



Rutland County Council

Catmose Oakham Rutland LE15 6HP

Telephone 01572 722577 Facsimile 01572 758307 DX 28340 Oakham

Record of a meeting of the **PEOPLE (ADULTS & HEALTH) SCRUTINY PANEL** held in the Council Chamber, Catmose, Oakham at 7.00 pm on **Thursday 25 September 2014**.

PRESENT: Mrs C J Cartwright (in the Chair)
Mr J T Dale
Mr J M Lammie
Miss G Waller
Mr M R Woodcock

ALSO

ATTENDANCE: Mr R B Begy Portfolio Holder for Culture, Community Safety and Housing
Mrs L I Stephenson Portfolio Holder for Adult Social Care
Mr T Slater Divisional General Manager for Leicester, Leicestershire and Rutland, East Midlands Ambulance Service

OFFICERS

PRESENT: Ms K De Miranda Candeia Head of Service, Care Act Implementation
Miss D Greaves Finance Manager - Accounting
Mrs A Grinney Revenues and Benefits Manager
Mr A Merry Technical Accountant
Mr M Naylor Head of Delivery (Ageing Well)
Dr T O'Neill Director for People and Deputy Chief Executive
Miss M Gamston Corporate Support Officer

APOLOGIES: Mr C A Parsons and Mrs C Emmett

344 MINUTES OF LAST MEETING

The minutes of the meeting of the People (Adults & Health) Scrutiny Panel held on 10 July 2014, copies of which had been previously circulated, were confirmed and signed by the Chairman.

The minutes of the meeting of the People (Children and Adults & Health) Joint Scrutiny Panel held on 28 August 2014, copies of which had been previously circulated, were confirmed and signed by the Chairman.

345 DECLARATIONS OF INTEREST

There were no declarations of interest.

346 PETITIONS, DEPUTATIONS AND QUESTIONS

No petitions, deputations or questions were received from members of the public.

347 QUESTIONS WITH NOTICE FROM MEMBERS

No questions were received from members.

348 NOTICES OF MOTION FROM MEMBERS

No Notices of Motion were received from members.

349 CONSIDERATION OF ANY MATTER REFERRED TO THE PANEL FOR A DECISION IN RELATION TO CALL IN OF A DECISION

No matter was referred to the Panel for a decision in relation to call-in of a decision in accordance with Procedure Rule 206.

350 EAST MIDLANDS AMBULANCE SERVICE (EMAS)

Mr Tim Slater, Divisional General Manager for Leicester, Leicestershire and Rutland gave his presentation, copies of which were distributed.

Members were advised that this was an interim presentation and that a more comprehensive presentation would be brought to a future meeting.

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7.09pm The Chairman adjourned the meeting due to persistent disruption by a member of the public

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7.35pm The Chairman reconvened the meeting in the Alstoe Meeting Room and Mr Slater continued his presentation

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Key points highlighted were:

- i. That performance in traditional measures were poor in Rutland and other rural areas and was one of the biggest challenges for commissioners and providers;
- ii. That the Service received approximately one Red 1 (life threatening) call per week from Rutland which should be responded to within 8 minutes of the call being connected to control;
- iii. That for Red 2 calls the 8 minutes started when the key information was confirmed or the first vehicle was allocated, 1 minute maximum to confirm or allocate;
- iv. That the Uppingham and west border areas of the county were the most difficult areas to resource;
- v. That the majority of activity in Rutland was in the Oakham area and that there was an expectation not to miss the target time due to there being an ambulance station in the town. Members were advised that the ambulance was rarely in the station;
- vi. That for Green 1 calls there was a target ambulance response time of 20 minutes and 30 minutes for Green 2 calls;
- vii. That the telephony target for Green 3 calls was 20 minutes from the time of the call and for Green 4 was 60 minutes. These calls would have gone through the 999 system and would have been triaged to a low level;
- viii. Performance data was supplied by postcode area and it was acknowledged that an

- improvement in performance was required;
- ix. That Falls topped the chief complaints responded to ;
- x. That the spike in calls received from the East Leicestershire and Rutland Clinical Commissioning Group area was associated with GP home visits resulting in urgent admissions.

