



Health and Social Care Scrutiny Board (5)

Time and Date

11.00 am on Wednesday, 19th July, 2023

Place

Diamond Rooms 1 and 2 - Council House

Public Business**1. Apologies and Substitutions****2. Declarations of Interest**

(a) To agree the minutes of the meeting held on 22nd March 2023 (Pages 3 - 8)

(b) Matters Arising

3. West Midlands Ambulance Service (Pages 9 - 26)

Report of the West Midlands Ambulance Service Strategy & Engagement Director (Vivek Khashu) and the Director of Nursing (Mark Docherty)

4. Work Programme and Outstanding Issues (Pages 27 - 34)

Report of the Scrutiny Co-ordinator

5. Any other items of Public Business

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

Private Business

Nil

Julie Newman, Chief Legal Officer, Council House, Coventry

Tuesday, 11 July 2023

Note: The person to contact about the agenda and documents for this meeting is Caroline Taylor, Governance Services Officer.

Email: caroline.taylor@coventry.gov.uk

Membership: Councillors S Agboola, L Bigham (By Invitation), K Caan (By Invitation), J Gardiner, S Gray, L Harvard, G Hayre (By Invitation), A Hopkins, A Jobbar, C Miks (Chair), B Mosterman, S Nazir (By Invitation) and A Tucker

Public Access

Any member of the public who would like to attend the meeting in person is encouraged to contact the officer below in advance of the meeting regarding arrangements for public attendance. A guide to attending public meeting can be found here: <https://www.coventry.gov.uk/publicAttendanceMeetings>

Caroline Taylor, Governance Services Officer
caroline.taylor@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at
10.00 am on Wednesday, 22 March 2023

Present:

Members: Councillor M Ali (Chair)
Councillor J Birdi
Councillor J Gardiner
Councillor A Jobbar
Councillor G Lloyd
Councillor J McNicholas
Councillor C Miks
Councillor B Mosterman

Other Members: Councillor G Hayre (Cabinet Member for Public Health and Sport)
Councillor M Mutton (Cabinet Member for Adult Services)

Employees (by Directorate)

Adult Services S Caren, J Reading

Law and Governance V Castree, C Taylor

Others Present: K Drysdale, Deputy Director of Nursing: Clinical Transformation
T Pilcher, Chief Nursing Officer/SRO for PEO LC
Dr K Hoddell, Clinical Lead for Coventry and Warwickshire

Apologies: Councillor K Caan (Cabinet Member for Public Health and Sport)
E DeVane (Co-opted Member)

Public Business

41. Apologies and Substitutions

The Board were advised of Councillor J Clifford and Ed DeVane's retirement from the Board. Thanks were extended to both Members for their contributions.

42. Declarations of Interest

Minute 44 (End of Life Strategy)

- Councillor J McNicholas declared he had an elderly relative who did not use social media
- Councillor C Miks declared a relation had received end of life care

As neither declaration was a disclosable pecuniary interest, Councillors McNicholas and Miks remained in the meeting during the consideration of the item.

43. **Minutes**

The minutes of the meetings held on 1st February 2023 and 15th February 2023 were agreed and signed as a true record.

There were no matters arising.

44. **End of Life Strategy**

The Board considered a briefing note of the Director of Adults regarding Coventry and Warwickshire Integrated Care System which was developing a 5-year Coventry and Warwickshire All Age Palliative and End of Life Care (PEoLC) Strategy 2023 – 2028. The Strategy would be owned by the following organisations:

- Coventry City Council (CCC)
- NHS Coventry and Warwickshire Integrated Care Board (CWICB)
- Warwickshire County Council (WCC)

The Strategy development was based on the National Ambitions for Palliative and End of life Care. The 6 National ambitions were:

- Each person is seen as an individual
- Each person gets fair access to care
- Maximising comfort and wellbeing
- Care is co-ordinated
- All staff are prepared to care
- Each community is prepared to help

The delivery of the PEoLC Strategy would support the ICS partnership organisations to ensure PEoLC was prioritised and equitable across the system.

A brief for the proposed Strategy was presented to Coventry and Warwickshire Commissioning Group in June 2022 and agreement had been secured from WCC and CCC to partner the strategy.

Four priorities had been identified for the Palliative and End of Life Care for Coventry and Warwickshire:

1. Information – focus on identification of people in the last 12 months of life, early intervention, and support.
2. Access – to timely palliative and end of life care, with support throughout.
3. Supporting people – diagnosed with a life limiting condition and those who matter to them, carers, and community to prevent crisis.
4. Improving the quality of personalised care and support planning for people with palliative care needs, including planning for the end of life.

Members of the Board, having considered the content of the briefing note and presentation, asked questions and received information from officers on the following matters:

- Information on the Happy, Healthy Lives website
- Access to end of life information to be available widely on both social media, in libraries and GP surgeries
- Funding mechanisms and level of resource available to implement the Strategy
- End of life services being mapped to identify gaps
- End of life care being delivered through primary care
- The Action Plan identifying and raising awareness of services available to residents in Coventry and Warwickshire and how they could work collaboratively with the voluntary and community sector within the funding means to service the needs of the population
- All patients being identified as individuals
- Patients dying without being identified as being in their last year of life - some end of life services not being accessed
- Respect forms informing service providers of patients wishes
- Medical, psychological, emotional and spiritual support being available to both patients and their families
- Collaborative working between doctors, hospitals, families and patients being vital to the strategy
- Pharmacies ensuring they have the correct medicines in stock when required
- The Strategy engagement period during June/July 2023
- Social Prescribers in Primary Care being a vital link
- An end of life register which would communicate with every organisation

Members welcomed the Strategy, thanked officers for their work and suggested the following comments in contribution to the Strategy:

- Review the appropriateness of the information on palliative care on the 'Healthy Lives' website.
- Update information available on palliative care for patients and their families, online and in other forms.
- Review communication with patients and their families, professionals and communities.
- Seek clarity on the funding mechanisms and level of resource available to implement the Strategy.
- Consider digital denial alongside digital inequality.
- Enhance opportunities to share records across the system to reduce duplication for patients and professionals.

RESOLVED that the Health and Social Care Scrutiny Board (5):

- 1. Support further engagement of the draft Strategy in 2023 and review the final version later in 2023.**
- 2. Receive the final version of the Strategy.**

45. **Market Sustainability Plan**

The Board considered a report of the Director of Adults advising a key component of the Adult Social Care reform agenda was sustainability of the care market. Part of the requirement was for Councils with responsibility for adult social care to undertake a Fair Cost of Care (FCoC) exercise to establish the median costs of care for two elements of the care market: care homes for people aged 65 and over and home support for those aged 18 and over and to move towards payment of median fee rates. A further mandate was for the delivery of a provisional Market Sustainability Plan (MSP).

The production of the MSP was required to ensure that the Council received financial support from the Government in relation to Fair Cost of Care in 2022/23 and was a condition of receiving the Sustainability and Improvement Fund in 2023/24.

The Department of Health and Social Care (DHSC) required submission of a provisional MSP in October 2022 and the Council had submitted this to DHSC following approval at Cabinet on 11th October 2022. The final MSP was required to be submitted by 27th March 2023 and including the following three sections:

Section 1: requires assessment of the 65+ care home market and the 18+ home support market which will give a comprehensive and representative picture of the current situation.

