

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

4 OCTOBER 2018

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 4 October 2018

PRESENT: Councillor Carol Ellis (Chair)

Councillors: Marion Bateman, Jean Davies, Mike Lowe, Dave Mackie, Hilary McGuill, Martin White, Ian Smith and David Wisinger

SUBSTITUTIONS: Councillors Mike Reece (for Cindy Hinds) and Dave Hughes (for Ian Smith)

APOLOGIES: Councillor Rita Johnson

CONTRIBUTORS: Councillor Christine Jones, Cabinet Member for Social Services; Chief Officer (Social Services), Senior Manager - Safeguarding and Commissioning, Senior Manager Integrated Services Lead Adults/Early Years, and Service Manager, Disability, Progression and Recovery – Adult Services (For minute no.22) Andrew Lloyd-Jones, General Manager, Double Click (For minute no.23) Sarah Bartlett, Regional Project Manager, North Wales Social Care and Well-Being Improvement Collaborative

IN ATTENDANCE: Social & Health Care Overview & Scrutiny Facilitator and Democratic Services Officer

20. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

There were no declarations of interest.

21. MINUTES

- (i) The minutes of the joint meeting with Education & Youth Overview & Scrutiny Committee held on 24 May 2018 were received.
- (ii) The minutes of the meeting held on 14 June 2018 were received.

RESOLVED:

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

22. DOUBLE CLICK SOCIAL ENTERPRISE - PROGRESS REPORT

The Senior Manager Integrated Services Lead Adults/Early Years introduced the report to inform of the progress of Double Click since its commencement as a Social Firm. She invited the Service Manager, Disability, Progression and Recovery – Adult Services, to present the report.

The Service Manager, Disability, Progression and Recovery – Adult Services, provided background information and context and advised that Double

Click had progressed greatly as a fully independent Social Enterprise, offering increased employment and training opportunities for all staff including people with mental health issues. She continued that as a result of moving to a social enterprise Double Click could employ people with a range of skills. Double Click had secured external lottery funding which had been used to purchase state of the art equipment that supported the development of the business.

The Service Manager reported on the main considerations, as detailed in the report, and referred to partnership working to enhance the experiences of trainees/volunteers, training, and grant funding. She introduced Andrew Lloyd-Jones, General Manager, Double Click, and invited him to give an overview of the services and the employment and training opportunities provided for all staff including people who had experienced or continued to experience mental health problems.

Mr Lloyd-Jones explained that there were three levels of learning at Double Click with the aim (at Level 3) of developing the trainee towards gaining an accreditation at Double Click in conjunction with a college or university. Although business orientated; Double Click was able to support its volunteers, trainees, and employees according to any additional needs. Mr. Lloyd-Jones continued that In addition to developing graphic/printing skills trainees were given the opportunity to acquire confidence by being involved in day to day administrative tasks and customer care, and supported in the management of cash flow and petty cash transactions. Mr Lloyd-Jones reported that Double Click currently had 22 trainees who were at different levels of development. The Learn Direct course was successful in developing trainees' skills in all aspects of graphic design and allowed individuals to learn at their own pace followed by 1:1 tuition and support from a member of staff qualified in graphic design. Each trainee had their own development programme and personal portfolio of work which was updated as the trainee progressed.

The Chair thanked Mr Lloyd-Jones for his presentation and invited Members to raise questions.

Councillor Dave Mackie referred to the statement of accounts for year ending 31 March 2017 which were appended to the report and congratulated Mr Lloyd-Jones and his team on the profit achieved by Double Click during its first year of operation and on meeting its target for sales. In response to a comment expressed by Councillor Mackie around the time taken to establish the business enterprise, the Service Manager explained that the setting up of the enterprise was a lengthy process due to the complexity of the legal and human resource matters which needed to be carefully addressed.

