

**MINUTES OF A MEETING OF THE  
HEALTH OVERVIEW AND SCRUTINY COMMITTEE  
HELD ON TUESDAY 2 AUGUST 2011 FROM 7.00PM TO 9.40PM**

**Present:** *Tim Holton (Chairman), Charlotte Haitham Taylor (Vice Chairman), Andrew Bradley, Gerald A Cockroft, Kay Gilder, Mike Gore, Kate Haines, Emma Hobbs, Philip Houldsworth and Sam Rahmouni*

**Also present:**

*Ann Parr MBE, Care Service Development Manager, Age Concern Woodley  
Dr Jenny Miller, Chair of Trustees, Age Concern Woodley  
Christine Holland, LINK Steering Group  
Mike Walsh, Interim Chief Executive, Optalis  
Mike Wooldridge, Health and Wellbeing, Development and Improvement  
Linda MacEachen, Adult Safeguarding Manager  
Sue Sheath, Compliance Manager, Care Quality Commission  
Charles Yankiah, Senior Democratic Services Officer*

**16. MINUTES**

The Minutes of the meeting of the Committee held on Tuesday 31 May 2011 were confirmed as a correct record and signed by the Chairman subject to Minute No.12 – LINK, page 3, third paragraph, the words “15 general practices” be amended to correctly read “14 general practices”.

**17. APOLOGIES**

Apologies for absence were submitted from Bev Searle, Director of Partnerships and Joint Commissioning, NHS Berkshire West and Tony Lloyd, LINK Steering Group.

**18. DECLARATION OF INTEREST**

Councillor Gerald A Cockroft declared a personal interest in Item 24 – Age Concern Woodley as a Member of the Executive Committee of the Wokingham and District Association for the Elderly (WADE).

**19. PUBLIC QUESTION TIME**

There were no public questions.

**20. MEMBER QUESTION TIME**

There were no Member questions.

**21. OPTALIS**

The Committee received a presentation from Mike Wooldridge and Mike Walsh in relation to Optalis and informed the Committee of the following –

**Optalis and Transfer arrangements**

- Optalis went live on 6 June 2011;
- it is wholly owned by Wokingham Borough Council (WBC);
- it involved the transfer of 352 staff;
- assets and buildings not transferred but have been leased
- Community Based Support has been transferred and includes -
  - Domiciliary Support (Home Care Services)
  - Day Care Services (Learning and Physical Disability and Pinehaven)
  - Employment Services

- Sensory Needs Services
- Brokerage and Long Term Support Team
- Accommodation Based Support has also been transferred and includes –
  - Oakfield Court Supported Housing
  - Fosters Residential Home
  - Suffolk Lodge Residential Home
- WBC becoming a commissioning organisation;
- Users were not previously able to buy their own services, but now they can through direct payment;
- transparently costed business delivering services;
- to grow the customer base and offer new and improved services;
- able to trade and compete in the market; and
- adopt and develop commercial disciplines.

### **Structure**

Mike Walsh informed the Committee of the following in relation to the 4 tiers of the structure –

- Optalis is wholly owned by WBC;
- it is managed by the WBC Joint Board which is Chaired by the WBC Chief Executive;
- it is a 3 year contract;
- the top tier is the WBC support and management including the Joint Board, the Support Services and the Adult Social Care (ASC) Commissioning Team;
- the 2<sup>nd</sup> tier is the Local Authority Trading Company (LATC) Board that includes 2 members, a senior officer of WBC and a finance officer of WBC, a voluntary independent Chairman (currently being advertised), the Managing Director (currently being advertised) and other representatives of Optalis;
- the 3<sup>rd</sup> and 4<sup>th</sup> tier include the LATC Operational Management and Support Services team and the actual services being provided;
- it is an exciting time for the staff with new opportunities to market the services; and
- the business plan provides services within the Wokingham area but outside of the Council.

Mike Gore enquired if there was likely to be the establishment of a transport company.

Mike Walsh informed the Committee that Optalis did not see itself as a company with transport experience and would not be considering it at this time, however there may be a possibility of that issue being considered as part of an outside company in the future.

