

WIRRAL COUNCIL

FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE –

23RD MARCH 2015

HEALTH AND CARE PERFORMANCE PANEL – 1ST APRIL 2015

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 2ND FEBRUARY 2015</i>
REPORT OF:	<i>THE CHAIR OF THE PANEL (COUNCILLOR MOIRA MCLAUGHLIN)</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback of the key issues arising from the meeting of the Health & Care Performance Panel held on 2nd February 2015.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Alan Brighthouse, Treena Johnson, Cherry Povall, Denise Roberts, Chris Spriggs

Other Attendees:

Lorna Quigley (Head of Quality and Performance, Wirral Clinical Commissioning Group)
Karen Prior (Wirral Healthwatch)

Clare Fish (Strategic Director, Families and Wellbeing, Wirral Borough Council)

Amanda Kelly (Senior Manager, Market Transformation and Contracts, Adult Social Services, Wirral Borough Council)

Alan Veitch (Scrutiny Support Officer, Wirral Borough Council)

Apologies:

Councillor Wendy Clements

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 11TH DECEMBER 2014

The notes from the previous meeting, held on 11th December 2014, were approved by members.

A member referred to the list of care homes in each ward which is due to be issued to the relevant ward members. This action is outstanding.

It was also agreed that a method of distributing the outcomes of CQC inspections of care homes to members would also be determined by officers.

It was confirmed that the Chair of the Panel had recently attended a meeting of the Quality and Safety Committee at Wirral University Teaching Hospital. The visit was very

useful and helps to strengthen the relationship between this Panel and the partner organisations.

North West Ambulance Service has been invited to attend the next meeting of the parent committee, the Families and Wellbeing Policy & Performance Committee on 23rd March 2015.

4.0 DOMICILIARY CARE

Amanda Kelly introduced a report which provided members with an overview of the domiciliary and reablement services provided by the Council. During 2013, a decision was taken to re-tender the services in order to achieve:

- A strategic shift to better support people at home and reduce reliance on bed based capacity.
- Further development of enablement, reablement and intermediate care services.
- Wirral – wide services; including those more rural areas which had traditionally been difficult to set up care packages in.
- Enhanced Domiciliary Support capacity and capability with a same-day responsiveness to new packages of support.
- The ability to mobilise support to people in crisis, including a mobile night's service.
- Fewer, zone based Providers charging contractually agreed fee rates in order to provide best value as well as to assist with quality monitoring and contract management.

The services enable older people, people with disabilities and people recovering from an illness or hospital stay, to stay living at home by supporting them with home-care and services that help them stay mobile. The contract award, agreed by Cabinet in November 2013, resulted in the number of providers reducing from in excess of 60 to 6. The tendering process enabled the Council to combat issues which had previously resulted in:

- a fragmented care market,
- poor responsiveness and quality, which can quickly result in bed-blocking
- recruitment and retention problems for care workers
- an over reliance on zero hours contracts.

Officers regard the re-tendered service as a great success as quality and responsiveness of the service have improved. In addition, all providers are paying the living wage to staff.

During discussion with members, a number of issues emerged:

- During the tender process, quality was the main driver. The outcomes of the process have included an improved quality of service, a faster response to calls and improved working conditions for staff.
- The reablement service is now receiving approximately 170 – 180 referrals per month, which represents a 50% increase.
- The Contract Management team monitors the service in two ways:
 - Service user's experience, including customer feedback, safeguarding incidents, complaints, and so on.
 - Sample monitoring. For example, there are tolerances regarding the consistency of carers. If more than six carers are used to visit a single client, the case will be flagged.

- An intention of the new contract was to encourage providers to move away from the use of zero hours contracts with staff. However, in practice, the providers have found it difficult to implement due to resistance from workers. Therefore, it is recognised that further action is required.
- The direction of travel is to move away from 15 minute visits. However, it is recognised that for a limited number of cases, for example, medication check, a 15 minute visit may be appropriate.
- The number of complaints received from service users has been very low. Further information was requested regarding the volume of complaints and recorded safeguarding incidents.
- There are a significant number of vacancies across the nursing and residential care home establishments in the borough. Due to the expansion of services such as reablement, people increasingly have the ability to stay at home for longer. This is a welcome direction of travel. The demand for residential care is, therefore, likely to decline, with the demand for nursing care remaining significant.
- The Friends and Family Test does not apply to the social care sector, although the providers of domiciliary care do ask for customer feedback which is returned direct to the Council.
- There is not a known issue regarding the turnover of staff among the providers nor is there a known issue relating to language barriers and ethnicity of staff.
- Members requested the opportunity to review an annual complaints report.

Conclusion:

Members thanked Amanda Kelly for the report and were pleased to receive such a positive report.

