

ADULTS, CHILDREN AND HEALTH OVERVIEW AND SCRUTINY PANEL -
EXPIRED MAY 2022

WEDNESDAY, 27 APRIL 2022

PRESENT: Councillors Maureen Hunt (Chairman), Julian Sharpe (Vice-Chairman), Christine Bateson, Carole Da Costa and Amy Tisi

Also in attendance: Councillor Stuart Carrol, Carol Deans (NHS Frimley), Dan Bradbury (NHS Frimley), Nigel Foster (NHS Frimley)

Officers: Laurence Ellis, Danny Gomm, Belinda Dixon, Victoria Holt, Kevin McDaniel, Katharine Willmette

APOLOGIES FOR ABSENCE

Apologies received from Mark Jervis, Hilary Hall, Lin Ferguson and Derek Moss.

DECLARATIONS OF INTEREST

Mid-meeting, Councillor Bateson declared that she was a trustee at Ascot Day Centre.

MINUTES

RESOLVED UNANIMOUSLY: That the minutes from the meeting held on 20 January 2022 were approved as a true and accurate record.

RECOMMENDATIONS FROM THE DOMICILIARY CARE RE-COMMISSIONING TASK AND FINISH GROUP

The Chairman updated the panel. Following a Task-and-Finish Group on the Adults Domiciliary Care Tender, the Panel approved officers' recommendations to award the contracts to the providers which met the criteria of the tender; as well as that at the start of the care package and during each review, people can request a change of provider at any point and for any reason.

The Chairman asked the Panel if they approved these officers' recommendations for the procurement of new Domiciliary Care Service for Adults to be presented to Cabinet on the following day (Thursday 28 April 2022).

RESOLVED UNANIMOUSLY: The panel noted the updated and approved the report being forwarded to Cabinet.

UPDATE ON THE RE-COMMISSIONING OF DAY OPPORTUNITIES

RESOLVED UNANIMOUSLY: That the order of agenda items was changed, so that the Update on the Re-Commissioning of Day Opportunities was considered second.

Lynne Lidster, Head of Commissioning, introduced the item with a presentation to give an update on the changes to day opportunities for both older people and people with a learning disability following the consultation and decision by Cabinet in November 2021.

In summary, day opportunities were changing to provide people wider activity options as well as further develop their independence. A formal consultation process on the Council's proposal to close Windsor Day Centre (older people) and Oakbridge Day Centre (people with a learning disability) whilst retaining Boyn Grove. Over a hundred survey submissions were received from a various range of people who use Day Services.

The responses conveyed that most people wanted the services to change so that it was better for everyone whereby people could access a day centre and could day activities. In general, people wanted a blended approach.

Responses also stated a desire for a smaller, building-based day centre for people with learning disabilities in Windsor. Therefore, as part of the consultation, this proposal was taken on board.

A Cabinet report was written and presented to Cabinet. On 25th November 2021, the Council made the following changes to day services:

- Boyn Grove Day Centre would stay open;
- A smaller day centre in Windsor at the Mencap Hub building for people who need to be supported in a building so Oakbridge would be closed
- Windsor Day Centre would be closed and older people will be referred to Boyn Grove, Old Windsor Day Centre and Spencer Denny Day Centre
- "Out and About" services would be put in place so that older people and people with a learning disability have more choice about what they want to do.

At this point, Councillor Bateson announced that she was a trustee for Ascot Day Centre.

Victoria Holt, Community Development Manager, continued the presentation. She showed the panel the Windsor MENCAP. Work needed to be done to ensure it was fit for everyone, namely improve the personal care facilities with plans to extend the accessible bathroom.

Moving on, Victoria Holt explained that customers who use Oakbridge Centre would form a 'Moving On' group to ensure they were involved in the planning of the move. Customers would start to use The HUB for some activities as part of the transition.

Optalis had built partnership with organisations, such as Leisure Focus, Maidenhead Magpies and Norden Farm, to provide a range of activities for people in care. Optalis' Supported Employment Service had also opened up opportunities for paid employment, voluntary and work experience with an Employment Coach.

Belinda Dixon, Senior Dementia Care Advisor, continued the presentation. She explained that Dementia Service were a point of contact which provided support, advice and information for those with dementia living across RBWM. The service provided a range of dementia-friendly activities, including themed small group activity sessions, CST Cognitive stimulation therapy courses, and delivering monthly activity packs.