Charlotte Haitham Taylor enquired what the employment services were that had been transferred to Optalis.

Mike Walsh informed the Committee that the employment services assisted service users with learning disabilities, mental health problems and those that were vulnerable into employment by providing support and employment opportunities with protection where necessary and also supported employers e.g. Tesco's and Sainsbury's to employ these service users.

Charlotte Haitham Taylor enquired as to what would happen after the 3 year contract had come to an end.

Mike Walsh informed the Board that the contract was with WBC, so as long as Optalis satisfied the contract and the requirements of WBC there may be an option to extend for a further 2 years, however, it would be up to WBC who could also opt to end the contract and go to tender.

Kay Gilder commented that why would any company want to make a profit out of the vulnerable people in the community.

Mike Walsh informed the Committee that it was not seeking to make any profit from the vulnerable people in the community but would rather be making efficiency savings by providing more services, creating efficiencies and sourcing different back office staff and consumables.

**RESOLVED:** That the update be noted by the Committee and that Mike Wooldridge and Mike Walsh be thanked for their attendance and the presentation.

## **22. ADULT SAFEGUARDING**

The Committee received a presentation from Linda MacEachen in relation to Adult Safeguarding as included in the Agenda pages 16 to 23 and informed the Committee of the following –

- no secrets the national will not be updated until 2013;
- new law commission recommendations being drip fed into the system;
- Department of Health (DH) guidance has issued;
- Advice note from the Association of Directors of Adult Social Services (ADASS);
- Proposed changes include the definition Vulnerable Adult being changed to Adult at Risk and harm and significant harm being used for abuse;
- Safeguarding Boards to be a statutory requirement for all agencies with a duty to co-operate in investigations;
  - Other recommendations from the Law Commission Report include Local authorities to continue to lead plus duty to cause investigations/assessments to happen when significant harm is suspected;
  - Significant harm to include self neglect and self harm;
- Health Services – new adult safeguarding clinical governance and best practice guidance with audit tool being issued;
- Royal Berkshire Hospital appointed a lead nurse for adult safeguarding to improve communication and follow up concerns being raised;
- Police – proposed changes to the Protecting Vulnerable People Unit;
- Being reduced to one referral centre for Berkshire;
- There is a risk of losing the specialist Adult Co-ordinator for vulnerable adults in West Berkshire;
- Referrals to WBC have increased by 80% to 380 to include 192 older people, 152 learning disability, 32 physical and sensory needs, 15 mental health, 12 substance misuse and 2 others;
- Referrals from partners include 38 NHS partners (22 primary/community; 9 mental health trust; 7 secondary/hospital), 22 from the Police, 6 from Housing, 147 from Care Providers, 38 were self referrals, 56 from family, 7 friends and neighbours and 35 others and 24 social workers;
- Reasons for the increase include a greater awareness of abuse, improved reporting mechanisms, a change in the definition of abuse, improved recording of concerns by ASC staff;

- Recorded types of abuse includes 181 physical, 106 neglect, 79 psychological, 62 financial, 45 sexual, 17 institutional and 4 discriminatory;
- Alleged perpetrators include 88 other vulnerable adults, 65 family members, 37 partners, 27 friends/neighbours, 118 paid staff (92 care staff) resulting in 14 being disciplined to date;
- Outcomes to date are 55% have been substantiated/partly substantiated, 23% not substantiated, 22% inconclusive; and
- Action needed would be to improve the collection and reporting of data to inform operational and strategic action, working through the West Berkshire Safeguarding Adults Partnership Board to improve the development of the response from Health and the Police, ASC staff refresher training in Safeguarding and to continue to develop Care Governance protocol to improve practice in care provision.

