

HEALTH, SOCIAL CARE AND WELFARE REFORM SCRUTINY BOARD (5)

1st May, 2013

Members Present: Councillor Bigham
Councillor Clifford
Councillor Galliers
Councillor Hammon
Councillor Hetherton (Deputy Chair)
Councillor Noonan
Councillor B Singh
Councillor Thomas
Councillor Welsh (Chair)

Co-opted Member
Present: Mr D Spurgeon

Cabinet Member
Present: Councillor Lucas

Employees Present: P. Barnett (Community Services Directorate)
M. Godfrey (Community Services Directorate)
L. Knight (Customer and Workforce Services Directorate)
B. Walsh (Director of Community Services)

In attendance: Dr A. Atta, Senior Clinician
R. Fallon-Williams, Coventry and Warwickshire Partnership
Trust
J. Hancox, Coventry and Rugby CCG
E. Peappell, Coventry and Rugby CCG
J. Spencer, Coventry and Warwickshire Partnership Trust

78. **Declarations of Interests**

There were no declarations of interest.

79. **Minutes**

The minutes of the meeting held on 3rd April, 2013 were signed as a true record. There were no matters arising.

80. **Development of Mental Health Services in Coventry**

The Scrutiny Board received a presentation from Roisin Fallon-Williams and Josie Spencer, Coventry and Warwickshire Partnership Trust regarding the Trust's transformational change programme. Dr Asif Atta, Senior Clinician, also attended for the consideration of this item.

The presentation set out the background to the programme highlighting the Trust's clinical, enabling and marketing strategies; detailed the planning assumptions

and programme details; referred to the enabling work streams and the next two years headlines; and concluded with the showing of the 'Coming Home' dvd which gave patients' perspectives.

Programme details included:

- The development of an Improved Access for Patients System (IAfP) with a single point of entry into CWPT services - patients' needs would be assessed only once by a skilled professional and that they would receive timely access to the right care pathway.
- The creation of Community Resource Centres (CRCs) across Coventry and Warwickshire which would enable the streamlining of administrative services and management structures so reducing overheads and the Trust's estate.
- Establish four Integrated Practice Units (IPUs) creating high quality age-independent mental health services.
 - Create two centres of excellence, Marston Green and Aspen Centre providing specialist services.
 - Specialist nursing services aligned to GP clusters utilising the Community Services pathway
 - For people with a mental health issue or learning disability requiring the rehabilitation services, receiving this within their local area.

The Board were informed that the major issues for the next two years were anticipated to deliver cost improvements in the region of £19m (saving of 4% a year).

The Board questioned the representatives on a number of issues and responses were provided. Matters raised included:

- (i) A request from the Chair, Councillor Welsh, for information on how mental health services were provided.
- (ii) What would happen to a patient and their family if their GP didn't provide a referral.
- (iii) Access to patient notes and data protection issues.
- (iv) Additional details and intentions about the reduction in floor space of the Trust's estate.
- (v) The potential impact of the welfare reforms and the likely increase in the demand for services.
- (vi) Clarification about the age independent mental health services
- (vii) The use of Admiral nurses to support people with dementia
- (viii) The reduction in staffing and the potential for losing experienced staff

The Board put forward a number of issues for consideration as future agenda items including:

- The amount of contact time spent with patients
- The implications of the welfare reforms and partnership working including working with the Council
 - The transition between children and adult services
 - Working in partnership with the hospital

- Regarding predicted outcomes, looking at progress from the outlook of staff, students and patients
- Monitoring the implementation of the Healthwatch Action Plan for the Caludon Centre
- The contract the drug and alcohol services.

RESOLVED that:

(i) A briefing note to be circulated to Board Members detailing how Mental Health Services are provided.

(ii) Consideration to be given in due course to the issues put forward by the Board for possible inclusion in the Work Programme for the new municipal year.

81. Coventry and Warwickshire Partnership Trust – Foundation Trust Application

The Scrutiny Board received a brief presentation from Roisin Fallon-Williams, Coventry and Warwickshire Partnership Trust providing an update on the latest position of the application for Foundation Trust status.

Over the previous year assessments had been completed including the Strategic Health Authority (May 2012), the Department of Health (September 2012) and the final stage, the Monitor Assessment had commenced in December, 2012. Appointments to the Council of Governors, which included Councillor Hetherton had also been confirmed. Potential authorisation was anticipated in June.

The Board questioned the representative on the implications of the Francis Report and whether this was likely to cause a delay to the authorisation to Foundation Trust status.

82. Coventry Safeguarding Adults Board

The Scrutiny Board noted a briefing note of the Deputy Chair, Councillor Hetherton concerning her observations on the work of the Coventry Safeguarding Adults Board (CSAB) over the past year, following her appointment as an observer representative to the Board. The CSAB was appointed to fulfil multi-agency responsibilities in relation to safeguarding adults from abuse and neglect.

