

**MINUTES OF ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE MEETING -
THURSDAY, 28 SEPTEMBER 2023**

Present:

Councillor Critchley (in the Chair)

Councillors

Bamborough
Cooper

Fenlon
Hunter

Jackson
D Mitchell

Roe
Mrs Scott

In Attendance:

Karen Smith, Director of Adult Services

Jodie Stephenson, Democratic Services Senior Advisor

Councillor Neal Brookes, Cabinet Member for Adult Social Care

Janet Barnsley, Executive Director of Integrated Care, Blackpool Teaching Hospitals NHS Foundation Trust

Lynne Eastham, Director of Midwifery and Neonates, Blackpool Teaching Hospitals NHS Foundation Trust

Michael Chew, Divisional Director of Operations: Families and Integrated Community Care, Blackpool Teaching Hospitals NHS Foundation Trust

Nigel McMurdo, Operations Director, Blackpool Carers Centre

Matt Cooper, Area Director for Cumbria and Lancashire, North West Ambulance Service

Matt Dunn, Consultant Paramedic for Cumbria and Lancashire, North West Ambulance Service

Jennie Peall, Sector Manager – Fylde, North West Ambulance Service

1 DECLARATIONS OF INTEREST

There were no declarations of interest on this occasion.

2 PUBLIC SPEAKING

There were no requests from members of the public to speak on this occasion.

3 MINUTES OF THE LAST MEETING HELD ON 6 JULY 2023

The Committee agreed that the minutes of the last meeting held on 6 July 2023 be signed by the Chairman as a true and correct record.

4 EXECUTIVE AND CABINET MEMBER DECISIONS

The Committee considered the Executive and Cabinet Member decisions taken since the last meeting.

5 FORWARD PLAN

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The Committee considered the contents of the Council's Forward Plan October 2023 to January 2024, relating to the portfolios of the Cabinet Members whose responsibilities fell within its remit and noted the upcoming items.

6 BLACKPOOL TEACHING HOSPITAL MATERNITY SERVICES UPDATE - CARE QUALITY COMMISSION REPORT (JUNE 2022)

Mrs Janet Barnsley, Executive Director of Integrated Care, Mrs Lynne Eastham, Director of Midwifery and Neonates and Mr Michael Chew, Divisional Director of Operations: Families and Integrated Community Care presented the report which updated the Committee on developments following the unannounced Care Quality Commission (CQC) inspection of the Maternity Services in June 2022. The overall rating for Maternity Services was rated as 'Requires Improvement' and were notified of 13 areas for improvement which included ten 'Must Do' and three 'Should Do' actions.

The CQC action plan contained 59 actions which were being monitored within the Division and reported to the Trust Quality Assurance Committee and Board of Executives. In addition, the actions were being closely monitored by the Senior Maternity Team, with a dedicated support team to capture evidence and support the completion of the actions.

The Executive Team remained a visible presence in the inpatient areas and carried out regular walkabouts. Meetings with staff on a one to one basis were accessible if they wished to raise a concern.

Mrs Barnsley advised the Committee that the recruitment and retention of staff had been the biggest challenge, but reassured Members that the situation had improved. Work would continue with regards to the retention of staff and the development of contract offers to student/newly qualified Midwives.

The number of Professional Midwifery Advocates (PMA) had been increased to 11, with a further four due to commence training. On completion, the service would then be compliant with the best practice recommendation. The PMAs supported staff with well-being and additional support through traumatic experiences.

The Induction of Labour pathway had been reviewed to ensure women were not at risk when admitted to hospital for induction.

The Maternity governance processes and reporting structure had been reviewed to ensure it was robust and in line with best practice guidance, which involved undertaking a process mapping exercise and a 'deep dive' of governance with the multidisciplinary team, supported by the Maternity Safety Support Programme. This was completed in July 2023, an improvement plan was in draft and a Quality Governance, Assurance and Accountability Framework had been developed and was expected to be ratified in September 2023.

The Committee agreed:

1. To note the progress made on the actions taken in response to the CQC 'Must and Should Do' recommendations.
2. To receive the 13 areas for improvement 'Must and Should Do' performance

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monitoring information outside of the meeting.

7 ADULT SERVICES OVERVIEW

Ms Karen Smith, Director of Adult Services presented the Adult Services overview report to the Committee, with the support of Councillor Neal Brookes, Cabinet Member for Adult Social Care and Mr Nigel McMurdo, Blackpool Carers.

Ms Smith advised that recruitment difficulties had now improved, and work on retention would continue. Work to support newly qualified Social Workers was continuing, with the '3 Conversations' approach working well.

