

No.

HEALTHY LIVING AND SOCIAL CARE SCRUTINY COMMITTEE

Minutes of a meeting held on 5th February, 2019.

Present: Councillor K.F. McCaffer (Chairman); Councillor Mrs. R. Nugent-Finn (Vice-Chairman); Councillors Ms. J. Aviet, Ms. B.E. Brooks, G.D.D. Carroll, Mrs. C.A. Cave, S.T. Edwards, K.P. Mahoney, L.O. Rowlands and N.C. Thomas.

715 MINUTES -

RECOMMENDED - T H A T the minutes of the meeting held on 8th January, 2019 be approved as a correct record.

716 DECLARATIONS OF INTEREST -

Councillor N.C. Thomas declared an interest in regard to Agenda Item No. 8 - Draft Joint Specification for Residential and Nursing Care and Support Services. The nature of the interest was that Councillor Thomas' mother was accessing residential respite services. This represented a personal interest and Councillor Thomas remained for this item.

Councillor N.C. Thomas also declared an interest in regard to Agenda Item No. 9 - Discretionary Charging for Social Care Services. The nature of the interest was that Councillor Thomas' mother was accessing residential respite services. This represented a personal and prejudicial interest and Councillor Thomas took no part when the Committee considered this item.

717 PRESENTATION - FUTURE GENERATIONS ACT AND COMMITTEE REPORTING -

By the way of a PowerPoint presentation, the Director of Social Services provided Members with an overview of the new Committee Report Template.

The Director began by outlining that the Wellbeing of Future Generations Act gave public bodies a legally binding common purpose of the 7 national wellbeing goals for Wales. The Act detailed the ways in which the local authority should work with other public bodies to improve wellbeing across Wales.

The Director stated that the Act provided for better decision making by ensuring that public bodies took account of the longer term by helping to prevent problems occurring or getting worse. In addition, there was a need to take an integrated and collaborative approach and consider and involve people of all ages.

The wellbeing goals and the Five Ways of Working provided by the Act were designed to support the Council to deliver the sustainable development principle which was "meets the needs of the present without compromising the ability of future generations to meet their own needs".

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In terms of embedding the Act into the work of the Council, the Director stated that the Council was an early adopter of the Act and the Corporate Plan had been designed to maximise the Council's contribution to the National Wellbeing Goals and to embed Five Ways of Working into the Council's work.

The Director stated that the Council was now more integrated in how it delivered work, and to reflect this the Council had introduced Outcome Based Scrutiny, that was focussed on progress against the outcome area rather than by department.

Members noted that embedding the Act required officers to ensure their work was grounded in the Five Ways of Working and to ensure work was aligned to the Council's Wellbeing Objectives. It also required the Executive to ensure decisions were taken in accordance with the Act, importantly it also affected how Elected Members undertook their roles through the Scrutiny and Full Council, which required Members to have due regard for the Act and to scrutinise decisions in accordance with the Five Ways of Working and the National Wellbeing Goals. In addition, the Act had informed the development and formed a key aspect of the Member Development Programme.

The Director stated that the Act placed an emphasis upon effective transparency and more specifically on the communication of why decisions had been taken. Elected Members were able to channel their wide range of community intelligence into the decision making process. As such, through using the Framework of the Five Ways of Working, Members could ensure that proposals were in line with the sustainable development principles. These ensured that proposals were reflective of the long term needs of the Vale of Glamorgan which would also help prevent problems or prevent issues from escalating. Relevant services and organisations had to be involved in the development and implementation of proposals and the public, Third Sector and private partners had a role to play where possible. In addition, where possible, the Council would seek to involve the public in its work.

With regard to the new Committee Report format, the Director stated that as Members could see from the agenda, to aid the decision making process, a new Committee Report format had been agreed.

The new format report would improve the transparency, and would show how proposals were grounded in the Five Ways of Working, aligned to the Council's Corporate Wellbeing Objectives, and through these objectives, to the 7 National Wellbeing Goals for Wales.