Belinda Dixon then introduced the Boyn Grove Dementia Day Centre which offered a safe and stimulating day of activities for those with dementia, intending to help improve and maintain cognition, social skills and wellbeing.

Belinda Dixon also announced that the day services was renamed to Community Lives to reflect how the services had developed over the years.

Councillor Clarke asked if there were services for residents in the south of the Borough (Ascot and the surrounding area). Belinda Dixon answered that anyone who paid RBWM taxes was welcome to these services and that residents from Old Windsor and Ascot who visited the Boyn Grove Dementia Day Centre. Alongside RBWM day centres, she stated that there were other day centres across the border as well as private day centre in which residents could access.

Councillor Sharpe followed that he was concerned that there was a difficulty for residents in the south of the Borough to access these day centres, and that even taking public transport would take too long for residents. Lynne Lidster replied that the day centres had Council-funded transports which brought people in care to the day centres like the Oakbridge Centre or the Boyn Grove Dementia Day Centre. She added that she would take Councillor Sharpe's point.

Councillor Bateson asked at what stage did people get diagnosed with dementia. Belinda replied people could be diagnosed with dementia at a young age. She also explained that people can get mild cognitive impairment which was consistent with age whereby the processes of people's brains slowed down when they got older.

Councillor Da Costa asked if Boyne Grove Day Centre was the only council-funded day centre. Lynne Lidster confirmed this and added that the Old Windsor Day Centre and Spencer Denny Day Centre received Council funding as well.

Councillor Da Costa then asked what the percentage of these day centres were council funding compared to self-funded. Belinda Dixon answered that she could not answer as the percentage changed regularly, but speculated it was roughly 50-50.

Councillor Tisi asked how people with dementia became aware of the services, whether they were informed upon being diagnosed or had to seek the services out. Belinda Dixon answered that if they were diagnosed through the memory clinic will have the contact details of the services in their letter of diagnosis. In addition, the social services can be referred to by GPs and charities. They are also referred to on the Council's website.

Councillor Tisi then asked if there were going to be more surveys of families and service users when the new service was embedded to see how well it was performing and transitioning. Lynne Lidster and Victoria Holt answered that the surveying of people was done on a daily and continuous process, adding that the services needed to ensure they sufficiently collect feedback and concerns from service users.

Councillor Tisi then requested to see the MENCAP building at some point, to which Victoria Holt accepted.

Councillor Sharpe asked for the breakdown of the number of users from areas of the Borough who used the various services to gain an understanding of where they were came from. Lynne Lidster said she would provide the breakdown.

FAMILY HUB IMPLEMENTATION - ONE YEAR ON

RESOLVED UNANIMOUSLY: That the order of agenda items was changed, so that Family Hub Implementation – One Year On was considered third.

Kevin McDaniel, Executive Director of Children's Services, introduced the item. He reminded the panel that during 2020 there was an extensive discussion as well as decisions around transforming how to provide health services for young people. The decision was made to move to a family hub model which added some flexibility, such as developing multi-skilled teams to respond to emerging needs. Kevin McDaniel added that Danny Gomm, Family Hub Manager, and his team had been organising these teams from 2020 to early-2021.

Danny Gomm gave a presentation, updating the panel on the status of the Family Hub services and future objectives. The Family Hub Service was launched on 1 May 2021 which brought Children's Centres, the Youth Service, the Family Resilience Service and Parenting Support under one umbrella. The Family Hub supported children, young people and families on statutory plans including children in care and care leavers.

The Hub was split into three – the Maidenhead Area, the Windsor Area and Boroughwide (which worked anywhere in the Borough) – and offered a wide range of interventions and support. Over the past year (2021-22), 903 children were supported on a 1-1 basis.

Councillor Sharpe asked if there was a breakdown of the areas where the children who were using service came from. While the area breakdown was not added to the presentation, Danny Gomm responded he would provide one after the meeting. He added that families came from all over the Borough.

Most interventions took place within the home or the school of the family or young person, and rarely for the family or young person to travel to a Family Hub building.

Danny Gomm showcased positive feedback from the families who benefited from Family Hub Support, highlighting the appreciation of support from the families who used the service.

7 different parenting groups were offered by the service based on needs, with 2 additional groups being recently created. These included 'Freedom', 'Incredible Years' and 'EFA/Space'. New groups would be created based on the needs of parents.

The Family Hub Service continued to provide workshops for young people in schools, with approximately 2860 attendances after the easing of COVID lockdowns in November 2021. Professionals' workshops were also provided by Family Hub. Internal apprenticeships and job vacancies were also provided by the Family Hub.

