

NORTHAMPTON BOROUGH COUNCIL

MINUTES OF SCRUTINY PANEL 4 - ADULT SOCIAL CARE FACILITIES

Tuesday, 6 November 2018

COUNCILLORS PRESENT: Councillor Zoe Smith (Chair) , Councillor Sally Beardsworth (Deputy Chair), Councillors Enam Haque, Jamie Lane, Arthur McCutcheon, Brian Oldham and Cathrine Russell

Witnesses Anna Earnshaw, Director, Adult Social Care, NCC
Ken Fairbain, Deputy Director, Adult Social Care, NCC
Councillor Stephen Hibbert, Cabinet Member for Housing and Wellbeing
Phil Harris, Head of Housing and Wellbeing

Officer Tracy Tiff, Scrutiny Officer

Members of the Public Adore Morcea Walker

1. APOLOGIES

Apologies for absence were received from Councillors Davenport and Duffy.

2. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

There were none.

3. DEPUTATIONS AND PUBLIC ADDRESSES

Adore addressed the Scrutiny Panel on agenda item 6 (b).

4. MINUTES

The minutes of the meeting held on 8 October 2018 were signed by the Chair as a true and accurate record.

5. CO OPTEE TO THE SCRUTINY PANEL

The Scrutiny Panel reiterated its disappointment that no Councillors from NCC had come forward to be co opted to the Review.

6. WITNESS EVIDENCE

(A) CABINET LEAD: ADULT SOCIAL CARE, NORTHAMPTONSHIRE COUNTY COUNCIL

The Cabinet Lead: Adult Social Care, Northamptonshire County Council had submitted her apologies for the meeting.

(B) EXECUTIVE DIRECTOR ADULTS, COMMUNITIES & WELLBEING, NORTHAMPTONSHIRE COUNTY COUNCIL

Adore, individual addressed the Scrutiny Panel. She informed the Scrutiny Panel of how she had personally experienced budget cuts to services. She also highlighted that she was very impressed by the good work undertaken by the Executive Director, Adults, Communities & Wellbeing, Northamptonshire County Council. Adore referred to a complaint that she had submitted to NCC through its relevant complaints process. She was upset that she was not assigned a Social Worker currently. She commented on the need for Social Workers to be assigned to those individuals that need them and went on to refer to housing conditions. In response to a question Adore confirmed that she had used the services since 2014 and gave an example of how benefits had affected her care plan. She advised the Panel that she had been able to have a shower for over a year.

Adore was thanked for addressing the Scrutiny Panel.

Anna Earnshaw, Executive Director Adults, Communities & Wellbeing, Northamptonshire County Council, and Ken Fairbairn, Deputy Director Adults, Communities & Wellbeing, Northamptonshire County Council submitted the following papers to the Scrutiny Panel:

- Adult Social Care Briefing
- Understanding the Need for Specialist Housing in Northamptonshire

The general packs provided the Scrutiny Panel with background information.

In addition, Anna Earnshaw and Ken Fairbairn provided comprehensive responses to the core questions of the Scrutiny Panel:

- The budget for adult social care is £245.875 per year, of which around £190 million is directly spent on care.
- Discussions are currently underway regarding Unitary. It is envisaged that high level issues such as safeguarding, assessments and commissioning will be undertaken at a county level but discussions are still underway.
- Ken Fairbairn is the lead commissioner with an active role in the Voluntary Sector. Joint delivery is key.
- The Voluntary Sector is involved through various groups such as the Health Forum.
- Adult Social Care meet regularly with the Care Association; as they do with the Voluntary Sector.
- A relationship has been forged with the Voluntary Driver Scheme and Age Uk.

