

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
9 OCTOBER 2014

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold CH7 6NA on Thursday, 9 October 2014

PRESENT: **Councillor Carol Ellis (Chairman)**

Councillors: Amanda Bragg, Andy Dunbobbin (Vice-Chairman), Cindy Hinds, Stella Jones, Brian Lloyd, Hilary McGuill, Dave Mackie, Ian Smith and David Wisinger

APOLOGIES: Councillors: Veronica Gay, Hilary Isherwood and Mike Lowe.

CONTRIBUTORS: Cabinet Member for Social Services, Chief Officer (Social Services), Disability, Progression and Recovery Service Manager, Adult Safeguarding Manager, and Service Manager Resources

Representatives from Penderels Trust (for minute number 26)

Claire Bickford and Jane Bown – Penderels Trust

Marion Harrison – Service User

IN ATTENDANCE: Environment and Social Care Overview & Scrutiny Facilitator and Committee Officer

24. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillors David Mackie and Hilary McGuill both declared a personal interest in relation to Agenda Items 26, 27 and 28 as members of the Community Health Council.

25. MINUTES

The minutes of the meeting held on 4 September 2014 had been circulated with the agenda.

Accuracy:

Councillor Cindy Hinds said she had submitted her apologies and asked that the minutes be amended to reflect this.

Matters arising

Councillor Hillary McGuill advised that she had not received the information from the Commissioning Manager regarding e-dynamics. The Chief Officer (Social Services) agreed to follow this up.

Councillor Hilary McGuill also referred to outstanding information awaited from BCUHB regarding waiting times at the four orthodontist practices across North Wales and concerns raised regarding the opening hours of two local GP practices. The Overview & Scrutiny Facilitator agreed to contact BCUHB to obtain the outstanding information.

RESOLVED:

That subject to the above amendment the minutes be approved as a correct record and signed by the Chair.

26. DIRECT PAYMENTS/PENDERELS TRUST

The Chief Officer (Social Services) presented the report to provide members with an update regarding how Flintshire Social Services was empowering eligible people through Direct Payments to achieve greater choice and control over the support they required to meet their bespoke needs and outcomes. He introduced Claire Bickford and Jane Bown, representatives of Penderels Trust, Marion Harrison, Service User, and Jo Taylor, Disability, Progression and Recovery Service Manager. He invited the Service Manager to give an overview of the Direct Payments scheme.

The Service Manager provided background information and advised that the County Council was considered an exemplar in the field of direct payments and citizen directed support. Direct payments provided the opportunity for people to work in partnership with care professionals to arrange solutions to fit in with their personal preferences and lifestyles which in turn contributed towards their independence, responsibility and quality of life. The Service Manager reported on the key considerations in the report and referred to safeguards, reviews, monitoring, Penderels Trust, County Council support, training, public information, and peer support. She also gave an outline of further developments for the Flintshire Direct Payments Scheme to ensure it remained fit for purpose under the new requirements of the Social Services and Wellbeing (Wales) 2013 Act.

The Chair thanked the Chief Officer and Service Manager for their overview and invited Members to raise questions.

Councillor Hilary McGuill raised a number of questions concerning the Penderels Trust and cost and levels of service provided. During discussion Members raised further concerns around training, recruitment, risks, safeguards, and CRB checks. The representatives of the Penderels Trust and Service Manager responded to the queries and concerns raised and additional information was provided by Marion Harrison based on her experience of operating the Direct Payments scheme.

RESOLVED:

That the report be noted.

27. REGIONAL SAFEGUARDING CHILDREN'S BOARD PROPOSAL

The Chief Officer (Social Services) introduced a report to seek Members views on the implementation of regional and local arrangements for safeguarding children. He provided background information and advised that from September 2014 the North Wales Safeguarding Children's Board (NWSCB) would be

formally constituted, and with a strong commitment towards a local presence, the Local Safeguarding Children's Boards (LSCBs) would cease and be re-convened as safeguarding delivery groups based on sub-regional locations. The Chief Officer commented on the benefits of the re-structure and explained that the proposed new model enhanced the Authority's and its allied partners commitment to children's safeguarding and ensuring that children were kept safe.

Councillor Hilary McGuill asked who would be undertaking serious case reviews under the proposed new model and how members of the public could make a referral. The Chief Officer advised that serious case reviews had been renamed child practice reviews and would be undertaken by a regional sub group. He confirmed that members of the public would continue to be able to make referrals to the new NWSCB. The Chief Officer agreed to circulate details of the membership of the new Board as soon as available.

