

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

5 OCTOBER 2016

Present: County Councillor McGarry(Chairperson)
County Councillors Carter, Chris Davis and Sanders

28 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ahmed and Magill.

29 : DECLARATIONS OF INTEREST

There were no declarations of interest received.

30 : MINUTES

The minutes of the meeting held on 7 September 2016 were agreed as a correct record and signed by the Chairperson.

31 : CARDIFF & VALE DEMENTIA THREE YEAR PLAN (2014/2017): PROGRESS REPORT

The Chairperson welcomed Councillor Elsmore Cabinet Member (Health, Housing and Wellbeing); Tony Young Director Social Services; Amanda Phillips Assistant Director Adult Services, Helen Joy, Nexus Cardiff & Vale Action for Mental Health and Dr Suzanne Wood, Cardiff & Vale Public Health Board to the meeting.

The Chairperson invited the Cabinet Member to make a statement in which she said that she was pleased to have been able to attend the launch of the Cardiff and Vale Dementia 3-year plan and also to have proposed a motion calling upon the Council to make Cardiff a Dementia Friendly City which was approved by Council in September. Good progress has been made in implementing the agreed actions over the previous two years, but there are still further actions to be implemented.

Dr Suzanne Wood informed Members work to tackle Dementia is ongoing and that there will be a refresh of the 3-year Dementia Plan in April 2017

The Chairperson invited questions and comments from Members:

- Members requested information as to whether or not the statistics referred to compared favourably to other Health Boards in the UK. Members were advised that the Monitoring and Evaluation Sub-group have identified improvements for the year but that there have been some declines in performance. Whilst the performance figures compare favourably with other Welsh Health Boards, with reference to the dementia diagnosis rates there is some way to go for the level of performance to compare favourably with the English Health Boards. Members also noted that Cardiff & Vale University Health Board is the only Health Board in Wales to have a standalone Dementia Plan. It was not mandated by Welsh Government.

The task force force monitor performance and agree actions to improve, for example are now using GP diagnostic clinics rather than overburdening the Memory Team in an effort to improve performance from 20 weeks to a target of 6 weeks.

- Members were provided with information in relation to the Communications and Engagement Sub-group which is chaired by Dr Wood and Helen Joy. In particular Members were referred to the benefit of partnership working which is ensuring that there is efficient and effective communication taking place. Carers and service users feedback has helped to refine diagnosis pack contents and the witnesses are confident that carers and service users concerns have been noted and considered during the CHC provision process
- Given the approach of the Task Force is multifaceted, Members queried whether performance is as was anticipated at this point. Members were advised currently targets are being met, there has since been new legislation, training and development modules for health and social care staff have been introduced. Staff are as dementia aware as they can be.
- Members referred to Dementia Friendly Communities and sought clarification on the approach and the balance between Social Services staff and Neighbourhood Partnership staff, Officers advised that whilst it was a priority that there was a joint approach, some work was still being done in isolation and so work has now joined forces via the Neighbourhood Partnership approach. Members were also informed that the Good Work Framework is being rolled out and that Dementia awareness levels in shops and business is increasing.
- Members noted that the survey of carer's experiences was underway but that at the present time the sample sizes are small and on that basis whether the results are accurate. Dr Wood advised that the opinions of the Carers were valuable. The survey took approximately 10 minutes to complete, but that it was voluntary. It is accepted that there is a low response rate, however, it is difficult to keep surveying the same Carers. Helen Joy advised that it is an area of confusion for both Nexus and the Dementia Task Force as there has been a number of surveys and there is a lot of information to be collated. It is important to garner the information to try and ascertain a real and honest picture of the views of Carers.
- Members asked to be provided with an update in relation to Respite Care and were advised that there were a number of ongoing reviews in relation to the re-tendering of respite care.
- Whilst there was no specific reference in the Year 2 progress report to Oldwell Court there were references to the Alzheimer's Society. The authority has maintained its relationship with Oldwell Court and continues to fund places. Members were advised that the report was co-ordinated by the Health Board as a summary of performance to date.
- Members were advised that young onset dementia accommodation is included in the recommissioning of learning disabilities related accommodation

provision and that recommissioning also includes retendering mental health supported living accommodation.

