

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 11.30
am on Wednesday, 19 September 2018

Present:

Members: Councillor D Gannon (Chair)
Councillor J Clifford
Councillor P Hetherton
Councillor D Kershaw
Councillor R Lakha
Councillor C Miks
Councillor D Skinner

Co-Opted Members: David Spurgeon

Other Members: Councillor F Abbott, Cabinet Member for Adult Services

Other Representatives: Joan Beck, Chair of the Coventry Safeguarding Adults Board

Employees:

V Castree, Place Directorate
R Eaves, People Directorate
A Errington, People Directorate
P Fahy, People Directorate
L Knight, Place Directorate

Apologies: Councillors R Lancaster and T Mayer

Public Business

12. Declarations of Interest

Councillor Lakha declared an interest in Minute 12/18 below headed Adult Social Care Annual Report 2017/18 insofar as it related to his involvement with the Carers Trust. He remained in the meeting during the consideration of this item.

13. Adult Social Care Annual Report 2017/18

The Board considered a report of the Deputy Chief Executive (People) on the Adult Social Care Annual Report 2017/18 (Local Account) which detailed the performance of Adult Social Care and the progress made against the priorities for the year. It also provided specific examples of the operational activities to support service users and carers. The report was aligned to the Adult Social Care values and principles. A copy of the report was attached as an appendix. The report was due to be considered by the Cabinet at their meeting on 2nd October. The issue had been discussed at length during the Board's workshop which had taken place earlier in the day. Councillor Abbott, Cabinet Member for Adult Services, attended the meeting for the consideration of this issue.

The report indicated that it was considered good practice to produce an annual report as it provided the opportunity to be open and transparent about the success and challenges facing Adult Social Care and to highlight what was being done to improve outcomes for those who came into contact with Adult Social Care. The Annual Report had been structured around the ten themes that contributed to the Adult Social Care vision and provided a commentary on what had been done to make progress against each of the themes.

The production of the report had drawn on feedback and information gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Reference Group, providers and people that had been in contact with Adult Social care.

Some of the key improvements delivered in 2017/18 included:

- i) A new facility offering a purpose built specialist Housing with Care Scheme for people either living with dementia or with a cognitive impairment which was a new approach enabling people to live independently in a safe environment.
- ii) The introduction of a new home support framework from June 2017 which aimed to improve quality and performance and had led to a reduction in waiting times for services.

Some of the key challenges being addressed included:

- i) Increasing demand for services resulting from an aging population with the number of over 85s being expected to grow by 22% in the next ten years.
 - ii) The increasing costs of care as a result of external factors including the National Living Wage and the complexity of the care needs that people are experiencing.
- To address these challenges, improvements were being made to the approach to promoting independence and to the experience at initial contact.

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

- What could be done about the variants between different care homes and did the Council have the opportunity to provide an input into the standards and quality of care homes
- The support provided for families to help them determine the right care home for their relatives
- Further information about the waiting times for assessments for Adult Social Care support
- Further details about the Transforming Care agenda, in particular the trajectory required by NHS England relating to discharge arrangements for adults with learning disabilities.
- Additional information regarding user satisfaction surveys
- An acknowledgement of the need to have long term funding arrangements in place for Adult Social Care
- Support for the simple practical measures that had been introduced and were delivering results.

RESOLVED that:

(1) The content of the report be noted.

(2) Officers be requested to continue to pursue different options for satisfaction surveys from carers and users with future data results being shared with the Board members.

(3) The Board be provided with additional information on the challenges relating to 65+ admissions to residential care.

(4) Officers be requested to investigate the reasons behind the low take up of mandatory training by employees, currently 33%.

(5) The Chair, Councillor Gannon, to meet with representatives from Healthwatch Coventry to discuss the issue of waiting times for assessments for Adult Social Care support.

(6) The Chair, Councillor Gannon, to work with Councillor Abbott, Cabinet Member for Adult Services, regarding highlighting the need for long term funding arrangements for Adult Social Care.

