

ADULT SOCIAL SERVICES REVIEW PANEL

Meeting held on Tuesday 17th July 2012 at 5.00 pm in F10

MINUTES – PART A

Present: Councillors Margaret Mead (Chair), Adam Kellett,
Councillor Donald Speakman, Jane Avis, Pat Clouder

Officers: Kay Murray, Hannah Miller, Darren Shuster, Solomon Agutu,
Alison Strang.

Apologies: N/A

A20/12 MINUTES (Agenda item 1)

RESOLVED: that the minutes of the Adult Social Services Review Panel's meeting held on 18 April 2012 be signed as a correct record.

A21/12 DISCLOSURE OF INTEREST (Agenda item 3)

A22/12 URGENT BUSINESS (Agenda item 4)
None

A23/12 EXEMPT ITEMS (Agenda item 5)
The allocation of items between Part A and Part B of the Agenda was confirmed and the care Homes within Serious concern was to be taken as Part B1.

A24/12 ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT FOR 2011/12 (Agenda item 6)

As part of the requirements of the Local Authority Social Services and National Health Complaints Regulations (England) 2009 (the Regulations) to make arrangements for dealing with complaints, Regulation 18 requires local authorities to produce an annual report specifying the number of complaints received, the number of complaints that were well-founded, the number of complaints referred to a local commissioner, and a summary of the nature of complaints and service improvements arising.

Darren informed the panel that there were no findings of

maladministration in any of the 13 complaints that were referred to the Local Government Ombudsman.

It was noted that in paragraph 3.2.13, (page 6) it list the examples of service improvements which was raised from the complaints received during the 2011/12 financial year.

A question was raised in regards to paragraph 3.2.3 (page 4)- the length of time to respond to statutory complaints; are we doing anything to address this (27.7 days)? Darren explained to the panel that this is a concern; however the complainants are contacted and informed of the delay and are given a revised deadline. The complaints team concentrate on the needs of the customer rather than the process of the managing the complaint; their approach is about the 6 principles which should underpin how the complaints are managed.

A question was raised regarding paragraph 3.2.7, page 5 (the most common grounds for complaints); can we have more details on the breakdown of what complainants are complaining about? Darren informed the panel that this is something that can be produced for future meetings and will be circulated to the Members of the panel.

Panel thanked the officer for the report and for his attendance and **RESOLVED** that the report be received.

A25/12

REPORT INTO WORK OF THE CARE SUPPORT TEAM IN FACILITATING THE DIGNITY ON CARE AGENDA WITH PROVIDERS.

(Agenda item 7)

This report outlines how the Dignity in Care standards are being implemented in Croydon.

Alison conducted a short PowerPoint presentation on how Dignity in Care is incorporated into training and workshop sessions to provider services and volunteers with health watch.

Alison informed the panel that there are currently 220 dignity champions in Croydon. It was stressed to the panel the importance of being more aware and raising the awareness of dignity champions. The presentation was brought to the panel's attention about the importance of respecting the individuals and offering choice to them in the day to day routine.

A question was raised regarding measuring safeguarding. The Executive Director for Adults Services, Health & Housing responded and explained that safeguarding is measurable; there were 35 care homes within serious concern and currently this has been reduced to just 2 homes. It was noted that since the previous Council meeting 16 Councilors have signed up as dignity champions.

The officers explained to the panel that the Council believes in the more pro-active approach to safeguarding and dignity in care.

Questions were raised by Councillor Avis: What is expected of Champions? What have they done to date? If there is a lack of dignity in areas who do they report that to?

Alison clarified to the panel that there is no such tasks for the champions; the role of a dignity champion is promote and stand up to disrespectful behavior rather than tolerate it. Dignity champions are there act as good role models by treating other people with respect, especially those who are unable to do so themselves.

Panel thanked officers for the report and **RESOLVED** that the report be noted.

A26/12 REPORT FOLLOWING CQC INSPECTION FOR LEARNING DISABILITY HOSPITALS AND HOMES.

The report outlines the response by the learning disability service to the findings of the Care Quality Commission inspections of 150 NHS and private hospitals and care homes following the Winterbourne abuse scandal throughout England and Wales.

Kay introduced the report to the panel highlighting certain points within the report; she informed the panel that none of the services within Croydon that were inspected by CQC were non compliant.

A question was raised regarding paragraph 4.10 (2nd bullet point) page 4 of the report; what is a moderate concern?

The officer explained to panel that a moderate concern will either be 2 of the outcomes:

- the care and welfare of people who uses the services
- Safeguarding people who use the service from abuse.

The officer was unsure of the exact moderate concern of the client.

A question was asked whether a breakdown of the concern could be circulated. Kay advised the panel that this will be circulated.

It was noted that the figures of 7 clients in Croydon and 7 clients who are all living in provisions run by Surrey and Border partnership NHS was a low figure; this was an remarkable result.

RESOLVED:

(1) the work being undertaken by the Joint Community Learning Disability Team and Commissioner to review all clients currently living in hospital provision be noted

(2) that the review to determine who is to be discharged into community based provision whenever possible be noted

(3) that the review is to ensure that those requiring ongoing hospital treatment under a section of the Mental Health Act or via a Deprivation of Liberty safeguard are regularly reviewed and have access to advocacy be noted.

A26/12 FUTURE WORK PROGRAMME (Agenda item 8)

The Head of Democratic Services and Scrutiny discussed with the panel the title of potential future agenda items.

A number of topics were put forward for future meetings which are as follows;

3rd October 2012

- Safeguarding Annual Report
- Carers Strategy
- Local Authority Training Company
- Serious Case Review

January 2013

- Direct payments/personalization progress report

RESOLVED: that the report be noted.

A27/12 PROPOSED DATE OF NEXT MEETINGS (Agenda item 9)

3rd October 2012

30th January 2013

24th April 2013

A28/12 ANY OTHER BUSINESS

There were none

CAMERA RESOLUTION for agenda item B1/12)

RESOLVED: that the Press and public be excluded from the remainder of the meeting on the grounds that it is likely, in view of the nature of the business to be transacted or proceedings to be conducted, that there will be disclosure of confidential or exempt information falling within paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended.

SUMMARY of proceedings of exempt part B proceedings
(Section 100C(2) LGA 1972 requires a summary to be provided without disclosing the exempt information where in consequence

of exclusion of parts of the minutes which display exempt information the minutes of the meeting would not be intelligible as a record

Report B1/12

The report contained details of two Care Homes causing serious concerns. Each home was discussed in turn identifying why it was causing serious concern and after each discussion the Councils actions on each Home was noted. The first Home went into receivership due to money issues and is now being run by another company. The home is being closely monitored. The second Home is in the process of being closed down.

The meeting ended at 6.45pm