Councillor Hilary McGuill raised a concern around the financial contribution made by Flintshire County Council to Double-Click. The Chief Officer (Social Services) advised that there was no intention to reduce the financial contribution paid by the Authority and spoke of the great value that it placed on the work of the service in supporting those with Mental Health issues. The Chief Officer (Social Services) went on to explain that the financial contribution was to deliver ongoing service user support as part of the Social Services provision, part of the ethos of Double Click and the services provided as a social enterprise in a nurturing and supportive environment. Councillor Christine Jones commented on

the recent visit of the Cabinet Secretary for Economy and Transport who recognised the great progress made by Double Click as a Social Enterprise which he described as a model of best practice for other sectors in the region.

In response to a further question from Councillor McGuill regarding the achievements of trainees on the training and development programme, the Service Manager suggested that Mr. Lloyd-Jones sends a list of the outcomes to the Committee for information. The Service Manager suggested that the Committee may wish to consider making a further visit to Double-Click. The invitation was accepted by the Committee.

The Chair thanked Officers for their attendance and answers to Members questions.

RESOLVED:

- (a) That the Committee recognises the positive progress achieved by Double Click Design and Print after 2 years as a Social Enterprise; and
- (b) That the Committee continues to support and promotes Double Click as a Social Enterprise

23. NORTH WALES LEARNING DISABILITY STRATEGY

The Chief Officer (Social Services) introduced the report on the North Wales Learning Disability Strategy. He provided background information and context to explain the Strategy and advised that it was due to go to the Regional Partnership Board for approval in November 2018 after which it would go through the approval processes of the six local authorities and the health board.

The Chief Officer introduced Sarah Bartlett, Regional Project Manager, North Wales Social Care and Well-Being Improvement Collaborative, and invited her to present the report. The Regional Project Manager explained that to achieve the vision and provide services based on what mattered to people five work packages had been planned that would set out how things would change to achieve good lives for people with learning disabilities. The work packages take an asset-based approach to build on the skills, networks and community resources that people with learning disabilities already had. They will be co-produced with people with learning disabilities and their parents/carers. The key to achieving the vision will be to work with local communities to make sure people with learning disabilities are truly valued and included in their communities. Sarah Barlett reported on the five work packages outlined in the report.

The Chief Officer referred to the wide ranging consultations carried out on the Strategy which were detailed in the report and said questions and comments by the Committee were welcomed.

In acknowledging the comments made by Councillor Dave Mackie around the need for targets and actions to be made clear in the Strategy the Chief Officer drew attention to the measures on page 90 of the report as an example of the actions to be taken to implement the Strategy. The Senior Manager Integrated Services Lead Adults/Early Years emphasised that this was an overall North

Wales Strategy and work was ongoing in Flintshire with regard to implementing the strategy at a local level. She also referred to the need to address the requirements of a number of Acts within the sector.

Councillor Hilary McGuill referred to the number of children in the report with a severe or profound learning difficulty. She commented on the need for parents to have assurance that a Statement of Educational Need was in place throughout their child's education from primary school to higher education and college or university. She asked how well Social Services linked in with Education services. The Service Manager, Disability, Progression and Recovery – Adult Services advised that nurses and social workers have co-located teams which work very well. She added that with regard to educational need there is a transition team and a transition panel which meets with educational representatives on a monthly basis.

Councillor Andy Dunbobbin asked that reference be made to the Armed Forces in the Strategy. The Chief Officer agreed to take this forward.

Councillor Gladys Healey referred to training for GP's regarding learning disabilities and asked whether training was planned or already taking place. The Chief Officer advised that there is some training taking place, however more consistency is required across the region. He added that people with learning disabilities are more likely to have poor physical health.

The Chair thanked Sarah Bartlett and officers for their attendance and detailed answers to Members questions.

RESOLVED:

That the Committee support the draft North Wales Learning Disability Strategy and recommend approval to Cabinet.

24. PROGRESS FOR PROVIDERS

The Chief Officer (Social Services) introduced a report to provide an update on 'Progress for Providers – Creating a Place Called Home ... Delivering What Matters', and also informed the Committee of the recent success at the Social Care Wales Accolades Awards 2018. He invited the Senior Manager, Safeguarding and Commissioning to present a short video on Progress for Providers and to report on the main considerations as detailed in the report.