Members of the Committee raised the following concerns -

- why has 118 paid staff including 92 care staff been allowed to abuse our adults;
- it is sickening to know that only 14 have been disciplined when they should all be fired;
- has anything been put in place to prevent this in the future;
- does WBC have an input into how these perpetrators are dealt with by their employers and can WBC withdraw any business;
- based upon the information presented and the figures referred to there doesn't seem to be much improvement in comparison to last year's report;
- seems to be a lot of reports, and paper shifting rather than physical contact and face to face visits;
- how are the self neglect and the self harm cases discovered;
- how is communication going to be improved;
- is there anything that HOSC can do to assist in ensuring support;
- it is difficult to assume that there is no decent care being provided if the providers are not visiting the homes to see what is actually taking place in terms of nutrition, care, support etc;
- the proposed changes to the Statutory Board referred to, how will that affect the service for Wokingham residents; and
- does Framework-i provide a better system and would it assist with statistics and audit.

Linda MacEachen informed the Committee of the following –

- it is important to note that there has been a reduction on the amount of abuse substantiated from the referrals received occurring this year in comparison to last year;
- staff have been fired and some have been disciplined but it is difficult to discuss anything in detail without having to discuss the actual cases and the lack of data needed to target the resources for prevention;
- WBC does have an input and can put stipulations on contracts and providers that can see contracts being dissolved;
- Self neglect and self harm figures are provided by the ambulance service when house calls are made, when house visits are taking place by housing colleagues or just by partners and friends which is welcomed;
- Communication needs to be improved especially with the police in light of the Police specialist adult co-ordinator's post going;
- All registered providers are inspected by the Care Quality commission annually and it looks into staff and training;
- Training provision is available in Levels 1, 2 and 3 which covers the very basic including raising awareness of abuse to the very technical aspects for managers and investigators or providers;

- West Berkshire Statutory Board is working with Adult Safeguarding to ensure that there is minimal effect in Wokingham and is currently looking at standards in training and action plans; and
- The Framework-i system is slowly being built to improve its operation and cater for the needs, it is becoming a better system to allow for more monthly updates and to improve a more systematic approach to improve recording and accessing data.

**RESOLVED** That –

- 1) the Adult Safeguarding Annual Report be noted by the Committee;
- 2) Linda MacEachen be thanked for presenting the Adult Safeguarding Annual Report;
- 3) the Chairman to assist in writing a letter on behalf of the Committee to the Chief Constable West Berkshire expressing concerns regarding the risk of losing the Specialist Adults Co-ordinator who has been a great support to the team in terms of specialist knowledge;
- 4) a report be submitted to the Committee at the November meeting regarding detailed information in relation to the number of referral's, the outcomes and comparable data; and
- 5) an update be submitted to the Committee within 6 months time providing additional information regarding the following –
  - i) The alleged perpetrators – details about the paid staff cases including any disciplinary action and impending cases and outcomes;
  - ii) Communication
  - iii) Framework-i
  - iv) Staff Training

**23. CARE QUALITY COMMISSION**

The Committee received a presentation from Sue Sheath in relation to the Care Quality Commission and informed the Committee of the following –

- Ongoing compliance monitoring for NHS, adult social care and independent healthcare;
- Registration of dental and independent ambulance providers;
- Launch of the excellence scheme consultation – to replace the previous quality rating scheme for adult social care services;
- Dignity and nutrition review of NHS hospitals;
- Winterbourne View – this location has now closed and reviews of the other locations have been completed and reported on;
- Launch of CQC Care Directory;
- Southern Cross – there are no current concerns in the Wokingham area;
- New website – being improved to aid access;
- Consultation on the proposed delay to GP registration – consultation with Department of Health;
- Registration of GP out-of hours services and NHS walk in centres;
- Review of CQC compliance monitoring – inspections and regulation of services;
- The need for a regular flow of patient/user voice; early warning from the HOSC of concerns/successes; reports of visits and other HOSC work; and to know what HOSC needs from us to help achieve the above.

Kate Haines enquired about who took the decision to delay the consultation regarding the GP registration

Sue Sheath informed the Committee that the decision was taken by the Department of Health. The reason for the delay is that the CQC proposed to the Department of Health that GP registration be extended beyond the current deadline of 1 April 2012. It has now been agreed that it will be delayed until April 2013, subject to Parliamentary approval. This delay will enable CQC to make sure that the registration process during 2012/13 is as smooth as possible for GPs.