(7) Cabinet to be informed of the Board's considerations of the report at their meeting on 2nd October, 2018.

14. Coventry Safeguarding Adults Board Annual Report 2017/18

The Board considered a briefing note on the Annual Report of the Coventry Safeguarding Adults Board for 2017/18. A copy of the Annual Report was set out at an appendix to the briefing note. The Board also received a presentation which provided the Board with background information on the Safeguarding Adults Board. The Annual Report was introduced by Joan Beck, Chair of the Safeguarding Adults Board. Councillor Abbott, Cabinet Member for Adult Services attended the meeting for the consideration of this item. The Annual Report was also to be submitted to the Health and Well-being Board.

The Coventry Safeguarding Adults Board was a multi-agency partnership made up of a range of organisations that contributing towards safeguarding in Coventry. The Board was required to publish an annual report and business plan. The report summarised the key messages for the year and included the business plan which enabled the Board to plan upcoming work. The annual report also included performance data for the year which was monitored on a quarterly basis by the Board. The annual report was a key way of raising awareness of the issue of safeguarding adults.

Joan Beck informed the Board that the 2017-18 referral rate for adult safeguarding enquiries was significantly higher than the 2016-17 rate for the first few months of the year but stabilised from December onwards. Roughly 17% of the referrals go on to become enquiries. Approximately 80% of all referrals were processed within 2 days. The main category of abuse this year was neglect followed by physical then financial abuse. Throughout the year fewer than 11% of referrals were individuals already known to the Council. In 92% of cases the risk to the individual was either reduced or completely removed by the end of the safe guarding enquiry. In 4% of cases the risk was judged to remain, due to adults with capacity making decisions choosing their situation and having their wishes respected. Making Safeguarding personal had been a key focus for all Coventry partners

across the year. In 2017/18 the wishes of service users were either met or partially met in the majority of cases.

In conclusion there was an effective referral process in Coventry where decisions were made in a timely manner and where, in the majority of cases, risk was removed or reduced to a safe level. The Board noted that there was effective advocacy support available, in line with the requirements of the Care Act.

The Board questioned the Chair of the Safeguarding Adults Board on a number of issues relating to the Annual report and responses were provided, matters raised included:

- Clarification about the take up levels for basic training by employees
- How other organisations were held to account if they didn't meet their requirements
- Information on Serious Case Reviews, with one being completed during 2017/18
- The relationship between the Safeguarding Adults Board and the CQC
- What was the Board doing to get safeguarding messages out to the hard to reach communities in the city and the role of communities to ensure their residents were safe
- Were the main categories of abuse what the Board expected to see and did Coventry have any specific issues
- Assurances about levels attendance at Board meetings by individual partner organisations.

RESOLVED that the content of the Coventry Safeguarding Adults Board Annual Report 2017/18 be noted.

15. Work Programme and Outstanding Issues 2018-19

The Board considered their Work Programme for the current year. The Scrutiny Co-ordinator reported that there was a Serious Case Review which was to be considered by the Board at their meeting on 21st November, 2018.

Ruth Light, Healthwatch Coventry was in the process of sorting the arrangements for the Quality Accounts 2018/19 UHCW and CWPT Task Groups and had asked for a representative(s) from the Board to sit on these Groups. In addition, Members were asked to consider whether they wished to serve on the Mental Health Support Services for Students Task and Finish Group. Councillors Gannon and Hetherton had previously informed of their preference to be involved.

RESOLVED that:

(1) The work programme be noted and updated accordingly.

(2) Councillor Hetherton be nominated as the Board's representative on the Quality Accounts 2018/19 UHCW and CWPT Task Groups.

(3) Members to consider if they wish to serve on the Mental Health Support Services for Students Task and Finish Group.

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

There were no additional items of public business.

(Meeting closed at 1.00 pm)