

**Healthier Communities and Adult Social Care Scrutiny and Policy Development
Committee**

Meeting held 27 January 2016

PRESENT: Councillors Cate McDonald (Chair), Sue Alston (Deputy Chair),
Katie Condliffe, George Lindars-Hammond, Shaffaq Mohammed,
Peter Price, Geoff Smith, Joyce Wright and Aodan Marken (Substitute
Member)

Non-Council Members (Healthwatch Sheffield):-

Helen Rowe

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1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillors Pauline Andrews, Jenny Armstrong, Mike Drabble, Anne Murphy, Jackie Satur, Garry Weatherall and Brian Webster, and Councillor Aodan Marken attended as Councillor Webster's duly appointed substitute.

2. EXCLUSION OF PUBLIC AND PRESS

2.1 The Chair reported that some of the appendices to agenda item 10 – Quality Care Provision for Adults with a Learning Disability in Sheffield – Improvements and Next Steps, were not available to the public and press because they contained exempt information described in paragraphs 1 and 2 of Schedule 12A to the Local Government Act 1972, as amended, and if Members wished to discuss the appendices, the public and press would need to be excluded from the meeting.

3. DECLARATIONS OF INTEREST

3.1 There were no declarations of interest.

4. MINUTES OF PREVIOUS MEETING

4.1 The minutes of the meeting of the Committee held on 25th November 2015, were approved as a correct record and, arising therefrom, the Policy and Improvement Officer, Emily Standbrook-Shaw, confirmed that following circulation of the final version of the Carers' Strategy and Action Plans to Committee Members for comment, the Committee's comments had now been forwarded to relevant officers. The Chair was pleased to note that the comments made by the Committee, when discussing the Carer's Strategy at its meeting in September, had been taken on board, and incorporated into the final Strategy.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 There were no questions raised or petitions submitted by members of the public.

6. ADULT SOCIAL CARE PERFORMANCE

6.1 The Committee received a presentation from Phil Holmes, Director of Adult Services, on Adult Social Care performance. Mr Holmes referred to supporting statistical information regarding satisfaction, timescales, cost of services, consultation, finding out about services and social contact.

6.2 Members of the Committee raised questions and the following responses were provided:-

- It was difficult to explain why, despite average gross weekly expenditure per person on learning disability support for clients aged 65 and over in long-term residential and nursing care being the highest in Sheffield than all other Core Cities, whereas the figures in terms of user satisfaction rates were the second lowest of all the Core Cities. The figures in respect of user satisfaction were considerably higher than carer satisfaction, in comparison with the other Core Cities.
- Data also suggested that the City's spending on older clients who have mental health needs, or require sensory support, were much lower than other Core Cities.
- The target was to try and ensure that Sheffield should be the best Core City in terms of user satisfaction rates. There was a need to see people being happy with Adult Social Care services in the City.
- The comparisons used to assess user satisfaction were identical across all Core Cities, so it was relatively easy to make a reasonable comparison. Benchmarking was helpful as it highlighted the fact that there was more work to be done to improve satisfaction rates.
- The reduction in the number of carers reporting that they have been included or consulted in a discussion about the person they care for had reduced, resulting in Sheffield being the second worst of the Core Cities in this area. This had highlighted the need for staff to listen to carers more carefully and to be more 'emotionally intelligent'.
- In terms of the reduction in the number of users who received a review in the past 12 months, which continued to be a cause for concern, Adult Social Services were working with Continuing Healthcare in the NHS, to look at how performance could be improved in this area. There was a need to ensure that the right quality of conversation was held with the users, depending on their individual needs, either in person or by telephone.
- The Service's Management Team, which now comprised a number of new members of staff, met on a monthly basis to discuss all the different aspects of service improvement, which included looking at how the Service could learn from the complaints received, as well as discussing how improvement

could be made in terms of health and safety, timeliness and approach to customer standards. One initiative that had been considered was the introduction of a staff acknowledgement scheme, where members of staff who, in the view of the Management Team, had performed above and beyond their expected performance levels, would receive some form of formal recognition. It was also hoped that other members of staff would learn from each other in terms of best practice.

- With regard to performance for 2015/16, it was not envisaged that there would be a significant difference to the figures for 2014/15, although it was expected that there will be some areas of improvement and that the Service would have a better awareness of what and how improvements had to be made. It was hoped that there would be a general upward trend in performance over the next few years.
- It was accepted that a number of Council engagement events had been held in the Town Hall, and had been attended by a number of Council officers, and that this was not always suitable for those users who attended the events. Steps would be taken to look at how the Council could make such events more user-friendly.

6.3 RESOLVED: That the Committee:-

- (a) notes the information reported as part of the presentation, together with the responses to the questions raised;
- (b) welcomes the approach being adopted, as now reported, in terms of the steps being taken to improve performance of the Adult Social Care Service; and
- (c) requests the Director of Adult Services to attend a meeting of the Committee in 12 months' time, to provide a further update in terms of performance.

