

**Coventry City Council**  
**Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 2.00 pm on Wednesday, 25 September 2013**

Present:

Members: Councillor S Thomas (Chair)  
Councillor J Clifford  
Councillor P Hetherton  
Councillor H Noonan  
Councillor H S Sehmi  
Councillor D Welsh (substitute for Councillor J Mutton)

Co-Opted Members: David Spurgeon

Other Members: Councillor A Gingell, Cabinet Member (Health and Adult Services)

Employees (by Directorate)

P Barnett, Chief Executive's Directorate  
S Brake, People Directorate  
E Dewar, Resources Directorate  
P Fahy, People Directorate  
S Harrison, People Directorate  
L Knight, Resources Directorate  
B Walsh, Executive Director, People

Other representatives

S Doheny, NHS England, Local Area Team  
J Gardiner, University Hospital Coventry and Warwickshire (UHCW)  
S Green, West Midlands Ambulance Service  
P Martin, UHCW  
P Masters, Coventry and Warwickshire Partnership Trust (CWPT)  
R Newson (CWPT)

Apologies: Councillors M Ali, C Fletcher, J Mutton and A Williams

## **Public Business**

### **14. Declarations of Interest**

There were no disclosable pecuniary or other relevant interests declared.

### **15. Minutes**

The minutes of the meeting held on 24<sup>th</sup> July, 2013 were signed as a true record.

In relation to Minute 9 headed 'Briefing on a Proposed Contract Merger', the Chair, Councillor Thomas informed that the petition 'Closure of GP Surgery at 2 Maidavale Crescent' had been forwarded to the Local Area Team, NHS England as agreed by Council at their meeting on 10<sup>th</sup> September, 2013. He indicated that it might be appropriate to revisit the discussion at a future Board meeting.

Further to Minute 8 headed 'Urgent and Out of Hours Care', the Executive Director, People reported that the first meeting had been arranged for 30<sup>th</sup> September, 2013 at the hospital to start to consider the options for a business case to have a team of City Council employees based at A and E.

## 16. **Meeting the Challenges of the Francis Report**

The Scrutiny Board considered a briefing note of the Scrutiny Co-ordinator indicating that the Board had been invited by the Health and Wellbeing Board to investigate the local response to the Report of the Francis Inquiry to satisfy itself that recommendations were being taken on board by local providers and where appropriate other agencies. Representatives from University Hospitals, Coventry and Warwickshire (UHCW), Coventry and Warwickshire Partnership Trust (CWPT) and West Midlands Ambulance Service (WMAS) attended the meeting for the consideration of this item. Responses from these provider Trusts were appended to the briefing note. The Coventry and Rugby Clinical Commissioning Group and NHS England Local Area Team had also been invited but were unable to attend and it was anticipated that they would report to a future meeting. Councillor Gingell, Cabinet Member (Health and Adult Services) also attended for the consideration of this item.

Paul Martin, Director of Governance and Jenny Gardiner, Assistant Director of Governance attended on behalf of UHCW and reported on their response to Francis and also to the reports by Cavendish, Keogh and Berwick. Each report had been subject to a gap analysis from which an integrated action plan had been developed. Actions were being incorporated into existing or planned change programmes and progress was to be reported to the Board and its Sub-Committees. Actions had been grouped into four broad themes: leadership and accountability; cultural change (values, behaviours and relationships); data, information and knowledge; and redesign of the complaints process. Concerning the duty of candour, a revised set of Trust Values and Behaviours was to be launched later in the year.

Members of the Board questioned the representatives on a number of issues and responses were provided, matters raised included:

- Clarification about monitoring patient feedback with daily e-mails
- Incidents of whistle blowing and dealing with complaints
- Staffing levels on wards at night time and a comparison of current nursing levels with those from 7 years ago
- Public awareness of PALs
- Measures in place to assist staff suffering from stress, particularly in the light of current funding reductions
- The support provided for new staff
- The levels of awareness of all employees across the hospital of their responsibilities to the Francis report recommendations.