During discussion the following points were noted:

- a) That there was probably an even split of calls received being upgraded with calls being downgraded to Enhanced Clinical Assessments;
- b) That the Leicester, Leicestershire and Rutland Division would have full staff establishment by October 2014 and that EMAS had an ongoing recruitment programme;
- c) That there was disparity between urban and rural areas due to the resource pool being based where most benefit would be derived from it.

AGREED:

- 1. That EMAS would be invited to a future meeting of the People (Adults & Health) Scrutiny Panel to present a more comprehensive presentation of Rutland focused data.

The Chair thanked Mr Slater for his presentation.

351 THE CARE ACT 2014 IMPLEMENTATION

The Director for People, Dr O'Neill introduced this item and advised Members that the Head of Service, Care Act Implementation Ms De Miranda Candeia would also be providing information.

Dr O'Neill informed Members that the reforms under the Act would have a significant impact on Rutland residents. There were two stages for implementation, April 2015 and April 2016 and a programme of work for Rutland was being developed. The Act would bring together disparate parts of social care into one act and was designed to provide better control for an individual regarding their own care and to ensure that the quality of care increased. There would be greater focus on outcomes and understanding the impact of care on citizens and the quality of wellbeing. There was a very strong emphasis on carers being treated equally within the system and there was to be increased choice at the point of delivery. A single national threshold for eligibility was to be in place by April 2015. The Act also included additional protection should a provider fail; strengthened safeguarding arrangements and offered additional support for prisoners. The Act would place a cap on care costs and offered a new deferred payments scheme.

Ms De Miranda Candeia explained the governance arrangements and workstreams that Rutland County Council were putting in place for 1 April 2015 and then went on to describe the operational impact (related to assessments as an example)

- i. Need to review our assessment processes, do our assessments focus on outcomes and prevention?;
- ii. Do they focus on a person's wellbeing;
- iii. Broader assessment: to review processes, documentation, quality assurance, internal and external partnership arrangements, policies and procedures and transition arrangements.;
- iv. Assessment of self funders to consider how to progress towards care cap;
- v. Workforce requirements;
- vi. Assessment tools;

- vii. IT systems including a self-serve facility;
- viii. Universal advice and information service;
- ix. Provision of assessments and services to prisoners. Work was being undertaken with Leicester and Leicestershire;
- x. Finance and charging.

During discussion the following points were noted:

- a) That there was a lot of synergy with People First and other work taking place across the People Directorate;
- b) That the Authority had a governance structure in place and a lead officer driving this forward.;
- c) That IT requirements had been scoped and following initial analysis the Council's Performance Team would be brought on board;
- d) That the self-serve option was usually part of the support planning processes relative to an individual's circumstances;
- e) That the financial modelling had still to be completed;
- f) That a communications strategy was being drafted to inform Rutland residents. Public consultations were planned for before Christmas 2014 and after implementation;
- g) That the governance arrangements would reflect Scrutiny's role.

352 FINANCIAL MANAGEMENT REPORT 2014/15 QUARTER 1

Report No. 173/2014 from the Director of Resources was received. The purpose of the report was to inform Cabinet on how the Council was performing against its revenue and capital budgets and report a forecast year end outturn position as at the 30 June 2014.

During discussion the following point was noted:

- a) That the new finance team in place gave the report a different perspective on the Council's performance.

AGREED:

- 1. That Panel noted the content of the report.

353 PERFORMANCE MANAGEMENT REPORT – QUARTER 1 2014/15

Report No. 186/2014 from the Chief Executive was received. The purpose of the report was to report to Cabinet on the Council's performance for the first quarter of 2014/2015.

During discussion the following points were raised:

- a) The review of the Performance Indicators reported on. The Leader, Mr Begy offered to meet with the Scrutiny Chairs to discuss this further;
- b) Members were advised that the Police and Crime Commissioner and Chief Constable had been informed of the Council's concern at the lack of safeguarding referrals received from the Police.

