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Meeting	Health, Housing and Adult Social Care Policy and Scrutiny Committee
Date	15 January 2019
Present	Councillors Doughty (Chair), Cullwick (Vice-Chair), Cuthbertson, Flinders, Steward and K Taylor
Apologies	Councillors Warters

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#### **54. Declarations of Interest**

At this point in the meeting, Members were asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they had in respect of business on this agenda. None were declared.

#### **55. Minutes**

Members reviewed the minutes from the last meeting and the Chair requested that more detail be provided on minute 51 (York, An Evolving Asset Based Area), particularly regarding the future funding of the Local Area Co-ordination programme.

Officers stated that an update version of the minutes would be presented at February's meeting.

#### **56. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

#### **57. 2nd Quarter Finance and Performance Monitoring Report**

Members received the Quarter 2 Finance and Performance report for Health, Housing and Adult Social Care. Officers informed the committee that their main concern was a projected overspend of £586k in Adult Social Care and highlighted that there had been a slight under spend in Housing due to staff vacancies.

Members questioned officers on the projected overspend for the Personal Support Service and how this was being managed. Officers informed the committee that the service had been looking at staffing needed for the service especially due to the expansion of the Older Persons Accommodation Programme. Officers also stated that the service had recently invested in a piece of software called RotaCloud in an attempt to increase efficiency and free up time for team leaders.

In response to Members questions, officers highlighted an on-going piece of work that is looking into why there has been a reduction in the recovery of unused payments.

Members questioned officers on the level of Delayed Transfers of Care and non-elective admissions to York Hospital. Officers explained that there was a programme of work on-going to help prevent people from being admitted to hospital and that this combined with the work being done alongside Be Independent and Yorkshire Ambulance was playing an important part in reducing these numbers.

In response to Members questions relating to an increase in the number of completed safeguarding cases, Officers explained that the numbers of cases entering the system and being completed, during a fixed period of time, were similar. This shows the service is efficiently handling it's caseload. Officers also noted an important piece of work underway by Healthwatch regarding a person's journey through the safeguarding system, which will in turn help guide the future approach.

Members questioned the absence of comparative quarterly statistics from other local authorities with similar demographics. Officers explained that many other local authorities do not publish statistics quarterly and that it was much easier to do end of year comparisons when statistics are published nationally.

In response to Member questions on targets, officers explained that an increase in claimants receiving direct payments would be seen as a positive as long as it is handled in the right way, highlighting Future Focus' importance. Officers stated that there were no official targets.

With regards to Drug and Alcohol Treatment services, Members questioned the usefulness of certain performance indicators and officers agreed, stating that part of the re-commissioning of this

service included looking at a more peer support orientated approach.

Officers highlighted that there was a short term financial pressure associated with using a small number of private sector places for people needing care home accommodation. In response to this, the Council had been investing in the Older Persons' Accommodation Scheme. Officers also highlighted that the Independent Care Group were looking at the cost of care and whether it can be sustainable for providers and ensure the Council receives market value.

Members asked for an update on the potential development of the Oakhaven site. Officers stated that:

- A preferred bidder had been identified
- There had been plans submitted but there were issues around size
- They were looking at ways to resolve this and were negotiating with the provider
- Should this option not move forward there were other providers interested

Members questioned the reason for budget pressure within the area of Supported Living for Learning Disability. Officers stated that many Councils were seeing pressures in this area with the complexity of needs that are present. In addition officers spoke of the increasing costs in provision of supported living and the cost of 'voids', where people with compatible needs have not been found and spaces have been left vacant.

Members questioned officers on the strategy for smoking cessation with pregnant women, as numbers were high. Officers agreed with Members' concern and explained that while it was a national and regional priority, work was needed to identify how this could be challenged locally.

Finally, Members highlighted to officers the importance of including details of the actions relating to the mitigation of overspends, it was noted that without the detail of the steps being taken by present in a report, there was very little to scrutinise. Officers took this on board and agreed to include more detailed actions in future reports.