- A lot of people do not want to be known to adult social care.
- There is a need to put preventative services in place so that the correct support and assistance can be provided to those that require it.
- Central Government provides grant funding.
- The care package and spend “goes with the person”.
- The Shaw PFI contract is challenged and has been in place since 2013. Discussions are underway regarding individuals with more complex needs, new contract management, long term use of the contract and work is underway with the Department of Health and Treasury about possible solutions. Shaw is being supportive. Their staff will be trained and NCC is working with Shaw.
- In answer to a query why individuals are going home from care homes, Anna Earnshaw advised that best practice has changed and people decompensate when they go into care homes. Best practice is for people to remain at home. The average age of an individual going into a care home is 89 and they live there on average for around 18 months.
- In response to a query about buying out of the Shaw PFI contract, the Scrutiny Panel heard that the contract was actively looked at together with the Department of Health and Treasury but this was not felt to be good value for money. Meetings have been held with Shaw. The type of care that is now required is complex nursing and dementia care.
- The point in which individuals pay for their own care is prescribed by Legislation. If they have less than £23,000 it will be paid for them; however, if they go into a care home, the value of their home is taken into consideration. If they are cared for at home, the value of the house is not taken into consideration.
- Costs vary depending upon specialisms. High end nursing care costs £900 per week
- There are 1,000 staff working in Adult Social Care. There are 450 providers across the county, of which 250 are care homes. There is a shortage in nursing care. There is a need to further develop dementia care. More needs to be done regarding supportive living.
- People living with dementia need to be located in the right place, there are lots of issues to be considered. For example, when a hospital goes on black alert, the cost of a bed rises. Northampton has the highest waiting list of individuals needed a bed in a care home.
- In answer to a query regarding the turnover of care worker staff, Anna Earnshaw commented that they often leave to work in a different profession. There is around 30% turnover of staff.
- Monitoring meetings and risk assessments take place. The profession is regulated by the CQC. Monitoring meetings are held regularly.
- Regarding safeguarding referrals, around 6000 are received annually. 91% are concluded as “no further action.” All referrals are screened then rated in terms of need.
- In response to a query regarding deprivation of liberty; the Scrutiny Panel heard that there are a number of claims in this respect. All of which have to be reviewed. Best Interest Assessors undertake the review.
- There is a high level of demand for care in the home and also a demand for dementia care.

Anna Earnshaw and Ken Fairbairn were thanked for their informative addresses.

(C) CABINET MEMBER FOR HOUSING AND WELLBEING, NBC

Councillor Stephen Hibbert, Cabinet Member for Housing and Wellbeing, NBC, and Phil Harris, Head of Housing and Wellbeing provided a written response to the relevant core questions of the Scrutiny Panel and elaborated upon them. A handout detailing best practice elsewhere was provided to the Scrutiny Panel.

Phil Harris gave background information regarding discussions he had had with the previous Director of Adult Social Care, NCC, and confirmed that now the current Director of Adult Social Care, NCC, is working with the boroughs and districts.

The Scrutiny Panel made comment, asked questions and heard:

- There is a huge demand for adult social care – there is a need to balance cost with pressures.
- Housing impacts on physical and mental wellbeing and also health inequalities. Housing options have evolved to meet new and emerging demand.
- Technology is being used to help people, such as telecare.
- The Scrutiny Panel was pleased the Eleanor House had been modernised and back in use.
- The need for more social housing, especially for older people, was highlighted.
- The need for more Extra Care facilities was emphasised.
- The Scrutiny Panel acknowledged that Parsons Mead is a flagship complex and “ticks all the boxes”, being close to required amenities for older people. However, the need for repairs, such as the replacement of bulbs, should be undertaken by the Borough Council. This information would be passed to NPH.
- The Hospital Discharge Scheme has helped 350 people since 2015. Housing and Wellbeing have excellent engagement with Health Services

Councillor Stephen Hibbert and Phil Harris were thanked for their informative address.

(D) HEAD OF HOUSING AND WELLBEING, NBC

This agenda item was taken at 6 (c).

7. CFPS CONFERENCE: NATIONAL HEALTH SCRUTINY AND ASSURANCE CONFERENCE

Councillor Russell presented her briefing note on the CfPS Conference: National health scrutiny and assurance conference that she had recently attended. She highlighted, in particular, the key points from the workshop:

Feedback from the workshop: Transforming relationships with communities, led by Rosie Ayub, NHS England

The two workshops provided lots of thoughts about engaging with people and communities. Some of the developing principles which came out of the group included:

- Meet the community where they are – one size doesn't fit all • Needs to be solution focussed
- Genuine options for consultation – engage people in options appraisals
- Plan engagement at an early stage and be clear about what you are asking
- Listen – two-way dialogue
- Be open minded
- Be prepared to build relationships
- Make it understandable – no jargon, easy/simple information
- Focus on what you are trying to achieve, then find out from community about how they think it can be achieved
- The information was noted and would inform the evidence base of this review.

The information was noted and would inform the evidence base of this review.

8. BACKGROUND INFORMATION

The Scrutiny Panel received a paper around relevant Legislation.

The information was noted and would inform the evidence base of this review.

The Scrutiny Panel watched a short video on “last 100 days” but would be sent the link.

The meeting concluded at 20:00 hours