5.0 QUALITY FRAMEWORK AND PERFORMANCE MEASURES FOR THE HEALTH AND CARE SECTOR IN WIRRAL

As no new performance data was available since the previous report, this item was deferred until the next meeting on 1st April.

Lorna Quigley undertook to feed back any relevant information from meetings of the Quality Surveillance Group to meetings of this Panel.

6.0 HEALTH SCRUTINY TRAINING REQUIREMENTS FOR MEMBERS

Members will be aware that during 2013, a scrutiny review entitled 'The implications of the Francis Report for Wirral' was undertaken by a panel of Elected Members. The recommendations of the panel members were subsequently approved by the Families and Wellbeing Policy & Performance Committee on 28th January 2014 and by Cabinet on 13th March 2014.

One of the themes pursued by the panel members was to put in place steps to improve the effectiveness of health scrutiny. A recommendation from the scrutiny review was:

Recommendation 17 – Health scrutiny training

The Head of Policy & Performance / Director of Public Health is requested to ensure that members feel that they have adequate skills and training to undertake their health scrutiny role effectively.

Clearly, members are able to fulfil their scrutiny role most effectively when they have received suitable training and their knowledge base enables them to ask the appropriate questions at meetings. This is of particular importance in health scrutiny when new members may initially find the subject matter difficult to understand, with the NHS landscape being complex.

Although this issue has been discussed by the Chair and Spokespersons of the Families and Wellbeing Policy & Performance Committee, Alan Veitch introduced a briefing paper which gave members of the Health & Care Performance Panel an opportunity to reflect on the member training that has already been available and also suggest additions for the future.

Members made the following comments:

- The training session for scrutiny members held last year relating to performance reporting was well received by members. It was suggested that a similar session be arranged at the start of the next municipal year, perhaps in conjunction with a session helping members to understand health-related performance data, for example, mortality data.
- Further information regarding integration of health with social care, Vision 2018 and the Better Care Fund would be helpful. It was proposed that a Spotlight session to cover this topic should be held early in the 2015/16 municipal year.
- Mapping of the different committees to show remits and reporting lines was suggested.
- Karen Prior offered to arrange 'Enter and View' training for any interested members. (Local Healthwatch have a power to 'Enter and View' health and social care providers to observe matters relating to the services provided).

7.0 QUALITY ACCOUNTS PROCESS FOR 2015

Alan Veitch presented a briefing paper relating to Quality Accounts and the proposed activity to enable members to input comments during the 2015 process. Providers of NHS healthcare services in England are required to publish an annual Quality Account. Overview and Scrutiny Committees responsible for health scrutiny are given the opportunity to comment on local Health Trusts' draft Quality Accounts, prior to publication of the final document. However, there is a limited timescale in which to review the draft reports provided by the local health partners and respond with comments. Typically the draft Quality Accounts will be available towards the end of April and responses must be sent within 30 days as the final versions must be lodged with the Department of Health before 30th June.

It is proposed that a session be arranged during week commencing 11th May for members to review the draft Quality Accounts with relevant officers from each of the following local partners:

- Wirral Community Trust;
- Wirral University Teaching Hospital Foundation Trust;
- Clatterbridge Cancer Centre NHS Foundation Trust;
- Cheshire & Wirral Partnership NHS Foundation Trust;
- North West Ambulance Service

Members authorised officers, in consultation with the Chair and Spokespersons, to make the necessary arrangements for scrutiny of the draft Quality Accounts to take place.

8.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

It was proposed that two future meetings of the Panel be arranged:

- Wednesday 1st April - An update from WUTH regarding progress towards implementing the Action Plan in response to the recent CQC report
- Week commencing 11th May – a session to review the draft Quality Accounts provided by the local health partners.

9.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Amanda Kelly agreed to send a list of care homes in each ward to the relevant ward members (outstanding from a previous meeting).
2. Amanda Kelly / Alan Veitch to determine a method of distributing the outcomes of CQC inspections of care homes to members.
3. Alan Veitch to ensure that a social care complaints report (to include domiciliary care) be included on the work programme for the Panel.
4. Lorna Quigley undertook to feed back any relevant information from meetings of the Quality Surveillance Group to meetings of this Panel.
5. Alan Veitch to ensure that a training session for scrutiny members relating to performance reporting, including health-related data be included on the work programme for the 2015/16 municipal year.
6. Alan Veitch to ensure that a Spotlight session regarding integration of health with social care, Vision 2018 and the Better Care Fund be included on the work programme for the 2015/16 municipal year.
7. Alan Veitch to establish whether any Panel members require training relating to 'Enter and View'. The training has been offered by Karen Prior (Wirral Healthwatch).

10.0 RECOMMENDATIONS FOR APPROVAL BY THE FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE

Members are requested to authorise the Chair of the Committee, in consultation with the Spokespersons, to finalise the responses to the draft Quality Accounts.

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