments in order for the Council to recognise what capacity organisations had, and being notified of vacancies as and when they arose in order to continue partnership working in relation to the delivery of adult, social care.

In responding to a Member's question relating to that part of the presentation in respect of the Dudley Quality standard, the Head of Commissioning advised that given the vast number of adult social care contracts expiring and renewing at differing times continual support would be provided to those organisations in order to achieve a gold standard and in view of this, access to systems of identifying standards and rates of providers would not take place until the process had been embedded with organisations across the Borough.

It was noted that work had been undertaken in relation to assisting people requiring adult social care services to remain in their own homes and ensure more timely hospital discharges, with the Council's housing services in order to fast track tenancies, providing adaptations and that further work would be conducted in order to increase the amount of capacity to provide specific residential care beds.

The Head of Commissioning also referred to the need for organisations to collaborate to provide services and the prospect of organisations sharing human resources and back office functions in order to plug the gaps in areas of service provision and produce good practice.

In responding to Members' questions regarding organisations operating from co-locations and problems that may occur with organisations charging differing amounts for adult social care services, the Chief Officer (Adult, Social Care), referred to statutory duties of the Council under the Localism Act to provide a list of their building assets that could be utilised to provide adult social care services. He referred to a Council owned building situated in Stafford Street, Dudley that was now a day care centre and available to provide a whole range of services.

The Head of Commissioning referred to the range and quality of choice of preventative services and referred to discussions that had taken place with organisations in relation to providing access to those services to those who struggled with transport, indicating that discussions had taken place with those organisations who had fleet vehicles available in order to both provide care and accessibility to care. He also advised of the need for a level of engagement with local people and co-production with organisations.

In responding to a question from a Member, the Head of Commissioning advised of the training available in relation to dementia and undertook to provide Members with further details of dementia training.

In relation to a query in relation to the Gateway and Partnership working aspect of adult social care commissioning, the Head of Commissioning referred to two extra care schemes at Broadmeadow and Willowfields advising that to date twelve people had expressed an interest in extra care facility. He advised that advertising the facility at Lime Gardens had taken place both at general practitioners surgeries and hospitals and the lack of take up of the extra care provision may be due to the continuing adaptation of older people's properties. He also advised that given the number of staff that had to be in place at Lime Gardens the Council had to purchase a certain amount of hours of care for an initial three month period, however following that initial period it had been made clear that purchasing hours of care would be upon an individual basis.

The Head of Commissioning undertook to provide the Vice-Chair with details of the twelve people who had expressed an interest in the facility at Lime Gardens.

The Chief Officer (Adult, Social Care) advised that there was a Panel process with the Panel meeting twice weekly in relation to those wishing to receive extra care at the Lime Gardens facility and that the allocation of places would occur on a phased basis given the need to assess needs and prioritise the scheme upon the basis of appropriateness to individual needs.

There followed suggestions by Members in relation to integrating communities, the need to address integration urgently and the difficulties in achieving such integration. The possibility of all needs being catered for and an example of a couple was provided, one being the carer and being active and the other not so active and requiring care.

The Head of Commissioning outlined the current Adult, Social Care Services provided, including those promoting living independently by providing short term support, advice and services, the provision of care and support, prevention services and universal services where non social care support or universal services could assist.

Details of the services provided, including the three Dementia Gateways, twenty five home care providers, four extra care housing schemes and 1700 residential and nursing beds in the Borough were noted.

It was further noted that every service available would be exhausted to prevent a person entering the residential care system.

Details of further support, services, community connections and partnership working were outlined including investigating respite services and how to innovatively provide transport for those experiencing difficulties accessing services due to transport issues.

In responding to a Member's question in relation to how the needs of people were met who were in minority groups, the Head of Commissioning referred to the need to be reflective for demographic communities, when restructuring services as the notion of community commissioning progresses.

The Head of Commissioning advised that it was intended for all front line workers to be aware of the adult social care services available in all areas of the Borough, in order to signpost the Borough's residents accordingly.

The Head of Commissioning referred to the move towards a Community Council and the need to work together with local people in shaping the adult social care services being offered which would require opportunities to join up services and promote awareness in relation to community services and activities.

Members made suggestions in relation to bringing local people together in order to shape the services in their communities as follows:-

- Publicise via the Clinical Commissioning Group, Community Forums, Health Watch, Dudley Council for Voluntary Services and Council meetings in order to form links with the community;
- Publicise on notice boards, for example at supermarkets or in shop windows;
- That closer integration was required with General Practitioners and pharmacies in order to engage with the public;
- The possibility of engaging the public at sporting events such as football matches;
- The Council should go out to the public in order to engage them in more private environments, given the sensitivity surrounding the need for adult social care;
- The requirement to investigate the area of engagement thoroughly in order to devise a workable model for this purpose;
- That all Members of the Council should be requested to make suggestions and recommendations in order to shape services;
- That consultation should take place with the Council's Marketing Department in order to engage with the public;
- The use of facebook and twitter;

In responding to a Member's question in relation to the community commissioning their own services, the Head of Commissioning advised that although that was an option the community required the ability to shape the services they received and further investigation would be required in relation to how beneficial it would be to place commissioning into the hands of the Community.

Members confirmed that they would welcome the opportunity to become involved in the roll out of the Dudley Quality Standard.

Resolved

That the information contained in the presentation and comments made arising from the presentation, as indicated above on The Care Act and Market Shaping, be noted.

42. **Closing Remarks of the Chair and Vice-Chair**

This being the last meeting of the Committee of the current municipal year, the Chair thanked the Vice-Chair for his support and Officers and Members of the Committee for their contributions during the year.

The Vice-Chair thanked the Chair for his contributions to the work of the Committee.

The meeting ended at 7.35 p.m.

CHAIR