7. QUALITY CARE PROVISION FOR ADULTS WITH A LEARNING DISABILITY IN SHEFFIELD - IMPROVEMENTS AND NEXT STEPS

7.1 The Committee received a joint report of Kevin Clifford, Chief Nurse, NHS Sheffield, Clinical Commissioning Group (CCG), Phil Holmes, Director of Adult Services, Sheffield City Council, and Liz Lightbown, Chief Nurse and Operating Officer, Sheffield Health and Social Care (SHSC), containing details of the investigations carried out by the SHSC NHS Foundation Trust and the City Council following concerns raised with regard to the quality of care within residential, short break and day services for adults with learning disabilities provided by the two organisations.

7.2 The joint report contained, as appendices, Council Action Plans relating to Quality and Safeguarding and Finance and Management, the City Council's Commissioning Strategy for Services for People with a Learning Disability and their

Families 2015-2018 and the SHSC NHS Foundation Trust: Executive Summary Report on Review of Culture and Practice; SHSC Action Plan – Culture and Practice Review; the Trust Board Response to the Report and the SHSC’s Learning Disability Directorate Governance Framework and Quality Improvement Plan. Reference was also made to further appendices to the report which, due to their confidential nature, could not be made public.

7.3 Also in attendance for this item was Councillor Mary Lea, Cabinet Member for Health, Care and Independent Living.

7.4 Kevin Clifford provided a brief history of the position, indicating that in August 2013, a number of issues had been identified in connection with the Joint Disability Service which, at that time, was ran jointly by the SHSC and the City Council. The Service was subsequently split, and the two organisations took control of those areas where they had direct staffing responsibilities. He stated that it was apparent that there were still a number of issues, and each organisation undertook investigations into their respective services, as well as an independent review being undertaken by Doctor Kathryn Houghton. The matter was also referred to the Sheffield Safeguarding Board. The investigations were completed within 18 months, which resulted in both organisations producing Action Plans, which were being submitted to this meeting.

7.5 Phil Holmes reported on the two Council Action Plans – Quality and Safeguarding and Finance and Management, highlighting the key findings, agreed recommendations and action taken.

7.6 Liz Lightbown reported on the SHSC’s Action Plan - Culture and Practice Review, again, highlighting the key findings, recommendations and actions taken.

7.7 Members of the Committee raised questions and the following responses were provided:-

- It was accepted that there had been issues in connection with service users, carers and families not receiving notification (within the City Council’s directly managed services) that the reviews were being undertaken or having been provided information on the outcomes, actions and progress. The Council fully accepts the findings of Doctor Kathryn Houghton’s Quality Assurance Assessment in that service users and families were being further disadvantaged as they were being asked to participate in decisions on commissioning of their services, with an incomplete picture of the quality of City Council Learning Disability provision. In response to this, the Council had arranged a consultation programme within the properties affected by the current stage of the commissioning programme.
- Although this item was being considered by the Scrutiny Committee, as an urgent item, this term had only been used as the appropriate notice of the item being considered under the Local Government Act 1972, as amended, had not been given. It had always been the intention to submit the report to this meeting but, concerns had been raised by the City Council in terms of the

content of some of the appendices to the report, which had resulted in the report missing the relevant deadlines. It had further been decided by the City Council that, due to the confidential nature of some of the information, those appendices to the report containing such information, could not be made available to the public or press.

- It was acknowledged that there had been lapses in terms of appropriate staff supervisions and performance reviews, including a lack of proper audit trails. This had been identified by management, and appropriate action had been taken to ensure that supervisions were now being carried out regularly, and being checked, and that staff were getting used to the new approach.
- Service users, families and staff were all involved in looking at the quality outcomes and ensuring their feedback drove further improvements.
- Discussions had been held in terms of how the Member Champions would operate, and it had been identified that, in order for them to undertake their role properly, there would be a need for appropriate training.

RESOLVED: That the Committee:-

- (a) notes the contents of the report now submitted, together with the comments now made and the responses to the questions raised;
- (b) together with the representatives of the Clinical Commissioning Group and Sheffield Health and Social Care NHS Foundation Trust, expresses concerns with regard to the delays in publishing the report and the fact that some of the appendices to the report were not publicly available, specifically the Quality Assurance Assessment by Dr Kathryn Houghton, and therefore requests the Chair to raise this with relevant officers and Cabinet Members in the hope that the report can be made public;
- (c) acknowledges the need for further discussion with regard to the link between scrutiny and adult safeguarding;
- (d) supports the idea of Member Champions, specifically providing the 'eyes and ears' to oversee the Learning Disability Service;
- (e) requests the Director of Adult Services to report back to the Committee in 12 months' time, providing an update on the Action Plans; and
- (f) expresses its thanks to Kevin Clifford, Phil Holmes and Liz Lightbown for attending the meeting and responding to the questions raised.

(NOTE: In accordance with Council Procedure Rule 26 of the Council's Constitution and the provisions of Section 100B(4)b of the Local Government (Access to Information) Act 1985, the Chair decided that the above item be considered as a matter of urgency in order for the information contained in the report to be considered at the earliest possible opportunity, although it had not been possible to

give five clear days' notice that the item was to be considered.)

8. WORK PLAN 2015/16

8.1 The Committee received and noted a report of the Policy and Improvement Officer attaching the draft Work Programme for 2015/16.

9. DATE OF NEXT MEETING

9.1 It was noted that the next meeting of the Committee would be held on Wednesday, 24th February 2016, at 10.30 am, in the Town Hall.