

SCRUTINY BOARD (HEALTH AND ADULT SOCIAL CARE)

MONDAY, 18TH FEBRUARY, 2008

PRESENT: Councillor J Chapman in the Chair

Councillors J Bale, J Dowson, G Driver,
P Ewens, J Illingworth, M Iqbal, G Kirkland and
M Rafique

CO-OPTEES:

| | |
|----------|------------------------------------------------|
| J Fisher | - Alliance of Service Users and Carers |
| E Mack | - Leeds Voice Health Forum Co-ordinating Group |
| S Morgan | - Equalities |
| L Wood | - Leeds Patient and Public involvement Forums |

96 Declarations of interest

Councillors Dowson and Rafique declared personal interests in Item 13, Neighbourhood Network Service for Sikh Older People, due to their respective positions as Ex-officio Members of the Sikh Welfare Trust. Minute No. 105 refers.

Joy Fisher declared a personal interest in Item 12, Performance of Homecare Providers (Independent and Directly Provided) as she was a service user. Minute No. 104 refers.

Further declarations of interest were made during the meeting. Minute Nos 103 and 104 refer.

97 Apologies for Absence

Apologies for absence were submitted on behalf of Councillors Russell and Wadsworth.

98 Minutes

RESOLVED – That the minutes of the meeting held on 21 January, be confirmed as a correct record.

99 Executive Board Minutes

RESOLVED – That the minutes of the Executive Board held on 23 January 2008 be noted.

100 Overview and Scrutiny Committee Minutes

RESOLVED – That the minutes of the Overview and Scrutiny Committee held on 8 January 2008 be noted.

101 Co-option to Scrutiny Board (Health and Adult Social Care)

The Head of Scrutiny and Member Development submitted a report requesting the co-option of a Member to the Board.

The Chair welcomed Somoud Saqfelhait to the meeting. Somoud had been nominated for co-option to the Board and she gave the Board an overview of her involvement with Touchstone Mental Health Services.

RESOLVED – That Somoud Saqfelhait be co-opted to the Scrutiny Board (Health and Adult Social Care) for the remainder of the 2007/08 Municipal Year.

102 Performance Report Quarter 3 2007/08

The Head of Policy, Performance and Improvement submitted a report which highlighted key performance issues considered to be of corporate significance for the Scrutiny Board (Health and Adult Social Care). Appended to the report was information on a range of performance indicators relating to Health and Adult Social care along with the Council's progress on these indicators.

The Chair welcomed the following to the meeting:

- Sandie Keene – Director of Adult Social Services
- Dennis Holmes – Chief Officer, Commissioning
- Stuart Cameron Strickland, Commissioning Manager – Performance & Quality Assurance

It was reported that a number of the performance indicators had shown positive progress although the performance of comparator authorities demonstrated the need for continued improvement. It was felt that there had been a significant overall improvement across Social Care services in Leeds over the past year.

In response to Members questions and comments, the following issues were discussed:

- Direct Payments – It was noted that there had been an improvement in the number of service users taking up Direct Payments for services. It was reported that there were still significant challenges facing the Council regarding Direct Payments. Members were reminded of the recent report to Executive Board and the need to develop a strategy for the use of Direct Payments. Concerns expressed included the bureaucratic process of using Direct Payments, screening of employees, quality of service delivery and health and safety issues. It

was reported that national guidance was still awaited on many of these areas of concern.

- Intensive home care – concern was expressed about Leeds' position at the bottom of Core City performance for indicator BV53, which related to intensive home care. Members were informed that day centre provision was not eligible for recording within this indicator. Leeds provided more intensive day centre care than other authorities and should this be included it would give a more favourable position.
- Demographics which made Leeds very different to other core cities
- Provision of respite care for those living alone.
- Individualised budgets.
- How to meet next years targets.

The Chair thanked those present for this item.

RESOLVED – That the report be noted.

103 Care Closer to Home

The Head of Scrutiny and Member Development submitted a report which presented information from Leeds PCT, Leeds Teaching Hospital Trust (LTHT) and Adult Social Services regarding the provision of care closer to home.

The Chair welcomed the following who were present for this item:

- Maggie Boyle, Chief Executive, LTHT
- Jill Copeland, Chief Executive, Leeds PCT
- Sandie Keene, Director Adult Social Services
- Dennis Holmes, Chief Officer – Commissioning

Jill Copeland reported that the PCT had engaged local people in developing a strategy to provide care closer to home. Priority areas identified had been for patients with Diabetes, Chronic Obstructive Pulmonary Disease (COPD) and Stroke rehabilitation and treatment. Different methods of providing this care closer to home had involved the use of Community Nurses and providing services at GPs surgeries. Benefits realised from this had included increased independence and easier access to specialist care. There had been a 10% reduction in COPD admissions and 15% overall reduction in hospital admissions. There was ongoing investment in new facilities and reference was made to the use of the LIFT centres. It was also reported that local community engagement would be increased with links between the PCT and Area Committees.

Leeds Teaching Hospital Trust had been developing care pathways on chronic disease conditions with the involvement of patient and user groups. Joint working by the PCT and Social Services was also due to start in April, to develop a combined Health and Social Services Strategy. In terms of making services more accessible to the population it was reported that the use of

peripheral hospital sites and how to maximise their capacity was under consideration.

Social Services had an emphasis on enabling people to stay in their own home as long as possible. There were joint teams of social workers, physiotherapists and others who provided care in the community for users. Reference was also made to joint funded posts between Social Services and the PCT which had provided improved and streamlined services.

