

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 10.00
am on Wednesday, 14 September 2016

Present:

Members: Councillor D Gannon (Chair)
Councillor A Andrews
Councillor R Auluck
Councillor J Clifford
Councillor D Kershaw
Councillor C Miks
Councillor K Taylor
Councillor S Walsh

Co-Opted Members: David Spurgeon

Other Members: Councillors F Abbott, M Mutton and E Ruane

Employees:

A Butler, People Directorate
S Caren, People Directorate
V Castree, Resources Directorate
P Fahy, People Directorate
L Gaulton, People Directorate
L Knight, Resources Directorate
J Moore, People Directorate

Other representatives: Asif Atta, Coventry and Warwickshire Partnership Trust (CWPT)
Simon Collings, NHS England
Barry Day, CWPT
Jed Francique, CWPT
Simon Gilby, CWPT
Matt Gilks, Coventry and Rugby CCG
Andrea Green, Coventry and Rugby CCG
Paul Green, Lyng Hall Secondary School
Anita Morgan, CWPT
Jo Morris, CWPT
Donna Reeves, CWPT
Josie Spencer, CWPT
Glynis Washington, Coventry and Rugby CCG

Apologies: Councillor L Kelly

Public Business

13. Declarations of Interest

There were no declarations of interest.

14. **Minutes**

The minutes of the meeting held on 20th July, 2016 were signed as a true record. There were no matters arising.

15. **Outcome of the Coventry and Warwickshire Partnership Trust Care Quality Commission Inspection**

The Board considered a report and presentation from Simon Gilby, Chief Executive of Coventry and Warwickshire Partnership Trust (CWPT) on the outcome of the recent Care Quality Commission (CQC) Inspection of CWPT and the Trust's Action Plan in response. Councillor Abbott, Cabinet Member for Adult Services attended the meeting for the consideration of this item along with Jed Francique and Anita Morgan, CWPT and Matt Gilks, Coventry and Rugby Clinical Commissioning Group (CCG). Councillor Mal Mutton was also in attendance for this item.

The report indicated that the comprehensive inspection took place between 11th and 15th April, 2016. The Inspection team consisted of around 80 people including inspection staff along with doctors, nurses, allied health professionals, managers and experts by experience. The team met with patients and carers receiving services as well as staff who provided care and support services.

The CQC gave a rating across its 5 Core Inspection Domains: Safety, Effectiveness, Caring, Responsiveness and Well Led. The overall outcome for the Trust was 'Requires Improvement', with the domain 'Caring' rated overall as 'Good'. The CQC had also rated each type of service provided by the Trust, of the 14 services inspected 6 were rated as 'Good' and 8 were rated as 'Requires Improvement'. Further details were set out at an appendix attached to the report. The Board were informed that community health services for children, young people and families and end of life care were both rated as outstanding for caring. The report also detailed the issues of good practice highlighted by the Inspection Team.

The Board noted that the CQC had issued one warning notice which focussed on the Trust's arrangements for managing eliminating mixed sex accommodation requirements which needed to be addressed. The Trust immediately put in place arrangements to ensure that patients within an area of mixed sexes had the appropriate risk assessments and care plans in place and were monitored daily. The Trust had also reviewed its policy arrangements. The Trust were also issued with three requirement notices and the actions required by the Trust to make to improve services were detailed.

The CQC had hosted a Quality Summit for partner agencies when the findings of the inspection were presented and the actions to be taken in response. The Trust's detailed improvement plan had been submitted to the CQC on 12th August 2016.

The presentation indicated that the inspection had been a positive experience and CWPT had welcomed the report and accepted the findings. The Trust were pleased that areas of success and good practice had been identified and

recognised that there were areas which required attention. The immediate actions taken were highlighted. Further information was provided on what the Trust was proud of along the improvements to be made.