## **58. Update Report on Unity Health**

Dr Richard Wilcox and Louise Johnston, partners from Unity Health, were in attendance to provide an update on the Care Quality Commission inspection and on-going telephone issues. Dr Wilcox explained that they were still experiencing problems with telephone communications; however there had been significant improvement with regards to access and the number of complaints received. Dr Wilcox stated that while they had not yet received the final report from the CQC, feedback from the inspector had been highly complimentary.

Members questioned Dr Wilcox on the numbers of 'did not attend' in relation to their appointments. Unity Health stated the numbers were high and that this was a problem being experienced by all GP surgeries. It was reported that Unity had begun text messaging and phone call reminders in order to help address this and work with partners, including the University, to relay the importance of this matter to patients.

Members discussed with Unity Health whether the new staff being employed were extra capacity. Dr Wilcox explained that the new phlebotomist, prescribing nurse and GP were extra capacity, whilst the three new reception staff were due to a change of model, from call handler, to trained receptionists.

Members were keen to understand the nature of the complaints received by the surgery and the complaints process. Ms Johnston highlighted that of the five complaints received, 3 were a result of telephone access and 2 were regarding waiting times for appointments. Unity Health also highlighted that their complaints process was advertised online and in their surgeries.

In response to Member questions, Dr Wilcox stated that he believed Unity Health offered good options for evening and weekend appointments compared to most surgeries and highlighted their involvement with the Improving Access Model and that they are always looking to expand appointment hours.

In a question regarding pathways and relationships with providers, particularly around Mental Health, Unity Health stated they felt they had good relationships with partners and co-employed a mental health worker with the University. They also noted recent conversations and work with TEWV to explore the

option of further mental health services being provided in surgeries.

#### **59. Overview Report on Student Health Services**

Members received an update on the progress of the Student Health Network and an overview of Student Health Services.

Public Health Specialist, Nick Sinclair, was in attendance to answer member questions and briefly introduced the report and the reasons behind the formation of the Student Health Network.

Members were concerned by the lack of response to the consultation on the purpose, function and future of the Network, and asked questions around the future leadership and resourcing of the Network. The officer highlighted that there was a commitment from Higher York to take the Network forward and provide leadership for the group; however the issue would be discussed at the next meeting of the Higher York Board Meeting on 31 January 2019.

It was noted that the Student Health Network was specifically designed to respond to the Student Health Needs Assessment carried out in 2017.

Members spoke of their desire that the work begun by Higher York and the Student Health Network continue and that should support be required by Public Health, that this be available. It was noted that the outcome of Higher York's Board meeting would be circulated to the committee.

#### **60. Six-monthly Quality Monitoring Report - Residential, Nursing and Homecare services**

Members received the bi-annual quality monitoring report for Residential, Nursing and Homecare Services.

Members were keen to understand the support that was offered to managers under the Well Led scheme. Officers informed the committee that as well as hands on support from the Commissioning team at York, staff were offered training by Skills For Care, a peer support network and support from the CCG and Teaching Hospital Trust, which had been invaluable.

Officers spoke of the 'capacity tracker' that was in operation within the services and Members questioned the take up and use of the system. Officers explained that take up had been good, however there were still suppliers not signed up to the system and the system required providers to be active in posting current vacancies. Officers also mentioned the need for this service to be opened to public use, due to the increase in self-funded care.

In response to Member questions, officers noted that a care home being referred to as 'requiring improvement' often related to not being able to recruit to managerial posts. Officers also stated that their aim was to create strong pathways for staff in Care services and try and retain experienced staff who would then go on to be the future leaders of services in the City.

## **61. Work Plan**

Members discussed the committee's work plan for the last two meetings of the municipal year.

The Chair announced that there had been much interest and communication regarding recent media headlines surrounding homeless deaths in York. The Chair stated that he had asked the relevant directors to bring a report on the issue to the next meeting in February.

It was also noted that Tees, Esk and Wear Valleys NHS Foundation Trust had been asked to present an update on the Mental Health Hospital on Haxby Road. The Chair also responded to a comment from a previous meeting of the committee regarding a reduction in the number of beds. The Chair stated that he had received confirmation that the intention was still to have 72 beds in the new hospital on Haxby Road.

Cllr P Doughty, Chair  
[The meeting started at 5.30 pm and finished at 7.35 pm].