Rachel Newson, Chief Executive and Paul Masters, Assistant Director of Governance attended for CWPT and informed of the response from the Trust indicating that the Trust Board had developed an action plan in response. Attention was drawn to the engagement both within the Trust and with patients, service users and carers in the key learning theme of culture and values and to the events that had been arranged. The Trust was also exploring its application of the duty of candour which would be monitored through the contract monitoring meeting with the Clinical Commissioning Group. Members of the Board questioned the representatives on a number of issues and responses were provided. Matters raised included the support provided to elderly dementia patients and their families and how to ensure the appropriate culture was being adopted in all the different locations used by the Trust.

Susan Green, Deputy Director of Nursing and Quality attended on behalf of West Midlands Ambulance Service and reported on the duty of candour. The Trust prided itself on its approach to being open when things went wrong and ensuring that that learning took place to prevent further harm. A priority within the 2012/13 Quality Account was to achieve 100% compliance with the Trust's 'Being Open Policy'. A Group met at least ten times each year to review high risk/serious incidents and emerging themes identified through incident reporting, staff and patient feedback, complaints, claims and clinical audit. This Group was responsible for ensuring learning was shared and appropriate actions taken. Further information was provided on the number of complaints received compared with the number of calls and patient transfers undertaken.

Members of the Board questioned the representatives on a number of issues and responses were provided. Matters raised included how learning was shared across the organisation; how staff were informed about the outcomes for the patients that they helped; issues with patient transport; and the problem of frequent callers to the Ambulance Service.

**RESOLVED that:**

**(i) The progress made by the three local provider Trusts in responding to the recommendations of the Francis Report be noted.**

**(ii) Further progress reports to be submitted to a future Board meeting in the New Year, including information from the Trusts on how they are working with commissioners to ensure that they commission for quality.**

**(iii) A briefing note from UHCW to be circulated to members on:**

**a) The relocation of PALs within the hospital**

**b) A comparison of nursing levels, a year after the hospital opened with the numbers at the current time, and information on how these levels are determined.**

**c) The levels of support provided to new nursing staff by experienced employees and whether new nursing staff are required to lead within their first six months of employment.**

**17. Adult Social Care Annual Report 2012/13 (Local Account)**

The Scrutiny Board considered a report of the Executive Director, People providing a brief overview of the Adult Social Care Annual Report for 2012/13 (Local Account) which described the performance of Adult Social Care and the progress made against the priorities set for the year. A copy of the draft Annual Report was set out at an appendix. The report was also to be considered by Cabinet at their meeting on 8<sup>th</sup> October, 2013. Councillor Gingell, Cabinet Member (Health and Adult Services) attended for the consideration of this item. A response from Healthwatch Coventry outlining support was tabled at the meeting and was presented by Mr Spurgeon, Co-opted Member.

The report indicated that Councils were expected to produce a Local Account that demonstrated the performance of adult social care to local citizens. It provided the opportunity to be open and transparent about the successes and challenges of the year and to show how outcomes were improving for the people Adult Social Care supports. The Board were informed that this was not a statutory document.

The report would be shared with local people, people who use services, carers and partner agencies. Their feedback would inform the approach to producing next year's report.

The Board were briefed on the developments currently under consideration around the inspection and regulation of Adult Social Care Services. Officers understood that there was likely to be a statutory process developed over the coming period as the Care Quality Commission reformed its processes and procedures.

Members of the Board questioned the officers and responses were provided. Matters raised included:

- Concerns about future challenges in light of current financial climate
- Support for the homeless
- The support being provided for carers
- The intensive support option for patients leaving hospital

The Board commended the officers on the format, readability and accessibility of the Local Account which Members commented was a further improvement on the proceeding document. In particular case studies were easier to follow and more relevant and the involvement of other agencies was beneficial.

The Board did reflect that any presentation of this Account (which reflected on a successful year for the Council in 2012/13) emphasis should be made to the significant challenges facing the City Council in re-aligning Council budgets following the Government funding reductions.

**RESOLVED that:**

- (i) The Board support the Annual Report and recommend that Cabinet, at their meeting on 8<sup>th</sup> October, 2013, approve the Report.**
- (ii) Cabinet are asked to note the issues raised by the Scrutiny Board, that the Board commended officers on the accessibility of the documents to the public, professionals and other interested stakeholders.**

**18. The Annual Report of the Coventry Safeguarding Adults Board 2012/2013**

The Scrutiny Board considered a briefing note of Executive Director, People concerning the Annual Report of the Coventry Safeguarding Adults Board 2012/2013. A copy of the report was appended to the briefing note. The Annual Report was due to be submitted to the next meeting of the Cabinet Member (Health and Adult Services) on 29<sup>th</sup> October, 2013 and Councillor Gingell attended for the consideration of this item.

