

ADULT SOCIAL CARE AND HEALTH SELECT COMMITTEE

A meeting of Adult Social Care and Health Select Committee was held on Tuesday 18 July 2023.

Present: Cllr Marc Besford (Chair), Cllr Nathan Gale (Vice-Chair), Cllr Carol Clark, Cllr John Coulson, Cllr Kevin Faulks, Cllr Lynn Hall (sub for Cllr Emily Tate), Cllr Susan Scott and Cllr Vanessa Sewell.

Officers: Carolyn Nice (Director of Adults, Health & Wellbeing), Emma Champley, Sarah Bowman-Abouna (A,H&W), Darren Boyd and Gary Woods (CS).

Also in attendance: Cllr Mrs Ann McCoy (SBC Cabinet Member for Adult Social Care), Cllr Steve Nelson (SBC Cabinet Member for Health, Leisure and Culture) and Cllr Pauline Beall (SBC Assistant Cabinet Member for Adult Social Care)

Apologies: Cllr Emily Tate.

ASCH/1/23 Evacuation Procedure

The evacuation procedure was noted.

ASCH/2/23 Declarations of Interest

There were no interests declared.

ASCH/3/23 Minutes

Consideration was given to the minutes from the Committee meeting held on 21 March 2023.

AGREED that the minutes of the meeting on 21 March 2023 be approved as a correct record and signed by the Chair.

ASCH/4/23 Overview Report 2023

As part of the annual opportunity to hold Cabinet Members and services to account, as well as understand the challenges and issues arising at the start of the current year's work programme, the Committee was presented with the overview report from the Stockton-on-Tees Borough Council (SBC) Adults, Health and Wellbeing directorate. Introduced by the new SBC Director of Adults, Health and Wellbeing, and supported by the SBC Director of Public Health and SBC Assistant Director – Adult Strategy and Transformation, the report drew attention to the following:

Adult Social Care

Priorities for the year ahead and support for these, including:

- Reviewing the intermediate care offer.
- Focusing on developing further opportunities for supported and residential living within the Borough to enable less out-of-area placements.
- Developing a Workforce Strategy.

- Continuing to work with care providers to develop the care market within the Borough and improve quality of care.
- Developing co-production with people with lived experience.

Challenges and opportunities, including:

- Several key frameworks will be recommissioned in the next 18 months.
- Market Position Statement (MPS) for 2023-2026 completed – will be used to ensure sufficient provision for projected future need.
- Service demand, inflation / financial challenges and recruitment issues continue to impact upon the sector.
- Transformation Programme will continue, with a focus on recruitment and retention, leadership development / networks, activity programmes, and staff skills. Success of the SBC Well-Led Programme (finalist in MJ Awards 2023) and the Care Home Legends initiative highlighted.
- Recognising the importance of resident wellbeing, a L2 Activity Provision in Care qualification was developed by the Learning and Skills Team – initial intake in June 2023 oversubscribed; second intake in September 2023.
- Responding to medication management issues identified via CQC and PAMMS inspections – commissioned support from NHS Medicines Optimisation Team, created Care Home Quality Group to upskill staff around medication, and created L3 Medication Management qualification (accredited and recognised by the Care Quality Commission (CQC)).
- Nationally recognised local systems in place to enable timely hospital discharge (including use of Rosedale Centre and Rapid Response (care at home) options) – integration key and SBC focused on what more can be done to maintain / enhance this success.
- Created a new Lived Experience Co-ordinator role in November 2022 to transform the Council's co-production approach.

Officers highlighted the new CQC inspection regime for Adult Social Care within Local Authorities which was introduced from April 2023 – more information on this, and the Council's preparations for an inspection of its existing offer, would be shared with the Committee in the future.

The SBC Cabinet Member for Adult Social Care spoke of the importance of raising the status of people working within the care sector (which also had the potential to help with ongoing recruitment challenges). The Council's Well-Led Programme had supported this drive and had enabled / encouraged managers to more effectively share best practice / ideas / concerns. The positive quality assurance audit of SBC by the Teeswide Safeguarding Adult Board (TSAB) was noted, as was the successful partnership-working with local NHS Trusts to facilitate more timely hospital discharges (whilst maintaining checks on readmission rates to ensure individuals were being discharged appropriately). Involvement in a regional group looking at recruitment to the care sector and how to attract people into the area was also outlined.

