

ADULTS COMMITTEE: MINUTES

Date: Tuesday 26th May 2015

Time: 2.00 p.m. to 3.50pm

Present: Councillors B Ashwood (substituting for Councillor Nethsingha), A Bailey (Vice-Chairwoman), C Boden, P Clapp (substituting for Councillor Rylance), S Crawford, D Giles, T Orgee (substituting for Councillor Reynolds), M Smith (substituting for Councillor Kenney), M Tew, G Wilson and F Yeulett.

Apologies: Councillors G Kenney, L Nethsingha, J Palmer, K Reynolds, and S Rylance

89. DECLARATIONS OF INTEREST

There were no declarations of interest.

90. NOTIFICATION OF CHAIRWOMAN AND VICE-CHAIRWOMAN

The Committee noted that the Council had appointed Councillor Sandra Rylance as Chairwoman and Councillor Anna Bailey as the Vice-Chairwoman for the municipal year 2015-16.

91. MINUTES – 26TH MARCH 2015 AND ACTION LOG.

The minutes of the meeting held on 26th March 2015 were agreed as a correct record and signed by the Vice-Chairwoman. The Action Log was noted.

92. PETITIONS

No petitions were received.

93. CAMBRIDGESHIRE CARE CARD SCHEME

The Committee received details of the Cambridgeshire Care Card pilot. An opportunity had been identified to use space on the chip in the Concessionary Bus Pass as a personal data carrier that could be accessed by a reader issued to specific partner organisations. This would support the individual and encourage greater self-determination for bus pass holders in matters of social and primary care, allowing timely access to personal information and contacts that would support information sharing and integrated working between social care and NHS organisations.

Members were informed that phase one of the project had demonstrated personal data could be stored on the chip in the Bus Pass. It was confirmed that people signing up to take part in the pilot scheme would decide what personal information they wished to be stored on the chip. An Information Governance Agreement had been developed between Cambridgeshire County Council (CCC) and the technical partner; General

Information Systems (GIS) to support the sharing of contact information for bus pass holders who registered for the pilot.

The initial phase of the project had been successful in determining the technical feasibility of the scheme. However despite initial interest in the concept from a number of statutory partners including GPs, the Ambulance Service and Fire Service, integrating the system into their IT infrastructure had proved too difficult. Card readers were only able to be installed at Hinchingsbrooke Hospital. The pilot was therefore more limited than had been expected and as a result it had been difficult to determine tangible benefits to the health and social care system from the small, short term pilot.

During discussion Members:

- Questioned whether officers believed the scheme had potential. They were advised that other Local Authorities had developed “Citizen Cards” that were broadly similar although I.T. systems were a challenge.
- Requested a copy of the Cambridgeshire Care Card Trial final report. This would be made available to Members once it had been approved by the Health Innovation and Education Cluster. **ACTION**
- Queried whether Donor Card details could also be stored on the bus pass. It was confirmed that this was technically possible but would require agreement from the Ambulance Service and Hospitals for card readers to be installed, which had been an issue during the pilot scheme.
- Questioned the scope of the scheme. Officers informed Members that the pilot had consisted of 92 people and if it had been successful could have been rolled out to all people who were eligible for a bus pass. The Committee was informed that other Unitary Authorities had developed a “Citizen Card” that incorporated leisure services and therefore the scope was much broader.
- Noted that Officers had recognised that there was much work to be done regarding data sharing between organisations and advised that there was a work stream within the Better Care Fund that addressed data sharing.

It was resolved to note and comment on the outcome of the Cambridgeshire Care Card pilot scheme.

94. RESIDENTIAL, NURSING AND SPECIALIST ACCOMMODATION FOR OLDER PEOPLE

The Committee received a report providing an overview of the key challenges and opportunities facing the Council with regard to residential, nursing and specialist accommodation for older people. The challenges detailed included availability, price and choice in relation to specialist care together with demographic pressures and financial constraints. Officers had identified opportunities for working closer with other organisations to tackle the issues through the Better Care Fund, Cambridgeshire Executive Partnership Board and other initiatives.

In discussion Members:

- Were surprised to see no figures regarding demography beyond 2021. The view was expressed that longer term planning was required as demographers had suggested that the elderly population could decrease in the long term and there was a need to ensure that there was not over provision of services in the future.
- Queried how the extension to the “Right to Buy” scheme would affect the opportunities described in the report. It was reported that the ramifications of the scheme were being explored with providers and a number of different funding options were being examined.
- Asked whether it would be possible to work with Cambridge City Council to assist with providing cheaper social housing as care providers were struggling to recruit to vacancies. Officers accepted that this was a very real issue for providers and that the provision of “key worker” accommodation might have to be considered in the future.
- Requested a copy of the project plan be circulated to Members to provide an overview of progress so far and key milestones for the future. **ACTION**
- Questioned who set the Council’s benchmarks for residential care. Officers advised that the benchmarks were set by the Local Authority but in reality the average price paid for care was higher because some care services could not be purchased at the benchmark figure.

It was resolved to comment on the content of the report and agree the approach outlined.

95. TRANSFORMING LIVES – A NEW STRATEGIC APPROACH TO SOCIAL WORK AND SOCIAL CARE FOR ADULTS IN CAMBRIDGESHIRE

The Committee received a progress report on the Transforming Lives programme of work. Four main areas were highlighted to Members:

- The setting up of geographical patches for social care teams to work with local knowledge and emphasis. This would also align methods of working to how voluntary organisations and housing organisations operated.
- A revised contact centre model that would place more emphasis on working with callers to find a solution to their problems at the earliest point. Qualified staff would work in the Contact Centre to achieve this.
- Devolved budgets for care teams that allowed staff to act more creatively and responsively to people needs. It was recognised that the devolving of budgets would need to be managed in a structured manner, which was beginning to happen.
- The evaluation of innovation sites as detailed in section 6.17 of the report.