The Director stated that many aspects of the old report format had been carried forward, however, there were some notable changes. This included an introductory table which gave an effective overview of the key aspects of the report and greater transparency for members of the public. The new Section 5 provided a distinct place within the report for authors to evidence the Five Ways of Working and the linkages to the Council's Corporate Wellbeing Objectives. The Five Ways of Working and links made to the delivery of the objectives would be reflected throughout the report, however, this Section would provide Members with the detail needed to effectively scrutinise proposals through the Framework of the Wellbeing of Future Generations

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Act. The Director outlined that to further aid Members in their duties, it was anticipated that the Future Generations Commissioner would publish a Future Generations Framework for Scrutiny which would provide a guide for scrutiny questions through the Five Ways of Working. This would be circulated to all Members when it was released.

Subsequently, it was

RECOMMENDED - T H A T the contents of the presentation be noted.

Reason for recommendation

Following the presentation outlining the new Committee Report template.

718 CORPORATE SAFEGUARDING MID-YEAR REPORT (REF) -

Cabinet on 7th January, 2019 had considered the update report which provided information on the work that had been undertaken in relation to corporate arrangements for safeguarding and protecting children and adults who required specific Council services and to provide an overview of progress of the Corporate Safeguarding Group Work Plan and other safeguarding activities taking place across the local authority. The report had been referred to all of the Scrutiny Committees for their consideration.

The Director advised that this was a mid-year highlight report providing a summary of the activity by the Corporate Safeguarding Group. The Group was well attended by all the Directorates and met on a quarterly basis with standing agenda items including safer recruitment, Regional Safeguarding Board and a work plan.

In addition to Corporate Safeguarding arrangements, Part 7 of the Social Services and Wellbeing Act required there to be Regional Safeguarding Boards for Adults and Children. For the Vale of Glamorgan the region was the Cardiff and Vale area. The Director advised that the Vale of Glamorgan Council had good officer representation across all aspects of the Cardiff and Vale Regional Safeguarding Board both for adults and children. There were a number of successful development days for the Board. The work of the Safeguarding Board was wide ranging and reported through an annual report. During this year, the Safeguarding Boards had prioritised improving the approach to children/adult practice reviews, and reporting safeguarding performance.

Members noted that there remained effective leadership and response to areas of exploitation and professional allegations/abuse with designated lead roles for these areas of safeguarding activity. Exploitation was the focus for Safeguarding Week which included a programme of events and workshops across the region that brought professionals together. This was concluded on 16th November, 2018, the Safeguarding Awards Evening at Cardiff Bay Police Station. Members noted that the Vale of Glamorgan had received a number of nominations and that this event would be repeated next year. The Committee therefore wished to send congratulations to those who received a nomination.

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Subsequently, it was

RECOMMENDED -

- (1) T H A T the work that had been undertaken to improve corporate arrangements for safeguarding and protecting children and adults be noted.
- (2) T H A T congratulations be sent to those staff nominated at the Safeguarding Awards evening held on 16th November, 2018.

Reasons for recommendations

- (1) To ensure that the Committee was aware of recent developments in corporate arrangements for safeguarding.
- (2) In order to pass on the Committee's congratulations.

719 AN OVERVIEW OF MEALS PROVISION FOR ADULT RESIDENTS WITHIN THE VALE OF GLAMORGAN (DSS) -

The Head of Adult Services presented the report and was joined by the Operational Manager - Locality Services.

Members were advised that meals were available for people in the community through a variety of mechanisms such as luncheon clubs and through deliveries of individual meals.

In addition, a hot midday meal had traditionally been an integral part of the Day Service provision, especially within the day centres. This was particularly important for older people who may not have an alternative option of a hot meal. The provision of day time opportunities for older people and adults living with physical disabilities or learning disabilities remained an important part of the Adult Social Services provision. Day time opportunities took many forms and offered support to people to engage with their local community, develop social networks as well as providing valuable respite to family carers.

It was advised that the Vale of Glamorgan Adult Services operated four in-house day services that provided a hot midday meal which was subsidised by the Department by between £7.99 and £10.13 per paid meal. The subsidy of the meal provision had been subject to a Reshaping Services review and received a savings target of £50,000 per annum. An Options Appraisal had highlighted options for provision of meals at the day centres that took into account the requirement to make £50,000 savings but maintained the Council's commitment to offering day time opportunities with a meal.

