

## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**18 JULY 2019**

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, 18 July 2019

### **PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mike Allport , Paul Cunningham, Jean Davies, Rob Davies Andy Dunbobbin, Carol Ellis, Gladys Healey, Mike Lowe, Ian Smith, and David Wisinger

**SUBSTITUTES:** Councillors: Geoff Collett (for Cindy Hinds), Veronica Gay (for Dave Mackie) and David Healey (for Martin White)

**APOLOGY:** Chief Officer (Social Services)

**CONTRIBUTORS:** Councillor Christine Jones, Cabinet Member for Social Services; Senior Manager, Safeguarding and Commissioning, Senior Manager, Integrated Services Lead Adults, Service Manager Disability Services, Complaints Officer - Social Services, and Planning and Development Officer – Social Services.

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

### **11. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

Councillor Ian Smith declared a personal interest in agenda item 5: Integrated Autism Service, due to the close association of a family member.

### **12. MINUTES**

The minutes of the meeting on 6 June 2019 were received.

### **RESOLVED:**

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

### **13. FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)**

The Overview & Scrutiny Facilitator presented the progress report on actions arising from previous meetings. She explained that actions still to be determined would remain on the action tracking report until resolved and be reported back to the next meeting.

The Facilitator presented the Forward Work Programme and drew attention to the items to be considered at the next meeting of the Committee to be held on 3 October. She advised that an additional item on the Foster Care Adoption Strategy would also be included on the agenda for the next meeting.

Referring to the items scheduled for the meeting to be held on 12 December, the Facilitator advised that an additional item on the Regional Learning Disability Strategy would be included on the agenda for the meeting.

The Facilitator reported that an item on the Review of Prevention Strategies for Out of County Placements would be included on the FWP for consideration at a future meeting of the Committee with consideration given to a task and finish group or workshop if required following the meeting.

**RESOLVED:**

- (a) That the draft Forward Work programme as submitted be approved; 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.

**14. INTEGRATED AUTISM SERVICE**

The Senior Manager – Safeguarding and Commissioning, introduced a report to update on progress of the local implementation of the Integrated Autism Service (IAS).

The Service Manager Disability Services provided background information and referred to the Welsh Government (WG) initiative to develop an Integrated Autism Service (IAS) across Wales. She advised that the North Wales region had an annual budget of £615,800 to develop IAS which in the main covered staffing costs for the Service, including social care and health staff. The Service Manager Disability Services reported on the main considerations, as detailed in the report, and referred to how the service operated, performance data, resource implications, and risk management.

The Service Manager Disability Services introduced a service user to the meeting and invited her to provide information on her personal experience of the Integrated Autism Service. The service user spoke of the support and benefits she had received from IAS and the difference it had made to her life. She also spoke of her aspirations for the future and where she felt further improvements could be made to the Service. The Chair thanked the service user for her attendance and her responses to Members' questions.

Councillor Carol Ellis queried the waiting time for assessment of people who present with Autism Spectrum Disorder (ASD). The Service Manager Disability Services advised that the current waiting time for assessment was 26 weeks, however, the Service was not complacent and was arranging for other health professionals, citing nurses, language and speech therapists, to undertake training to also enable them to carry out assessments. She explained that individuals did not need to wait for diagnosis prior to being given support.

Councillor Ellis commented on the annual allocation of £615,800 for the North Wales Region to develop IAS and expressed the view that this would be insufficient to meet the demands of the Service. She commented on the additional role and responsibility placed on local authorities by the WG to fill the

gap in service provision for ASD, without the funding for resources. Councillor Ellis proposed that an additional recommendation be included in the report to record that the Committee were concerned that the amount of resources allocated to the Integrated Autism Service were insufficient to meet the demands on the service. This was seconded by Councillor Paul Cunningham.

**RESOLVED:**

- (a) That the update on the North Wales integrated autism service be noted;
- (b) That the Committee is content that progress has been made during the year to meet the duties on behalf of the region;
- (c) That the Committee are concerned that the amount of resources allocated to the Integrated Autism Service is insufficient to meet the demands on the Service; and
- (d) That the difference the Integrated Autism Service has made to people with Autism be noted.