The Senior Manager, Safeguarding and Commissioning provided background information and advised that a recent key change in the care sector has been the introduction of the Social Services and Well-being (Wales) Act 2014 which required the sector to move away from commissioning task based services and move towards ensuring providers supported people to achieve their own personal outcomes and to promote well-being. She continued that this ethos was also reflected in the Older People's Commissioner for Wales Report of 2014 'A Place to Call Home? – A Review into the Quality of Life and Care of Older People Living in Care Homes in Wales' which was appended to the report. To take this concept forward the Authority extended an open invitation to all residential care homes in Flintshire and 16 of the 26 Nursing and Residential Care Homes

committed to be part of the programme. The Senior Manager advised that these homes worked alongside the Authority's own in-house provider services, social work teams, Occupational Therapists, management teams etc. to implement person centred practice.

The Senior Manager explained that to recognise the progress that the care homes were achieving in implementing person centred care practices the Authority developed its own 'Progress for Providers' self-assessment toolkit. To show progression the Authority introduced 3 levels of accreditation which are validated by the Flintshire Contract and Commissioning Team in partnership with the Care Home Managers. In September 2018 the project was publicly recognised winning the Social Care Wales Accolades Awards for 'Excellent outcomes for people of all ages by investing in the learning and development of staff'. The project was also a finalist in the Association for Public Service Excellence (APSE) Awards – 'Celebrating outstanding achievement and innovation within UK local government service delivery'. In conclusion the Senior Manager reported on the progress which had been made to date by residential care homes in Flintshire, as detailed in the report.

Councillor Hilary McGuill raised a concern around care homes which had not yet committed to the Programme. The Senior Manager explained that all the care homes were aware of the Programme and were engaged but at different stages of progress. She advised that the Contract Monitoring Team worked closely with care homes, providing guidance and support, to improve performance where necessary to enable them to achieve the desired outcomes and standards.

Councillor Gladys Healey commented on Flintshire residents who attended care homes in other areas, citing Wrexham and Cheshire as examples, and asked how the care homes were monitored. The Senior Manager explained that all authorities had a Contract Monitoring Team and the monitoring of practice was replicated across the region. In response to concerns expressed by Councillor Healey around poor practices the Senior Manager outlined the interventions taken by the Contract Monitoring Team to identify and prevent any decline in care standards.

RESOLVED:

- (i) That the impact of 'Progress for Providers – Creating a Place Called Home Delivering What Matters' be noted; and
- (ii) That the actions and initiatives underway to further develop the programme be supported.

25. ROTA VISITS

Councillor Hilary McGuill reported on her visit to Llys Gwenffrwd, Holywell, and said she had been impressed with the friendly and positive atmosphere in the home. She commented that residents felt valued and well cared for in a home from home environment.

In response to a concern raised by Councillor McGuill around parking at Llys Gwenffrwd, the Senior Manager Integrated Services Lead Adults/Early Years, said she had raised the matter with the Chief Officer (Housing and Assets) and assurances had been given that a member of his team would visit to look at the problem.

26. FORWARD WORK PROGRAMME

The Facilitator presented the Forward Work Programme for consideration. She advised that a budget workshop had been arranged for Members of the Committee on 10 October. A special meeting of the Committee was to be held on 31 October 2018 to consider the Stage 2 budget proposals.

The Facilitator referred to the meeting of the Committee scheduled for 15 November 2018, and said it had been agreed that it would be held at Llys Raddington, Flint. She explained that Members would have the opportunity to have a tour of the building prior to the meeting which would start at 3.00pm.

RESOLVED:

- (a) That the Forward Work Programme be updated accordingly; and
- (b) That the Facilitator, in consultation with the Chair of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises.

27. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting started at 10.00 am and ended at 11.47 am)

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Chair