

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
16 APRIL 2015

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, 16 April 2015

PRESENT: Councillor Carol Ellis (Chair)

Councillors: Peter Curtis, Adele Davies-Cooke, Andy Dunbobbin, Veronica Gay, Cindy Hinds, Hilary Isherwood, Brian Lloyd, Mike Lowe, Hilary McGuill, Dave Mackie, Ian Smith and David Wisinger

SUBSTITUTE: Councillor Amanda Bragg (for the additional Independent Alliance seat)

APOLOGY: Chief Officer (Social Services)

CONTRIBUTORS: Cabinet Member for Social Services, Senior Manager, Integrated Services/Lead Adults and Senior Manager Safeguarding, Lead Children

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

Prior to the start of the meeting, Councillor Peter Curtis took the opportunity to praise the Council for allowing Guide Dogs Cymru to hold a 'sensory tunnel experience' on the car park to raise awareness of individuals with visual impairments. Some Members said that they were unaware of the event being publicised.

71. DECLARATIONS OF INTEREST

No declarations of interest were made.

72. MINUTES

The minutes of the meeting held on 5 March 2015 had been circulated with the agenda.

RESOLVED:

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

73. SINGLE POINT OF ACCESS

The Senior Manager, Integrated Services/Lead Adults introduced an update on the development of the Flintshire Single Point of Access (SPoA), which aimed to create an integrated and streamlined access route to

community health and social care services for all individuals over 18 years of age, whilst providing a means of information sharing and improved co-ordination of health and social care services. An update on the regional programme indicated that three of the six North Wales Authorities had gone live with their respective models to date, with Wrexham preparing for its launch. The aim was for all six would go live by March 2016.

In Flintshire, a local governance structure had been created together with a Board and Project Team to support the programme, with key principles agreed as the foundations for the project. Following a review of the model adopted by Denbighshire Council in June 2014, it had been determined that the model for Flintshire would be best located at the Betsi Cadwaladr University Health Board (BCUHB) building at Preswylfa in Mold. Refurbishment of the building had been completed in March 2015 in readiness for the co-location of health and social care teams, which had been identified as a priority by the Project Board. It was reported that the Denbighshire model had progressed to include referrals to the District Nurse, and that the same approach was to be developed for Flintshire's model. The report detailed phased plans to develop the new multi-disciplinary service, in partnership with BCUHB, in order to meet the requirements of the Social Services and Wellbeing Act 2014.

In response to queries from Councillor Hilary McGuill, the Senior Manager explained that the six Authorities were working with the Social Services Improvement Agency to develop the website and that she would advise the Committee of the proposed timescale. In terms of the relocation of the team to Preswylfa, there would be five Disability Officers as a first point of contact on priority cases with a further three working in localities.

Councillor McGuill asked if it was the intention to put specialist teams into the community, as this was the case for the Countess of Chester Hospital. The Senior Manager replied that there was already a link to these types of services and that referrals could be made via the District Nurse.

The Senior Manager explained about engagement with a number of key stakeholders including Practice Nurse Managers and said that established links with locality GP leads would continue. It was proposed that an evaluation would be carried out after six months to identify any gaps and to ascertain the reasons if referrals were not being made. Following a further question, it was explained that individuals were already signposted to various service teams (as set out in Appendix 1) and that close contact was maintained with other agencies. This would be explored further through the Flintshire Connects centres.

Councillor Amanda Bragg asked how the initiative would be promoted to those who did not visit Flintshire Connects centres. The Senior Manager said that newsletter produced by the Chief Officer (Social Services) would raise awareness and that notices would be displayed on the Council's website. Many referrals were received from individuals themselves as well as GPs, District Nurses and Social Work professionals who already used the first contact number. It was also explained that the funding for 2013-16 was to allocate a

project manager to oversee the development of the model and that no additional funding would be available after that time.

Councillor Bragg asked that consideration be given to a broader range of awareness raising as some individuals did not have computers or internet access. Councillor Mike Lowe suggested that information be displayed on GP surgery noticeboards.

