

Adults and Safer City Scrutiny Panel

Minutes - 16 October 2019

Attendance

Members of the Adults and Safer City Scrutiny Panel

Cllr Olivia Birch
Cllr Val Evans (Chair)
Cllr Sohail Khan
Cllr Asha Mattu
Cllr Anwen Muston
Cllr Zee Russell
Cllr Jacqueline Sweetman

Employees

Louise Haughton	Principal Social Worker
Earl Piggott-Smith	Scrutiny Officer
Jennifer Rogers	Advanced Practitioner for Quality and Improvement
David Watts	Director of Adult Services
Becky Wilkinson	Head of Adult Improvement Commissioning Officer
Tom Denham	Head of Provider Services

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies**
Apologies were received from the following members of the panel:

Cllr John Rowley
Cllr Simon Bennett
Cllr Rupinderjit Kaur
Cllr Lynne Moran
- 2 Declarations of Interest**
There were no declarations of interest recorded.
- 3 Minutes of previous meeting (17.9.19)**
That the minutes of the meeting held on 17 September 2019, be approved as a correct record and signed by the Chair.
- 4 Matters arising**
There were no matters arising from the minutes.

5 Adult Social Care Annual Report: The Local Account 2018-2019

David Watts, Director of Adult Services, introduced the report and outlined the background and the reasons for submitting it to the panel for comment. The Director of Adult Services advised the panel that it is not a statutory requirement, but it is accepted as being good practice to do so. The final draft will be published in November 2019.

Louise Haughton, Principal Social Worker, and Jenny Rogers, Advanced Practitioner for Quality and Improvement, jointly presented the main findings of the report to the panel. The Advanced Practitioner explained that the annual report gives an overview of the performance, progress towards targets and highlighted examples of specific work.

The report highlights challenges facing the service in supporting people. The Advanced Practitioner commented on work done with University of Wolverhampton to make the findings more visual and capture a range of different user experiences. The draft report will be updated when national data is published. The information will also be used to help develop priorities for the service.

The panel queried the process for publishing the annual report and who it would be shared with. The Advanced Practitioner advised the panel that the final report will be published on the Council website when the missing national data is received. The panel queried if the number of carers who had received support from adult social care had reduced from previous year and asked for figures for 2017-18 to compare. The Director of Adult Services explained that people may have had an assessment as a carer but received support which complicates the figure. The Director of Adult Service agreed to provide the panel with information requested.

The panel discussed work done to promote the use of the carer's emergency card. The panel were advised that a campaign is planned to promote them and also to give carers the opportunity to meet, while recognising they have different needs and interests.

The panel discussed the number and support available to child carers. The Principal Social Worker agreed to provide the information requested. The Principal Social Worker added that the Council does not know all the carers in Wolverhampton, but work is being done to close the gap. There is work being done to find out from carers about their needs and the support that would be helpful. The Principal Social Worker advised that the service is working with colleagues in school to identify children who are carers, but it is a challenge. Any child who is found will be referred to the MASH to be assessed and support provided. The majority of referrals to the MASH are from schools.

The panel queried the absence in the document to people with protected characteristics and expressed concern about the effect that this would have on the willingness among some groups to seek help and advice, if there is no reference to them in an official document. The Director of Adult Services responded that employees are not required by national guidance to include information about their sexuality. The information currently held on numbers of people with protected characteristics is not considered to be reliable enough to reach an informed conclusion.

The issue of the willingness of clients receiving care to share information about their sexuality has been discussed as part of the '3 conversations' with social workers.

The Director of Adult Services agreed to do dip sampling audit of council records to see what information is available, while also respecting issues of confidentiality. The panel welcomed the report and the progress made.

Kush Patel, Children's Innovation Lead, added that work is done with HR to add dementia training as part of the induction training for new staff. The panel were advised that 13,000 people had completed dementia friendly training and further work is being done to promote interest in the issue.

The panel queried the work being done to manage the significant increase in the number of Deprivation of Liberty Safeguarding (DOLS) referrals to the Council and the action being planned to 'future proof' the service to ensure that statutory responsibilities are met. The Director of Adult Services reassured the panel that good progress has been made to reduce the backlog of outstanding DOLS assessments.

The panel were advised that Government have proposed a number of changes to the current process which is expected to reduce the situations where a new DOLS assessment will be required. The aim is to make the assessment portable where people are moving to different locations. A further proposed change is that an DOLS annual review assessment will not be required where there has been no change in a person's health. The Director of Adult Services added that the extra funding to meet the increased number of DOLS assessments in the future has been agreed.

The panel discussed the work done to respond to and learn from complaints and compliments detailed in the report. The Principal Social Worker explained that the biggest source of complaints was about delays in providers meeting the needs of carers, as a result of difficulties in recruiting staff. There are ongoing discussions with providers to recruit extra staff to mitigate this.

The panel welcomed the positive the work of the Community Support Team and the opportunities to further develop the current community offer. The panel discussed the opportunities for share local intelligence and work with Ward Directors to respond better to issues of concern. The Director of Adult Services agreed that as Ward Champion there were opportunities to look at a range of issues by working together. The issue of social isolation was highlighted as a concern and there were opportunities for different agencies to collaborate with the local community. The Director of Adult Services agreed to raise the issue at the next meeting of the group to look at how this could be done and was keen to involve local councillors in this discussion. The findings would be reported back to a future meeting of the panel.

