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HEALTH AND WELL BEING OVERVIEW AND SCRUTINY COMMITTEE

Monday, 20 June 2011

<u>Present:</u>	Councillor	P Glasman (Chair)	
	Councillors	A Bridson S Clarke P Doughty	D Mitchell C Povall G Watt
<u>Deputies:</u>	Councillors	B Mooney (in place of J Walsh) S Mounney (in place of M Hornby) D Realey (in place of D Roberts)	
<u>Co-opted:</u>		D Hill (LINKs) S Lowe (Service users under OPP age group) S Sagaar (BME) S Wagener (Carers) S Wall (OPP)	

1 MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST / PARTY WHIP

Members were asked to consider whether they had a personal or prejudicial interest in any matters to be considered at the meeting and, if so, to declare them and state what they were.

Members were reminded that they should also declare, pursuant to paragraph 18 of the Overview and Scrutiny Procedure Rules, whether they were subject to a party whip in connection with any matter to be considered and, if so, to declare it and state the nature of the whipping arrangement.

No such declarations were made.

2 MINUTES

Members were requested to receive the minutes of the meeting of the Health and Well Being Overview and Scrutiny Committee held on 22 March, 2011.

Sue Lowe referred to minute 77 (Contracts for Residential and Nursing Home Care and Personal Support) and that a progress report should have been brought to the Committee.

The Interim Director of Adult Social Services apologised that a report had not been brought to the Committee and proceeded to give a verbal update on contracts and provision for:

- Residential and nursing support for older people
- Short term provision
- Personal support
- Intermediate care
- Reablement

A written report on all the above matters would also be provided and appended to the minutes.*

In respect of residential / nursing homes owned by Southern Cross, the Interim Director gave an update to the Committee on the 6 Southern Cross homes on Wirral. He expressed his confidence in the quality of the provision and stated that he had received assurances that the existence of the homes was not threatened by the current financial difficulty which the company was in. With 450 beds across the 6 homes, Southern Cross was the largest single provider on Wirral and the department continued to place people in the homes. There were no plans to re-open any of the former Council run homes nor was there a need to do so.

Resolved – That the minutes be approved as a correct record and the comments of the Interim Director be noted.

3 **APPOINTMENT OF VICE-CHAIR**

The Committee was asked if it wanted to appoint a Vice-Chair.

On a motion by the Chair, seconded by Councillor Doughty, it was –

Resolved - That Councillor D Roberts be appointed Vice-Chair of this Committee.

4 **ORDER OF BUSINESS**

The Chair agreed to vary the order of business and take item 6 (Cheshire and Merseyside Vascular Surgery Review - Update) next in view of the presence of Dr Tom Dent for this item.

5 **CHESHIRE AND MERSEYSIDE VASCULAR SURGERY REVIEW - UPDATE**

Further to minute 72 (22/3/11) Dr Tom Dent, public health physician and adviser to the review, addressed the Committee and gave an outline of the responses to the consultation on the proposed establishment of two specialist vascular centres for Cheshire and Merseyside. Of the 2000 responses via the internet and the public meeting, 2 out of 3 said that the most important consideration was patient safety but only 1 in 6 stated local access was most important.

He gave details of the membership of the Review Panel and the procedures they had followed in making their recommendations to the Project Board. They had recommended the joint application received from the Wirral University Teaching Hospital NHS Foundation Trust and the Countess of Chester Hospital NHS Foundation Trust for a South Mersey Vascular network with the specialist vascular centre based on the Countess of Chester site.

Dr Dent acknowledged that there were a group of clinicians at Arrowe Park Hospital who disagreed with the proposal. A meeting had been arranged for Thursday 23 June at which the 2 Trust managers and leading clinicians from both trusts would be present and it was hoped that a position would be reached where all the issues would be dealt with satisfactorily.

Dr Dent and Len Richards, Chief Executive of Wirral University Teaching Hospital NHS Foundation Trust, responded to comments from the Committee, Dr Dent stated that the UK had the worst mortality rate in Western Europe for aortic aneurysms. There was universal support to centralise vascular services with clear evidence that it would save lives. In respect of the consultation he would look into the figures of Wirral residents who had responded. There would be two vascular centres for Merseyside and Cheshire, the other being in Liverpool.