In response to Members questions and comments, the following issues were discussed:

- Dental provision at Yeadon Lift Centre – It was reported that 2 of the 3 dental chairs had now been filled.
- Diabetic care at Wharfedale Hospital – work had taken place with GPs in the Otley area regarding diabetic care. The PCT and LTHT were working closely together to develop the most appropriate care which would meet the needs of local people.
- Lift Centres – it was reported that a full range of services could not be provided at each centre. The availability of services could be affected by patient choice or how easy access to alternative services could be.
- Referral management had been part of a major work programme and it was hoped that this would now make referrals quicker.
- Recruitment of District Nurses – there had been staffing shortages in these positions.
- More flexible opening times to allow easier access to services and the walk-in centre at the Light Shopping Centre.
- There was a PCT board looking at how to implement the national service framework on long term neurological conditions
- There were no plans to close any of the City's peripheral hospitals.
- End of life care.

The Chair thanked those present for this item.

RESOLVED – That the report be noted.

(Councillor Kirkland declared a personal interest in this item due to his position on the Wharfedale Hospital Forum).

104 Neighbourhood Network Service for Sikh Older People

The report of the Head of Scrutiny and Member Development reminded the Board of dissatisfaction amongst some of the Sikh Community in Leeds regarding the consultation and procurement exercise undertaken to secure the Neighbourhood Network Service for Sikh Older People. Appended to the report was a report of the Director of Adult Social Care that outlined the procurement and consultation process along with correspondence between the Sikh Welfare Trust and the Council.

The Chair welcomed the following to the meeting for this item:

Draft minutes to be approved at the meeting
to be held on Monday, 17th March, 2008

- Dennis Holmes, Chief Officer – Commissioning
- Alison Lowe, Chief Executive, Touchstone
- Parminder Singh Syan, Sikh Welfare Trust
- Ujjal Singh Ryatt, Sikh Welfare Trust

Several concerns had been raised by the Sikh Community regarding the tendering of the Neighbourhood Network Service for Sikh Older People. It was felt that the consultation had not been appropriate or that it had involved the right people. It was also felt that the tender specifications had not been suitable and that this had led to dissatisfaction with the services provided as they did not meet the needs of the Sikh Community. The Community felt there had been a significant reduction in the level of service provided since the new Neighbourhood Network Service began.

Dennis Holmes reported that the consultation carried out had been as wide as possible and the decision to appoint Touchstone had reflected the outcome of the consultation and tender process. Social Services were eager to work with the Sikh community to see how service delivery could be improved and how to develop the best service model.

In response to Members questions and comments, the following issues were discussed:

- Terms of the contract could be amended in consultation with the contractor. There would be issues such as employee rights to consider and these would have to form part of any negotiations.
- The Council could extend Touchstone's contract if contractual obligations had been met.
- Involvement of female members of the Sikh Community during the consultation process.
- The composition of the steering group.

RESOLVED – That the issue be referred to the Executive Member for Adult Health and Social Care.

(Somoud Saqfelhait declared a personal interest in this item due to her involvement with Touchstone).

(Councillors Bale, Kirkland, Iqbal and Rafique left the meeting at 12.30 p.m. following the conclusion of this item).

105 Performance of Homecare Service Providers (Independent and Directly Provided)

The report of the Chief Officer, Commissioning, presented performance information on Homecare Service Providers (Independent and Directly Provided).

Further to Members comments and questions, the following issues were discussed:

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- Dignity – indicators for dignity were being developed in conjunction with the PCT and would be included in contracts. Service users would also be involved in the development of any indicators.
- In response to a question of why some providers had higher ratios of staff to users, it was reported that this may be due to the complexities of care packages required for an individual user and how teams were organised from provider to provider.
- The role of the Voluntary, Community and Faith Sector and Neighbourhood Networks.
- Although many of the providers had been rated as adequate, it was expected that they should be achieving good or excellent ratings. Those who were rated adequate by the Commission for Social Care Inspection could ask for an early review and likewise a review of their services could be requested.
- The requirement for providers to employ a minimum of 50% of staff with NVQ Level 2 in Health and Social Care.
- Individualised budgets and Direct Payments.
- Concern regarding the frequent changes of Managers and Senior Managers in the independent sector and the fact that assessments were based under previous management. It was reported that management was one of the national inspection standards to be met.
- There were no plans to privatise any Local Authority Homecare services.

RESOLVED – That the report and performance information be noted.

106 Formal response to the Scrutiny Board Statement - the NHS Dental Contract in Leeds: One Year On

The Head of Scrutiny and Member Development submitted a report regarding the Formal Response to the Scrutiny Board Statement - The NHS Dental Contract in Leeds: One Year On. Responses from Leeds PCT, the Leeds Local Dental Committee and Department of Health were appended to the report.

With regards to the Board's recommendation regarding the re-opening of the debate on the fluoridation of water, Members discussed the possibility of submitting a white paper to full Council or a deputation.

RESOLVED – That the report be noted.

107 Work Programme

The Head of Scrutiny and Member Development submitted a report which detailed the Board's Work Programme for the 2007/08 Municipal Year.

Members discussed the Work Programme and the following issues:

- NHS Annual Health Check

- Review of the National Blood Service – information was also requested on the Bone Marrow Register
- Localisation Inquiry – draft final report

RESOLVED – That the current Work Programme be agreed

108 Date and Time of Next Meeting

Monday, 17 March 2008 at 10.00 a.m. (Pre-meeting for all Members at 9.30 a.m.).