Acknowledging the benefits of good quality leadership in creating better care, a brief overview of the established SBC Well-Led Programme was provided. Feedback from participants had demonstrated the value of the course, with senior staff now seeing each other more as colleagues (willing to assist where possible) rather than competitors.

The new SBC Director of Adults, Health and Wellbeing reflected on her recent appointment and early stages in the role, including the national awareness of the

positive work going on within the Borough, particularly around good practice, partnership-working and regeneration. The locality had a strong sense of identity and there were firm foundations upon which to develop future plans. Members queried why Stockton-on-Tees was held in such regard by others and heard that relationships with local NHS Trusts, end-to-end thinking around hospital discharge, and the close proximity of community health and acute health services were not the norm for all local systems.

Public Health

Priorities for the year ahead and support for these, including:

- Driving forward the Asset-Based Community Development approach.
- Continuing to address inequalities across all areas of work.
- Developing and implementing a local health and wellbeing model and offer for children, young people and families.
- Further develop the approach to working with the adult population (including transition from childhood) to ensure services are available and accessible.
- Further develop 'healthy places', creating the environment for good health.
- Protect the health of the population (e.g. screening / major incident plans).
- Support local / regional development of the Integrated Care System (ICS).

Challenges and opportunities, including:

- Recruitment to high-level roles remains an issue – national gap for Consultants in Public Health and Public Health Specialists.
- Asset-Based Community Development model provides opportunities around how the Council and its partners support communities as both facilitators and enablers. Pilot being developed to support those with multiple complex needs.
- Building on previous health inequality work, further development of relationships with Primary Care is envisaged (aided by a new 'place'-based Stockton-on-Tees Committee involving co-working with NHS colleagues).
- Health and Wellbeing Strategy to be refreshed – framework for capturing impact to be devised.
- Established links to family and parent groups will inform the developing model for the 0-19 provision (up to 25 years for SEND).
- Demand for adult services continues to grow – looking at provision of earlier intervention which can prevent escalation into more intense support needs.
- Work ongoing around wider determinants of health (e.g. employment, safety, access to green space, etc.).

The SBC Cabinet Member for Health, Leisure and Culture referenced Health and Wellbeing Board discussions around tobacco control / vapes. Vaping had become a fast-evolving issue which the Council and its partners should be vigilant over and would potentially need to take a stance on.

AGREED that the Adults, Health and Wellbeing overview report be noted.

ASCH/5/23 CQC / PAMMS Inspection Results - Quarterly Summary (Q4 2022-2023)

Consideration was given to the latest quarterly summary regarding Care Quality Commission (CQC) inspections for services operating within the Borough (Appendix 1). 15 inspection reports were published during this period (January to March 2023 (inclusive)), with attention drawn to the following:

Providers rated 'Good' overall (7)

- Oxbridge House, Roseville Care Centre and Real Life Options – Darlington Road had all been upgraded from a previous overall rating of 'Requires Improvement'.
- Royal Mencap Society – 71 Middleton Avenue and Real Life Options – 2 Frederick Street had maintained their grading following a previous overall rating of 'Good'.

Providers rated 'Requires Improvement' overall (7)

- Cherry Tree Care Centre and Chestnut Lodge Nursing Home had breaches in relation to safe care / treatment and good governance which led to the services being downgraded from their previous overall rating of 'Good'.
- Mandale Care Home had breaches in relation to safeguarding and good governance (as well as a breach of CQC regulations regarding the failure to notify the CQC of important incidents) which led to the service being downgraded from the previous overall rating of 'Good'.
- Churchview Nursing and Residential Home had breaches in relation to the need for consent and good governance, and Piper Court had breaches in relation to good governance – no change in grading following a previous overall rating of 'Requires Improvement'.
- North East Ambulance Service NHS Foundation Trust were served with a notice under Section 29A of the Health and Social Care Act 2008 and told to make significant improvements to governance systems, seeking and acting upon staff feedback, incident reporting / investigating / monitoring of actions, and medicines management. It was noted that the Trust would be responding to the outcomes of this inspection at the next Tees Valley Joint Health Scrutiny Committee meeting on 28 July 2023.

Providers rated 'Inadequate' overall (1):

- Ashwood Lodge Care Home had breaches in relation safe care / treatment and good governance which led to the service being downgraded from the previous overall rating of 'Good'. The home had since closed, with the last resident being moved out on 12 February 2023.

