

ADULT SERVICES AND HEALTH OVERVIEW AND SCRUTINY PANEL

THURSDAY, 16 MARCH 2017

PRESENT: Councillors Mohammed Ilyas (Chairman), Michael Airey (Vice-Chairman), Judith Diment, Lynne Jones and John Lenton

Also in attendance: Susanna Yeomans (Berkshire Healthcare NHS Foundation Trust)

Officers: Andy Carswell, Alan Abrahamson, Alison Alexander, Hilary Hall and Angela Morris

APOLOGIES

Apologies for absence were received from Cllrs Hollingsworth and Coppinger.

DECLARATIONS OF INTEREST

There were no declarations of interest received.

MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on February 1st were unanimously agreed as an accurate record.

FINANCIAL UPDATE

The Finance Partner gave Members an overview of the Council's likely Budget position at the end of the financial year. The Finance Partner informed Members that a total underspend of £528,000 had been forecast, which accounted for around 0.6 per cent of the Council's overall budget for 2016/17. The Finance Partner explained that the underspend would be added to the Council's reserves.

The Finance Partner informed Members that overall the Adult, Children and Health Commissioning budget had been overspent by around £694,000; however much of the overspend related to the Housing area of the budget. The Health and Adult Social Care sector was likely to record an underspend of around £1.25million.

The Finance Partner said there had been an underspend of around £919,000 for services relating to older people but an overspend of £59,000 for services relating to people with learning difficulties. The Finance Partner explained that the budget for services relating to learning difficulties was the most difficult to forecast due to its volatility, and a significant portion of the budget being used on a couple of high-spend cases. Underspends in the mental health services budget and other services – which included the Emergency Data Team – were forecast.

The Finance Partner explained that the budget for services for older people had been increased significantly from 2015/16 following an overspend in that financial year. However in 2016/17 the rate of increase in spend had not continued as forecast and there had been underspends in four of the five key budget heads relating to services for older people. The Finance Partner explained there had been an overspend relating to Ordinary Residence Adjudication, due mainly to a court case adjudicating against the Council when it had been expected the courts would find in the Council's favour.

Cllr Lenton asked for more details on the case and asked if it could set a precedent. The Deputy Director of Health and Adult Social Care explained it related to the residential costs of a young person living outside of the Royal Borough whilst pursuing education inside it, and there had been an expectation that the other Authority would pay for the residential costs. However the court had ruled against the Royal Borough. The Deputy Director of Health and Adult Social Care stated that the case was expected to be a one-off.

Cllr Airey asked if there was any explanation for why so many budget heads were underspending. The Deputy Director of Health and Adult Social Care said there was now a greater emphasis on residents being independent, and for them to receive intensive treatment at the beginning of their programmes in order for them to not reach crisis point. She added that it was sometimes difficult to forecast trends. She said there were early indications that the new methods were successful, more greater analysis was needed.

The Finance Partner said that the amount spent by demand-led budgets naturally fluctuates, and it would be expected for there to be an underspend in some budget heads. The Children's section of the Adult, Children and Health Commissioning budget was thought to be particularly volatile, while this year there had been a couple of high-spend cases in the older people's sector relating to mental health.

The Chairman noted that the report stated there was a £100,000 pressure point relating to legal advice provided in child care issues and agency staff in the PODs, and asked if it was predicted that this trend would continue. The Managing Director and Strategic Director of Adult, Children and Health Services stated there had been a significant reduction in the use of agency staff and new senior and middle management roles had been appointed, and that it was hoped that the pressure point would be reduced as a result.

RESOLVED UNANIMOUSLY: That the contents of the report be noted.

ADULT SERVICES BUSINESS PLAN 2017-2018

The Head of Commissioning – Adults, Children and Health reminded Members that the provision of Adult Services was to be transferred to Optalis, in a partnership with Wokingham Borough Council. She stated that the Business Plan being considered by Members related to the operational delivery of services, and there would be a separate commissioning contract arrangement to sit alongside the operational delivery.

Cllr Airey asked if and how the partnership with the Berkshire Healthcare Foundation Trust would change in terms of the Royal Borough discharging its duties through Optalis. The Deputy Director of Health and Adult Social Care stated her belief there would be no change to the way the partnership delivered services, with several meetings between all parties having taken place to reach agreements. Susanna Yeomans stated that the Trust were satisfied that their concerns had been addressed.

Cllr Jones asked for an explanation relating to the safeguarding procedures of the new partnership. The Deputy Director of Health and Adult Social Care stated that the Strategic Safeguarding Service would remain with Adult Social Care within Optalis, which would then report to the Safeguarding Adults Board. The Safeguarding Adults Board had been established to scrutinise what was taking place. The Deputy Director of Health and Adult Social Care said that operational safeguarding matters would remain the responsibility of the Council.

Cllr Jones asked if the ultimate responsibility for safeguarding remained with the Council. The Deputy Director of Health and Adult Social Care said that it would.

Cllr Airey asked what provision there was for early warning indicators, in the event of the working arrangement failing to satisfy need. The Head of Commissioning – Adults, Children and Health said monthly meetings would take place with the Deputy Director of Adult Social

Care and Health to discuss the delivery of the contract and associated performance indicators. There would also be a reliance on 'soft' intelligence received in the form of complaints and other comments from Members and residents. The Head of Commissioning – Adults, Children and Health said quarterly meetings would take place to review the partnership with Optalis as a whole. This process would also be applicable to Children's services. Any early warnings would be reported back to the appropriate Overview and Scrutiny Panel.

Cllr Airey asked what systems were in place to ensure consistent service delivery from staff that were being transferred. The Head of Commissioning – Adults, Children and Health said a detailed service specification had been provided, and the usual HR procedures were in place within Optalis. The Deputy Director of Adult Social Care and Health said the Service Quality Assurance had been enhanced.