Kay Gilder enquired about the Dignity and Nutrition review and about the method used to gather the data and how it was being recorded.

Sue Sheath informed the Committee that the Dignity and Nutrition review had already taken place and that it was based upon 2 of the 16 essential standards. She also stated that 100 hospitals had been visited. Most of the reports are now on the CQC website and a summary report of the review will be published soon.

Kay Gilder also enquired about the recent reports in the national press about the delay in admissions and patients being advised to go private in order that savings can be made.

Sue Sheath informed the Committee that she was not aware of any such issues, in the Wokingham area, but there was an issue in the NHS in other areas of the country.

Philip Houldsworth commented that in his opinion there seemed to be an overlap between the role of HOSC and the CQC and enquired if this was really the situation.

The Chairman informed the Committee that this was not the case and that both the HOSC and the CQC had different functions with different powers and were appointed and monitored differently as well and though the information shared would seem similar in terms of content, the way in which the information was used, monitored and scrutinised was different in both cases.

Sue Sheath invited the Committee to communicate with the CQC in the future both strategically as the HOSC or as ward councillors to inform, complain, enquire and comment about issues that they may wish to raise with the CQC.

**RESOLVED** That –

- 1) the presentation be noted by the Committee;
- 2) Sue Sheath be thanked for the presentation and for attending;
- 3) Sue Sheath provide information to be circulated to the Committee regarding the decision to delay the consultation in relation to the GP registration; and
- 4) an update on the CQC be submitted for the November 2011 meeting.

#### **24. AGE CONCERN WOODLEY**

The Committee received a presentation from Ann Parr MBE and Dr Jenny Miller in relation to Age Concern Woodley and informed the Committee of the following –

- Day Care Services – Brightside and Sunnyside

- Respite of Short Breaks – Sleepover Services at Woodley and Evening Services
- Supported Living – one to one service in the home
- Younger People with Dementia – West Berkshire PCT initiative, funded for 2 years
- Able and Active Friends – variety of social activities and days out, 3 year project
- Carers Support Worker – offer information and advice
- Bathing Service – accessed via WBC
- Wings Over Woodley – shared interest in aviation and related topics
- The Alzheimer Café – free and some transport available
- Carers Café – informal meeting over cups of teas and cakes
- Brightside Bistro – open to everyone, funded for 2 years by PCT
- Friday Friends – everyone invited
- WISE – Older People’s Forum Woodley
- Future Plans – new challenges, income reduction from WBC, new service providers in the area
- Concerns – need a transparent open marketplace, everyone needs access to assessment services and people need help and support exercising choice.

Mike Wooldridge informed the Committee that the brokerage process is currently being looked at and the team do recognise the concerns of providers and are actively looking at it through the pathways to ensure fairness.

Andrew Bradley informed the Committee that beside the lottery funding, Age Concern Woodley could possibly look at corporate funding e.g. Microsoft and B&Q.

Dr Jenny Miller informed the Committee that this was already being done by the newly appointed Chief Executive and that a relationship already existed with Microsoft.

Charlotte Haitham Taylor informed the Committee that she had received feedback from a local resident regarding the overnight respite care services offered by Age Concern Woodley to private individuals and the feedback was that the cost of the services could be fairly prohibitive if only one of the three beds were occupied.

Kay Gilder informed the Committee that it was sad to hear that Age Concern Woodley’s funding has been cut by WBC by almost two-thirds in 2 years, when they are a beacon of good practice and have received awards and honours accordingly including Ann Parr receiving an MBE from HM the Queen in the 2011 honours list for her contribution to the community.

**RESOLVED** That –

- 1) the presentation be noted by the Committee and that Ann Parr MBE and Dr Jenny Miller be thanked for attending; and
- 2) the Committee Clerk liaises with Ann Parr to arrange a site visit for the Committee to the Age Concern Woodley site before the next meeting on 28 September 2011 preferably between Monday to Friday between 11.00am – 12.00noon or between 2.30pm – 3.30pm.