Section 2: an assessment of the expected market changes over the next 3 years.

Section 3: plans for each submarket to address the sustainability issues identified including how funds would be used to move towards a fair cost of care over the next 3 years, any further actions the local authority planned to take to support market sustainability, how the plan complements other strategic documents and how the authority had engaged providers in the development of the plans.

Members of the Board, having considered the content of the report and presentation, asked questions, and received information from officers on the following matters:

- Sources of funding in relation to the increase in inflation
- Coventry's allocation of funding
- Less reliance on Housing with Care
- The West Midlands Hub
- Skills enhancement and training to support care provision
- Insurance for care homes
- In the case of a "needs improvement" outcome, working with the provider to develop an improvement plan, including setting timescales and prioritising safety of residents/service users
- If significant concerns are identified, all elements of care provided are investigated

RESOLVED that the Health and Social Care Scrutiny Board (5) note the Market Sustainability Plan.

46. **Work Programme and Outstanding Issues**

The Board noted the Work Programme and agreed to invite the West Midlands Ambulance Service to the first meeting of the new Municipal Year.

RESOLVED that the Health and Social Care Scrutiny Board (5) notes the Work Programme and invites the West Midlands Ambulance Service to the first meeting of the new Municipal Year.

47. **Any other items of Public Business**

There were no other items of public business.

(Meeting closed at 12.00 pm)

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Coventry City Council

Briefing note

To: Health and Social Care Scrutiny Committee

Date: 19th July 2023

Subject: West Midlands Ambulance Service

1 Purpose of the Note

- 1.1 To inform Health and Social Care Scrutiny Board (5) that West Midlands Ambulance Service (WMAS) have been invited to attend the scrutiny board meeting on 19th July.

2 Recommendations

- 2.1 Health and Social Care Scrutiny Board 5 are recommended to
- 1) Note the information provided
 - 2) Make recommendations to the appropriate Cabinet Member or Partner Agency

3 Information/Background

- 3.1 WMAS have provided the following information Coventry & Warwickshire Integrated Care System Demand, Hospital Delays & Performance (Appendix 1) and WMAS Regional Demand, Hospital Delays & Performance (Appendix 2).
- 3.2 The information presented covers Coventry and Warwickshire and therefore pertains to University Hospitals Coventry and Warwickshire, South Warwickshire Foundation Trust and George Elliot Hospital.

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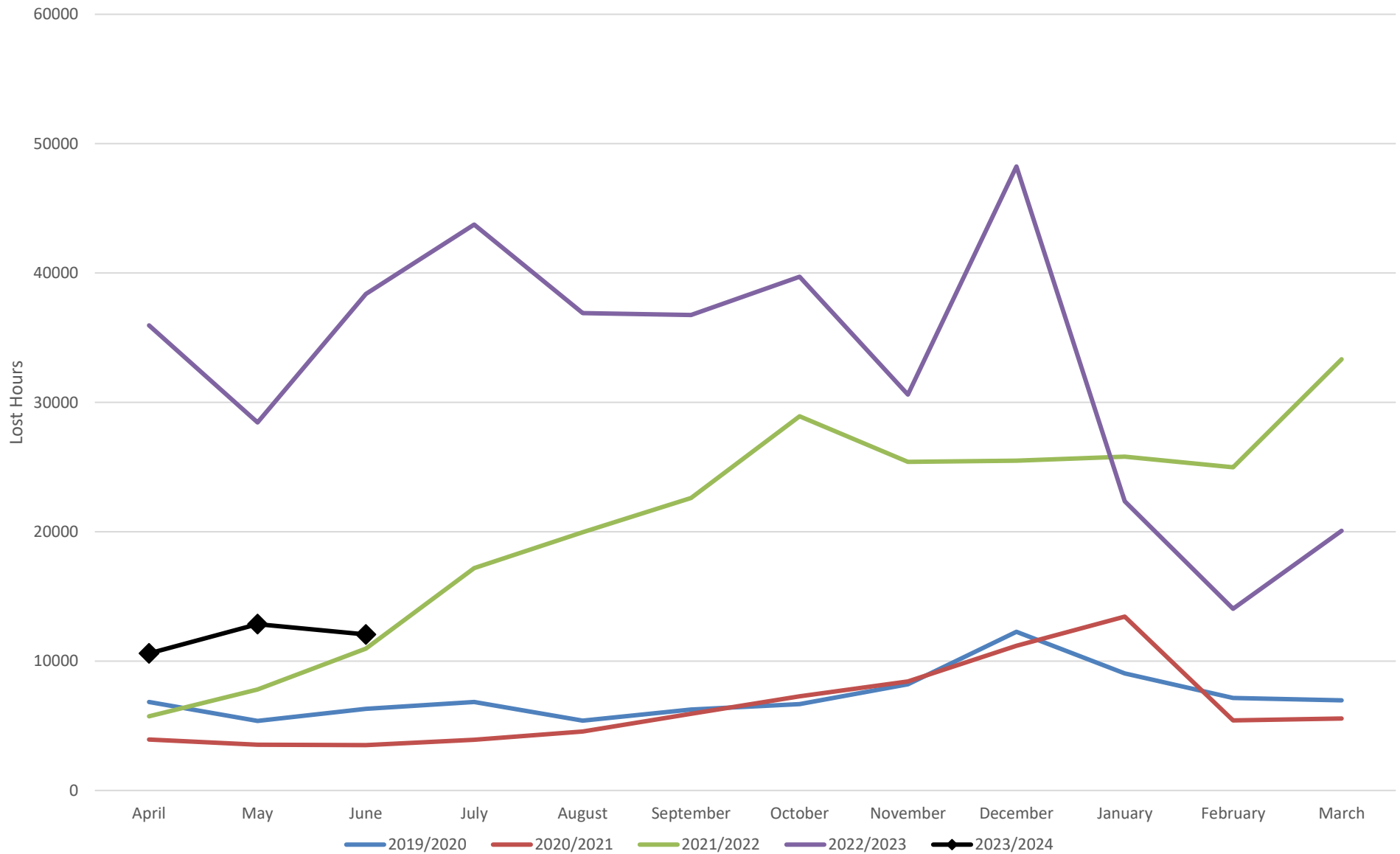


