

Adult Social Care and Health Select Committee

A meeting of Adult Social Care and Health Select Committee was held on Tuesday, 11th September, 2018.

Present: Cllr Lisa Grainge(Chairman), Cllr Norma Stephenson (Sub Cllr Povey), Cllr Evaline Cunningham, Cllr Kevin Faulks, Cllr John Gardner, Cllr Lynn Hall, Cllr Mohammed Javed, Cllr Barry Woodhouse

Officers: N.Hart, Leanne Maloney-Kelly, P.Mennear (DCE); Jane Edmends (DEGD).Rose Hammond-McKie, Mandy Mackinnon (AH),

Also in attendance: Karen Grundy(Healthwatch).

Apologies: Councillors Gardner, Povey and Walmsley.

ASH 29/18 Evacuation Procedure, Audio Recording and Housekeeping

The Evacuation Procedure was noted.

ASH 30/18 Declarations of Interest

There were no Declarations of Interest declared.

ASH 31/18 Minutes of the meetings held on 15 May 2018 and 12 June 2018

The Minutes of the meetings held on 15th May and 12th June 2018 were confirmed and signed as a correct record.

ASH 32/18 Scrutiny Review of Temporary Accommodation for Homeless Households

Consideration was given to the draft Scope and Project Plan for the next in-depth review the Committee would be undertaking which was to consider the Temporary Accommodation for Homeless Households.

The main issue that would be covered by the review was to examine the provision of temporary accommodation and housing related support services to homeless households.

Services within the scope of the review were solely those provided to families and single people that were vulnerable and had a range of needs including but not limited to:

- mental health needs,
- disabilities,
- addictions,
- prison leavers,
- homeless young people including under 18s and care leavers,
- asylum seekers with leave to remain.

Members noted that from 1 October 2018 certain named public bodies, including the Prison Service, now had a duty to refer persons who they have reason to believe are homeless or threatened with becoming homeless within 56 days, to a local authority of the service users' choice. This duty was part of the Homelessness Reduction Act 2017 which came into force on 3 April 2018.

The Committee acknowledged that there may be limitations as to the extent to which some information may be available as it may be sensitive in nature, or restricted by Data Protection regulations.

In addition to background information regarding the service, the Committee expected to receive information from:

- Housing Services/Adult Social Care;
- Commissioned Providers;
- Service Users;
- Cabinet Members;
- Partners (both statutory and VCSE).

RESOLVED that the draft scope and project plan of the review be approved

**ASH
33/18**

CQC Inspection Outcomes - Quarterly Update

Members considered a report that provided details of CQC inspections of registered health and adult care services in the Borough for the period April - June 2018.

Members noted that Piper Court required improvement and had done so for some time and therefore questioned the timescale by when this was to be carried out. It was noted that this was an issue for the CQC to determine but that it would be opportune for this question to be put to the CQC when it made its annual update to the Committee in November. The Council also took action in conjunction with the CQC to improve the quality of local commissioned services.

RESOLVED that the report be noted and the issue identified be raised with the CQC during its annual update to this Committee in November.

**ASH
34/18**

Healthwatch Stockton-on-Tees - Annual Report

The Committee was provided with the Annual Report of Healthwatch, Stockton-on-Tees. All activities undertaken by Healthwatch were agreed by its Executive Board. There was also a number of new appointments in the staff team.

The Committee considered the report and discussion related to:

- Whether 'Enter and View' investigations took place unannounced? - it was noted that Healthwatch did have the authority to carry out visits in this way, but had not done so recently as all visits had been prior arranged;
- Members queried how complaints were handled. Healthwatch did not handle

individual complaints however the same provider that supported Healthwatch and therefore the same staff team - held the contract for the Independent Complaints Advocacy Service (ICAS) for NHS complaints for Stockton. This was when someone needed additional help to make a complaint related to their healthcare.

This did allow for smooth referrals between Healthwatch and ICAS. There was a subcontract in place with Stockton District Advice Service for more specialist help when needed;

-Members asked whether Healthwatch planned to undertake any work to address young people's mental health given rates of suicide amongst young people generally nationally and others engaging in self harm? Healthwatch confirmed that it was an aspiration at present to carry out research and to link in with any related scrutiny reviews being carried out within the region. Stockton's Scrutiny Work Programme had already been shared with Healthwatch;

- Regarding finance provided by the Council to Healthwatch to deliver local statutory activities, it was noted that the small underspend for 17/18 would be carried forward and added to the budget for next year and would assist more engagement activity being carried out.

Healthwatch planned to undertake further work on care homes during 2018-19.

RESOLVED that the Healthwatch Annual Report 2017/18 and discussion be noted.

ASH 35/18 **Healthwatch - Published Reports**

The Committee was reminded that the Local Healthwatch was able to undertake Enter and View visits of health and social care services to support their role. Healthwatch was also able to carry out other reviews into services to establish how they were run and obtain views from staff, patients/users and carers.

Members received the following Healthwatch report:-

An Enter and View visit at Arrival GP Practice was undertaken in order to examine good practice, rather than as a response to poor care.

The Arrival Practice provided a specialist service for newly arrived asylum seekers in Stockton on Tees.

The Select Committee noted the methodology used for this Enter and View visit, which included questionnaires for patients, family members, carers and staff, and support provided by Healthwatch to assist patients to make observations with the use of interpreters where necessary.

Members noted the conclusions from the visit which found an overwhelming amount of positive feedback about the Practice. 95% of patients had responded that they found it 'very easy' or 'easy' to make an appointment; 94% of patients rated the booking system as 'very good' or 'good'; and 100% of patients rated the staff and overall running of the Practice as 'Excellent' or 'Good'. Staff

feedback had also been largely positive. Healthwatch had also seen first hand the Practice hosting coffee mornings, car park sales and a variety of drop-in sessions, to raise funds to be used at a later date by the Patient Participation Group.

Due to the large of amount of positive feedback, Healthwatch concluded that there were no recommendations for improvement required following this Enter and View visit.

RESOLVED that the report and discussion be noted.

**ASH
36/18**

Work Programme

Members noted the proposed work programme.