

Adult Social Services Review Panel

Meeting of held on Wednesday, 31 January 2018 at 5.00 pm in F10, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Louisa Woodley (Chair);
Councillor Patsy Cummings;
Councillors Margaret Bird, Pat Clouder, Patsy Cummings and Yvette Hopley

PART A

1/18 Minutes of the Previous Meeting

The minutes of the meeting held on 1 November 2017 were agreed as an accurate record.

2/18 Disclosure of Interests

There were none.

3/18 Urgent Business (if any)

The Chair requested that following changes to the Panel membership a Vice-Chair be appointed for the remainder of the 2017/18 municipal year.

Councillor Clouder nominated and Councillor Hopley seconded Councillor Patsy Cummings to be Vice-Chair.

Resolved:

That Councillor Patsy Cummings be Vice-Chair of the Adults Social Services Review Panel for the remainder of the 2017/18 municipal year.

4/18 One Croydon Alliance: Extension of the Alliance Agreement Outcomes Based Commissioning

The Panel were informed that the report on the extension of the One Croydon Alliance was taken to the Cabinet meeting on 22 January 2018 and was agreed.

The LIFE service had started in September 2017 and was supporting residents to be discharged from hospital and had been successful with 80% of reablement packages ceasing within six weeks compared to 18% previously. While the data for the winter period had not been validated yet it appeared that the figures had dropped to 50-60% due to the pressures experienced by the hospital.

. The Chair noted that the team had been visited by the National Home from Hospital and had received positive feedback in regards to the leadership and there was a recommendation for other systems to visit the LIFE service.

The Panel were informed that 6 ICNs had been rolled out and it was planned to have huddles at all 57 GP practices by March 2018. While there had been a reduction of 14% in admissions from certain GP practices it was recognised that there was more work to be done with regards to the voluntary sector and building capacity in the community.

Officers informed the Panel that in the north of the borough there was one contractor for reablement, however it was recognised the south of the borough had separate challenges due to geography and so two providers would be procured to provide the service and to address the challenges posed by the area.

It was noted that it would be challenging to roll out across the rest of the borough within two months, however officers stated that they were now faster at implementing Huddles due to the lessons learnt from previous experiences. Each GP practice would have a Huddle and the frequency and length of a Huddle would depend upon the size and need of the practice.

Panel Members stressed that the challenges of the south of the borough were different to those experienced in the north of the borough and noted that they had not been able to feed into the procurement document to ensure that the challenges were addressed. Officers suggested that a meeting with Councillors Hopley and Bird could be arranged to discuss the commissioning in the south of the borough.

The Panel noted that a number of residents did not attend Croydon University Hospital and queried how these residents would benefit from the work being undertaken. The Director of Adult Social Care and All-Age Disability stated that she was working with her counterparts at the council's where residents were attending hospital to ensure there was a reciprocal approach and that all residents benefited. Work would be undertaken to assist other boroughs to develop a similar service.

Panel Members further noted that there were a number of residents who would be too proud to be assessed for a level of need and queried how this would be addressed. Officers stated that assessments also took place at home and that those undertaking assessments were skilled at developing trust with patients. The Panel were informed that those patients who did not meet the need level to receive full support were also supported, such as

settling in back at home after a hospital stay, as this could prevent a readmission.

Officers stated that Phase 2 of the Alliance would include planned care, such as cancer care, and how to support care homes to ensure the best outcomes for patients and the system. Work would be undertaken to review whether the scope of the Alliance could be increased in Phase 3 to look at mental health, learning disability and children's care, however any decisions to increase the Alliance would require significant negotiations, engagement with relevant stakeholders, and a further Cabinet decision and scrutiny. Officers stressed that it was important to get the over 65s work successfully achieving the ambition of the Alliance before work could be undertaken in additional areas.

5/18

Improvement Plan for Community Mental Health Services

The Panel were informed that the community mental health services in Croydon provided by SLAM were reviewed by the CQC in 2017 with the overall rating being that the service required improvement. Following the CQC findings and the Woodley Review key areas of improvement had been identified and an improvement plan developed. SLAM had identified changes that needed to be made and there was a strategy to build a borough approach that would develop local service and drive improvement. Furthermore a service borough Director had been recruited and was due to start on 1 April 2018.

Officers informed Members the service had experienced large increases in activity within the last 12 months and it was a challenge to balance the growth in demand. Referrals had doubled in the last four years from 50 a month to around 100.

The Panel were informed that there was an increasing focus towards early intervention and there was work ongoing to refocus resources to support this work.

Members were informed that SLAM were due to present at the Health & Social Care Scrutiny Sub-Committee in March 2018 a more in depth report on their response to the CQC report and Woodley Review, and their action plans. Members requested that they be invited to this meeting.

The CCG had conducted a review in January 2018 following the CQC inspection and while the report was not yet available early findings were that improvements had been made and that frontline staff were working hard to resolve issues. Additional staff had been appointed however further work remained to ensure improvements were realised.

Members noted that high levels of sickness and vacant posts were identified by the CQC and queried what processes were in place to resolve these issues. Officers stated the council had recruited new staff, including newly qualified social workers, and were training them to enable them to undertake

more senior roles. A good training programme was also being developed for AMPs. It was recognised that there difficulties were being experienced by SLaM to recruit mental health nurses and so, where appropriate, some posts were being advertised to social workers also.

Officers noted that CCG commissioners had in the past stopped funding services without consulting the Council, however it was felt that the relationship with the CCG was improving and there was a growing appetite within the CCG to improve mental health services and the importance of prevention and early intervention. Furthermore, it was felt that the One Croydon Alliance could be used as vehicle to drive further improvements in the future with Mind having a similar role to Age UK within the over 65 model.

Members raised concerns regarding the CCG decision to cut community services which were working to help residents to not have to present for acute care. It was noted that cutting these services was increasing the volume of care required which cost more money. Officers stated the Council had looked to mitigate the impact by reviewing whether it could assist the services by assisting with grant applications and some providers had been successful and continued to provide community support.

The Chair noted that more funding was needed within mental health and informed Members that a joint letter had been sent to all the MPs within Lambeth, Southwark, Lewisham and Croydon raising concerns regarding funding; in particular that Croydon was one of the lowest funded boroughs in London.

Officers stated that once the new director at SLaM had started on 1 April 2018 it was hoped that the issue of monitoring the audits would be resolved as they were looking to get an agreement to regularly review the audit reports to ensure progress was being made.

In response to Member questions officers stated that no beds had been closed within the acute wards but work was being undertaken to reduce the length of stays and to prevent patients returning to hospital.

6/18 **Exclusion of the Press and Public**

The following motion was moved by Councillor Hopley and seconded by Councillor Clouder to exclude the press and public:

"That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information falling within those paragraphs indicated in Part 1 of Schedule 12A of the Local Government Act 1972, as amended."

The motion was put and it was agreed by the Committee to exclude the press and public for the remainder of the meeting.

7/18 Minutes of the Previous Meeting

The Part B minutes of the meeting held on 1 November 2017 were agreed as an accurate record.

8/18 Adult Safeguarding in Croydon

The Panel received an update on Adult Safeguarding in Croydon.

The meeting ended at 7.06 pm

Signed:

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Date:

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