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MINUTES OF RESILIENT COMMUNITIES SCRUTINY COMMITTEE MEETING - THURSDAY, 10 DECEMBER 2015

Present:

Councillor Benson (in the Chair)

Councillors

Critchley	Humphreys	Scott	L Taylor
Mrs Henderson MBE	O'Hara	Stansfield	

Mr Fred Kershaw, Co-opted Member
Mrs Frances McErlane, Co-opted Member

In Attendance:

Mrs Delyth Curtis, Director of People
Ms Amanda Hatton, Deputy Director Early Help and Social Care
Ms Lynn Gornall, Principal Social Worker and Head of Safeguarding (Adults)
Mrs Pat Oliver, Director of Operations, Blackpool Teaching Hospitals NHS Foundation Trust
Ms Lisa Moorhouse, Network Director Mental Health, Lancashire Care Foundation Trust
Mr Steve Winterson, Director of Engagement, Lancashire Care Foundation Trust
Mr Roy Fisher, Chairman, Blackpool Clinical Commissioning Group
Mr Mark Johnston, Deputy Chief Operating Officer, Blackpool Clinical Commissioning Group
Ms Helen Lammond-Smith, Head of Commissioning, Blackpool Clinical Commissioning Group
Mrs Claire Powell, Healthwatch
Mrs Sharon Davis, Scrutiny Manager

Councillor Graham Cain, Cabinet Secretary for Resilient Communities
Councillor Eddie Collett, Cabinet Member for Health Inequalities and Adult Safeguarding
Councillor John Jones, Cabinet Member for School Improvement and Children's Safeguarding
Councillor Maria Kirkland, Cabinet Member for Third Sector Engagement and Development

1 DECLARATIONS OF INTEREST

There were no declarations of interest on this occasion.

2 MINUTES OF THE PREVIOUS MEETINGS HELD ON 5 NOVEMBER 2015 AND 12 NOVEMBER 2015

The minutes of the previous meetings held on 5 November 2015 and 12 November 2015 were signed by the Chairman as a true and correct record.

3 APPOINTMENT OF CO-OPTEE

The Committee agreed to appoint Mrs Frances McErlane as a parent governor co-opted member to the Committee.

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4 PUBLIC SPEAKING

The Committee noted that there were no applications for public speaking on this occasion.

5 FORWARD PLAN

The Committee considered the items contained within the Forward Plan, December 2015 – March 2016 and noted that they were the same items as considered at the previous meeting of the Committee.

6 THEMATIC DISCUSSION: MENTAL HEALTH

Ms Lisa Moorhouse, Network Director, Lancashire Care Foundation Trust (LCFT), Mr Steve Winterson, Engagement Director, LCFT, Mrs Pat Oliver, Director of Operations, Blackpool Teaching Hospitals Trust, Ms Helen Lammond-Smith, Blackpool Clinical Commissioning Group (CCG) and Mrs Claire Powell, Healthwatch were in attendance for the thematic discussion on mental health in Blackpool. The report was presented as read and contained information regarding key challenges, priorities and the service user's perspective of mental health services.

Members noted the complexity of mental health services in Blackpool and the number of different services and providers in operation and queried how a joined up approach was provided to patients. Ms Lammond-Smith advised the Committee that an Alliance Board had been established of senior representatives from the providers and the CCG to discuss key issues on a regular basis. Ms Moorhouse added that alternative approaches had also been trialled to ensure joined up provision including employing the same manager across two different organisations to create a better pathway for patients.

The Committee discussed the waiting times for patients to access Psychological Therapies, provided by the Hospitals Trust and commissioned by Blackpool CCG. Ms Lammond-Smith advised that waiting times had been up to 10 months and that an initiative had been put in place to reduce waiting times, which had had a significant impact. She added that the Hospitals Trust was on target to achieve the national targets for waiting times for Psychological Therapies by the end of March 2016. The Committee requested an update on waiting times in approximately six months.