Len Richards commented that vascular surgery had been carried out at Arrowe Park Hospital since it opened, although since then it had developed into a separate specialist branch of surgery. The vast majority of vascular services would continue at Arrowe Park Hospital, relatively few patients, between 150 -180, would have part of their surgical pathway carried out at the Countess of Chester. For this relatively few number, all their pre and post surgery consultations / procedures would still be carried out at Arrowe Park Hospital.

He also outlined the reasons why this specialist centre could not be developed at the Clatterbridge site, in the main because there was no critical care support there.

The Chair then invited Dr Abi Mantgani, Executive Clinical Lead for Wirral GP Commissioning Consortium (representing 27 GP practices), to give a GP perspective on the proposals. As a GP in Birkenhead he commented that he would always prefer to see most services provided in Wirral but he did understand the clinical case presented for this high quality service to be provided at the Countess of Chester. He expressed some concern that the clinicians at Arrowe Park Hospital were not all on board at this stage. Although the Consortium had not been asked for a formal opinion he did take a balanced view and expressed support for the hospital trust working together with neighbouring hospitals to pool resources for a high quality specialised service.

Len Richards commented that he hoped that the meeting on Thursday 23 June, at which all 7 vascular surgeons would be present, would iron out a number of clinical concerns and the proposal could then move forward.

Resolved – That the verbal update and comments be noted.

6 **EQUALITY FRAMEWORK - REFERRAL FROM SCRUTINY PROGRAMME BOARD**

Further to minute 56 (Scrutiny Programme Board – 2/3/2011) Jacqui Cross, Corporate Equality and Cohesion Manager, gave a presentation on the Equality Duty 2010 to ensure that Members were fully equipped to provide effective scrutiny in the areas identified as being necessary for Excellent accreditation by the summer of 2012.

Jacqui Cross outlined the requirements of the new Equality Duty and highlighted the general and specific duties contained within it together with the timetable for the publication of workforce and service information and specific and measurable equality objectives.

With regard to the Government's Equality Strategy for a Fairer Britain she highlighted some specific areas relevant to the work of this Committee such as:

- Health inequalities
- Patient recovery
- Hospital targets
- Assistive technology in homes
- Homelessness and health
- Independent living
- Domestic violence

Jacqui Cross then referred in particular to the role of scrutiny to demonstrate that the Council had met its general and specific duties and was able to demonstrate improvements and outcomes as a result of its equality objectives.

Resolved – That the report and presentation be noted.

7

WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST

Further to minute 65 (22/3/11) John Foster, Director of Facilities at Wirral University Teaching Hospital NHS Foundation Trust, gave an update to the Committee on the Trust's site strategy. Over the last three months the Trust had held a total of 61 meetings regarding its site strategy, which the Trust Board would be considering at its meeting on 29 June. He outlined developments due to take place with a number of services, including dermatology, the breast clinic and the child development centre. The site strategy would see further investment at both sites, Arrowe Park and Clatterbridge.

Members expressed their delight at the proposals for the development of services, particularly at the Clatterbridge site.

Len Richards, Chief Executive of Wirral University Teaching Hospital NHS Foundation Trust, also commented on the partnership with the Countess of Chester Trust and the potential for orthopaedic elective services being built up at Clatterbridge. Following agreement with the Countess of Chester Trust to include their population with Wirral's it would also mean that cardiology angioplasty services could be developed on Wirral. Investment was also being made in a new microbiology laboratory at Bebington.

The Interim Director of Adult Social Services commented upon the possible co-location of services for children at the Child Development Centre on the Clatterbridge site and that discussions were ongoing.

Resolved – That the verbal update be noted and a full written report be brought to the next meeting on the Hospital Trust's site strategy.

