

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
21 JULY 2016

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, 21 July 2016

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

Councillors: Adele Davies-Cooke, Paul Cunningham, Andy Dunbobbin, Veronica Gay, David Healey, Cindy Hinds, Mike Lowe, Hilary McGill, Dave Mackie, Mike Reece, Ian Smith and David Wisinger

APOLOGIES: Councillor: Ray Hughes. Chief Officer (Social Services), Senior Manager Safeguarding and Commissioning, Senior Manager Children's and Workforce Services

CONTRIBUTORS:

Cabinet Member for Social Services, Senior Officer Integrated Services, Lead Adults, and Complaints Officer (Social Services)

IN ATTENDANCE:

The Social & Health Care Overview and Scrutiny Facilitator and Committee Officer

20. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

There were no declarations of interest.

21. MINUTES

- (i) The minutes of the meeting of the Committee held on 9 June 2016 had been circulated to Members with the agenda.

Matters arising

Betsi Cadwaladr University Health Board (BCUHB)

In response to a question asked by Councillor Hilary McGill the Facilitator agreed to pursue a response from BCUHB to the issues which had been raised by Members during the meeting on 9 June 2016.

- (ii) The minutes of the meeting of the Committee held on 27 June 2016 had been circulated to Members with the agenda.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chair.

22. COMMENTS, COMPLIMENTS AND COMPLAINTS

The Senior Officer Integrated Services, Lead Adults, introduced a report on the compliments, representations and complaints received by Adult and Children's Social Services for the year 1 April 2015 to 31 March 2016, and invited the Complaints Officer to give an overview of the report.

The Complaints Officer reported on the number of complaints received by Adult and Children's Social Services, the services complained about, and the outcomes and lessons learned, as detailed in the report. The Chair requested that information be provided to the Committee on the number of service users within Adult and Children's Social Services to determine the ratio of complaints received to service users. The Complaints Officer agreed to provide this information.

The Chair referred to the information provided concerning the services complained about and said that the total number of complaints received in 2014/15 should read 51 not 48.

Councillor Dave Mackie welcomed the report and suggested that compliments should be given a higher profile. The Complaints Officer agreed to provide an additional appendix to future reports to give more information about the compliments received. Councillor Mackie also referred to Stage 2 complaints and suggested it would be helpful if a Member of the Committee was invited to attend a meeting as an observer. The Senior Officer Integrated Services, Lead Adults, agreed to explore the possibility of this.

Councillor Andy Dunbobbin asked if the complainants in paragraph 1.12 of the report had been satisfied with the outcome of their complaints. The Complaints Officer advised that whilst the complaints did not meet the threshold for safeguarding they were all shared with the Contact Monitoring Team. He explained that the Team Manager of the Contact Team was the Chair of the Multi Agency Group. The Complaints Officer confirmed he would provide further information on the six cases to Councillor Dunbobbin following the meeting.

Councillor Hilary McGuill expressed a concern relating to an issue which had been highlighted during a recent Climbie visit regarding a Looked After Child. The Senior Officer Integrated Services, Lead Adults, agreed to raise the matter with the Senior Manager Children's and Workforce Services and the Head of Inclusion Services and request that they provide a response to Councillor McGuill.

Councillor David Healey welcomed the opportunity to be part of the Climbie visits and wished to thank Children's Services for the hard work and commitment to safeguarding children. He asked that as the visits had been curtailed would there be an opportunity to complete the visits. The Senior Officer Integrated Services, Lead Adults, agreed to make enquiries and respond to the Committee.

RESOLVED:

That the report be noted

23. ROTA VISITS

Councillor Hilary McGuill reported on her visit to Marleyfield. She said that the visit had been positive but expressed a concern relating to a financial matter. The Senior Officer Integrated Services, Lead Adults, agreed to pursue the issue raised with the relevant department.

RESOLVED:

That the update be received.

24. FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)

The Social & Health Care Overview and Scrutiny Facilitator presented the current Forward Work Programme for consideration and referred to the items scheduled for the next meeting of the Committee to be held on 15 September 2016.

Councillor David Healey suggested that a report on Mental Health services be included on the Forward Work Programme. The Senior Officer Integrated Services, Lead Adults, suggested that a report be included as part of the next meeting when representatives of Betsi Cadwaladr University Health Board would be present.

In response to a request from the Chair it was agreed that the Committee receive a report from the Chief Officer outlining any issues of concern with regard to performance.

During discussion it was agreed that an update on progress on the Care Sector also be included in the Forward Work Programme to include a full breakdown of the costs of private and Council owned care homes.

Councillor Cindy Hinds requested an update on the current procedure for the reporting of accidents in Flintshire Care Homes.

RESOLVED:

That the Forward Work Programme be updated in accordance with the above.

25. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting started at 2.00 pm and ended at 2.55 pm)

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Chair