Members raised concerns regarding the recent national news story of the failure to investigate deaths by Southern Health and also discussed concerns relating to some of the comments made in response to the survey undertaken by Healthwatch Blackpool. The Committee in particular was concerned with service provision around patients recently discharged from mental health services and cited comments in the Healthwatch report pertaining to feelings of isolation.

Mrs Powell advised that there did appear to be a gap in service provision for patients who had been discharged and that service users had set up their own support group to fill the gap. She added that there was concern that no funding had been provided for the support

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group and that it may not be sustainable.

In response to further questions, Mr Winterson advised that LCFT would be undertaking an additional piece of work with Healthwatch Blackpool in order to interpret the survey presented to Members further and to obtain additional narrative from patients. It was requested that that additional piece of work be submitted to the Committee for consideration in due course.

The Committee noted that Blackpool had the fifth highest rate for all mental health conditions in the country and queried what preventative measures were being put in place to impact upon the challenge that caused. It was noted that a full response to the question would be requested from Public Health following the meeting. Additionally, Ms Lammond-Smith advised that the CCG was working with the Council in order to provide therapy alongside employment support and was also considering Department of Health guidance that patients suffering with long term conditions such as diabetes were more at risk of suffering from mental health issues and the additional provision that could be put in place to target the patients concerned.

In response to a question the Committee was advised by Ms Lammond-Smith that waiting times for Child and Adolescent Mental Health Services (CAMHS) were currently two to three weeks. She added that although CAMHS provided care up to 16 years, should a young person be almost 16 prior to referral then the young person might be referred into adult services. Additionally, if a young person was over 16 but was receiving ongoing treatment from CAMHS that person would continue to receive treatment from CAMHS and would not be transferred, unless appropriate to do so. In response to a further question, Ms Lammond-Smith advised that there had been CAMHS interaction with the HeadStart bid and how to measure the impact of the bid was currently being considered.

Members queried the priorities in relation to mental health services in particular regard to the work being undertaken to reduce the impact of patients transferred to Accident and Emergency from The Harbour. Mrs Oliver advised that further work was being undertaken to understand the physical needs of mental health patients in order to prevent a need to attend Accident and Emergency. Currently an average of two patients per day were transferred from The Harbour by ambulance. She added that links to out of hours service provision and medical skills of staff at The Harbour were being considered in order to prevent unnecessary admission to hospital.

In response to further questions, Mrs Oliver advised that all A and E staff were trained regarding mental health issues, but all were not Mental Health Act trained meaning that not all staff could undertake mental health assessments. Ms Lammond-Smith advised that the first of two 15 bedded Assessment Wards in East Lancashire would open in January 2016 and the second by the end of March 2016.

The Committee discussed risk assessments and noted that initial assessments were undertaken by the relevant Trust and signed off by the Care Quality Commission. Ms Moorhouse added that ongoing risk assessments of buildings would be undertaken by the

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Estates Team, whilst ongoing risk assessments of patients would be undertaken by the most relevant clinician. She added that all staff required to undertake risk assessments would have been appropriately trained to do so.

The Committee agreed:

1. To receive an update on the progress to meet the national waiting list target for Psychiatric Therapies in approximately six months.
2. To receive the results of the additional piece of work regarding feedback from service users from Healthwatch Blackpool and LCFT in due course.
3. To seek a response to the questions regarding preventative work from Public Health following the meeting.

7 BLACKPOOL CLINICAL COMMISSIONING GROUP UPDATE REPORT

Mr Mark Johnston, Deputy Chief Operating Officer, Blackpool Clinical Commissioning Group gave a presentation to the Committee on Quality, Innovation, Productivity and Prevention (QIPP), performance and patient choice. He advised that a number of initiatives had been put in place to achieve savings of £3.2 million, however, the current forecast was that savings of £1.8 million would be achieved. He added that work was ongoing to close the gap but that Blackpool CCG was forecasting a deficit for the financial year.

The Committee discussed a number of the initiatives highlighted in the presentation including New Models of Care, which had previously been discussed by the Committee in detail, the pathway review, referral management and prescribing.