In response to the queries and observations made by Councillor Cindy Hinds concerning the 'post-card' system the Chief Officer agreed to provide further information to the Committee on the system.

RESOLVED:

- (a) That the Committee recommends the approval of the proposed structure for the Regional Safeguarding Children's Board to be known as the North Wales Safeguarding Children's Board;
- (b) That the Committee recommends that the temporary host authority (Conwy) be confirmed until a permanent arrangement is confirmed for April 2015; and
- (c) That the Committee supports the recommendation that the minutes of the Regional Safeguarding Children's Board and the Safeguarding Delivery Groups be shared with the Leader and the Cabinet Member Social Services, and Chair of the Social & Health Care Overview and Scrutiny Committee, and that regular, initially twice yearly, update reports on the work of the Board be provided to Cabinet and the Social & Health Care Overview and Scrutiny Committee by the Chief Officer (Social Services).

28. ADULT SAFEGUARDING

The Adult Safeguarding Manager introduced the report to give an update on adult safeguarding performance and current issues. He provided background information and referred to the key considerations around adult safeguarding statistics, deprivation of liberty safeguards, and training.

During discussion the Chief Officer (Social Services) and Adult Safeguarding Manager responded to the concerns raised by Members around the annual increase in the number of referrals received and referred to the raised awareness amongst staff, family members and the general public.

In response to a question from Councillor Hilary McGuill concerning contact arrangements, the Adult Safeguarding Manager explained that the first

point of contact was generally the First Contact Team. Councillor McGuill also referred to the graph provided for outcomes for alleged person responsible and asked that a breakdown be provided for the cases recorded as 'other'.

Councillor Dave Mackie referred to reports in the media that there was a reluctance to report issues in care homes to the relevant authorities. He expressed the view that information should be co-ordinated into a single reference point which would identify any patterns of abuse or neglect developing.

Members raised a number of concerns around the recording of incidents in residential care homes. The Adult Safeguarding Manager outlined the policy for the reporting of significant incidents and advised that such matters were referred to the Care and Social Services Inspectorate Wales and the in-house Contract Monitoring Team. In response to a question from Councillor Hilary McGuill regarding the recording of incidents in private hospitals, Officers advised that these were reported to the Health Inspectorate Wales. Councillor McGuill raised a further question concerning incidents reported in the media at Glan Clwyd Hospital and Deeside Community Hospital. The Chief Officer confirmed that both incidents had been investigated through the POVA process.

Councillor Stella Jones proposed that the Committee writes to the Welsh Government to express its strong views that the criteria relating to the 'other' category within the POVA guidance be made much clearer, and that there is a need for a single reference point to collate information from partner agencies in relation to POVA and integrated IT systems to facilitate this.

RESOLVED:

- (a) That the report and the work of the safeguarding unit within social services be noted; and
- (b) That the Committee writes to the Welsh Government to express its strong views that the criteria relating to the 'other' category within the POVA guidance be made much clearer and that there is a need for a single reference point to collate information from partner agencies in relation to POVA and integrated IT systems to facilitate this.

29. ROTA VISITS

Councillor Andy Dunbobbin reported on a visit he had undertaken with Councillor Mike Lowe to Croes Atti. He advised that it had been a positive experience, however, both residents and staff members had raised some concerns around staffing levels at the home.

The Chair reported that she had visited Double Click and said that it had "more of a buzz" since it had become a Social Enterprise. During the visit concerns had been raised about the computers at Double Click which were considered not adequate for the type of work being undertaken. The Chair asked if any information or support could be provided in relation to the availability of grants for replacement equipment.

Councillor David Wisinger gave a positive report on a visit he and Councillor Christine Jones had made to Arosfa. It was suggested that the additional facility of a 'wet room' would be beneficial to service users.

RESOLVED:

That the information be noted.

30. SOCIAL & HEALTH CARE FORWARD WORK PROGRAMME

The Environment and Social Care Overview & Scrutiny Facilitator introduced the Forward Work Programme of the Committee.

The Facilitator advised that budget consultation workshops, which were not Committee specific, had been scheduled for Members on the 27 October and 3 November 2014.

Members reviewed the current programme and agreed that the following items be considered at the next meeting of the Committee on 13 November 2014:

- Q2 Performance Reporting
- Regional Safeguarding (Adults) Proposals
- Safeguarding and care planning of looked after children and care leavers who exhibit vulnerable and risky behaviour
- Single Point of Access
- Rota Visits

RESOLVED:

That the forward work programme be agreed.

31. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There were no members of the press or the public in attendance.

(The meeting started at 2.00 pm and ended at 4.03 pm)

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Chairman