8 PRESENTATION ON FOURTH QUARTER PERFORMANCE 2010/11

Steve Rowley, Head of Service (Finance and Performance) gave a presentation on the progress made against the indicators for 2010/2011 in the fourth quarter. A copy of the report had been made available to view in the web library.

He referred to those performance indicators which had exceeded or met their target and expanded on those performance issues which weren't achieving on target, and the corrective action being taken to address them, these included:

- Paid Employment (Learning Disability)
- Customers being reviewed
- HART users no longer requiring a support package
- HART users whose support package had been reduced
- Assistive Technology
- Self Directed Assessments
- Safeguarding Alerts (24 hours)
- Safeguarding Incidents (28 days)

In respect of the financial position he outlined the key financial pressures. The projected overspend was now expected to be £3.3m down from the previous reported figure of £3.5m.

Steve Rowley and the Interim Director of Adult Social Services then responded to comments from Members and explained the reasons behind the figures for the high number of safeguarding alerts. The Interim Director assured the Committee of the immediate response which was made when the Department was notified of any safeguarding concerns. He also stated that he would look into the numbers of adults with learning disabilities in the Council's employment and the possibility of providing some of the indicators broken down by locality.

Resolved – That the report and presentation be noted.

9 STRATEGIC CHANGE PROGRAMME - REFERRAL FROM AUDIT AND RISK MANAGEMENT COMMITTEE

The Audit and Risk Management Committee at its meeting on 28 March, 2011 (minute 83 refers) had considered a report of the Director of Technical Services, at which a Member referred to the 'risks associated with the non-delivery of benefits of the Strategic Change Programme' and at which the following resolution was passed:

'That the Health and Well Being Overview and Scrutiny Committee be requested to seek assurances from the Director of Adult Social Services in relation to the risks associated with the decision of the Cabinet to retain Fernleigh respite centre in the light of key staff having left under Early Voluntary Retirement/Voluntary Severance.'

The Interim Director gave an update to the Committee on the current situation and assured the Committee that Fernleigh continued to operate in the same way as it had previously. A number of staff had been allowed to leave under the Council's EVR / Severance scheme but other staff had been redeployed to Fernleigh from other

facilities which the Council had closed. The staff complement at Fernleigh was therefore up to full strength.

Resolved – That the comments of the Interim Director be noted.

10 **DEMENTIA SCRUTINY REVIEW - REFERRAL FROM CABINET**

Cabinet at its meeting on 14 April, 2011 (minute 399 refers) had considered the Dementia Scrutiny Review, referred from this Committee at its meeting on 22 March and passed a resolution, which amongst other things had resolved to:

‘Invite the Health & Wellbeing Overview and Scrutiny Committee to consider whether they would undertake a scrutiny review of the provision of Local Authority services for people with dementia, and what further steps could be taken to enhance outcomes through early intervention and support.’

The Interim Director of Adult Social Services suggested that following the dementia review of the health economy he would welcome a review of the local authority provision.

Sandra Wall suggested that a report could also be brought to the Committee on the effectiveness of assistive technology for those with dementia.

Resolved – That a scrutiny review be undertaken on the provision of Local Authority services for people with dementia once the Domestic Violence review is complete and that membership of the Review Panel include Sue Lowe.

11 **WORK PROGRAMME**

The Committee received an update on its work programme.

The Chair invited the Committee to make any suggestions for the future work programme. The Sub-Group monitoring the implementation of the improvement plan following the CQC inspection report would provide a report to the next meeting.

The review panel into domestic violence would also continue and additions to the work programme should include further reports on the implications of changes to the Independent Living Fund (ILF) and also the Disability Living Allowance (DLA). Once the review panel on domestic violence had completed its work, a review panel on the provision of Local Authority services for people with dementia would then be established (see minute 10 ante).

The Chair suggested that, in consultation with the Scrutiny Support Officer and the Committee Officer, amendments be made to the layout of the work programme document to make it more user friendly and a revised format would then be circulated to the Committee for comments.

Resolved – That the report and additions to the work programme be noted.