In response to a question regarding the Falls Pathway Review, Mr Johnston advised that there were dedicated falls nurses based in the six Blackpool neighbourhoods and patients continued to be assessed at home. Following further questioning, Mr Johnston advised that the CCG had commenced work to educate care home staff around fall management as part of a wider training programme.

Members noted that performance against the Paediatric Pathway Review was 'red' and Mr Johnston advised that that was related to the level of financial saving made to date, which was much lower than forecasted.

The Committee was informed that a number of the initiatives relating to Prescribing related to reducing spend by replacing high cost products with low cost products which were as effective. Members commented that it was important to communicate and explain changes to medication to patients.

Mr Johnston advised that a Care Homes Pharmacist had recently been appointed with a view to reviewing medication prescribed to older people in receipt of repeat prescriptions to identify if the medication continued to be necessary.

The Committee discussed the previous work of the Health Scrutiny Committee and noted that concern had been raised regarding patients receiving prescriptions from the Urgent

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Care Centre being unable to obtain medication from the pharmacist on site at Blackpool Victoria Hospital. Mr Johnston agreed to investigate the issue and report back to the Committee through the Chairman.

Members were informed of the additional initiatives designed to save money including the closure of the Windsor Unit respite care. The Committee queried if service users had been consulted regarding the changes and was advised that that had been the case. In response to further questioning, Mr Johnston advised that not all service users had been happy following the closure of the unit or their ability to access respite provision since it had closed. He explained that many service users accessing the Windsor Unit had been receiving unequal access to services, which in many cases was more than they were entitled to. He advised that the majority of service users had acknowledged that they had been receiving an unfair level of respite in comparison to carers not in receipt of support from the Windsor Unit.

Mr Johnston provided the Committee with an overview of performance in Blackpool against the NHS Constitution Measures and the NHS Constitution Support Measures and highlighted areas of good and poor performance between April 2015 and September 2015. He advised that although performance of 'A and E admissions, transfer or discharge within four hours of arrival' had been good until September 2015 it was predicted that in the last quarter of 2015 performance would drop.

Mr Johnston advised that the percentage of patients seen within two weeks for an urgent referral for breast symptoms was below target and that that was largely related to patient choice, with many women choosing to wait longer than two weeks. He added that further education was required to ensure women realised the importance of attending an appointment as quickly as possible.

Members queried the performance of the percentage of 'patients receiving first definitive treatment for cancer within two months (62 days)' and was informed that although targets were not met every month, figures were based on a small number of complex patients. Mr Johnston added that the pathway of every patient in that category would be analysed to determine if improvements could be made.

Mr Johnston advised that the statistics relating to the North West Ambulance Service were Lancashire wide and that performance in Blackpool was very high.

Mr Johnston concluded the presentation by informing Members of the importance of patient choice and highlighted the top 10 choices of hospital for Blackpool CCG residents.

The Committee agreed:

1. To receive performance reports from Blackpool CCG biannually commencing in approximately six months.
2. To request that Mr Johnston investigate the use of the pharmacist on the Blackpool Victoria Hospital site and report back to Committee through the Chairman.

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8 ADULT SERVICES OVERVIEW REPORT

Mrs Del Curtis, Director of People presented the Adult Services Overview Report and the Chairman invited questions from the Committee.

Members queried the take up of Personal Health Budgets and were informed that although a responsibility of the Clinical Commissioning Group, Personal Health Budgets were managed through the Direct Payments Team at the Council. Mrs Curtis advised that the take up of Personal Health Budgets had been slow and that funding would generally be used by people to purchase care.

Members discussed the Share Lives Short Break Project and raised concerns that without adaptations, accommodation would not be suitable for those with complex needs. In response to questions, Mrs Curtis advised that the Coopers Way accommodation had been specifically adapted to suit a range of complex needs and that she was not aware of any specific funding for carers to make adaptations to accommodation as part of the Shared Lives Service. The Committee requested to be provided with a detailed overview of all respite care available in Blackpool with the aim of ensuring adequate provision was available.