WMAS Regional Demand, Hospital Delays & Performance

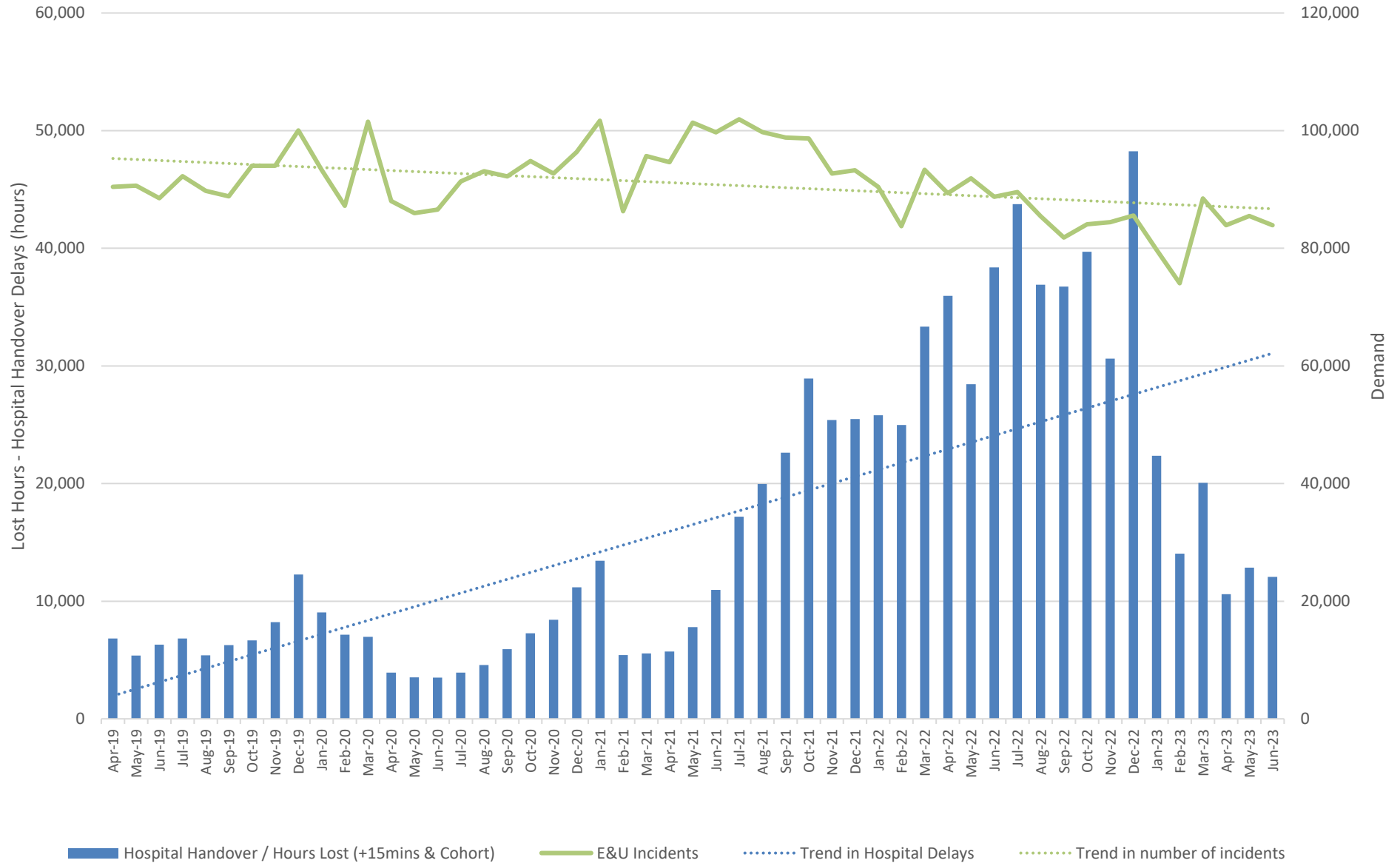
June 2023



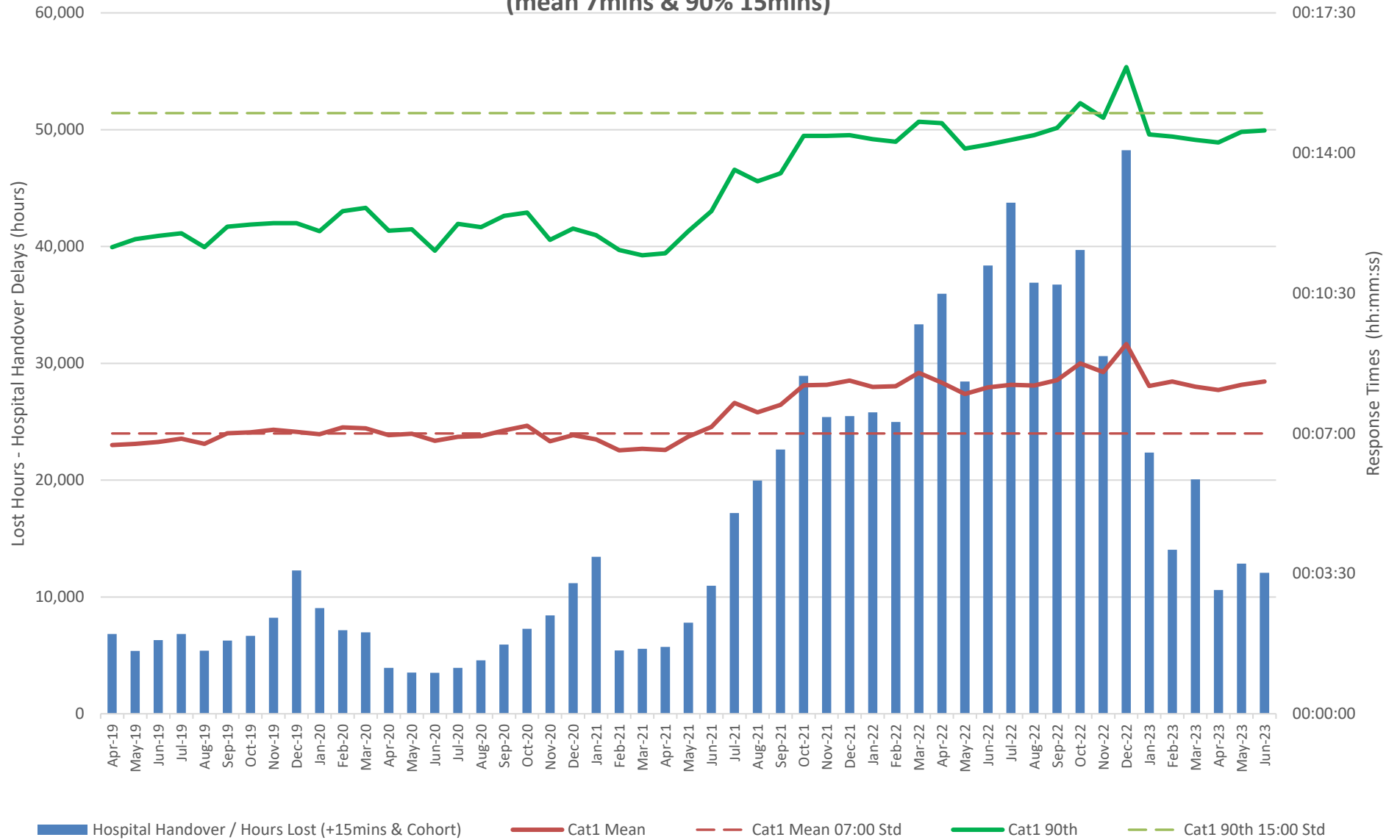
Regional Hospitals Handover Delays > 15mins (inc cohorting) - Total Hours by Month