**15. COMMENTS, COMPLIMENTS AND COMPLAINTS**

The Complaints Officer, Social Services, introduced a report on the number of complaints received by Social Services during the period 18-19 including broad themes, outcomes, and lessons learned.

The Complaints Officer provided background information. He advised that complaints about Adult Social Care were down compared to previous years and said there had been a positive increase in the number of complaints responded to within timescale. Of the 3695 adults who received care and support from Adult Social Care during 2018-19, about 1% had made a complaint about the service received. He said there had been an increase in the number of compliments received. The Complaints Officer reported that of the 2188 children and families who received care and support from Children's Social Services, 2.5% had complained about the service received which was comparable year on year.

The Complaints Officer reported on the main considerations, as detailed in the report, concerning the number of complaints received, the issues raised and their outcomes. He advised that all complaints were scrutinised and used to improve both Services as part of a 'lessons learned' process.

The Chair commented on the cost of investigating Stage 2 complaints for 2018/19. Officers advised that the number of Stage 2 complaints had risen and explained that Regulations stated that all Stage 2 complaints involving both Adult and Children's Social Services were commissioned to Independent Investigators. Officers commented on the benefits of independent investigation which ensured impartiality and could prevent cases escalating and further additional costs.

Councillor Carol Ellis referred to the complaints made about the quality of care from a home or carer and sought clarification on the Authority's statutory position in terms of care provision. The Senior Manager, Integrated Services, Lead Adults, referred to the Social Services and Well Being Act (Wales) 2014

which required the Authority to undertake an assessment. She explained the work being undertaken around recruitment and retention of staff. She also referred to the direct payment scheme which enabled individuals to have choice around their care provision and 'buy in' support services. The Senior Manager also commented on the work being undertaken with the independent sector and private care home providers, and referred to reablement packages, step-down arrangements, and micro-care projects, to support individuals to return home or to a residential care home following discharge from hospital.

**RESOLVED:**

- (a) That the Committee is content that there is a robust complaints procedure in place; and
- (b) That the Committee continues to receive future annual reports.

**16. CONTINUING NHS HEALTHCARE (CHC) IN WALES CONSULTATION**

The Senior Manager, Safeguarding and Commissioning, introduced a report to provide information on the Council's proposed response to the Welsh Government (WG) CHC consultation. She provided background information and referred to the main considerations, as detailed in the report, around Continuing Healthcare in Flintshire, Flintshire's initial response to the Adult CHC consultation, and Flintshire's initial response to the Children and Young People's CHC consultation.

The Senior Manager, Safeguarding and Commissioning, invited Gareth Jones, Planning and Development Officer – Social Services, to give a presentation on the National Framework Continuing NHS Healthcare Consultation. The presentation covered the following key points:

- what is Continuing Health Care (CHC)
- Adults CHC Consultation – summary of changes (WG)
- initial thoughts from Flintshire's workforce (Adults)
- how the different care domains are divided into levels of need
- additional thoughts and feedback
- disparity between Direct Payment ethos
- additional personal contributions
- initial thoughts from Flintshire's workforce (Children and Young People)
- next steps
- recommendations

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

Councillor Paul Cunningham commented on the outstanding amount owed to the Authority by Betsi Cadwaladr University Health Board where the agreed split of care costs for CHC had been disputed by Social Services. The Senior Manager, Safeguarding and Commissioning, explained that significant progress had been made with BCUHB and payment would be received when a decision had been reached on any outstanding cases.

In response to the comments and concerns raised by the Committee it was agreed that Members would raise awareness of the consultation through professional and personal networks and that a collective response to the consultation be sent on behalf of the Committee.

**RESOLVED:**

- (a) That Members are aware of the Flintshire position and are adequately informed to respond to the consultations as individuals;
- (b) That Members raise awareness of the consultation with professional and personal networks; and
- (c) That a collective response be sent on behalf of the Committee.

**17. ROTA VISITS**

The Social & Health Care Overview & Scrutiny Facilitator advised that it was a requirement of the Committee that all Members undertook Rota Visits and would arrange for the circulation of new dates for visits to be undertaken in the near future. A training session would also be provided for new members of the Committee rota visits.

**18. 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 4.15 pm)

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**Chair**