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

- What was being done to address the issue of low staff morale
- A request to have the opportunity to see the action plan
- Further information about the timescales for the CQC inspections
- If there were any concerns about particular areas that were failing or issues not being moved forward
- A concern about the dental service in the city, in particular residents who were in pain waiting for an appointment while others presented at A and E and got immediate help
- A request for a report back on the implementation of the action plan
- The budget spend on agency staff and the future targets for savings in this area
- If there were any local commissioning issues associated with the potential reduction in agency staffing
- How the Board could support CWPT
- A request for additional information about training, development and performance management of staff.

RESOLVED that:

(1) The update on the CQC Inspection and the Trust's Action Plan be noted and the details of the Action Plan be circulated to members when available.

(2) An update report on progress with implementing the Action Plan be submitted to a future meeting of the Board in approximately six months included detailed information about the training, development and performance management of staff.

(3) Additional information about the anticipated future savings on Agency Staff be circulated to members.

16. Child and Adolescent Mental Health Transformation Agenda

The Board considered a briefing note of the Executive Director of People concerning the Child and Adolescent Mental Health (CAMHS) Transformation Agenda. The note provided an overview of CAMHS system performance and any barriers to performance; an update on progress towards achieving the Transformation Plan and how the Plan would address barriers to performance and any service gaps; and an update on commissioning decisions. Councillor Ruane, Cabinet Member for Children and Young People and Councillor Mal Mutton, Chair of the Education and Children's Services Scrutiny Board (2) attended the meeting for the consideration of this item. Matt Gilks, Andrea Green and Glynis Washington, Coventry and Rugby Clinical Commissioning Group (CCG), Simon Gilby, Asif Atta, Barry Day, Jed Francique, Anita Morgan, Jo Morris, Donna Reeves and Josie Spencer, Coventry and Warwickshire Partnership Trust

(CWPT), Simon Collings, NHS England and Paul Green, Head Teacher, Lyng Hall Secondary School were also in attendance.

The note indicated that the CAMHS Transformation Plan related to system-wide change across tiers 1-3. The initial six months of the five-year plan had focused on addressing some of the fundamental legacy challenges relating to capacity and demand, faced by similar services across the country. Performance in relation to initial referral to treatment was within the expected range across all services, and while specialist CAMHS (tier 3) follow-up waiting times had been a specific challenge, this had improved.

The Board were informed that there was high demand for autistic spectrum disorder assessments (ASD) compared to other localities and this remained a challenge, even though additional funding had been released. The complexities of need young people were presenting with to targeted tier 2 services such as Reach was also a significant challenge. Recognising that these challenges were not within the gift of a single agency to resolve, the Transformation Board had been strengthened. A Coventry commissioner's sub-group of the CAMHS Transformation Board had been convened and was meeting on a monthly basis to provide further scrutiny of the progress towards transforming CAMHS across Coventry and to oversee the work programme developed to drive significant transformation change in the next two quarters. A key focus would be on early intervention in schools, revising the ASD pathway and associated partnership arrangements to deliver reduced waiting times and implementing improved support for vulnerable young people including Looked After Children (LAC).

The Board noted that Coventry and Warwickshire Partnership NHS Trust (CWPT) recently received an overall rating of 'good' for specialist community mental health services for young people. In July 2016, Coventry and Rugby CCG (CRCCG) Governing Body made a decision for Coventry, to continue to support the delivery of the CAMHS Transformation Plan with a further review in six months' time.

Paul Green, Lyng Hall School provided an update of the transformation agenda from a school's perspective, indicating the main issue had been the significant waiting times but this situation was improving. He expressed strong support for the new focus on early intervention works in schools highlighting that schools were keen to engage in this process.

Paul Collins, NHS England informed of the current position relating to Tier 4 care where children required admission and to the pressures on beds where capacity was very tight across the country. Currently all inpatient beds in the West Midlands area were being used. An update was provided on how improvements were being made to the system to enable children to receive care which allowing them to remain close to their family home. The Board were provided with an understanding of the financial situation. The importance of stability for the child was emphasised.

