

ADULT SERVICES AND HEALTH OVERVIEW AND SCRUTINY PANEL

THURSDAY, 20 SEPTEMBER 2018

PRESENT: Councillors Mohammed Ilyas (Chairman), John Lenton, Marion Mills and Lynda Yong

Also in attendance: Councillor Stuart Carroll, Vernon Nosal and Helen Woodland

Officers: Rachel Kinniburgh, Andy Carswell, Hilary Hall and Lynne Lidster

APOLOGIES

Apologies for absence were received from Cllrs Diment and Majeed, and from Rachel Harvey of Age Concern Windsor.

DECLARATIONS OF INTEREST

There were no declarations of interest received.

MINUTES

Cllr Lenton stated that some points he had raised regarding shortfalls in day care provision had not been included in the minutes of the meeting held on July 18th and asked for them to be included. He added that he would be raising some further points on this matter later in the meeting.

DAY SUPPORT FOR OLDER PEOPLE IN THE BOROUGH

The Head of Commissioning informed Members that the population of the Royal Borough included a significant proportion of people aged over 65, which was predicted to increase. Because of this, the Council had a duty to review the level of provision for older residents to support their wellbeing. This was done in partnership with the voluntary sector.

The Head of Commissioning stated that feedback from day centre users was positive, and that the centres were valued as they provided older residents with social interaction and stimulation – which was beneficial for their mental health – and allowed their carers to be given some respite. Members were informed that two day centres were fully funded by the Council and provided by Optalis, five were grant funded, and there were a number of other lunch clubs and special interest groups for older residents. The two Council-funded day centres were primarily for people with a high level of frailty, meaning their needs included help with personal care. Other day centres were for people with mild or moderate frailty, who would often need help with transport to particular activities. Financial support was available to assist with this.

Members were informed about attendance rates at the day centres and the costs involved. The Head of Commissioning explained that the disparity in costs from centre to centre was due to additional activities and/or lunch being included in the price.

Helen Woodland, Assistant Director of Provider Services at Optalis, informed Members that centres for residents with greater support needs had helped customers with the use of cognitive stimulation therapy and reminiscence sessions. Optalis had worked with Social Care, GPs and district nurses to help provide the correct services to customers, particularly those with complex care needs, mobility issues or personal care needs. Feedback indicated that this had helped engender a sense of belonging amongst customers. Helen Woodland

stated that as a result, the care team at Boyne Grove had been nominated for an award at the Great British Care Awards, which were scheduled to take place on November 3rd. Members were informed that day centre services operated Monday-Friday, although activities would occasionally take place at weekends.

The Cabinet Member for Adult Social Care and Public Health said he had visited a number of the day centres and had always been impressed with the services provided and the work done by the staff. He said it was important to ensure day centre provision was maintained and improved. The Chairman asked for the Panel's thanks to be passed on to day centre staff.

Cllr Lenton stated he had seen a number of day centres during his year as Mayor, and although he had been impressed at what he had seen he had concerns that he had only seen what was worth showing. He stated that there may be variations in quality between the day centres. Helen Woodland stated that staff worked extremely hard to ensure residents' needs were met and the right staffing levels were maintained, and that this led to residents continuing to use the day centres.

Cllr Lenton stated his belief that the level of service provision for those who needed care but were either bedbound or housebound at their own property was not as good as that given to care home residents. He cited the example of his cleaner's mother; although the level of home care given to her in the first four weeks had been excellent, standards had fallen. For example a carer would not turn up on time; a back door had been left unlocked; and a carer had walked in on a family member in their bedroom while they were half dressed. Cllr Lenton accepted that providing care in residents' homes was a difficult job. He agreed that he would take it up with the relevant officer outside the meeting, but stated that he wanted the Panel to be aware of his experiences. The Deputy Director – Strategy and Commissioning suggested that domiciliary care provision could be looked at in broader detail at the next meeting, in order for Members to get a better understanding of how it was monitored. This was agreed by Members.

Cllr Yong asked if care workers were deemed to be key workers, in the same way as teachers and nurses. She stated that there was a great need for care workers in the Royal Borough due to its elderly population, but due to high housing costs and low wages it would be harder to attract them. The Deputy Director – Strategy and Commissioning said she did not know the answer to Cllr Yong's question but would find out.

QUARTER 1 PERFORMANCE REPORT

The Deputy Director – Strategy and Commissioning reminded Members that the corporate performance management framework was made up of 25 key performance indicators, which are monitored twice a year by Cabinet. In addition, the 25 performance indicators, together with a further set of secondary indicators, were monitored on a quarterly basis by the relevant Overview and Scrutiny Panel. There were ten indicators of relevance to Adult Services and Health: of these, in Quarter 1 2018-2019, five had met or exceeded their target, four were just short but within tolerance, and one measure, relating to the percentage of clients due for re-ablement who were still at home 91 days after discharge from hospital, was off target. The Deputy Director – Strategy and Commissioning advised that the figure was currently low as more definition regarding the cohort was needed. Members were informed that the service that provides re-ablement was generally successful in what it did, and that even a small percentage change would be enough to move the service into the top performing quartile nationally.

The Deputy Director – Strategy and Commissioning informed Members that it was anticipated that improvements would be noted in future regarding recommissioning of drug and alcohol services. Members were told that these teams had been operating under challenging circumstances.

In terms of the 11 performance indicators that were relevant to Adult Services and Health in 2017/18, Members were told that seven had met or exceeded their target, two were just short but within tolerance, and two had missed their target; these related to the percentage of carers to be reviewed within the last 12 months, and the number of carers to be supported through social prescribing. Members were told that carers were supported through a range of other dedicated services, and the number of carers who had been reviewed had increased significantly during the first quarter of 2018/19.

Regarding the decrease in the number of smoking quits mentioned in the main report, the Deputy Director – Strategy and Commissioning stated that more people were accessing services to seek alternatives to smoking, such as e-cigarettes and vaping, rather than quitting altogether. Measuring quits on their own did not accurately measure the level of the smoking cessation team’s performance. Members were told that an increase in residents using vapes and e-cigarettes was in line with the national picture.

The contents of the report was noted by Members.

WORK PROGRAMME

The Deputy Director – Strategy and Commissioning informed Members that the Joint Adult Safeguarding Board had just produced its annual report. It was agreed that this would be covered at January’s meeting.

It was agreed that the item on domiciliary care mentioned earlier in the meeting would be discussed at the next meeting. Cllr Lenton said it would be useful to see if any problem areas in the Royal Borough relating to this could be broken down into ward and/or ethnic group. The Deputy Director – Strategy and Commissioning stated that this information would be included in the Joint Strategy Needs Assessment and this would also be brought to Panel.

Members noted the contents of the Work Programme.

The meeting, which began at 7.00 pm, finished at 7.42 pm

CHAIRMAN.....

DATE.....