It was brought to the attention of Members that the Transforming Lives programme was the delivery vehicle for the Care Act 2014.

During discussion of the report Members:

- Expressed the view that Transforming Lives currently appeared to be very strategic and conceptual in its nature. Members requested to see clear timescales and examples of it being practiced. Officers advised that there was a project plan that could be shared with Members and a monthly project board meeting. Individual service plans were currently being worked on with care teams. **ACTION**
- Questioned whether the model could be rolled out quickly across the county. It was confirmed that the model could be rolled out quickly and currently the project was on target to meet the October 2015 start date.
- Drew attention to Uniting Care Partnership potentially operating in a different number of geographical patches to Cambridgeshire County Council. It was explained that there would be a difference because Uniting Care Partnership also covered Peterborough and that discussions were taking place on the patches as elements still needed resolving.
- Highlighted the substantial number of vacancies that needed to be recruited to. It was accepted that the recruitment and retention of staff was a key issue and was something that was being worked on.
- Questioned whether progress on implementing the Transforming Lives model was moving quickly enough and whether it was able to deal with the budgetary and demographic challenges facing Adult Social Care. It was proposed that an analysis of a community be conducted to look at the numbers of individuals receiving services and where they were receiving the care services from to identify where money could be saved by rationalising care rounds. Officers reported that the rationalisation of domiciliary care contracts was taking place but the needs of the individual and the community had to be balanced within this work. It was confirmed that the requested analysis could be carried out and presented to the Committee. **ACTION**
- Queried where the Carers “drop in” sessions were being advertised. Officers informed Members that there was information on the Council’s website and the Carers Trust were now leading in this area.
- Encouraged work to take place with people leaving the Reablement Service.

It was resolved to:

- a) Agree proposals for geographical patches for the Physical Disability Service and the Learning Disability Partnership.
- b) Note the continuing discussions with Uniting Care regarding the geographical patches for Older People’s services.

- c) Endorse the vision for future contact point, including the development of the contact centre model.
- d) Support the continued exploration of devolved budgets through shadow budgets in the first instance.
- e) Support the continued work of the innovation sites, which would be evaluated and this evaluation would be shared with Elected Members.
- f) Support innovation activities, which were contributing towards the implementation of the Transforming Lives model in Older People and Mental Health services.

96. ADULT SOCIAL CARE – TRANSPORT POLICY PROPOSAL

The Committee received a report setting out the proposed Transport Policy for Adult Social Care for Cambridgeshire County Council. Officers highlighted that there had been a limited response to the consultation with only 27 responses received and of those only 12 were directly related to the policy. The amendments to the policy were highlighted to Members.

The policy was welcomed by Members who raised the need for the spelling of behaviour in paragraph 3.4.3.3 to be altered.

It was resolved:

- a) To note the report and make comments in relation to it.
- b) To approve the Transport Policy for Adult Social Care.

97. FINANCE AND PERFORMANCE REPORT – MARCH 2015

The Committee received the March 2015 Finance and Performance Report. Officers advised that although this was not the year end outturn report, the outturn report would show an underspend in Adult Social Care for the year. It was noted that some of it would relate to the transfer of Cambridgeshire Community Services (CCS) into Cambridgeshire County Council. It was highlighted that the recent service user satisfaction survey showed increased levels of satisfaction.

During discussion of the report Members:

- Expressed some confusion over the figures presented in the report and questioned the figures quoted in section 17. Officers agreed to check this section for accuracy.
ACTION
- Requested an explanatory paragraph of how the tables worked in the report in order to improve understanding. **ACTION**

- Requested an update on the Delayed Transfers of Care from hospital. It was explained that the position was much improved over the last 6 months. A small increase in March had improved since then. It was noted that social care reasons for delayed discharge were significantly lower.
- Questioned how Transforming Lives would assist in meeting financial targets. It was noted that Transforming Lives would help people when they were discharged from hospital and prevent them from being admitted to hospital in the first instance.
- Welcomed the Red, Amber and Green scoring of the measures in the report but questioned whether some could be more targeted. It was confirmed that delayed discharge figures would be reviewed but system wide figures would still be required.
- Queried the deterioration in the performance of Reablement. Members were informed that the issue had been identified and was currently being investigated. It was possible that as more people were going through Reablement the success rates would drop. However, the Committee was assured that the service was alert to variances like these and they would be investigated thoroughly.
- Suggested that delayed discharge figures could be improved by hospital pharmacies dispensing drugs more promptly when people are due to be discharged.

It was resolved to review and comment on the report.

98. ADULTS COMMITTEE AGENDA PLAN AND APPOINTMENTS TO OUTSIDE BODIES

The Committee was asked to review its agenda plan and consider any appointments to outside bodies.

It was resolved:

- a) To note the agenda plan including the updates reported orally at the meeting as follows:

7 July 2015

Add - Cambridgeshire Local Assistance Scheme

Remove - Post Cambridgeshire Community Services Transfer

29 September 2015

Add - Commissioning Strategy for CFA services 2016 to 2020

- b) To agree that the appointment of the final member of the Adults Committee to join the CFA Management Information Systems Procurement Project Member Reference Group would take place at the next meeting on 7th July 2015.

Chairwoman