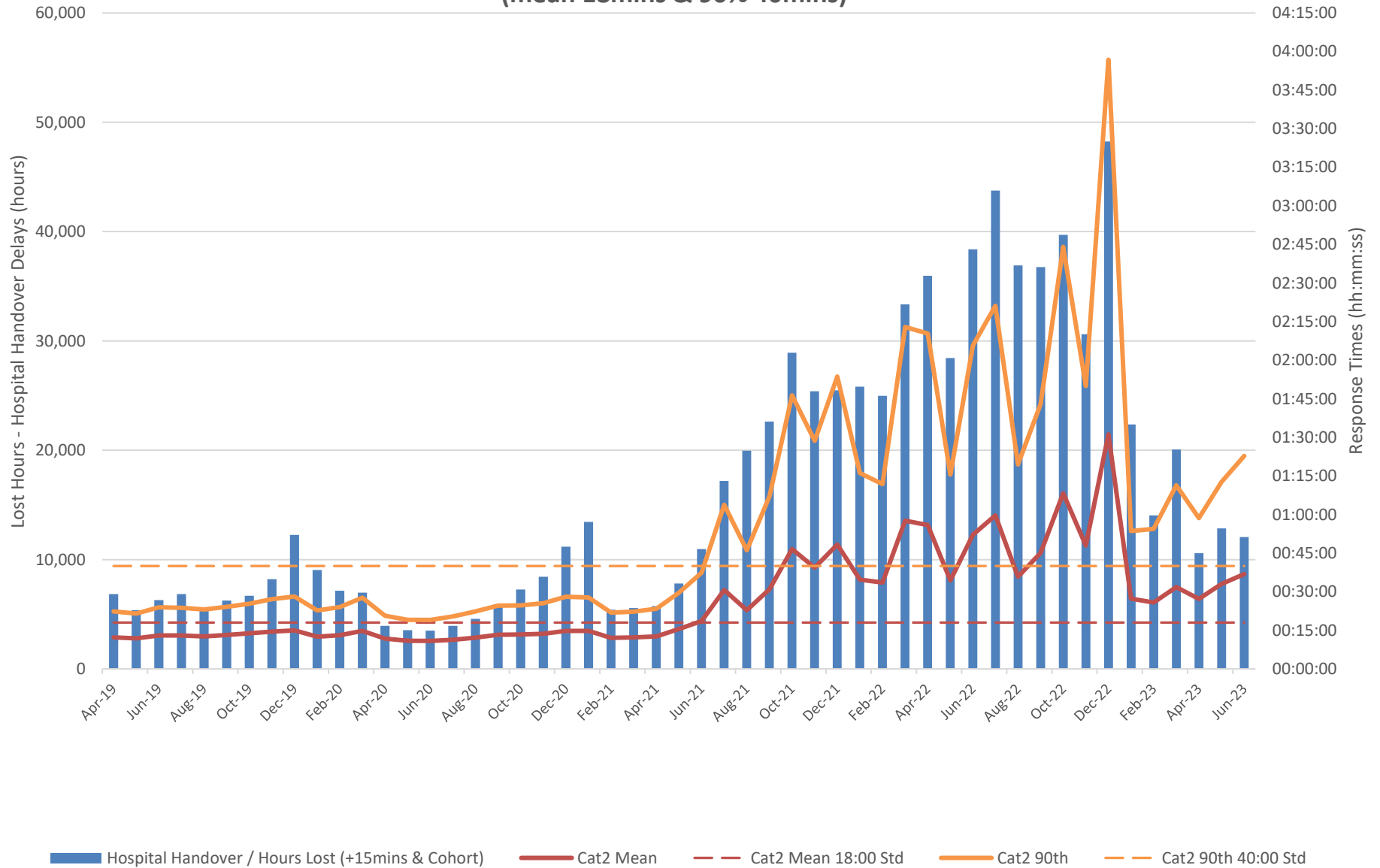
Operational Demand & Handover Delays



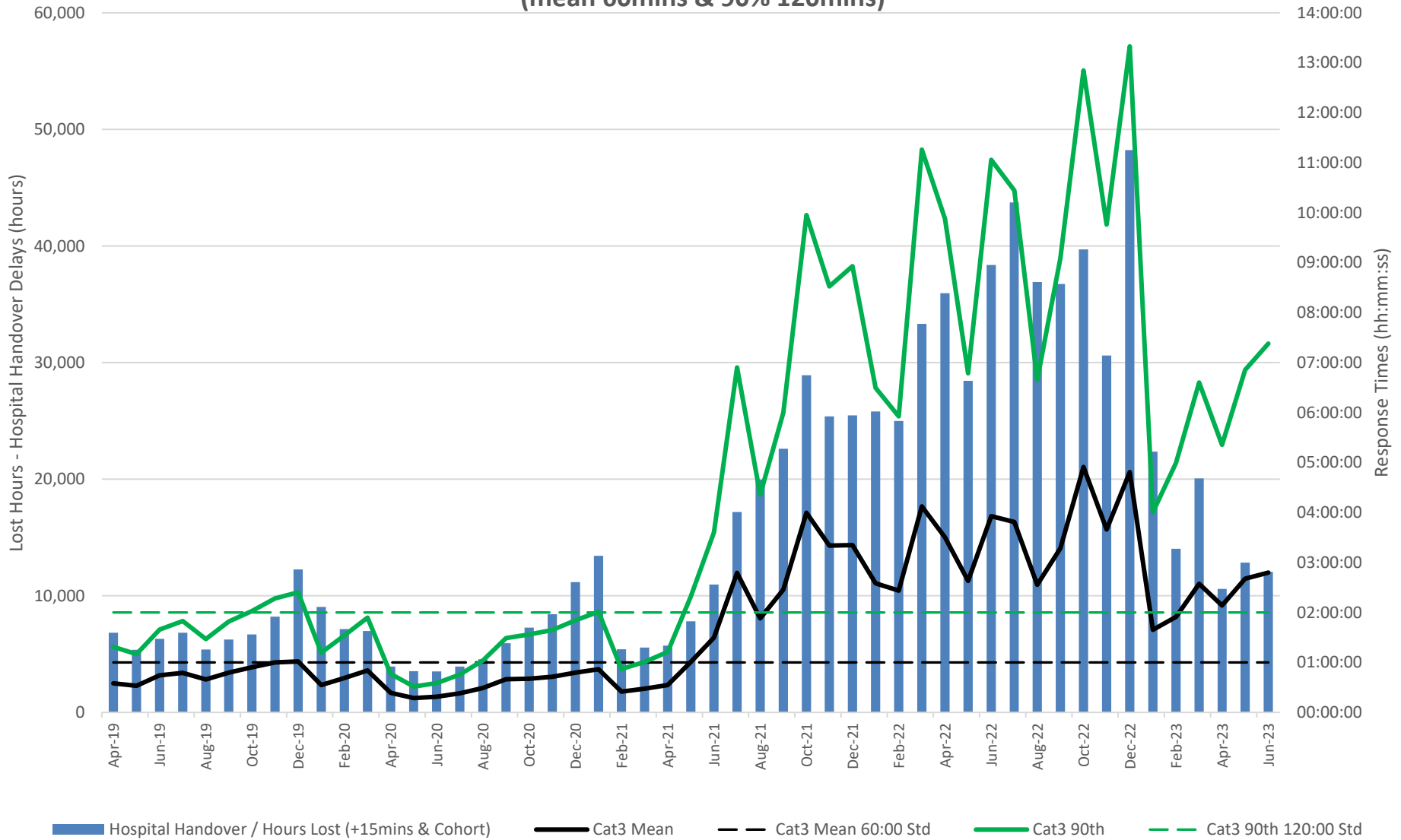
Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat1 (mean 7mins & 90% 15mins)



Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat2 (mean 18mins & 90% 40mins)



Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat3 (mean 60mins & 90% 120mins)



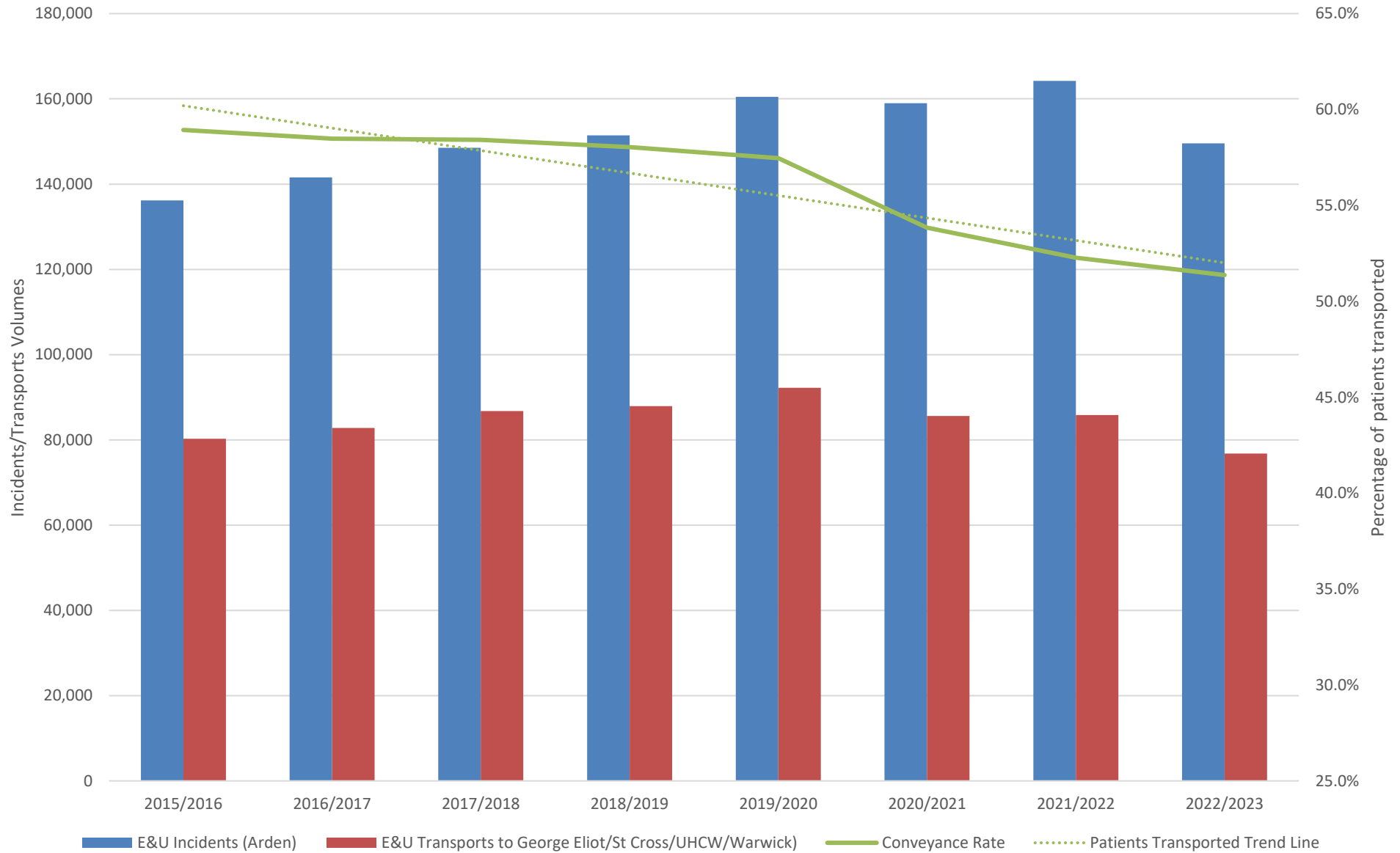
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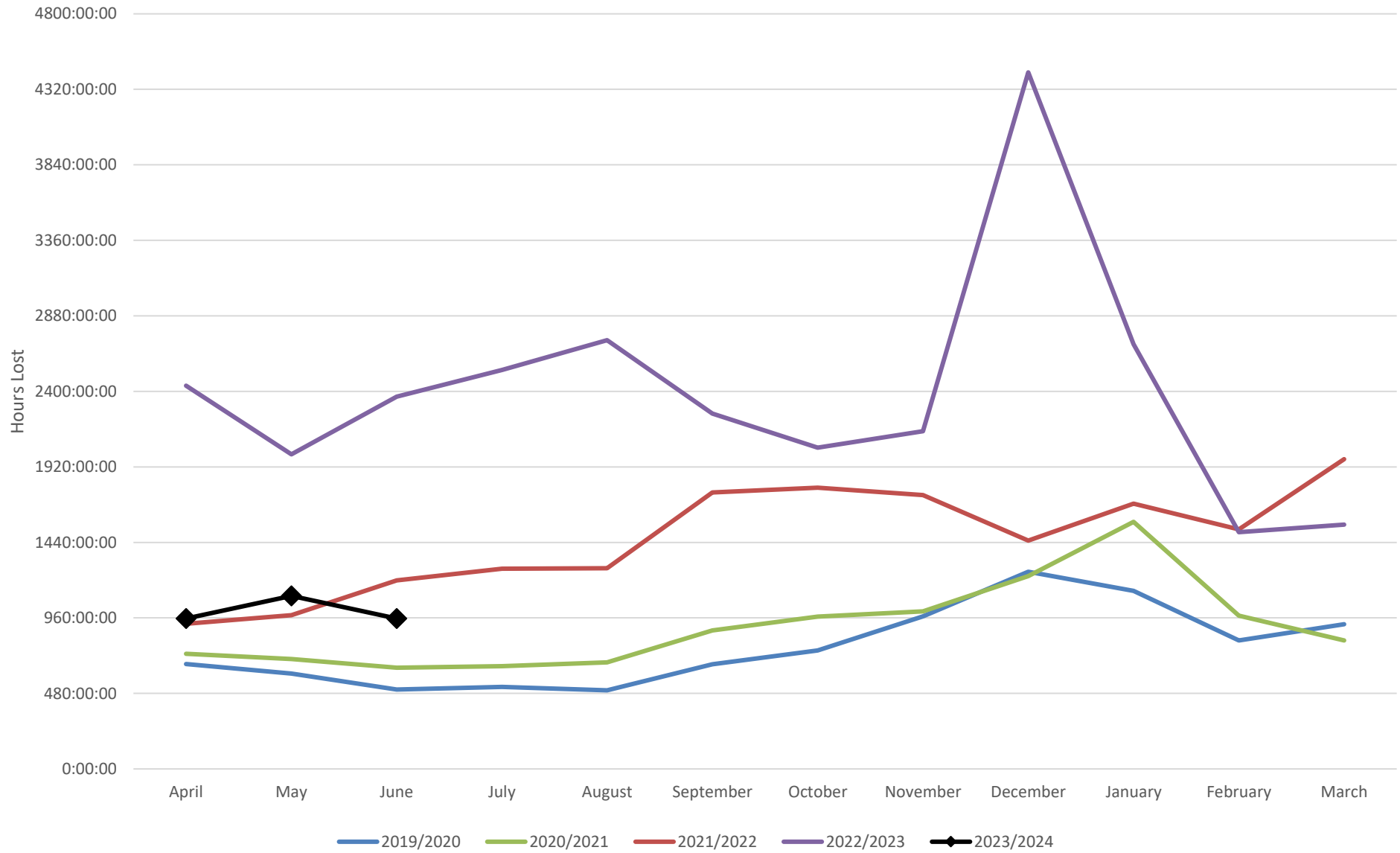
Coventry & Warwickshire ICS Demand, Hospital Delays & Performance