The Chairman asked if reviews to check that the necessary services were being provided would be carried out by Optalis or the Council. The Head of Commissioning – Adults, Children and Health said some reviews would be carried out by the Council, while the results of other reviews would be fed back to the Council by Care Watch through the contract with that organisation. She added the Council would be working closely with Optalis to ensure adequate feedback was provided.

RESOLVED UNANIMOUSLY: That Members approved the Adult Services Business Plan for 2017-2018.

MENTAL HEALTH SERVICES UPDATE

The Deputy Director of Health and Adult Social Care gave a presentation to Members on Mental Health Services. She informed Members that mental health problems represented the biggest single cause of disability in the UK, and that one in four adults experience a diagnosable condition each year. She said that in the Royal Borough 2,350 people are projected to have dementia by 2020 and 19,000 are projected to have a mental health problem.

The Deputy Director of Health and Adult Social Care informed Members that this was a designated year for mental health services and it was a priority area for the Council. Prevention and early intervention, allowing 24 hour access to services, challenging stigmatism and emphasising recovery rates were all considered priorities. The Deputy Director of Health and Adult Social Care also outlined the services currently available to clients.

The Deputy Director of Health and Adult Social Care reminded Members that the Community Mental Health Team and the Older People's Mental Health Team, which was provided jointly by the Council and the BHFT, provided a multidisciplinary service that aimed to support people with ongoing and serious mental ill health and enable them to lead as fulfilling a life as possible. The Deputy Director of Health and Adult Social Care said that under the integrated care programme service users would be given agreed care and risk management plans and a named care coordinator. The Deputy Director of Health and Adult Social Care outlined the makeup of the integrated team. Susanna Yeomans outlined to Members the services that were provided, and stated that staff were trained to consider a patient's mental health and social care needs together.

Susanna Yeomans said there had been five GP-led Crisis referrals within the Royal Borough in January and February, all of which had been attended to within the four hour target time. She said there had also been a 100 per cent success rate in responding to Urgent referrals within 24 hours. In February the Early Intervention Psychosis service had referred 90 per cent of clients for treatment within the two week target timeframe. The Memory Clinic was assessing 90 per cent of its clients within six weeks, ahead of the target of 70 per cent.

Susanna Yeomans informed Members that assessments for clients seeking Employment and Support Allowance could be very stressful for some service users, which then had a

detrimental impact on their presentation at the assessment. She said that social workers could be provided for clients attending assessments as some of them involved travelling significant distances, leading to an increase in anxiety levels. Support was also provided for clients to assist them filling out application forms for ESA.

Members were informed that two case studies had been provided in the agenda to give them an idea of the services provided and the impacts on users.

Cllr Jones asked who was responsible for triaging patients and determining if they should be considered, for example, a Crisis or Urgent referral. Susanna Yeomans said that individual GPs were tasked with making the determinations and assessments, as there were no set guidelines on what constituted a Crisis. The triage for patients identified as being a Crisis or Urgent referral was then carried out within the CPE. The Deputy Director of Health and Adult Social Care said that staff were being trained so they would know which patients might require a full assessment or a visit from a specialist.

Cllr Jones asked what support there was to support clients through the ESA application process. Susanna Yeomans said that the Trust operated a Crisis Resolution Service across Berkshire, which would make clients aware of additional services that would be available to them. The Deputy Director of Health and Adult Social Care suggested that the Council's Ways Into Work programme could be highlighted to clients.

Cllr Lenton queried the statistic that one in four adults would be diagnosed with a mental health disorder each year, and asked if there was a further breakdown of information relating to age and severity of condition. Susanna Yeomans said the data had been calculated over a number of years. She said the figures included cases of severe mental health illness that the Trust's service teams would have had presented to them, but they also included more common conditions such as anxiety, depression and stress-related disorders. She said that the majority of cases would be managed through Primary Care.

Cllr Jones asked for clarification on the transition process for clients moving from Children's Services to Adult Services. Susanna Yeomans said there had been greater training in place to identify which clients would be suited to a transition and then beginning the process earlier, during the client's teenage years. She said that the clients' families would have a greater involvement in the process in order to prepare for the transition and ensure that they have a greater amount of support. The Deputy Director of Health and Adult Social Care said that the service had been reviewed around a year and a half ago and additional support and a more careful assessment of users' needs was now included. However it was hoped that services could be expanded even further. Susanna Yeomans said that additional investment in specialist services – such as early intervention and home treatment – had been received over the last year, which had been welcomed.

Cllr Airey asked for clarification on assessing health and safety risks. The Deputy Director of Health and Adult Social Care said there were statutory guidelines that would be consulted as part of making any assessment. She said that statutory forum groups provided advice on these matters. Susanna Yeomans said there was good local representation on many of these forums, including NAPA, which had close links to the police and other partner agencies that could provide support. She said that there was a clear emphasis on ensuring people with mental ill health were treated with the same degree of respect and urgency as a patient with a physical health condition.

Cllr Lenton asked for confirmation that targets in relation to response times were being met. Susanna Yeomans said the targets had been met for Crisis and Urgent responses. Cllr Lenton asked for full details relating to response times to be included in future reports.

Members were informed that the Trust were required to circulate their Quality Account report to all of the relevant Overview and Scrutiny Committees for comment, and that a response was required by the end of March. Members were informed that there was not a Trust representative present at the meeting to give a presentation and summary of the report's contents.

It was agreed that a summary of Members' views would be coordinated outside of the meeting and submitted to the Trust, and for an invitation to be sent to the Trust for a representative to give a presentation at the next Panel meeting.

The meeting, which began at 7.00 pm, finished at 8.29 pm

CHAIRMAN.....

DATE.....