12 **FORWARD PLAN**

The Committee had been invited to review the Forward Plan prior to the meeting in order for it to consider, having regard to the Committee's work programme, whether scrutiny should take place of any items contained within the Plan and, if so, how it could be done within relevant timescales and resources.

In response to comments from Members, the Interim Director reported that Fiona Johnstone, Director of Public Health would be able to update the Committee on public health issues and shadow arrangements which were due to be established prior to public health becoming a local authority function in 2013. A report on the proposed establishment of a shadow Health and Well Being Board was due to be considered by the Cabinet at its meeting on 23 June, 2011.

Resolved – That the forward plan be noted.

13 **MINUTES OF THE CHESHIRE AND WIRRAL COUNCILS JOINT SCRUTINY COMMITTEE**

The Committee received the minutes of the meetings of the Cheshire and Wirral Council's Joint Scrutiny Committee held on 10 January and 4 April, 2011.

Resolved – That the minutes be noted.

14 **ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR**

With the agreement of the Chair, Councillor Povall raised two matters:

(i) When would the independent report by Anna Klonowski reviewing the Council's response to concerns raised by Mr Martin Morton be made available?

The Interim Director of Adult Social Services, in response stated that he understood the independent reviewer was in the process of completing her report and once it had been delivered to the Council would be due to go to Cabinet on 23 July, 2011.

(ii) The current situation with the former Meadowcroft home.

The Interim Director reported that following the closure of the home some day provision was still being provided but most of the building had been declared surplus and passed over to Asset Management. He confirmed that an approach had been received from Age UK and discussions were ongoing.

Resolved – That the comments of the Interim Director be noted.

*** PROGRESS REPORT ON CHANGES TO SERVICE PROVISION - UPDATE REPORT**

Report attached (see minute 2).

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WIRRAL COUNCIL

HEALTH & WELLBEING OVERVIEW & SCRUTINY COMMITTEE

UPDATE FOLLOWING MEETING HELD ON 20 JUNE 2011

SUBJECT:	<i>PROGRESS REPORT ON CHANGES TO SERVICE PROVISION - UPDATE REPORT</i>
WARD/S AFFECTED:	<i>ALL</i>
REPORT OF:	<i>HOWARD COOPER, INTERIM DIRECTOR OF ADULT SOCIAL SERVICES</i>
RESPONSIBLE PORTFOLIO HOLDER:	<i>COUNCILLOR ANNE MCARDLE</i>
KEY DECISION?	NO

1.0 EXECUTIVE SUMMARY

- 1.1 This report to the Health & Wellbeing Overview and Scrutiny Committee is in order to update members as to progress and current position regarding changes to service provision in DASS.

This item falls within the Social Care and Inclusion Portfolio.

2.0 RECOMMENDATION/S

- 2.1 That members of the Health & Wellbeing Overview and Scrutiny Committee note this report and the developments contained within it.

3.0 REASON/S FOR RECOMMENDATION/S

- 3.1 As above

4.0 BACKGROUND AND KEY ISSUES

- 4.1 The Cabinet resolution of 9 December 2010 proposed that the services offered by the following facilities would be re-provided by appropriate voluntary or independent organisations from 1 April 2011.

- Maplehome: 23 beds for learning disability respite
- Fernleigh: 8 beds for mental health respite and four beds for crisis based respite
- Manor road: 4 residential care spaces for people with a learning disability
- Poulton house: 38 beds for older people's intermediate care / respite care
- Pensall House: 25 beds for older people's intermediate care / respite care

- Meadowcroft: 23 beds for older people's respite

The programme for closure has been underway since mid January, we have made very good progress in all areas. Subsequently a full tendering exercise was undertaken and a report taken to Cabinet on 17 March to seek approval to award contracts, this was agreed. The report contained a proposal to retain one of the service previously identified for closure, Fernleigh Resource Centre.

In parallel to the tender process officers across DASS worked extremely hard to manage the transition process for all people who use services, their carers and families.

The needs of people using these services have always been the most important consideration and work is currently taking place with people to identify the most appropriate alternatives. We will not hand over responsibility to independent providers until we are completely confident that they can retain, and wherever possible, improve standards. Continuity of care will be a key priority moving forward and the Council will retain its statutory responsibility for monitoring these services in terms of delivery, value for money and return on investment.