June 2023

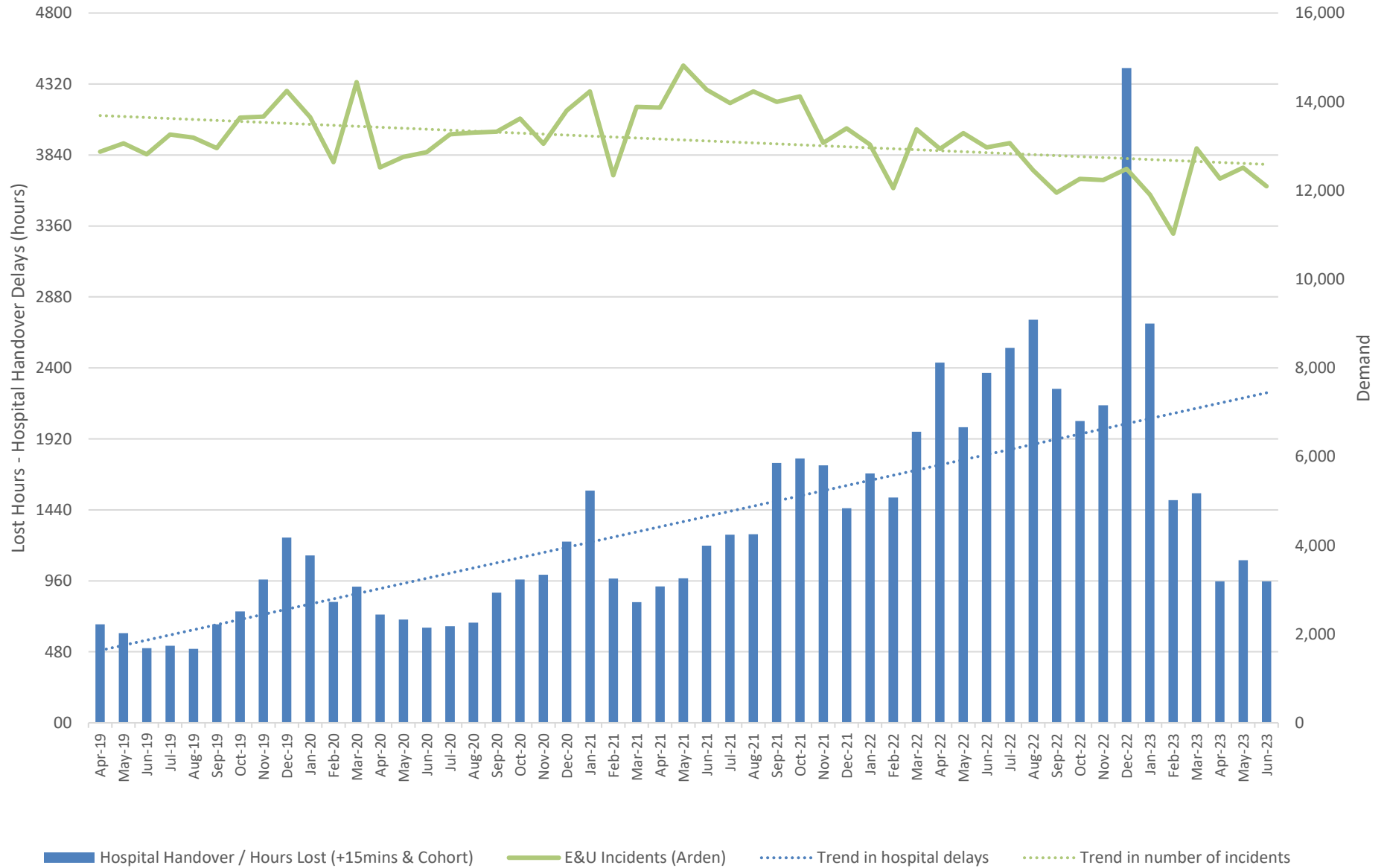
Incidents, Transports & Conveyance Rate Year on Year



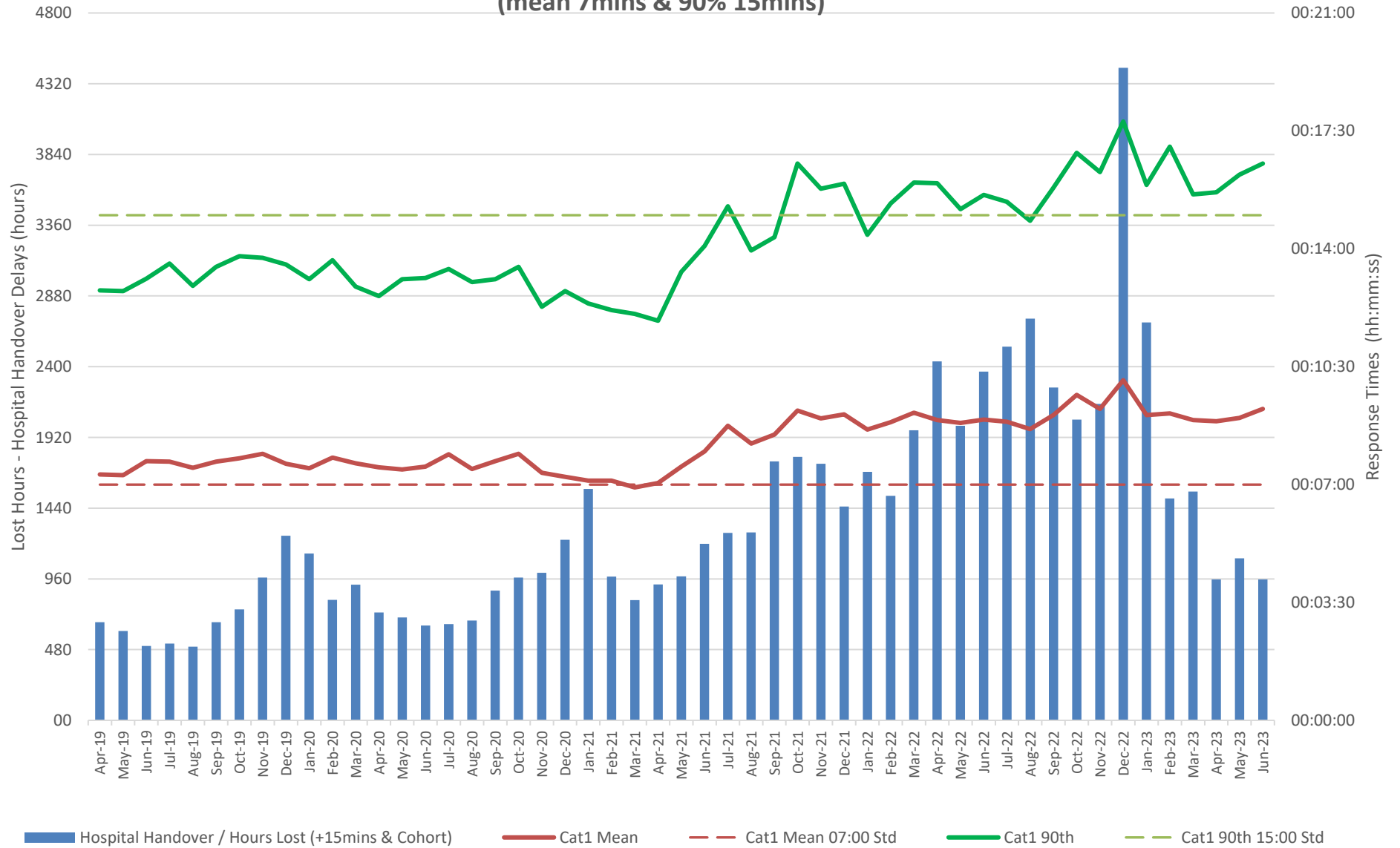
C&W Hospitals Handover Delays >15mins (inc cohorting) - Total Hours by Month