Young people were given opportunities to be involved in local decision making and peer mentoring, including the Youth Council, Girls Forum (empowering girls/young women in RBWM), Kickback (Children In Care Council) and Care Leavers Forum.

During 2021/22 there were two large consultations organised with young people, one was in partnership with Thames Valley Police, and another one which sought to gain young people's views and concerns around youth violence. The Family Hub also the Young Health Champions which sought to upskill young people to provide peer support through an understanding healthy and unhealthy behaviours.

The challenges included a very high demand for support from Family Hub which caused in some children, young people and families having to wait for support.

Danny Gomm concluded with a list of priorities for 2022/23 for the Family Hub.

The Chairman made a couple of comments. Firstly, she stated that the Panel was still waiting to have an update from care leavers. Secondly, she asked what the average length of time people had to wait to receive support. Danny Gomm replied that those at high risk, such as substance misuse and exploitation, would be allocated support within a month or instantly. Across the service, the average waiting time was 2-3 months. Care workers continued to remain in contact with the families and young people in need of support.

Kevin McDaniel pointed out that the early health service was an additional service and were not statutory. He added that many local councils no longer funded the services and resources were being stretched. Due to these challenges, there was consideration for a longer-term contract rather than agency staff. The level of demand for the services were being monitored.

Councillor Da Costa asked about SPACE (Supporting Parents And Carers Emotions), stating that she had received feedback from residents stating there was a lack of space in SPACE. Danny Gomm confirmed there was a lack of space. However, SPACE was running evening and daytime groups to meet demands.

Councillor Da Costa then asked if there was an update on universal offers from the central government. Danny Gomm said he was not aware. But there was discussion on universal offer which not necessarily provided by the Family Hub but through working with other services and voluntary groups. For example, the Family Hub may help establish a youth club.

Councillor Da Costa then asked whether the FUEL programme could be extended to people with low-income as well as free school meals. Danny Gomm confirmed this. He also added that the FUEL programme had been extended for 3 years from 2022, allowing the Family Hub to recruit a programme coordinator.

Councillor Da Costa then asked if a support group for parents with children with autism were being considered. Danny Gomm replied that the Family Hub had not as there were many support groups already.

Councillor Da Costa then asked if the workshops were open to the voluntary sector and if there was a cost involved in attending. Danny Gomm replied that other people could by accessing the training on the AfC website. If a cohort of community groups wished to go through training, a virtual or in-person training session could be established.

Councillor Da Costa asked why there was not a boys' forum while there was a girls' forum. Danny Gomm replied that the girls' forum was established many years ago because earlier youth groups were boy dominated. Over time, groups became more gender balanced and girls participating in youth council and Kickback events, and therefore the girls' forum became more of an empowering group rather than a policy group.

Councillor Da Costa asked about parental conflict. Danny Gomm replied that many staff were trained in parental conflict. He added that if there was more funding, more staff could be trained, and more resources could be utilised.

The Chairman asked how parental conflict was made aware of. Danny Gomm said that they would be reported to the referrals, in which many referrals came from schools. Care workers would regularly meet and monitor the wellbeing of the child. Kevin McDaniel added that there was an increase in referrals to the Family Hub by the judicial system.

Councillor Sharpe asked if the Family Hub was a programme handled by RBWM or a central government-mandated programme, pointing out that many family hubs had been established. Kevin McDaniel replied that the Family Hub was the model service and that there were also many other government-led programmes.

Councillor Sharpe then asked where the 6 youth centres were located. Danny Gomm replied that they formerly youth centres but were now family hubs. They were located mostly in Windsor and Maidenhead, with the two main hubs located in the former.

Councillor Tisi asked if health visiting services were only delivered from the main hubs in Windsor and Maidenhead. Danny Gomm replied that Larchfield and Poppies Family Hubs (but sometimes the Manor Family Hub) also provided health visiting services.

Councillor Tisi then asked if Family Hub were taking into consideration of 'Covid babies' who missed out on socialising with other children due to the Covid lockdowns. Danny Gomm replied that Family Hub had not, but he said he would investigate and check. Kevin McDaniel added that the education psychology team had been working with the early years team to handle the education and psychology of 'Covid babies'.

Councillor Bateson asked about the welfare of children amid a family break-up. Danny Gomm replied that Family Hub would try to work with both parents when formulating a plan for the child. If both parents could not be in the same room, they would be met separately. In terms of school exclusions, the Family Hub would provide behavioural support as well as advocate for that child.