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

- Concerns about what happened to the patient at the transition stage from childhood to adulthood.
- Continuing concerns about waiting times for assessment and treatment

- Why were the percentage figures for autism so high in Coventry and was there a danger of over referral
- At what age could a child be diagnosed with autism
- Further information about the proposals for the early intervention work in schools and how could progress be monitored
- Details about the new Adults ASD service
- The support provided for Looked After Children
- What was being done to allow better access to CAMHS for children on child protection plans and children in need
- Information about the early years support for speech and language development
- Concerns about children being placed in beds outside of Coventry
- Concerns that delays in tier 4 provision would have an impact on the tier 3 service.

RESOLVED that:

(1) The performance of the current services and the challenges faced, including all the progress outlined, be noted.

(2) The 2016/17 work programme for transforming services be noted.

(3) An update report on progress be submitted to a future meeting of the Board in six months.

(4) A briefing note be circulated to Members and to the Education and Children's Services Scrutiny Board (2) providing an update on the proposals for working with patients during the transition period from childhood to adulthood.

(5) An update report on the new Adults ASD service be submitted to a future meeting.

(6) A briefing note be submitted to members providing additional information on the early prevention work in schools, in particular the enhanced primary mental health offer for the 2016/17 academic year, including how progress could be monitored.

(7) The Transformation Board be asked to consider how better access to the CAMHS service could be provided for children on child protection plans and children in need, including looking at the issue of data sharing between partners.

17. Adult Mental Health Services

The Board considered a report of Simon Gilby, Coventry and Warwickshire Partnership Trust (CWPT) which provided an update on key activity challenges in respect of Adult Mental Health Services in Coventry. Current actions that the mental health leadership team had planned or put in place to provide greater assurances on the clinical pathway from referral to intervention were detailed. Councillor Abbott, Cabinet Member for Adult Services attended the meeting for the

consideration of this item along with Josie Spencer, Barry Day and Asif Atta, CWPT and Matt Gilks, Coventry and Rugby CCG.

The report highlighted that as with other mental health services, Coventry Adult Mental Health Services remained under pressure with the community teams delivering over 2,500 patient contacts each week, having an average active caseload of 3,000 a week and discharging 150 clients back into primary care or the community. The Board were informed that there had been an approximate 15% increase of referrals compared to the previous year.

Overall there were increased waiting times for patients for assessment. A plan had been formulated to address the significant wait in clinical triage.

Specific areas of challenge were integrated practice unit (IPU) 3-8 (non-psychosis) team who dealt with high levels of referrals for anyone with an appearance or diagnosis of mental health unwellness; early intervention, the new national target of referral to NICE intervention within 2 weeks; IPU 10-17 (recovery) team in terms of staff turnover; Section 175 arrangements, with the increase in MHA assessments; and IPU 18-21 (dementia) where the service was really busy and an action plan had been developed to support improvements.

Additional information was provided on the urgent care services in mental health including the Crisis Response and Home Treatment which was the busiest service; the Street Triage service; and the Adult Mental Health Assessment Team (AMHAT) (psychiatric liaison) which provided liaison services to A and E and the hospital wards. These areas were performing well.

The Board were informed of the actions being developed to improve the clinical triage process and assessments within the mental health services which related to patient flows, clinical triage/ assessments, did not attend (DNAs), addressing long waits and managing capacity and demand.

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

- Further information about the Street Triage Service including the follow up arrangements for patients who miss appointments
- Whether the Street Triage Service dealt with homeless people
- The partnership work with the Triage Street Service
- The issue of the service being able to cope with the increasing numbers of elderly residents and increased numbers of patients with dementia
- The support available for carers.

RESOLVED that:

(1) The contents of the report and the actions detailed be noted.

(2) Members to consider whether they want the opportunity to visit the Street Triage Service.

18. Outstanding Issues Report

The Board noted that there were no outstanding issues for consideration.

19. **Work Programme 2016-17**

The Board noted their Work Programme for the current municipal year.

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

(Meeting closed at 12.15 pm)