

Integrated Care and Wellbeing Scrutiny Panel

26 January 2017

Commenced: 6.00pm

Terminated: 7.40pm

Present: Councillors Peet (Chair), Affleck, Bailey, Bowden, Buglass, Cooper, Fowler, Middleton, Ryan, T Smith, R Welsh, Wild, Wills.

Apologies for absence: Councillors Cartey, P Fitzpatrick, Kinsey, Patrick, Sweeton, Whitehead

The Chair opened the meeting and received apologies.

25. MINUTES

The minutes of the meeting of the Integrated Care and Wellbeing Scrutiny Panel held on 10 November 2016 were approved as a correct record.

26. CARE HOME SERVICES IN TAMESIDE

The Panel welcomed Sandra Whitehead, Assistant Executive Director, Adult Services; Clare Watson, Director of Transformation, Tameside and Glossop Clinical Commissioning Group (CCG); and Trevor Tench, Service Unit Manager, Joint Commissioning and Performance, to provide an update on Care Home Services in Tameside following a previous in-depth review in 2013.

The Panel heard that in Tameside there are currently 27 residential homes with 1,091 beds and 11 nursing homes with 548 beds. The market is reactive to supply and demand, with a reduction in homes and beds over the last 2 to 3 years which has impacted on overall capacity and bed occupancy rates in the borough. Overall bed vacancy rate, as a percentage of the market, has more than halved during this period.

Members were informed that around 18% of care home beds in Tameside are commissioned by other local authorities and that the Council and CCG have a primary focus to ensure future access. The projected gross spend across the single commission for care home services is approximately £34.5million per year, which includes £10million of health funding for Continuing Healthcare (CHC). The projected gross income from payments received towards fees stands at around £9.6 million per year.

The Council tendered for the provision of residential and nursing care in 2012 and this is joint with Tameside and Glossop CCG. The contract is due to end in December 2017 and it is important that future plans for this arrangement are well researched and robust enough to ensure a suitable and responsive market is established, offering good quality of care across the borough.

When making a decision to place a person in a care home, the Council is committed to ensuring this is done at the most appropriate time and in the most appropriate setting. Making such a decision when a person is in hospital is definitely not right for all parties and as many steps as possible will be taken to ensure this is prevented from happening. When compared with other authorities in the North West, Tameside ranks extremely well for the proportion of people aged 65+ discharged direct to residential care at slightly over 1%.

The Panel was presented with a progress update for each recommendation and response from the 2013 review. Some of the key issues for the future management of care home

services include future capacity and ensuring individual needs are met in the most appropriate setting, with ongoing challenges to meet the needs of residents awaiting discharge from hospital. Financial pressures were also discussed with regards to the funded nursing care rate, with the costs relating to nursing as a primary need set to rise. This makes the market quite complex to manage when ensuring quality of care and value for money in what is a privately operated market.

The Panel asked about the range of quality across providers and the steps that can be taken to ensure all residents are able to receive the best quality of care.

Ms Whitehead and Ms Watson advised members that quality of care is checked by combining information from several sources, along with annual visits. The Council and CCG for the last 3 years have focussed on performance visits, with the Contracts Performance Officer having the ability to undertake appropriate audits where deemed necessary. The CQC is the appointed regulator for care homes and undertakes inspections across the sector to measure standards and compliance.

It was mentioned that in addition to the ongoing monitoring that takes place the standard of each home can very much depend on the quality of the Home Manager and the drive they have to engage care workers and improve overall standards.

RESOLVED: That Ms Whitehead, Ms Watson and Mr Tench be thanked for attending the meeting.

27. OFSTED INSPECTION OF CHILDREN'S SERVICES

The Panel welcomed Stephanie Butterworth, Executive Director, People; and Stewart Tod, Business Manager, Safeguarding and Quality Assurance, to provide an update Children's Services improvement plans.

The Panel received a verbal update and overview on the work undertaken and progress achieved since the Ofsted inspection of Children's Services. With the focus to improve outcomes for children in Tameside, work has been carried out to fully embrace and address some of the key issues and recommendations from the report.

Ms Butterworth advised members that this work is an absolute priority for the Council, which is aimed at improving the accountability of leadership across all levels, refining processes to ensure needs are identified and met sooner, and to deliver real change to a range of workforce issues.

It was reported that a re-visit from the Lead Inspector and Senior HMI will look closely at the Council's planned responses and overall action plan. The first meeting of the Children's Services Improvement Board took place early that day, which will focus closely on delivering the required changes to approach, structure and service delivery.

The Panel heard that Ofsted will return in March 2017 for a 2 day visit. The Council are also required to approve and submit a post inspection action plan, which needs to be with Ofsted by 20 March 2017.

The Chair spoke openly with members about her position on the improvement board and the ongoing role that scrutiny can play in supporting the improvement process. It was discussed that a small group of members are interested in visiting the Public Service Hub to learn more about the front door of Children's Services and internal processes, as detailed in the Ofsted report. Members also requested that a Children's Services update be planned for future panel meetings.

Ms Butterworth welcomed the interest panel members displayed in the Public Service Hub and will instruct officers to support and facilitate this. A further invitation was extended to all present elected members (as corporate parents), should they wish to visit or learn more about any part of Children's Services.

RESOLVED:

- (1) That arrangements are made for a small group from the Scrutiny Panel to visit the Public Service Hub in Denton.
- (2) That a Children's Services Update item be added to the agenda for future meetings.
- (3) That Ms Butterworth be thanked for attending the meeting.

28. PEOPLE AND PLACE SCORECARD

Panel members received an update on sections of the People and Place Scorecard performance report that are relevant to this scrutiny panel.

29. UPDATE ON CURRENT REVIEW

The Chair updated Panel members on the progress of the review of Admission Avoidance, advising that the working group had received an overview of the work undertaken by the Integrated Urgent Care Team.

A further meeting has been arranged with Tameside Hospital and the future involvement of Tameside and Glossop Clinical Commissioning Group, Lead GPs and North West Ambulance Service.

RESOLVED: That dates of future working group meetings be circulated to members by email and as an electronic calendar invitation.

30. DATE OF NEXT MEETING

The Chair informed Panel members that the next meeting of the Integrated Care and Wellbeing Scrutiny Panel will take place on Thursday 16 March 2017.

31. URGENT ITEMS

The Chair reported that there were no urgent items for consideration at this meeting.

CHAIR