Councillor David Mackie sought clarification on IT issues such as the software used, type of information held and access to it. The Senior Manager provided explanation on the use of 'secure email' for referrals and advised that fax was no longer accepted. She added that personal data was held within the Wales Accord on the Sharing of Personal Information (WASPI) framework to which the Council and BCUHB had signed up. She referred to Craig MacLeod's involvement in a national group to assess IT provision and said that he may be able to provide more information on this at a future meeting.

Councillor Mackie stressed the need for careful consideration of governance arrangements for collaborative ventures and asked if more information could be shared on this for the SPoA. Similarly, Councillor Andy Dunbobbin queried the Memorandum of Understanding agreed between the Council and BCUHB. The Senior Manager explained that this agreement outlined both parties' commitment to resourcing the new service. The Chair requested that a copy of the Memorandum be shared with the Committee, along with the governance arrangements. Councillor Bragg commented on the definition of Memorandum of Understanding which it appeared may not be legally binding.

Councillor Veronica Gay raised concerns about the need to link with GP practices across the border whose patients were based in Flintshire. The Senior Manager said that whilst GPs in England had not been included in the stakeholder process, they were familiar with the first contact number which would be diverted to a new telephone number when the service was introduced.

Following a question from the Chair, the Senior Manager advised that the new service would seek to enable a streamlined approach, that GPs were independent contractors and not being able to get an appointment was an issue for the Health Board. Once the SPoA was properly established there may be opportunity to support referrals by individuals who were unable to see their GP and could be directed to a District Nurse who could in turn refer the individual to a GP if necessary.

In response to queries from Councillor McGuill, the Senior Manager confirmed that referrals from individuals, GPs and professionals were accepted under the first phase of the process, for example Telecare, Reablement, Social Work assessments and sourcing equipment.

RESOLVED:

- (a) That the development and implementation of the Single Point of Access, which is aligned to the regional vision and programme, be supported; and
- (b) That an update on progress be reported to the Committee in six months' time.

74. ROTA VISITS

Councillors Amanda Bragg and Hilary McGuill reported on their visit to the Old Brewery in Shotton, a facility for individuals in the early stages of Dementia. Both highlighted the lack of storage and were concerned that the facility was not being used to its full potential as referrals had only been made from one Social Worker. Councillors Bragg and McGuill also spoke highly of their visit to Rowley's Pantry and felt that more should be done to promote this wonderful facility which was well attended and staffed. They made a number of suggestions for equipment/supplies to support and enhance the café.

Councillor Veronica Gay gave positive feedback on her visit to Growing Places. She had also enjoyed her visit to Estuary Crafts and praised the range of products on sale, but was concerned about the suitability of the building, suggesting that it could be incorporated with the shop. The Senior Manager said that attempts had already been made to explore an alternative site. Councillor David Mackie suggested that an empty unit in Flint could be used.

Councillor Mike Lowe indicated that he and Councillor Andy Dunbobbin were due to visit Abbey Metals and would report back to the next meeting.

The Cabinet Member for Social Services advised that she would be visiting Tri Ffordd and Double-Click.

The Chair and Councillor Peter Curtis agreed that they would visit Llys Gwenffrwd in Holywell.

RESOLVED:

That the updates be received.

75. FORWARD WORK PROGRAMME

The Facilitator introduced a report to enable the Committee to consider the Forward Work Programme.

The Facilitator advised that the Draft Improvement Plan 2015/16 scheduled for the next meeting would instead be the subject of an all Member workshop to be arranged for the end of May 2015. The same arrangement would apply to the other Overview & Scrutiny committees.

Following the earlier discussion, she agreed to schedule the six month update on Single Point of Access.

Councillor Hilary McGuill requested that the joint meeting with the Lifelong Learning Overview & Scrutiny Committee consider educational outcomes for pupils of Bryn Tirion to provide the Committee with information on the performance and aspirations of the unit.

RESOLVED:

That the Forward Work Programme be updated accordingly.

76. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

(The meeting started at 2.00pm and ended at 3.10pm)

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Chair