Throughout this process, appropriate support continued to be provided to every individual currently using our facilities, even if it is in a different building.

All people who use services and their carers were contacted to discuss these options in more detail. Appropriate support will continue to be provided. This may not necessarily be in the same building as people had previously used, but the quality of care will be maintained and we will continue to provide people with quality services that are appropriate to their needs.

On 17 March the Council successfully opposed an application to the High Court for a judicial review which would have prohibited it from closing Mapleholme, Pensall House, Poulton House, Meadowcroft and Fernleigh at the end of March 2011.

Contracts

Wirral continues to do business with all care home providers who have had their tender submissions accepted, including those who have raised concerns about new price rates via the Fairer Fees Forum. As previously stated, the Council is of the firm view that it has entered into new legally binding contracts with all these care home providers; as such we will be making it clear to them that the Council expects them to honour their contractual obligations, including compliance with the new rates, in full. If any provider refuses to provide care services to any new user/resident then the Council will write to that provider and/or their legal representative setting out its position again and challenging the refusal. The Council has been entirely reasonable in relation to all its dealings with the care home providers, but will be stressing that the needs of the people who use the care home services must come first. We continue to monitor the situation and ensure that all people are supported. We would like to emphasise that people living in those establishments remain unaffected by this matter. In the last two weeks we have had a number of providers notifying the

Department that they will be accepting care placements under the new Wirral contract and this number continues to grow.

Some people are already choosing alternative provision and personal budgets as the transition continues. People who use our services are being supported on a case-by-case basis as they make the choices they wish to make about future care provision and care packages. We continue to stress that we will be as flexible as necessary to allow people to make the change to new providers in as stress-free a way as possible. Their care and wellbeing remains a priority. Now that we have a list of accredited providers, the people who use services, their carers and their families, will be supported to make their choices.

We have already had several meetings with people who use services, families and Carers and staff. We will continue to hold these meetings and forums throughout the transition period and have various other forms of communication including a weekly email briefing note and a regular newsletter.

Operationally we have put together a team of skilled professionals who supported people to ensure the transition is as smooth as possible and ensure that they are able to exercise choice and control over how they receive their care and support in the future. This includes enabling people to use their Personal Budgets to explore different types of support, if they so wish.

The Council's new accredited providers of Personal Support at Home (including Supported Living Services) have now been officially notified (this happened w/c 2 May). The list has now been circulated widely. The Council has 45 accredited providers. A total of 17 new providers have been identified as being successful under the tender interview process subject to references, financial viability and other documentation being received.

Throughout the process carers and people who use services have been a key and integral part of the selection process. People who use services have drawn up their own service specifications and have selected the providers they feel can best meet their individual and personal needs.

4.2 Specific Updates

Respite services: People who previously used respite services at Mapleholme, Meadowcroft, Pensall House and Poulton House are being guided through the process of choosing new providers by our staff.

Mapleholme, Meadowcroft, Pensall House, Poulton House and Manor Road closed as planned on 31 March.

Supported Living: (vulnerable people we support to live independently): Assessments of people began w/b 21 March. We have a number of providers who are already accredited so will continue to provide this service. There has also been a good response from new, independent, community and faith sectors providers to re-provide from the current in-house services. These tenders are shortly to be evaluated.

Fernleigh: People who use and their families have been advised of the changes in our plans and we will be consulting with all key stakeholders, staff and partners, initially through the well established Local Implementation Team but also through wider communication and engagement with people who use both crisis and respite facilities and their carers.

Sylvandale & Girtrell: To ensure continuity of care and choice for people wishing to access in-house service, Girtrell Court and Sylvandale are to be retained as in-house services for people with learning disabilities to ensure continuity of service provision after the closure of Mapleholme. Additional provision has also been identified in the independent sector in order to increase options available to people.