The Quality Assurance and Compliance (QuAC) Manager presenting the report noted that most CQC inspections now tended to be focused on the 'Safe' and 'Well-Led' domains, though can be opened up to include the other three previously established domains ('Effective', 'Caring' and 'Responsive') should issues be found during a focused inspection.

Regarding the now closed Ashwood Lodge Care Home, Members praised the QuAC Team for flagging-up issues prior to the CQCs subsequent visit, and were also reassured by the speed of the action taken in relation to residents once concerns had been identified.

With specific reference to Piper Court, the Committee asked for clarification of the CQC timescales around re-inspections should a provider be graded either 'Requires Improvement' or 'Inadequate'. Officers stated that services were usually re-visited within six months if they were rated below 'Good', though the new CQC monitoring framework had made this less clear. The CQC would therefore be approached to confirm the present arrangements.

Attention was then turned to the section on Provider Assessment and Market Management Solutions (PAMMS) reports (Appendix 2). 17 reports were published during this period (January to March 2023 (inclusive)), with attention drawn to the following:

Providers rated 'Good' overall (10)

- Windsor Court Residential Home had been upgraded from their previous overall rating of 'Requires Improvement'.
- Hadrian Park, Ayresome Court, Teesdale Lodge Nursing Home, Green Lodge, The Hollies Residential Care Home, Reuben Manor, Piper Court, Roseworth Lodge Care Home and Edwardian had maintained their grading following a previous overall rating of 'Good'.

Providers rated 'Requires Improvement' overall (6)

- Ingleby Care Home had been downgraded from their previous overall rating of 'Good' following concerns identified in relation to the environment and infection prevention control, recruitment and retention of housekeeping staff, and medication management.
- Churchview Nursing and Residential Home had no change in grading following a previous overall rating of 'Requires Improvement'. Issues were identified in relation to care plans, staff checks / supervision / training, and provider engagement with service-users / families and its staff.
- Cherry Tree Care Centre had been downgraded from their previous overall rating of 'Good' following concerns identified in relation to care plans and the sharing of feedback on the quality of service.
- Woodside Grange Care Home (older people's service only) had been downgraded from their previous overall rating of 'Good' following concerns identified in relation to the consistency of care plan quality, risk assessment, medication management / administration, and the home environment.
- The Maple Care Home had no change in grading following a previous overall rating of 'Requires Improvement'. Issues were identified in relation to the consistency of Mental Capacity Assessments and Best Interests decisions, medication administration / storage, and staff supervision.
- Allison House Care Home had been downgraded from their previous overall rating of 'Good' following concerns identified in relation to medication administration, staff training, and quality assurance systems.

Providers rated 'Poor' overall (1)

- Ashwood Lodge Care Home had been downgraded from their previous overall rating of 'Requires Improvement' following concerns identified in relation to care plans, staff supervision, recruitment, and training.

The Committee queried how Roseworth Lodge Care Home could receive a PAMMS grading of 'Good' in March 2023 when the CQC had published its report only three months earlier (December 2022) which rated the provider 'Inadequate'. Officers stated that the specific elements of each report would need to be checked, but that significant improvements can be made in a relatively short space of time.

With reference to Allison House Care Home, the Committee asked if concerns raised during a PAMMS inspection can lead to a subsequent visit by the CQC. Members were reminded that the CQC has its own inspection regime, but that SBC has meetings with CQC representatives every six weeks which are used to feed-in PAMMS outcomes and determine future action.

In order to address any emerging issues as quickly as possible, Members queried what was in place to allow providers to flag problems (i.e. early warning systems). Officers responded by outlining the existing contract management of providers by the

QuAC Team that puts an onus on services to raise concerns (duty of candour), a process which works more effectively now than in the past due to the mechanisms in place for regular contact / feedback. Local services are RAG-rated as part of an 'intelligence' dashboard, and Provider Forums, Leadership and Activity Co-ordinator Networks are offered on a regular basis. SBC Transformation Managers also engage with providers and encourage networking.

The Committee once again praised officers for the content and detail of the PAMMS reports (echoed by the SBC Cabinet Member for Adult Social Care) which, in contrast to many of the CQC published outcomes, always reflected inspections which looked at all of the established domains. Concerns were also raised about the CQC seeking assurance about provider practice via telephone as opposed to in-person visits – ensuring robust oversight around the safeguarding of vulnerable residents was paramount.