UPDATE ON HEATHERWOOD HOSPITAL OPENING

RESOLVED UNANIMOUSLY: That the order of agenda items was changed, so that Update on Heatherwood Hospital Opening was considered fourth.

Carol Deans, Director of Communications and Engagement, NHS Frimley, Dan Bradbury, Chief Operating Officer, NHS Frimley, and Nigel Foster, Chief Finance Officer, NHS Frimley, introduced the item with a presentation. Nigel Foster gave the background and progress to the development of the new Heatherwood hospital. Dan Bradbury then gave a summary of the facilities, services, layout and infrastructure. And finally, Carol Deans gave an overview on the new hospital's impact and future aspirations.

The Chairman asked about the parking spaces at Heatherwood. Carol Deans answered that there were 151 patient spaces, 16 disabled patient spaces as well as 240 staff and six disabled staff spaces.

Councillor Sharpe raised the question of bicycle parking spaces. Carol Deans answered that there were bicycle parking spots at the hospital but added that they would investigate on how clear they were located and may consider signposting. Nigel Foster reiterated that the signposts for parking should be investigated.

Councillor Da Costa asked if it was still going to be low risk elective surgery, and whether Heatherwood has a HDU (High Dependency Unit) and a maximum BMI. Dan Bradbury replied that there was not an HDU, but there was elevated post-operative support which was designed to chunk the 80% of surgery at high volumes. He added that there would always be about 15–20% which would require a greater level of support, which would then be maintained.

Councillor Da Costa asked if the new electronic system would enable practitioners to test results by using a patient number rather than needing to go through multiple systems and then cross-reference. Dan Bradbury answered that a system called 'Open Epic' allowed care practitioners to access and review patient records. There was also Connected Care, a hub and interface which allowed people to see patients records and it linked disparate systems. Nigel Foster confirmed Councillor Da Costa's answer.

Councillor Tisi asked to what extent did the specialisms which were chosen reflected the aging population and the changes in future proofing for what was being seeing going forward. In regards to future proofing, Dan Bradbury replied that they would monitor this over the next 12 months. Within the NHS, two of the specialties which had increased the most in terms of patient waiting times and patient waiting lists were ophthalmology and orthopaedics. The main reason was because they tended to not be life-threatening.

Councillor Bateson asked whether the Heatherwood building could be expanded in the future. Nigel Foster replied that the possibility of expansion was considered during the planning to ensure there was an open possibility to add additional buildings or expand the current building. However, if there was a decision to expand, there would be questions on funding for this expansion. Also, while expansion was possible, NHS Frimley would seek to make use of its current sites first to meet demand.

Discussing the length of time of the meeting, Councillor Tisi suggested that the presentations be forwarded to the panel before the meeting to allow the Panel to look through them and prepare questions, allowing efficiency during the meeting.

ACTION: The Clerk to forward presentations to the Panel before meetings.

IMPLEMENTATION OF HEALTH AND CARE WHITE PAPER

The Panel discussed and decided to move this agenda item to the next meeting.

RESOLVED UNANIMOUSLY: To have the Implementation of Health and Care White Paper moved to the next meeting agenda.

UPDATE ON CURRENT TRANSFORMATION PROJECTS

Katharine Willmette (Director of Statutory Services and Deputy DASS) introduced the item by conveying the updates of various transformation projects. She went through the item in the agenda document and gave a summary of each project, then explained the progress in the last quarter and the actions for the next quarter. The projects included the relaunch of Shared Lives Schemes, Review resourcing and Transitions.

The Chairman asked if the Transitions activity included integrating Family Hubs with the children services. Katharine Willmette replied that there was no formal plan to integrate the Family Hub but were nevertheless open to collaborating with them as part of the work to support families.

Councillor Tisi asked if the transformation in other areas would be done in the same way. Kevin McDaniel said he would check on that.

ANNUAL SCRUTINY REPORT

The Chairman introduced the Annual Scrutiny Report.

RESOLVED UNANIMOUSLY: Approve the Annual Scrutiny Report.

WORK PROGRAMME

The Chairman introduced the item, and the Panel discussed what agenda items could be added to future meetings.

The Chairman wanted the Implementation of Health and Care White Paper to be a standing item for future agendas.

ACTION: Implementation of Health and Care White Paper to be a standing item for future agendas.

The meeting, which began at 7.03 pm, finished at 10.00 pm

CHAIRMAN.....

DATE.....