In response to further questions, Ms Gornall, Principal Social Worker and Head of Social Care advised the Committee that the Care Act 2014 had altered the way the level of respite care was determined and had amended how an individual's needs would be measured in order to determine the level of respite to be provided.

The Committee noted the additional safeguarding information relating to those cared for in their own home, as requested at the previous meeting of the Committee, and queried if Councillor Collett, Cabinet Member for Health Inequalities and Adult Safeguarding was satisfied that the measures put in place in order to make improvements to the safety of those cared for at home were sufficient. Councillor Collett advised that he was satisfied that the Safeguarding Adults Board had recently appointed a suitable independent Chairman who would ensure that progress was made and that he was pleased with the progress made to date.

Members further queried the progress made in specific relation to concerns raised regarding the provision of medication by carers and was advised that Care at Home providers had also identified the provision of medication as a concern and, through a forum, had met with the Medication Management Pharmacist employed by the Council to address the concerns.

The Committee discussed the training provided to domiciliary care providers and noted that all training provided by the Council was optional, however, there was some training that was mandatory for all providers to undertake. In response to a question, Ms Gornall advised that training was targeted at providers who had had several safeguarding alerts raised and that there had been a 20% reduction in the number of safeguarding alerts to date in the current year.

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The Committee noted the positive results of the Care Quality Commission inspections of care homes and requested that the inspection results for all regulated services be included in future reports to the Committee.

Members queried why there had been 94 terminated carer assessments and were informed that the majority of terminated assessments were due to recording and not practice.

Members discussed the summary of budget savings in relation to Adults Services and noted that limited information could be provided to the Committee at the current stage in the process. The Committee requested that more detail be provided to the next meeting to outline the impact of the cuts being made on service users.

The Committee agreed:

1. To receive a detailed overview of all respite care in Blackpool in order to consider if there was sufficient provision.
2. To request that inspection results for all regulated services be included in future Adult Services Overview Reports.
3. To receive additional information at the next meeting of the Committee regarding the budget cuts to Adult Services and the impact of the cuts.

9 CHILDREN'S SERVICES IMPROVEMENT REPORT

Mrs Del Curtis, Director of People presented the Children's Services Improvement Report and the Chairman invited questions from the Committee.

Members queried why South Shore had been identified to undertake the Transition Project and was advised by Councillor Jones, Cabinet Member for School Improvement and Children's Safeguarding that a number of children within the 'feeder' schools of South Shore had been identified as requiring additional support. He added that if the project was successful it would be rolled out across Blackpool. The Committee discussed the importance of the transition between primary and secondary school and noted that it had also been identified by Ofsted as a key determinant in attainment.

The Committee also discussed the transient nature of children both within Blackpool and from out of the area moving into Blackpool. Councillor Jones advised the Committee that the Blackpool Challenge Board was considering ways of reducing the movement across the town to try and promote stability for students and schools. However, Members were informed that it was beyond the control of the Council to impact upon the number of people moving to Blackpool. It was noted that transience was an increasing pressure for schools that was difficult to manage.

The Committee highlighted the excellent Early Years inspection results and commended the good work.

The Committee also discussed the Emergency Duty Team and noted that it was formally

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under review as part of the budget savings target. Members noted that due to the 100% increase in calls to the Team reported at the last meeting of the Committee, it had been requested that an update be included on each Children's Services Improvement Report. The Committee requested that further information on the review of the Team be presented to a future meeting of the Committee.

Members had a frank discussion on the case studies provided and the complexities of clinical thresholds. Mrs Curtis advised that there were many challenges pertaining to thresholds for a mental health diagnosis and the clinical judgement that some individuals had a behavioural issue rather than a mental health condition. She added that she had escalated her concerns nationally regarding the gap in service provision for the individuals. In response to further questioning, Councillor Jones advised that although there was not a long waiting list to access Children and Adolescent Mental Health Services (CAMHS) it was the action taken after the referral which was the key concern. He added that additional concerns included access to CAMHS for children with a learning disability, the transition to adult mental health services and the aforementioned thresholds that determined if a condition was behavioural or mental health related and therefore requiring treatment. The Committee noted that these were concerns that should have been raised during the Mental Health Thematic Discussion and requested that a written response be sought from the appropriate health representatives following the meeting.