To assist the Committee, officers proposed the submission of a briefing on the number of care providers currently operating across the Borough – this would be forwarded to the Scrutiny Officer for circulation to Members. The benefits of going to visit services was also noted, something which may help Members further understand the existing offer and any issues / concerns.

AGREED that the Care Quality Commission (CQC) Inspection Results – Quarterly Summary (Q4 2022-2023) report be noted.

ASCH/6/23 Regional Health Scrutiny Update

Consideration was given to the latest Regional Health Scrutiny Update report summarising developments regarding the Tees Valley Joint Health Scrutiny Committee, the Sustainability and Transformation Plan (STP) / Integrated Care System (ICS) Joint Health Scrutiny Committee, and the North East Regional Health Scrutiny Committee. Attention was drawn to the following:

- Tees Valley Joint Health Scrutiny Committee: The last Committee meeting was held on 17 March 2023 (note: the meeting was not quorate) and included consideration of an NHS England (North East and Yorkshire) update on NHS Dental Services, information from Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) relating to its latest Quality Account, and a presentation from the North East and North Cumbria Integrated Care Board (NENC ICB) updating Members on the Clinical Services Strategy.

Stockton-on-Tees Borough Council would be hosting the Joint Committee during 2023-2024. The first meeting of the new municipal year was scheduled for 28 July 2023, with agenda items to include a North East Ambulance Service NHS Foundation Trust (NEAS) response to their latest CQC inspections and the independent review of its services, NENC ICB updates regarding Community Diagnostic Centres (deferred from the March 2023 meeting) and Breast Services, and a TEWV report on the role and impact of their Lived Experience Directors.

Discussion ensued around the current state of NHS dentistry, in particular capacity and the costs for dental practices to provide the necessary treatment. On a more positive note, the SBC Cabinet Member for Adult Social Care highlighted the significant success of the school supervised toothbrushing programme which was helping children to get into good habits regarding oral hygiene.

- Sustainability and Transformation Plan (STP) / Integrated Care System (ICS) Joint Health Scrutiny Committee: No further developments regarding this Joint Committee since the previous update in January 2023. In related matters, the ICBs new commissioning responsibilities for NHS dentistry were highlighted, as were further developments around efforts to address long-standing health inequalities, and an animation celebrating the one-year anniversary of the NENC ICB.

AGREED that the Regional Health Scrutiny Update report be noted.

ASCH/7/23 Minutes of the Health and Wellbeing Board

Consideration was given to the minutes of the Health and Wellbeing Board from the meetings in February 2023 and March 2023. Attention was drawn to the following:

- 29 March 2023: With reference to the 'Post Covid' item, Members were reminded that the Adult Social Care and Health Select Committee had previously asked for further details from North Tees and Hartlepool NHS Foundation Trust (NTHFT) about its long-COVID service. Despite being originally requested in March 2022, this had still not been received – the Trust had therefore been contacted again in recent weeks regarding this.

Regarding the 'Members' Updates' item, clarification from the North East and North Cumbria Integrated Care Board (NENC ICB) would be sought in relation to the announcement that a dentistry provider was ceasing services in Stockton.

AGREED that the minutes of the Health and Wellbeing Board from the meetings in February 2023 and March 2023 be noted.

ASCH/8/23 Chair's Update and Select Committee Work Programme 2023-2024

Chair's Update

The Chair noted a recent informal meeting he had held with senior representatives of North Tees and Hartlepool NHS Foundation Trust (NTHFT). These six-monthly catch-ups provided additional opportunities to exchange information outside the formal Committee environment, and the notes would be circulated to the Committee (for Members' information only) once finalised.

Separately, the Committee was informed of the forthcoming Cancer Research UK 'Race for Life Tees Valley' which was taking place on 2 September 2023 (12.00pm) at Middlesbrough Sports Village.

Work Programme 2023-2024

Consideration was given to the Committee's current work programme. The next meeting was due to take place on 19 September 2023 and was scheduled to consider the Healthwatch Stockton-on-Tees Annual Report for 2022-2023, the next CQC / PAMMS quarterly report (Q1 2023-2024), and a draft scope and plan for the Committee's first in-depth review of the current municipal year regarding Access to GPs and Primary Care. An update on the one outstanding element of the Action Plan in relation to the previously completed Care Homes for Older People review would also be presented.

AGREED that the Chair's Update and Adult Social Care and Health Select Committee Work Programme 2023-2024 be noted.