The panel queried who was responsible for checking that telecare equipment was working correctly. The Director of Adult Services advised that the Council has a contract with St Johns Ambulance to respond to emergencies. Wolverhampton Homes has a contract to check that the equipment issued is working correctly.

The panel welcomed report and agreed to receive a final draft of the report when available.

Resolved:

1. The panel agreed to note the report.

2. The Principal Social Worker agreed to send the panel a final draft of the Adult Social Care Annual Report 2018-19 when published.

6 **Supporting people with dementia in the city (report to follow)**

David Watts, Director of Adult Services, introduced the report. The panel were advised that in response to a request for further information Susan Eagle, Commissioning Officer had been invited to attend to give a more detailed information about progress of work being done to identify and support people with a diagnosis of dementia. The Commissioning Officer introduced Tom Denham, Head of Provider Services, to the panel.

The Commissioning Officer advised that there are number of known types of dementia which can affect a person's behaviour very differently. The Commissioning Officer explained the challenges to detecting early signs of the condition and the range of support available. The Commissioning Officer briefed the panel on the headline data and reported that it was estimated that the number of people affected by dementia was expected to increase by over 50 percent by 2035. At present 3000 people in Wolverhampton are affected by dementia.

Wolverhampton is performing well against national and local comparators.

The Commissioning Officer gave details of the work done by members of Wolverhampton Dementia Action Alliance and the development of the strategy. The examples ranged from Wolverhampton Grand Theatre holding a dementia friendly café which has been very popular with a 100 people attending the event where Radio WM did a live broadcast to promote awareness. In addition, West Park provide dementia café events which have been very popular and there is a waiting list of people wanting to get involved. The Commissioning Officer commented on the intergenerational work done with schools to engage local children in raising awareness of the illness and improve understanding.

A promotional video of the work done by Wolverhampton Dementia Action Alliance was shown to the panel.

The strategy is underpinned by the JSNA which can provide a wealth of data and support the multi-agency approach that has been updated. The work has good representation from members of the third sector and there are plans to look at risk factors of developing dementia and include them in future health checks. The Commissioning Officer commented on the work done to support black and minority groups and gave examples of the challenges in responding the needs of this group, with a focus on making small changes that can help improve the quality of care given.

The Commissioning Officer commented on the main challenges to moving the strategy forward, such as people living longer with more complex health issues and working with partners to get the right services. The situation is complicated by the different eligibility rules and situations where the person affected lacks capacity to make informed decisions about their care arrangements.

Tom Denham, Head of Provider Services, advised the panel that Blakenhall Day Services supports about 35 people with a diagnosis of dementia.

Carers are supported by Blakenhall in that they experience a period of respite while the person they care for attends the service.

The Head of Provider Services added that fortnightly meetings are held with colleagues in partner organisations to look at services offered to people with a dementia diagnosis and their families. The current public consultation on the all age transport policy includes consultation with Blakenhall service users in partnership with the Alzheimer's Society.

The panel queried which aspects of the service is failing people with dementia. The Director of Adult Services commented on the range of challenges to responding to meet the needs of people with dementia and their families, for example, supporting people with pre-existing medical condition or dealing with a situation where the condition has progressed rapidly and providing the appropriate level of care. There is a recognition that some people have difficulties when adjusting to moving from home to residential care. There is evidence that people will experience a deterioration in the health following the move. There is ongoing work with CCG to support staff in residential care homes.

A further challenge to the service is maintaining the quality of care provided in residential homes where people with dementia are assessed as being medically fit, but the care home need extra staff to provide the care needed and in some situations this will require upskilling staff. The issue of promoting people to remain independent where this is possible and providing the right care to a person with a terminal diagnosis are two further challenges that the service is trying to meet. The Council is developing options for providing 600 extra care sheltered units by the target date of 2030 with the aim of reducing reliance on residential care provision. The Head of Provider Services commented that the Council want to make improvements to Blakenhall Day Centre, which was built in 1940s.

The panel praised the important work of Dementia Champions and supported the initiative.

The panel queried the number of schools that have engaged with efforts to raise awareness about the issue of dementia. The panel were advised that the response from schools has been very positive and suggested that the local 'Police and Communities Together' (PACT) meetings could also be a good location to promote awareness about the issue of dementia.

The panel queried the support available to council employees who are carers of people with dementia. The Director of Adult Services commented that the Council has a good employee welfare support offer. The programme is led by John Denley, Director of Public Health, which is aimed at raising awareness of the issue employee welfare. The Council also monitors the reasons for employee absence where mental health issues or stress related absences have been recorded. In addition, the Council also offers a health check to help employees and this is supported by mental health first aiders who have been given dementia training. The panel queried whether the support is also available to Councillors. The Director of Adult Services responded that his understanding was that the employee assistance service such as bereavement counselling was available to Councillors but would make enquiries to confirm before replying.

Resolved:

The panel agreed to note the report and praised the work done to support people with dementia.

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Adults and Safer City Scrutiny Panel - Draft Work Programme 2019-20

Earl Piggott-Smith, Scrutiny Officer, presented the draft work programme for information and comment.

Resolved:

The panel agreed to note the report.