AGREED:

- 1. That Panel noted the content of the report.

354 CARE QUALITY COMMISSION (CQC) INSPECTIONS IN RUTLAND

Report No. 215/2014 from the Director for People was received. The purpose of the report was to provide information on outcomes of CQC inspections in Rutland.

The Portfolio Holder for Adult Social Services, Mrs Stephenson, introduced the report which related to the inspection of Belton House Retirement Home on 6 July 2014. Members were advised that the inspection was the result of concerns raised by Rutland County Council (RCC) and relatives. A new manager had been appointed and RCC would continue to monitor closely.

During discussion the following points were noted:

- a) That the action plan by the Home requested by the CQC to be submitted by 16 August 2014 was still outstanding. RCC was in contact with the CQC regarding this matter;
- b) That RCC had its own action plan in place to ensure the wellbeing of the residents and would continue to monitor and support against the action plan in place;
- c) That RCC had placed residents at the Home;
- d) That RCC was involved with all homes where residents were placed through reviews, audit and spot checks undertaken if thought to be appropriate;
- e) That early warning systems for safeguarding adults in care homes were being reviewed;
- f) That the CQC had regulatory powers that the Authority did not possess. Information was shared between the two bodies;
- g) That RCC would request further information on the delay [action plan] and update Members;
- h) That large providers could bring resources in more readily when problems occurred;
- i) That if a Risk Matrix was to be put in place consideration would need to be given to deciding factors of what creates risk.

AGREED:

1. That the Panel noted the content of the report.
2. That RCC would request further information on the delay to the action plan and update Members.

355 MANTON HALL RESIDENTIAL CARE HOME

Report No. 216/2014 from the Director for People was received. The purpose of the report was to provide an update and outcomes to the Large Scale Investigation in regards to Manton Hall Residential Home started on 20 June 2014.

The Portfolio Holder for Adult Social Services, Mrs Stephenson, introduced the report.

Mrs Stephenson informed Members that she had received a reply to her letter sent to the Care Quality Commission (CQC) and would be writing further to ask when they would be implementing their new standards.

During discussion the following points were noted:

- a) That the action undertaken at Manton Hall had been effective;

- b) That the situation would continue to be monitored;
- c) That it was expected that there would be an unannounced CQC inspection;
- d) That with the agreement of Rutland County Council (RCC), where appropriate, vacant beds were to be released following voluntary suspension;
- e) That it is RCC's understanding that a new manager would start on Monday 15 September 2014;
- f) That it was the responsibility of RCC to ensure staff were in place to manage additional residents.

AGREED:

- 1. That Panel noted the content of the report.

356 QUESTIONS FOR THE HEALTH AND WELLBEING BOARD (2 DECEMBER 2014)

Miss Waller requested more information on what is to be undertaken by the Board and for a large print version of minutes to be produced.

Mr Begy informed Members that a report on the Better Care Fund would be going to the Board meeting on 2 December 2014.

AGREED:

- 1. That Corporate Support be requested to provide a large print version of the minutes of the Health and Wellbeing Board.

357 REVIEW OF FORWARD PLAN

The programme of work for the Panel was distributed.

Members were reminded that the LSCB Annual Report and 2015/16 Business Plan was to be taken at the December meeting and the Chair, Paul Burnett, would be attending.

Members were requested to advise the Chair of additional items for the meeting on 30 April 2015.

358 ANY OTHER URGENT BUSINESS

Update on Day Care Centres (given to Members whilst the meeting was adjourned)

The Leader, Mr Begy informed Members that the contract with Age UK had been extended until October 2014, of the 8 people using the service 7 had been willing to try Brambles. Age UK had agreed to run one session in Oakham and one in Uppingham until March 2015 at significantly lower cost to the Council. Age UK had undertaken to provide transport.

359 DATE AND PREVIEW OF NEXT MEETING

Thursday 18 December 2014.

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The Chairman declared the meeting closed at 9.25 pm

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