The Committee discussed the work of the Corporate Parent Panel and requested that further information be included within future reports to reflect the views of the young people raised through that Panel. It was noted that the recent Corporate Parent Conference had been inspirational and that the pledges made through the conference would be reported to the next meeting of the Committee. In addition, Members noted that the Corporate Parent Panel would be receiving an overview of all complaints related to Children's Social Services and the Committee requested that the overview also be circulated to Committee Members outside of the meeting. Mrs Curtis advised that the overview of complaints would be expanded to include compliments.

The Chairman highlighted the recommendations resulting from the audit of children subject to child protection plans for a second time and queried who would monitor the implementation of the recommendation. Councillor Jones advised that he had regular meetings with the Director of Children's Services and would ensure that they were implemented through the meetings.

Members discussed the continuing high numbers of looked after children per 10,000 population and were informed by Ms Hatton, Deputy Director Early Help and Social Care that Blackpool was an outlier, however, she added that despite the high numbers the performance of services against a number of indicators was above national average. Ms Hatton also advised that when deprivation was taken into account the number of looked after children in Blackpool was only four percent higher than expected.

The Committee further discussed the high proportion of children and young people participating in looked after children reviews and questioned the barriers to ensuring 100%

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of young people participated. Ms Hatton advised that some children and young people chose to opt out as participation was not mandatory and that there had also been some issues with engaging children and young people to complete paperwork. She added that in response to this barrier, the JustUz website had been developed and recently launched and children and young people would be able to engage in the process through the website removing the need for paperwork.

The targeted support being developed by BetterStart was discussed and Members queried how the sustainability of the initiatives could be ensured. Mrs Curtis advised that BetterStart intended to embed a system change in order to ensure sustainability and that the NSPCC had predetermined areas in Blackpool in which to base services during the funding bidding process. The Committee agreed to invite the Director for Blackpool's BetterStart programme to a future meeting of the Committee to discuss the issue of sustainability further, gather information regarding the pathway to referral and query how the success of the programme would be measured.

Members discussed the summary of budget savings in relation to Children's Services and noted that limited information could be provided to the Committee at the early stage in the process. The Committee requested that more detail be provided at the next meeting of the Committee to outline the impact of the cuts being made on service users.

The Committee agreed:

1. To receive further information on the review of the Emergency Duty Team at a future meeting of the Committee.
2. To forward the concerns and questions regarding the CAMHS Service to the appropriate health representatives for consideration and response.
3. That the overview of complaints and compliments as provided to the Corporate Parent Panel be circulated to Members of the Committee outside of meetings.
4. To invite the Director of the BetterStart Programme to a future meeting of the Committee.
5. To receive additional information at the next meeting of the Committee regarding the budget cuts to Children's Services and the impact of the cuts.

10 WORKPLAN

Mrs Sharon Davis, Scrutiny Manager presented the report to the Committee and highlighted the outstanding recommendations, advising that she had received an update from Blackpool Teaching Hospitals Trust to confirm that information regarding complaints would be circulated monthly to the Committee commencing in January 2016.

Members queried the reasons why the ligature risk assessments had not been circulated to the Committee as requested at the special meeting held to discuss The Harbour. Ms Lisa Moorhouse, Network Director Mental Health, Lancashire Care Foundation Trust advised the Committee that the documents would be circulated once the Trust had removed any information within the risk assessments that it deemed confidential.

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The Committee also discussed and noted the Public Health Scrutiny Review Panel scoping document.

The Committee agreed:

1. To approve the workplan.
2. To note the Monitoring the Implementation of Recommendations table.
3. To approve the Public Health Scrutiny Review Panel Scoping Document.

11 DATE AND TIME OF NEXT MEETING

The Committee noted the date and time of the next meeting as Thursday, 4 February 2016, commencing at 6pm in Committee Room A.

Chairman

(The meeting ended at 8.25 pm)

Any queries regarding these minutes, please contact:

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