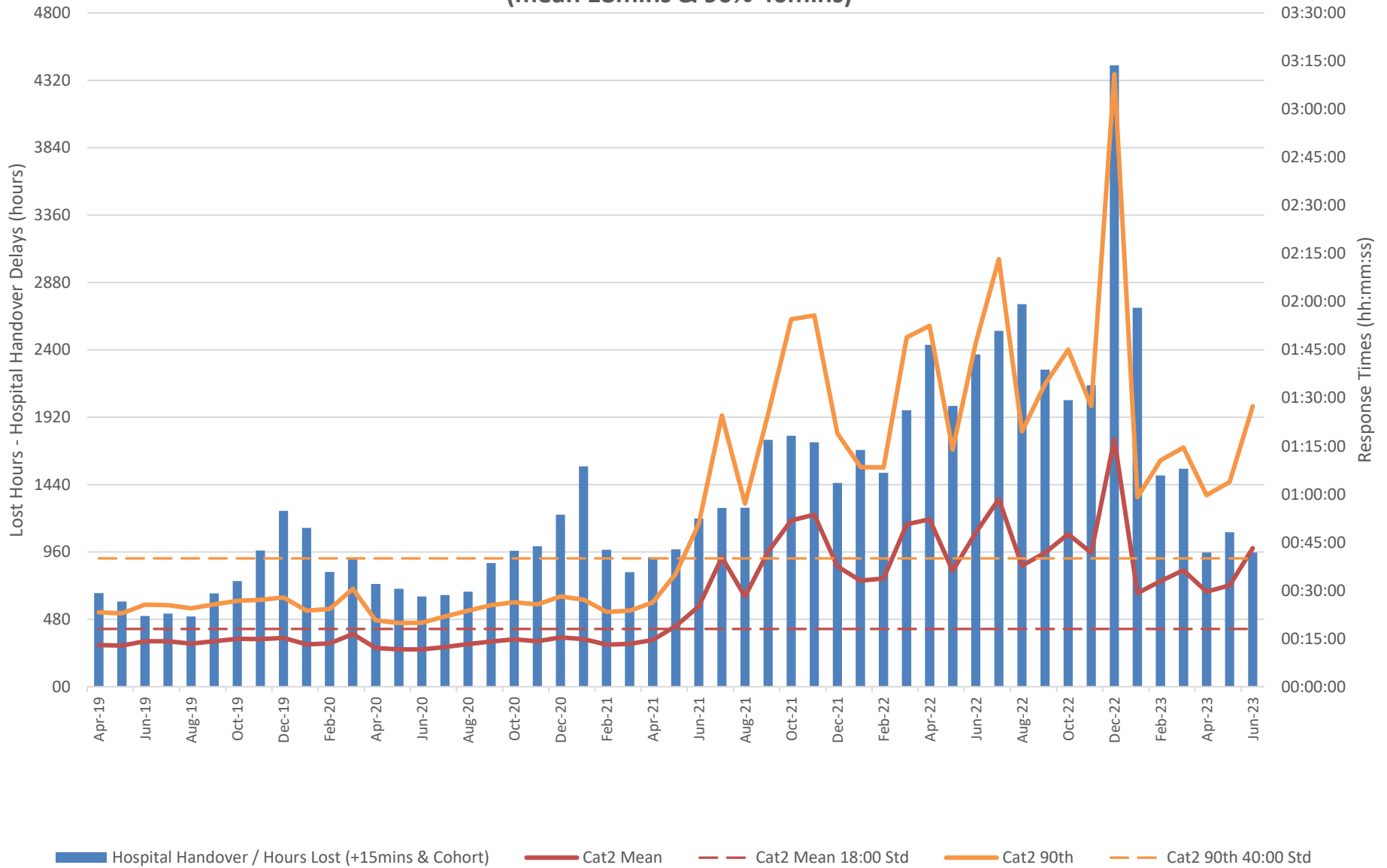
Operational Demand & Handover Delays



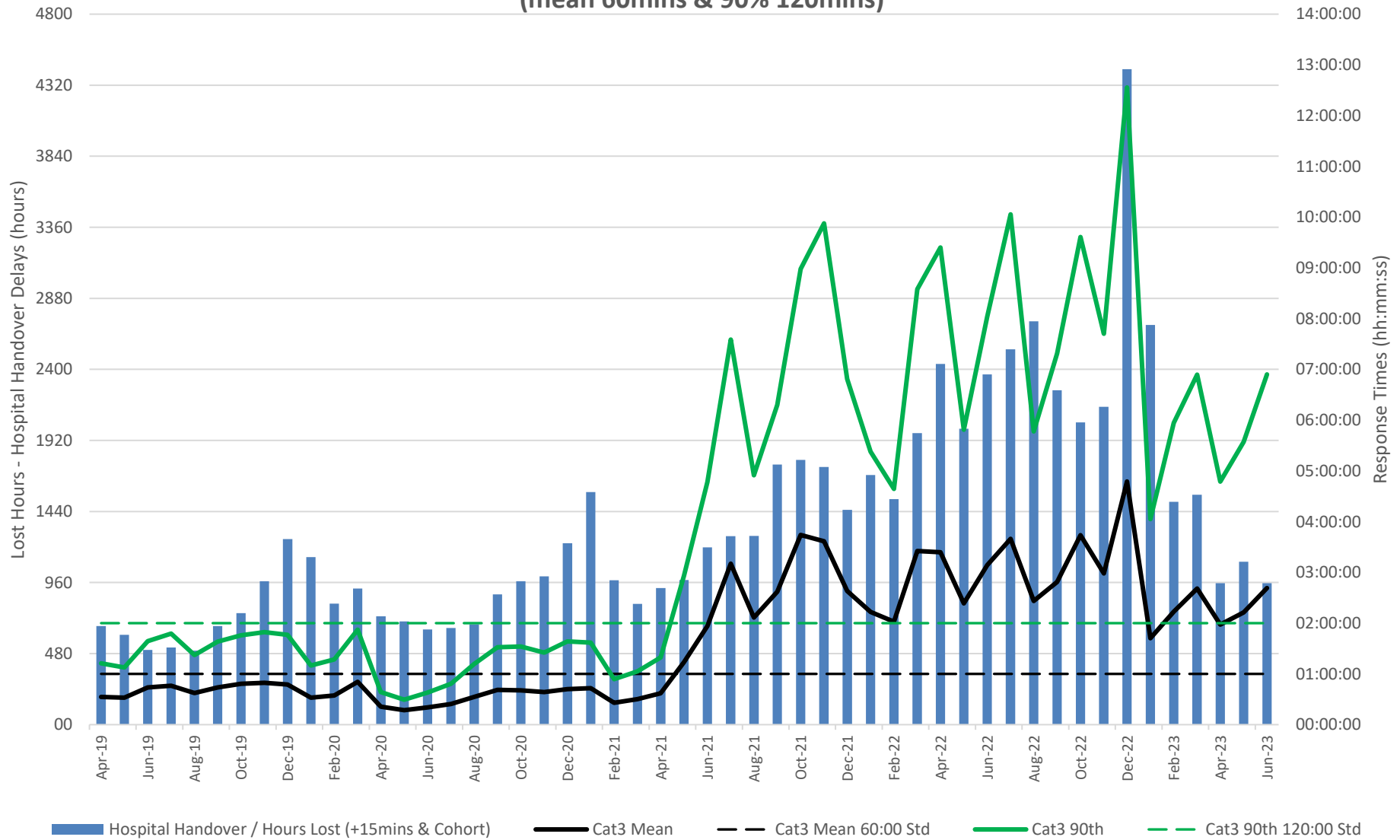
Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat1 (mean 7mins & 90% 15mins)



Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat2 (mean 18mins & 90% 40mins)



Hospital Handover Delays > 15mins and Cohorting vs Operational Performance Cat 3 (mean 60mins & 90% 120mins)



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Agenda Item 4

Health and Social Care Scrutiny Board Work Programme 2023/24

Last updated 21st June 2023

Please see page 2 onwards for background to items

19th July 2023
- West Midlands Ambulance Service (June 2023)
13th September 2023
- Adult Social Care Annual Report 2022/23
- A&E Waiting Times (September 2023)
18th October 2023
-
29th November 2023
-
17th January 2024
-
28th February 2024
-
10th April 2024
-
2023/24
- Community Mental Health Transformation
- End of Life Strategy (November 2023)
- Virtual Beds
- Director of Public Health and Wellbeing Annual Report
- Pharmaceutical Needs Assessment
- Health Sector Skills Development
- Child and Adolescent Mental Health (Joint with SB2)
- Preparing for Adult Social Care CQC Assurance
- Modernising Sexual Health Services
- All Age Autism Strategy 2021-2026 Implementation Update
- Health Protection
- Coventry and Warwickshire Integrated Health and Care Delivery Plan
- Immunisations and screenings

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
19th July 2023	- West Midlands Ambulance Service (June 2023)	WMAS have been invited to the meeting to discuss performance times.	WMAS
13th September 2023	- Adult Social Care Annual Report 2022/23		Cllr Bigham Andrew Errington
	- A&E Waiting Times (September 2023)	Identified at the meeting on 15.02.23 to discuss what progress has been made to reduce A&E waiting times.	UHCW
18th October 2023	-		
29th November 2023	-		
17th January 2024	-		
28th February 2024	-		
10th April 2024	-		

Health and Social Care Scrutiny Board Work Programme 2023/24

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
2023/24	- Community Mental Health Transformation	To scrutinise community based mental health and emotional well-being services for the adult population of Coventry with an emphasis on restoration and recovery from Covid-19.	Coventry and Warwickshire Partnership Trust
	- End of Life Strategy (November 2023)	To consider the End-of-Life Strategy.	Pete Fahy Jon Reading
	- Virtual Beds	Identified at the meeting on 15.02.23 – to consider how Virtual Beds work and the technology required for them to be successful.	UHCW CWPT
	- Director of Public Health and Wellbeing Annual Report	To present the annual report for and feedback on progress from the previous report.	Cllr K Caan Allison Duggall