Intermediate/Rehabilitation Care for Older People:

We have appointed two new providers to deliver these services:

- Hoylake Cottage Hospital
- Grove and Park House

By Friday 1 July 29 intermediate care beds will be available out of the 39 planned. Meetings have taken place with the new providers and health and social care partners with the aim of improving pathways and communication in relation to admission and discharge targets.

Day Services:

Respite provision at both Meadowcroft and Mapleholme has now stopped. However, day services will continue as normal at Meadowcroft. Day services at Mapleholme will move to Sylvandale on 4 April. Day services at Pensall House will continue to be provided by Age Concern.

Reablement Services:

A project plan has been in place to implement the new STAR service (Short Term Assessment and Reablement) a partnership service which replaces the HART service. The Council is working with new providers to deliver this service and ensure continued high standards. Officers are meeting regularly with three newly accredited STAR providers to agree the service implementation timetable and work plan which includes an intensive training programme for their staff. The new providers are:

- Housing 21
- Local Solutions
- Professional Carers

To date 57 staff from across the three providers have been trained in reablement. The first referrals onto the new service were taken at the end of May and have steadily grown in number to an average of 70 people on the service at any one time. The aim is for full service capacity to be achieved by August. The service has also been restructured into four teams three of which will be locality based with the fourth team planning to be based in Arrowe Park Hospital.

4.3 Communicating with service users and their families

The Care Changes information area on www.wirral.gov.uk continues to be updated as necessary. Since it went live on 14 February the page has had 1,800 hits (as of 01.04.11) this is a significant amount of traffic, it's the 49th most popular page on the website for that period. To put that into context over the last 6 months the most popular Social Care & Health page was ranked 66th, therefore we feel this central portal of information has been a great value to a great many people.

A letter outlining developments involving Girtrell Court, Sylvandale and Fernleigh has been sent to those service users and their families who are affected. A new newsletter is in production. We continue to liaise with our staff and with NHS Wirral on the dissemination of key messages and information for NHS patients and staff, and is helping with the production of information for staff, people who use services, and carers in whatever way it can, including staff briefings, newsletters and information for Wirral's hospitals and GP surgeries.

In recent weeks the Transitional Support Team has contacted all 322 people who are recorded as using our respite services, all assessments have been completed and have now completed the assessments and support plans of the 80 people who live in Supported Living establishments.

5.0 RELEVANT RISKS

5.1 N/A

6.0 OTHER OPTIONS CONSIDERED

6.1 N/A

7.0 CONSULTATION

7.1 Further consultation will take place with people who use Fernleigh Resource Centre in order to explore all options. We will include other stakeholders such as carers, private, voluntary and community groups.

8.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

8.1 N/A

9.0 LEGAL IMPLICATIONS

9.1 N/A

10.0 EQUALITIES IMPLICATIONS

Equality Impact Assessment (EIA)

(a) Is an EIA required?

Yes

(b) If 'yes', has one been completed?

Yes (8 March 2011)

11.0 CARBON REDUCTION IMPLICATION

11.1 N/A

12.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

12.1 N/A

REPORT AUTHOR:

Christine Beyga

Head of Service Provision

telephone: (0151) 666 3624

email: christinebeyga@wirral.gov.uk

APPENDICES

Appendix 1 - Timeline for Market Management Process

Implementation Milestone	Effective Date
Task Force recommendations made to Cabinet	9 December 2010
Cabinet authorises DASS Interim Director to invite Tenders	“
Cabinet sets standard price for Personal Support	“
Tenders posted via Chest	15 January 2011
Tenders returned by	15 February 2011
Cabinet (17 March) DASS clearing meeting	21 February 2011
Complete Tender evaluation	28 February 2011
Complete New provider interviews	6 March 2011
Cabinet briefing	7 March 2011
Cabinet to agree award of contracts	17 March 2011
Contracts awarded – Planned date	1 April 2011
Actual date: Residential & Nursing	24 March 2011
Actual date: Supported Living	28 March 2011
Contract commencement date	11 April
Transition commences	11 April
Complete Transitional arrangements	1 October 2011
Benefits realisation review	30 October 2011

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