The briefing note set out the background to the Coventry Safeguarding Adults Board which was a multi-agency partnership with strategic responsibility for the development, co-ordination, implementation and monitoring of policies and procedures that safeguard and protect vulnerable adults in the city. The Board's three key priorities for the coming year were detailed.

The Annual Report covered the Board's activities for the period April, 2012 to March, 2013 and recorded the significant progress that had been made over the year, whilst acknowledging the considerable challenges in the year ahead.

Attention was drawn to Councillor Hetherton's elected member observer role on the Safeguarding Board and she reported on the excellent attendance and participation at Board meetings.

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

- The lack of ethnic minority representatives on the Board
- For communities where the emphasis was on providing family care, this could discourage or make it difficult to make referrals
- Clarification about the details included in the report regarding locations of alleged abuse and referrals by type of service funding
- Reasons for increasing/decreasing numbers of alerts and referrals.

The Executive Director, People referred to his role as the chair of the Safeguarding Adults Board and suggested that it was appropriate to consider the benefits of having an independent chair. He also indicated that it was timely to look at membership.

**RESOLVED that:**

**(i) The Annual Report of the Coventry Safeguarding Adults Board for 2012/2013 be noted and the Board to be kept informed of any significant issues that arise during the course of the year.**

**(ii) A briefing note informing of the Board's considerations to be submitted to the meeting of the Cabinet Member (Health and Adult Services) on 29<sup>th</sup> October, 2013.**

**(iii) The Adult Safeguarding Board be requested to consider formally the merits of moving to an independent chair.**

**19. Caring for our Future on Reforming What and How People Pay for their Care and Support - Consultation Response**

The Scrutiny Board considered a report of the Executive Director, People concerning the City Council's response to a Department of Health consultation on reforming what and how people pay for their care and support. A copy of the draft response was set out at an appendix to the report. The report was also to be considered by Cabinet at their meeting on 8<sup>th</sup> October, 2013 and then Council at their meeting on 22<sup>nd</sup> October, 2013. Councillor Gingell, Cabinet Member (Health and Adult Services) attended for the consideration of this item.

The report indicated that following the publication of the White Paper 'Caring for our future: reforming care and support', the Government announced historic reforms to give more certainty and peace of mind over the costs of old age, or of living with a disability and committed to the funding of care and support to ensure:

- i) Everyone receives the care they need and more support goes to those in greatest need
- ii) We end the unfairness of, and fear caused by, unlimited care costs
- iii) People will be protected from having to sell their home in their lifetime to pay for care.

The consultation covered a number of issues including assessment of care; how this care was met; how this care was paid; the impact of the reforms on the care market; and the required changes to local authorities to deliver the change. The focus was on how practical details of the changes to social care should be managed.

The report indicated that overall the Council welcomed the proposals as a significant step forward in improving and simplifying the charging framework for adult social care.

Members of the Board questioned the officers and responses were provided. Discussions centred on some of the many misconceptions which surround adults receiving care and support and the circumstances in which they were required to make contributions, in particular to the circumstances in which property assets were considered as chargeable. It was suggested that a short session be arranged to brief Members and provide more detail on local implementation of national policy.

**RESOLVED that:**

**i) The Board endorse the proposed response to the consultation and Cabinet be informed of the Board's considerations and endorsement at their meeting on 8<sup>th</sup> October, 2103.**

**ii) Arising from the discussion relating to the circumstances in which Adult Social Care clients may be required to make payments for their care, arrangements be put in place for a briefing for Members to enable them to better understand the details of this process.**

## 20. **Outstanding Issues Report**

The Board noted that all outstanding issues had been included in the work programme, Minute 21 below refers.

21. **Work Programme 2013-14**

The Board noted the work programme for 2013-14, including the proposed items for the additional meeting on 16<sup>th</sup> October, 2013.

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

There were no additional items of business

23. **Meeting Evaluation**

The Board evaluated the meeting. A comment was made regarding the different quality of responses from the different partner organisations at Minute 16 above. The information would be used to improve the quality of future meetings.

(Meeting closed at 4.30 pm)