**25. LINK UPDATE**

The Committee received an update from Christine Holland in relation to the LINK as included in the Agenda pages 24 to 27.

Kate Haines commented that 6 months was too long for the Carers Respite Funds to be allocated.

Christine Holland informed the Committee that she agreed with the comments but stated that it was mainly due to the Government's own delays in allocating the funding and that the LINKs together with the PCT had to pursue the allocation.

**RESOLVED** that the updated be noted by the Committee and that Christine Holland be thanked for providing the update.

## **26. HEALTH CONSULTATIONS**

The Chairman informed the Committee that the current "live" consultations that were detailed in the briefing paper were not specifically relevant to the area of Wokingham at this time, neither was there anything that the HOSC could comment on or respond to at this time. He urged members that if they wanted to comment or respond to individually they were invited to do so before the closing dates.

**RESOLVED** that the briefing paper be noted by the Committee and that Charles Yankiah be thanked for collating the information.

## **27. WORK PROGRAMME 2011/12**

The Committee considered the proposed Work Programme for 2011/12 as included in the Agenda pages 33 to 44.

The Chairman thanked the members who had attended the HOSC Training/Workshop Session on 1 August 2011 and informed the Committee that the training content was quite useful and informative. He also stated that it was a good opportunity to do a review with the Committees' permission and asked Kate Haines, Gerald A Cockroft and Philip Houldsworth to inform the Committee about the topics discussed in each of their groups during the training –

### **Mental Health**

Kate Haines informed the Committee that Mental Health was chosen and discussed mainly due to the lack of support and lack of first time contact of the 16-65 year old age group. She stated that this was a vulnerable age group with 16 year olds leaving school with no jobs to go into, graduates leaving university with vast debts and no jobs to go into and the 60-65 year olds approaching retirement age and having to work longer. She also stated that this was causing depression and suicidal tendencies in the identified age group and that there was a certain "taboo" that came with mental health that needed to be dispelled.

### **South Central Ambulance Services (SCAS)**

Gerald A Cockroft informed the Committee that the SCAS was chosen and discussed mainly due to the fact that it had never had a review before and it was never looked at in any depth. He also stated that it was local as it was based on Finchampstead Road and it was in the process of going through the stages of becoming a Foundation Trust and that the review could assist with emergency 999 calls and response times for stroke victims and the roles of paramedics and the ambulance staff that follows.

### **Older People as an Ageing Population**

Philip Houldsworth informed the Committee that the Older People as an Ageing Population was chosen and discussed mainly due to the fact that it was current and is a national



concern. He also stated that there was little support identified and that the ageing population were losing contact with Social Services through no fault of their own.

Members discussed each of the chosen topics and it was agreed that SCAS be tabled till after the presentation to HOSC at the 29 November 2011 meeting by the SCAS NHS Trust.

The Chairman informed the Committee that based upon the discussions the Committee would establish a Task and Finish Group to review Mental Health with a maximum of 5 members volunteering to service on the Group and that it would report regularly to the Committee regarding any progress and development during the agreed timeframe.

The following members agreed to serve on the Mental Health Task and Finish Group –

- Andrew Bradley
- Charlotte Haitham Taylor
- Kate Haines
- Philip Houldsworth
- Sam Rahmouni

**RESOLVED:** That

- 1) the Mental Health Task and Finish Group be established and that –
  - i) Andrew Bradley, Charlotte Haitham Taylor, Kate Haines, Philip Houldsworth and Sam Rahmouni be appointed to serve on it for its duration;
  - ii) The Task and Finish Group formulate its terms of reference and agree the duration of the review; and
  - iii) The HOSC be regularly updated regarding any progress and development of the review.
- 2) an agenda item to discuss the development of the HOSC and the work programme be included on the agenda for the next meeting on 28 September 2011.
- 3) the amendments to the Work Programme 2011/12 be updated accordingly

*These are the Minutes of a meeting of the Health Overview and Scrutiny Committee*

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