The pilot '3 Conversations Innovation Site' had been split into three tranches, with the first pilot site approaching the end. Evaluation and learnings would continue throughout the whole of pilot.

Members raised concerns with the hospital discharge process, in response Ms Smith explained that this was cross sector working and the discharge process often fell short when there were complex patient needs involved. The issue with facilities and bed space continued to be an issue.

Budgets remained the biggest concern and Ms Smith acknowledged that the financial pressures were across the board and affected all partner organisations. She advised that this would be a good opportunity to use this as a catalyst to drive a different way of working and to introduce earlier intervention, work on prevention and not just crisis response or response to deterioration.

Working collaboratively with NHS partners and wider organisations across the town, should go some way to improve the budget position in all areas.

With regards to additional pressure during winter, Members were reassured that planning across all services continues the whole year round.

The Committee congratulated the Coopers @ Ambleside following the Care and Support CQC Inspection, rating achieved was 'Good' across all areas.

The Committee also congratulated the Hornby Children's Home who had received a rating of 'Good' following its Ofsted inspection.

The Committee agreed: To receive the final evaluation outcome of the '3 Conversations' a Committee in due course.

8 ADULT CARERS STRATEGY

Ms Karen Smith, Director of Adult Services and Mr Nigel McMurdo, Operations Director, Blackpool Carers Centre, highlighted the key areas of the newly developed Adult Carers Strategy to the Committee.

The strategy document outlined a clear vision and a set of key priorities around how the

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Council, working together with key stakeholders, was going to help support Blackpool Adult Carers as much as possible in their caring role so that carers could continue to provide care whilst also leading fulfilled, independent lives.

Discussion centred on the obstacles in place with regards to promotion and awareness of what support was available from the Blackpool Carers Service. Both Ms Smith and Mr McMurdo agreed that the biggest barriers were the initial introduction to the service, this could evolve from stigma, terminology or lack of knowledge with regards to hidden carers who did not feel they identified with or fit the criteria. Work would continue to break down the barriers.

Mr McMurdo advised the Committee that the Carers Centre was completely run by volunteers. Members sought ways in which promote the service to residents of Blackpool.

The Committee agreed:

1. To support the Adults Carers Strategy for approval by the Executive in October 2023.
2. To receive a progress update from the Blackpool Adult Carers service as appropriate in 12 months' time.

9 NORTH WEST AMBULANCE SERVICE NHS TRUST REPORT

Mr Matt Cooper, Area Director for Cumbria and Lancashire, North West Ambulance Service (NWAS), Mr Matt Dunn, Consultant Paramedic for Cumbria and Lancashire, NWAS and Ms Jennie Peall, Sector Manager – Fylde, NWAS presented the Committee with an update and highlighted a number of key areas.

The Committee was advised that the region was very good at cross working and had a number of flagship services which worked collectively to prevent people being taken to Accident and Emergency.

It was reported that the 111 system had been developed to mirror the 999 service (Software Pathways), and similar outcomes were achieved from both services, albeit at different levels.

Clinicians were now based in the urgent care control rooms, talking to patients directly and this had reduced the number of patients needing transport to hospital. Recruitment was taking place to extend this service.

Ms J Peall explained the difference between the handover and turnaround process, and advised that the target was currently 30 minutes, but explained that this was split between NHS staff and NWAS staff with 15 minutes being allocated to each service.

The Committee agreed: To receive a further update from NWAS in approximately 12 months' time.

10 BLACKPOOL SAFEGUARDING ADULTS ANNUAL REPORT 2022/23

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Mr Steve Chapman, Independent Chair of the Blackpool Safeguarding Adults Board presented a detailed overview of the Blackpool Safeguarding Adults Annual report to the Committee.

He advised that the Care Quality Commission (CQC) inspection was due in the forthcoming months. A development day had taken place to prepare staff for the inspection.

He advised that the Blackpool Safeguarding Adults strategy document process would be commencing in the forthcoming weeks and Members were asked to contact Mr Chapman directly with suggestions of what they felt should be included in the document.

The Committee agreed: To request the opportunity to input into the strategy, this would be presented at a separate strategy meeting of the Committee.

11 SCRUTINY WORKPLAN

The Committee considered its Workplan for 2023/2024 and noted the items within.

Members considered Committee's Action Tracker, noting the outstanding items contained.

12 DATE OF NEXT MEETING

The date and time of the next meeting was noted as 16 November 2023 commencing at 6.00pm.

Chairman

(The meeting ended at 20.03)

Any queries regarding these minutes, please contact:
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