	- Pharmaceutical Needs Assessment	To consider the pharmaceutical needs assessment and the role of pharmacies in the system.	Cllr K Caan Allison Duggall
	- Health Sector Skills Development	Identified at the meeting on 14.07.21, Members asked to scrutinise work in the City by partners, including Warwick and Coventry Universities to train and retain health professionals in Coventry.	Integrated Care System
	- Child and Adolescent Mental Health (Joint with SB2)	To include referral pathways, wait times, support whilst waiting for diagnosis and the impact of diagnosis on families and educators. To include wider children’s mental health support.	Integrated Care System
	- Preparing for Adult Social Care CQC Assurance	To scrutinise the work being done in preparation for the reintroduction of CQC inspections of Adult Social Care from April 2023.	Pete Fahy
	- Modernising Sexual Health Services	To consider the ‘modernising sexual health services’ agenda.	Cllr Caan Allison Duggall
	- All Age Autism Strategy 2021-2026 Implementation Update	This report was scrutinised by the Board prior to it being approved by Cabinet in February 2022. The Board welcomed the ambitious plans and requested an update on its delivery.	Pete Fahy

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
	- Health Protection	To look at the Health Protection arrangements at Coventry City Council including lessons learnt from Covid	Cllr K Caan Allison Duggal
	- Coventry and Warwickshire Integrated Health and Care Delivery Plan	To receive an annual update on the Integrated Care Joint Forward Plan	ICB Racheal Danter
	- Immunisations and screenings	To understand the opportunities to improve the uptake of immunisations and screenings.	

- ASC – Adult Social Care
- C&WCCG – Coventry and Warwickshire Clinical Commissioning Group
- CQC – Care Quality Commission
- CWPT – Coventry and Warwickshire Partnership Trust
- CWS – Coventry Warwickshire Solihull
- DFG – Disabled Facilities Grant
- DPH – Director of Public Health
- ENAS – Extended non-attendance at school
- EOL – End of Life
- GEH – George Elliott Hospital
- JHOSC – Joint Health Overview and Scrutiny Committee
- H&WB – Health and Wellbeing
- H&WBB – Health and Wellbeing Board
- HOSC – Health Overview and Scrutiny
- ICB – Integrated Care Board
- ICP – Integrated Care Partnership
- ICS - Integrated Care System
- LMC – Local Medical Council
- MAT – Multi Academy Trust
- MSP – Making Safeguarding Personal
- PCN – Primary Care Network
- SAB – Safeguarding Adults Board
- SAR – Safeguarding Adults Reviews
- SWFT – South Warwickshire Foundation Trust
- UHCW – University Hospitals Coventry and Warwickshire
- WMAS – West Midlands Ambulance Service

Work Programme Decision Flow Chart