The Committee noted that the day centres employed care staff who provided personal care to people at the day centres which could include feeding, providing refreshments and preparation for meal deliveries. However, it was advised that

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these may also be required to assist directly with food related duties such as delivering/serving of meals, clearing away etc. It was advised that the Council did not have the resources to employ people to solely undertake these tasks and therefore these tasks were included within other roles incidental to supporting people with meal times.

The Committee was advised that day care staff in Woodlands were provided with a free meal when supporting people to eat their meals. It was noted that while the number of day centre attendees eating meals had declined, the number of staff continuing to be provided with meals was not declining at the same rate. Staff within New Horizons and Rondell House did not have free meals, they either brought their own packed lunches or purchased a hot meal.

The Committee queried why day care staff were provided with a free meal. In reply, Members noted that this was historic, with the rationale being that this would encourage service users to eat. In relation to this, a Committee Member stated that part of this was likely to be around socialising the person and moderating eating behaviours as part of a person's care and treatment.

Members of the Committee debated at length the information provided at paragraph 3.9 of the report, and specifically the staff costs per meal. In order for a proper comparison, the Committee subsequently requested for further information and clarity to be provided. In addition, the Committee noted that in terms of outsourcing services it was too early to indicate any definitive proposals, so it was therefore agreed for a further report to be provided in June.

Subsequently, it was

RECOMMENDED -

- (1) T H A T the contents of the report be noted.
- (2) T H A T a further report detailing costs per meal and options around outsourcing be provided at the Committee meeting set for June 2019.

Reasons for recommendations

- (1) Following consideration of the report.
- (2) To provide further information and clarity around the costs per meal and the options around outsourcing.

720 TELECARE SERVICES UPDATE (DSS) -

The Operational Manager - Locality Services presented the report, the purpose of which was to update Members regarding the progress made over the past 12 months by the Vale of Glamorgan Telecare Service.

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The Vale of Glamorgan Telecare Team supports citizens of the Vale to live independently in their own homes through the provision of highly accessible telecommunication devices that alert carers/ professionals at times of need.

The Vale of Glamorgan Social Services Directorate is committed to operating and maintaining a Telecare service to support people to maintain control over their lives especially at times of ill-health, disability or frailty.

Telecare is an integral component of the range of Care and Support options that social services access to support people to live independently at home for as long as possible. Although evaluative research on the cost benefits of Telecare is limited it is recognised that Telecare offers significant reassurance to family carers, provides health and social care professionals valuable information relating to the health and wellbeing of citizens, and enables early/timely access to emergency support. These benefits are all known to maintain and improve people's confidence and independence at home and thus reduce the ongoing need for statutory health and social care services. The research available concludes that any benefits are maximised when Telecare is introduced early.

The Council is committed to increasing the Telecare service to give more people the opportunity to benefit from the preventative interventions provided. However, to keep up with emerging technologies, customer expectations and maintain a high quality service, the Telecare team will need to embrace new models of operation with the support of Contact One Vale.

A Committee Member asked for further clarity regarding the mobile response service. In reply, the Operational Manager - Locality Services stated that this was linked to the existing Telecare service which could be accessed through things such as pendants. He referred to a range of Telecare devices which had GPS trackers so clients would not necessarily require a mobile phone. The key aspect for the mobile response service was to try and make it as easy as possible to access which could be a sensor to indicate whether some event had occurred that required the visit by a mobile responder. He also advised that this type of service was working well in other local authorities. Further to his comments, the Telecare Service Manager stated that the type of equipment that was being looked at was more mobile and would be reflected as part of the assessment process. If the type of equipment was not suitable for a person to use then the service would look at a person's circumstances such as whether they were part of a couple and so the type of equipment allocated would be reflective of this.

A Committee Member referred to paragraph 4.22 and the indication that if this service was to offer free installation then it would need to receive 50 new customers to break even. In reply to this, the Operational Manager - Locality Services stated that this related to the maintenance charge which would be ongoing, and if 50 new clients came into the service the income generated would cover the cost of installations.

The Chairman in commenting on the rapid change in technology asked how the service was future-proofed. In reply, the Telecare Services Manager advised that most people now had access to a Smart phone which came with a range of Apps

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and services. One of the key aspects for the next few years was around the digital switchover and so the service would be holding a showcase event with providers in order to trial new equipment. This allowed opportunity for the service to see what new equipment was coming online and how these would meet the needs of service users.