- Members also expressed concern about the quality of care in residential and nursing homes and were advised that, in partnership with CSSIW, the Escalating Concerns Policy was being robustly applied.
- In response to a query from Members about what was working well currently, Helen Joy responded that the partnership working, with people at the right level to effect change, was invaluable in such a complex landscape and that this needed to continue after the end of the Plan. In addition, there needs to be improvement in the way that service users and carers feedback is treated and acted on and in how it is gathered to ensure it is more inclusive and representative of the communities in Cardiff.

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 5 October 2016 and to convey the observations of the Committee when discussing the way forward.

32 : ASSESSMENT THEMATIC ITEM

The Chairperson welcomed Councillor Susan Elsmore, Cabinet Member for Health, Housing and Wellbeing; Tony Young Director Social Services, Sarah McGill, Director Communities, Housing and Customer Services, Amanda Phillips Assistant Director Adult Services and Jane Thomas, Assistant Director Communities and Housing and Carolyne Palmer to the meeting.

The Chairperson invited questions and comments from Members:

- Members sought clarification as to how carers assessments were accessed via the First Point of Contact Service (FPOC) and were advised that should support be required, initially the FPOC will be able to provide information, advice and assistance, there will then be a referral to the Carers Assessment Team. Currently within that team there are 4 Carer Support Workers, and funding is being sought for a further 2 Carer Support Workers.
- Members were concerned as to know where the increased demand via FPOC could be accommodated and were advised that staffing levels have been realigned and Independent Living Officers will also be undertaking assessments. Other methods of delivering FPOC are also being considered.
- Members noted that the new assessments are taking longer to complete than the previous assessments however that pressure is being closely monitored.
- Members queried whether the ICF monies will continue to fund 2 FTE Social Workers and were advised that the funding for those posts will continue.
- Members were advised that pressure bids have been made for 2017/18 for additional funding for the FPOC

- Officers advised that this is a new service, with a new statutory function and it will be important to carefully consider the data to enhance future provision.
- Members expressed concern that some existing service users would be concerned that the new assessments would result in reduction in their care packages but were advised that staff are alive to those concerns. Training has been provided for staff and there are Challenge Champions in place to assist the process.
- Officers advised that the conversations with new and existing service users is very different and that since the introduction of the Act there have been very few complaints about care packages. The Director stated that there are high customer satisfaction rates for Adult Services and that, whilst it is too early to judge this re new clients under the Act, Social Services is required to survey service users for their views and this will be happening.
- Members sought clarification as the current demographics and whether, for example, Officers felt that the need for Social Workers was rising, or whether it was too early to say. Officers advised that the demographic growth has been taken into account, with staff realigned to deal with bottleneck at front end and provide information, advice and assistance and preventative services, which his helping to ensure, at the current time, demand for adult social services remains static and is being managed.
- Officers advised Members that whilst reporting requirements were changing, for example Care Planning Reviews, a dashboard is maintained for each service area every week and this is discussed by managers and monthly reports are received
- Members were informed that the Locality Working Pilot launch in Llanishen is to take place at the end of October. Officers have been impressed with the response to the project so far from both individuals and businesses and it is important that the model is sustainable and the momentum is maintained to ensure a smooth transition. Members noted that some of the expected savings will not be realised in 2016/17 as it has taken longer than anticipated to resolve some of the domiciliary care services.
- Carolyn Palmer advised Members that her responsibility for the Joint Equipment Service began in April of this year and that improvements are currently being made to enhance that service, with possible improvements being weekend working and clients being able to order standard items, such as hand rails, online without a visit, thus freeing up OT time to focus on clients with more complex needs

AGREED – That the Chairperson on behalf of the Committee writes to relevant Cabinet Members, Directors and officers thanking them for attending the Community and Adult Services Scrutiny Committee on 5 October 2016 and to convey the observations of the Committee when discussing the way forward.

Correspondence to and from the Committee was noted.

Members discussed and agreed the Work Programme including agreeing to add the Commissioning of Replacement Building Maintenance Services Framework to the agenda for 2 November 2016.

34 : DATE OF NEXT MEETING

The next meeting of the Community & Adult Services Scrutiny Committee is scheduled for 5.00pm on 2 November 2016, Committee Room 4, County Hall, Cardiff.

The meeting terminated at 7.00 pm

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