

Adult Social Care and Health Select Committee

A meeting of Adult Social Care and Health Select Committee was held on Tuesday, 12th November, 2019.

Present: Cllr Evaline Cunningham(Chairman), Cllr Clare Gamble(Vice-Chair), Cllr Jacky Bright, Cllr Kevin Faulks, Cllr Lynn Hall, Cllr Mohammed Javed, Cllr Luke Frost (Sub for Cllr Tina Large), Cllr Paul Weston, Cllr Bill Woodhead MBE

Officers: Emma Champley, Martin Skipsey, Kerry Anderson, Rob Papworth, Angela Connor, Judy Trainer, Gary Woods, Marianne Sleeman (MD)

Also in attendance:

Apologies: Cllr Tina Large

ASH 32/19 Evacuation Procedure

The Chair welcomed everyone to the meeting and the evacuation procedure was noted.

ASH 33/19 Declarations of Interest

No interests declared.

ASH 34/19 Minutes of the meeting held on 3rd September for approval / signature

Consideration was given to the minutes from the meetings held on 3rd September 2019.

AGREED:

That the minutes of the meeting held on 3rd September 2019 be confirmed and signed as a correct record.

ASH 35/19 Minutes from the meeting held on 8th October 2019 for approval / signature

Consideration was given to the minutes from the meetings held on 8th October 2019.

AGREED:

That the minutes of the meeting held on 8th October 2019 be confirmed and signed as a correct record.

ASH 36/19 Scrutiny Review of Care Homes for Older People

Members received information regarding the Scrutiny Review of Care Homes for Older People.

Adam Knights from Knights Care gave a presentation on improving quality in

care homes. Adam felt that visible and strong management from providers was essential and that achieving good on the well led domain was the foundation to achieving good on the other domains. He therefore felt that the Well Led Programme was a great idea as this was important to the success of any home.

Weekly visits from the provider to all homes were essential in order to provide the support to staff and understand their needs. It was essential that homes operated with the right staffing levels and staff had the tools to do their jobs properly. Homes also had to be resident focused.

In terms of compliance management, it was important that all records and systems were transparent. Where homes were Requiring Improvement, it was usually due to poor records management and poor medicines management. Computerised systems were invaluable, particularly for care plans and a computerised EMAR (electronic medication administration record) was being trialled. A computerised approach enhanced transparency and reduced the risk of errors being made.

There was an abundance of resources available to support care home staff including the CQC website, consultants, seminars, and speaking with Inspectors. The key was having a willingness to learn and improve.

Achieving Good – What Knights Care do:

- Have a strong and positive culture and be resident focused
- Be clear about what it is you might want to achieve and how you will get there
- Employ and retain strong management
- Empower people to work hard and allow them to be great at what they do
- Compliance management – Policies, audits and systems
- Maintain estate and don't stop evolving
- Have a meaningful activities programme
- Good quality food – taking into account feedback from residents
- Effective Care Planning – Knights Care had dedicated care plan managers
- Effective meds management
- Keep a lean Head Office and employ the staff that the home requires

What impact does a rating of good or outstanding have on a care home?

- Huge impact
- Affects reputation
- Ability to attract new residents and remain visible
- Ability to attract high quality staff
- Staff retention
- Financial stability and future success
- Improved resident outcomes and lifestyle improvement

The main issues discussed in response to the Committee's questions were as follows:

- Training was critical and there were many different platforms that homes could utilise including a variety of external training providers

- Providing respite beds was good for the home and was positive way for older people to transition into care
- Electronic medication administration records were transparent and significantly reduced risk. Members asked for feedback following their trial
- A provider's relationship with the care home manager was important and managers needed to empower them to do their jobs. Adam Knights commented that he would not employ anyone in between himself and the care home manager
- Knights Care enjoyed a good relationship with the Council and fees were at a workable level
- It was important for care home managers to have good relationships with the community matrons
- Links with colleges and training providers were very important and Knights Care had been involved with the Nurse Associate Programme.

AGREED:

That the presentation from Knights Care be noted.

ASH 37/19 Quarterly Summary of CQC Inspection Results

Consideration was given to the Quarterly Summary of CQC Inspection Results.

The main issues discussed during the presentation and in response to the Committee's questions were as follows:

- Discussion took place around reports including if the 'Well Led' Programme had been completed or attended
- If a Care Home receives a rating of 'requires improvement' the Local Authority would work alongside the Home to address any issues and offer support.
- Members noted that the overall direction of travel in relation to inspections was positive
- Members also asked that report include some context around the provider where this was relevant.
- In future every inspection report would state if the 'Well Led' Programme had been completed and a PAMMS assessment carried out.

AGREED:

That the Quarterly Summary of CQC Inspection Results be noted.

ASH 38/19 Select Committee Work Programme

Consideration was given to the Adult Social Care and Health Select Committee Work Programme 2019 - 2020. The next meeting would consider the Teesside Safeguarding Adults Board Annual Report and would be followed by an informal session to review the summary of evidence from the Scrutiny Review of Care Homes for Older People.

Councillor Bill Woodhead asked that the timing of the Select Committee meetings be discussed at the informal session.

AGREED:

That the Adult Social Care and Health Select Committee Work Programme be noted.

**ASH
39/19**

Chair's Update

There was nothing further to update.