The Board had a wide-ranging membership reflecting the various services involved in protecting vulnerable adults from harm. Much of the Board's work was conducted through a network of Committees and membership details were included in an appendix attached to the briefing note.

Councillor Hetherton had been impressed with the work of the CSAB, in particular the thoroughness with which issues were discussed and the multi-agency approaches agreed. Attendance at meetings had been consistently high and representatives from partner organisations had been senior executives reflecting the significance with which the CSAB was held in the city. Particular reference was made

to the consideration of Executive Summary of the Serious Case review into the death of Mrs C. Councillor Hetherton also had the opportunity to attend a national Safeguarding Seminar where Robert Francis QC gave a brief overview of the Mid Staffs Inquiry and responded to questions.

Councillor Hetherton was asked about the frequency of Board meetings.

83. Report Back on the Work of the Welfare Reform Sub-Group

The Scrutiny Board received a briefing note of the Scrutiny Co-ordinators informing of the outcomes of the work of the Welfare Reform Sub-Group.

The Sub-Group had met with, taken evidence from and been supported by a range of local partners including: Coventry Citizens Advice Bureau (CAB), Coventry Law Centre, Coventry Food Bank, Coventry's Women's Voices, the University of Warwick and Whitefriars as well as officers from the City Council. The Sub-group also hosted a seminar for all Elected Members on welfare reform to increase awareness of the changes and impacts.

The Board were informed that the role of the Sub-Group had been substantially one of seeking assurance that the necessary or possible steps were being put in place locally to support those affected by benefit changes, and to ensure the public were aware of the impact these changes would have on them. This was especially important as research demonstrated that when the cumulative impact of the recession and welfare reform were considered, it was mainly those most disadvantaged who would be hit hardest. Further many of the welfare reforms hit particular individuals or families repeatedly, particularly those with disabilities or who were carers.

The Sub-Group had covered a number of topics as follows: council tax benefit (now council tax support); 'bedroom tax'; discretionary housing payment fund; homefinder; benefit cap; changes to benefits for the disabled; crisis loans and community care grants (now community support grants); communications; Coventry Partnership; social care; children's services; universal credit; 'pop up shops'; Advice Services Review; Coventry Food Bank; equality Impact Assessments and Human Rights; and the impacts on the City Council. The Sub-Groups considerations and recommendations for the topics were detailed.

The briefing note set out the following areas for possible work in 2013-14: credit unions, DWP and community cohesion.

The Board questioned the officers on aspects of the Sub-Group's work on Welfare Reform and responses were provided. Matters raised included the potential to provide further 'pop up shops' which had already proved to be very useful to residents; requests to engage with the Asian community and to have greater involvement from third party organisations; and the involvement of Severn Trent.

RESOLVED that:

(i) The Welfare Reform Sub-Group be continued in 2013/14 in an appropriate form, building on the positive partnership activity which is taking place.

(ii) The Sub-Group is used to consider the impact of the programme of welfare reforms and how Council policies and those of third party organisations may, where appropriate, be amended to account for this.

(iii) That 'pop-up shops' and other partnership activities are positively considered as opportunities for the communication of welfare reform changes to target audiences.

(iv) That information on Welfare Reform is highlighted on the front page of the Council's website.

(v) Consideration be given as to how to communicate the welfare reform changes to the Asian community.

84. Outstanding Issues

The Board noted that all outstanding issues had been included in the work programme for the current year.

85. Work Programme 2012/13

The Board considered their work programme for the current municipal year.

RESOLVED that:

(i) The following be considered as potential items for the new municipal year:

Patient discharge from UHCW

Car parking and a second entrance at the hospital

Attendance at A and E

The financial position at the hospital.

(ii) Quality Accounts 2012/13 to be included as an agenda item for the first meeting in the new municipal year.

(iii) Consideration to be given to providing the Board with a better understanding of progress for items submitted to future meetings, possibly by the inclusion of indicators, facts, targets and results.

86. Meeting Evaluation

The Board evaluated the meeting. There was an acknowledgement that the presentation by the Coventry and Warwickshire Partnership Trust on the Transformational Change Programme had been very corporate but that detailed discussions on issues would take place at future meetings, subject to the consideration of the work programme for the new municipal year.

87. **Any Other Business**

The Chair placed on record his thanks to the Vice-Chair and Members for their hard work and contributions during the course of the year. Councillor Lucas, Cabinet Member (Health and Community Services) also thanked the Board for their recommendations submitted to her Cabinet Member meetings and to care and sensitivity given to their considerations of the reports concerning the Serious Case Review for Mrs C.

Note: The meeting closed at 4.35 p.m.