Subsequently, it was

RECOMMENDED -

- (1) T H A T the work and future development of the Telecare Service be noted.
- (2) T H A T the Scrutiny Committee receive an annual update on the work of the Telecare Service.

Reasons for recommendations

(1&2) To apprise Members on the challenges, opportunities and strategic direction of the Vale of Glamorgan Council's Telecare Service.

721 DRAFT JOINT SPECIFICATION FOR RESIDENTIAL AND NURSING CARE SUPPORT SERVICES (DSS) -

The Head of Resource Management and Safeguarding presented the report the purpose of which was to inform Members of pending consultation around the draft Joint Specification for residential and nursing care and support services.

It was reported that Part 9 of the Social Services and Wellbeing (Wales) Act 2014 (SSWWA 2014) required local authorities and the local health board for each region to establish a regional service specification and common contract for use between the care home providers and the statutory bodies, in relation to care home accommodation functions. This region consisted of the Cardiff and Vale University Health Board (UHB), together with Cardiff Council and the Vale of Glamorgan Council as the statutory bodies. Regional consultation the draft Regional Service Specification would begin on 11th February, 2019 and close on 25th March, 2019.

In order to progress the work to develop a draft service specification a working group of commissioning managers from the three partner organisations had been meeting on a regular basis. The existing service specification and common contract were regional documents in use by the UHB, together with Cardiff Council and the Vale of Glamorgan Council, and were last reviewed during April 2005. The draft Service Specification was attached at Appendix 1 to the report and would be consulted upon.

Having considered the report, it was

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RECOMMENDED -

- (1) T H A T the progress regarding meeting the Part 9 requirements of the Social Services and Wellbeing (Wales) Act 2014 which included the development of a regional Service Specification and Common Contract be noted.
- (2) T H A T the intention to conduct a regional consultation with stakeholders be noted.

Reasons for recommendations

- (1) A draft regional service specification focusing on care accommodation for older people (over 65), including those whose care is funded by NHS Continuing Health Care (NHS CHC), Funded Nursing Care (FNC) and local authority funded long term care home placements has been developed.
- (2) Regional consultation on the draft regional service specification is intended to begin 11/02/19 and close 25/03/19.
- (3) Following consultation the final draft regional service specification and common contract will be developed, then taken to Cabinet for approval, July 2019

722 DISCRETIONARY CHARGES FOR SOCIAL CARE SERVICES (DSS) -

The Head of Resource Management and Safeguarding presented the report the purpose of which was to consult with the Scrutiny Committee as to whether discretionary charges maybe made under the Social Services and Wellbeing (Wales) Act 2014 and other contractual arrangements.

Members were requested to consider whether the Council should impose discretionary charges prior to any consultation exercise being undertaken with citizens in the Vale of Glamorgan. Cabinet approval would be sought in the event that discretionary charges were to be introduced following consultation, if any, along with, the comments of the Scrutiny Committee.

The information in respect of discretionary charges which may be introduced were set out in Appendix 1. Areas covered within the report were:

- Occupational therapy services - provision of equipment and assistance to undertake day to day tasks, such as manual handling equipment
- Other services - other services which may be provided under the Act including laundry, meals, socialisation and shopping
- Appointee accounts - acting as a financial representative for benefit payments for people who no longer have the capacity to manage their financial affairs
- Carers Support Services - provided to adult carers to meet their need for support in their role as carers
- Deferred payments - people who owned their own home had the right to apply for a deferred payment agreement, which allowed for the Council to pay for

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their care until such time as the property was sold. The amount of the care home charges paid by the Council under the agreement was secured by a legal charge registered against the property under the Deferred Payment arrangements. The outstanding amount owed to the Council in respect of care home charges would be paid at the point when the property was sold.

Members were advised that within the proposal, reasonable approximations had been made that a minimum of £51.5k per annum income would be generated. This had been calculated for those areas where current service demands were known. Additional resources of £98k per annum would be required to support the work that would be generated by the implementation of the charges. Therefore additional staff resources would be required.

Having considered the report, the Committee

RECOMMENDED - T H A T the Council should not proceed with the introduction of discretionary charging as set out in Appendix 1.

Reason for recommendation

Following consideration of the implications of any proposed discretionary charges being introduced.