

SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

25 July 2019

Chairperson: Councillor L.M.Purcell

Vice Chairperson: Councillor C.Galsworthy

Councillors: A.P.H.Davies, J.Miller, S.H.Reynolds,
D.Whitelock, A.N.Woolcock, C.Edwards and
N.J.E.Davies

Officers In Attendance A.Jarrett, A.Thomas, K.Warren, J.Hodges,
M.Potts, D.Harding, C.Frey-Davies, N.Jones
and J.Woodman-Ralph.

1. **MINUTES OF THE SOCIAL CARE, HEALTH AND WELLBEING SCRUTINY COMMITTEE HELD ON 10TH JUNE 2019**

That the minutes of the previous meeting held on the 10th June 2019, be approved.

2. **DECLARATIONS OF INTEREST**

The following Member made a declaration of interest at the commencement of the meeting:

Cllr.C.Galsworthy She is a personal assistant and has dispensation to speak and vote.

3. **CHILDREN AND YOUNG PEOPLE & ADULT SERVICES - REVISED 2019-20 PERFORMANCE REPORTING ARRANGEMENTS**

Members received an overview of the Children and Young People and Adult Services – Revised 2019-20 Performance Reporting Arrangements as detailed in the circulated report.

The Committee was pleased with the new format which would be implemented immediately.

In response to Members queries it was confirmed that the data in relation to the Number of Adults with a care and support plan who received adult social care during the year e.g. Homecare, Day Care, Respite Reablement, Adaptations, Direct Payments, Adult Care Homes, Telecare etc would all be included in one indicator. It noted that a report concerning Direct Payments would be brought to a future meeting for Members consideration.

Members noted the report.

4. **PRE-DECISION SCRUTINY**

The Committee chose to scrutinise the following Cabinet and items:

Care Inspectorate Wales and Health Inspectorate Wales Inspection of Older Adults Neath Port Talbot County Borough Council

A. Rowlings, Care Inspectorate for Wales, addressed committee giving an overview of the outcome of the Care Inspectorate Wales (CIW) and Health Inspectorate Wales (HIW) Inspection of Older Adults Neath Port Talbot County Borough Council (NPTCBC) as detailed in the circulated report.

The Inspection identified that a considerable amount of work that had been undertaken by the Directorate and that the Directorate was going in the right direction. Neath Port Talbot was one of the first local authorities to be part of the new format for Inspections. The new Inspections compare the progress against the requirements of the Social Services and Well-being Act 2014 (SSWBA).

Members received confirmation that the inspection was led by CIW and delivered in collaboration with Healthcare Inspectorate (HIW), who have seen the report. In addition, in October a report would be presented containing details of all inspections which would be considered by Welsh Government.

Discussion took place on the numerous work streams that are undertaken between health and social services, health and housing. One of which was the remodelling of adults services, which would base health and social services in community teams. A report on the proposals would be presented to Members at the next meeting.

Members queried what the reason was for the delay in undertaken assessments prior to hospital. In addition, why were some patients discharge without an assessment being completed. Officers explained that social services and health work closely to ensure that all assessments are undertaken. In some cases due to the changing long term needs of the patient the assessment has to be undertaken at home. CIW confirmed that during the Inspection no unsafe discharges from hospital had been identified.

Concern was expressed at the inconsistencies in contacting individuals/families and involving them in the safeguarding process. It was explained that the Safeguarding Service has developed an action plan to address these areas. An update report would be brought to a future meeting for Members consideration.

Discussion took place on the process for receiving referrals from the public, partner agencies and members of the council. All referrals were logged and forwarded to the appropriate team. The system also has the ability to track all referrals. An all Member Seminar was being arranged to brief Members.

Members asked what action was being taken to address the issues made by Social Workers of their lack of confidence in deciding whether they undertake a carers assessment or whether to refer to the Carers Service for them to undertake the assessment with the carer. This would give the opportunity to the carer to have the assessment undertaken by someone who was not involved with the service user. Officers acknowledged this was an area that needed further improvement but a lot of work had been undertaken to consult with carers. Coffee mornings had taken place with carers and a strategy group was being developed to involve young carers. Members noted that the Cabinet Member for Adult Social Services and Health was the Carers Champion and was involved in all the initiatives with Carers and was fully supportive.

Members were reassured that 20 minute calls were not taking place for personal care homecare visits. The only 20 minute calls were to administer medication. A homecare review was currently taking place and would be reported to Members when complete. The review would encompass working with partner agencies to combat loneliness.

Following scrutiny, the report was noted.

Care Inspectorate Wales Local Authority Performance Review

Members received an overview of the Care Inspectorate for Wales (CIW) Local Authority Performance Review Letter. It summarised the review of Neath Port Talbot County Borough Council's performance in carrying out its statutory social services functions as detailed in the circulated report.

Members asked for clarification from the (CIW) Inspector in regard to prevention and early intervention and outcome focused practice which was identified as being a challenge for some staff. It was explained that during the inspection it was acknowledged that training and support had been given to all staff. A small number of staff needed additional support to adapt to the new way of working which was a complete cultural change.

The committee queried what the issues were in regard to monitoring Deprivation of Liberties cases. It was explained, that all local authorities in Wales, were experiencing difficulties in assuring themselves that people's human rights were not being breached, when depriving individuals of their liberty.

CIW also explained that this issue was raised in every inspection report so that the Welsh Government are made aware of the lack of legislation around the use of Deprivation of Liberties.

Members thanked A. Rowling (CIW) for all the support and assistance she had given the Directorate.

West Glamorgan Safeguarding Boards Joint Annual Business Plan 2019/20

Members received an overview of the West Glamorgan Safeguarding Boards Joint Annual Business Plan 2019/20 as detailed in the circulated report. The Business Plan was published on the 31 March 2019. The plan encompasses both safeguarding priorities for Adults and Children.

In response to a number of Members queries. Officers explained that the Board was made up from partner agencies and covered the areas of Neath Port Talbot and Swansea. The Chair of the Board was

Neath Port Talbot's Director of Social Services, Health and Housing. The Board was responsible for reviewing the performance of the Board and its partners in carrying out its functions and objectives in safeguarding children and adults at risk. In addition, the Board's work and performance was subject to scrutiny from Neath Port Talbot County Borough Council and the City and County of Swansea. Also, the Annual Business Plan was submitted to the National Safeguarding Board but further discussion was needed on how the Local Safeguarding Board fed into the National Board.

Concern was expressed that there were no performance indicators to show progress or not. It was highlighted that an action plan had been developed which identified performance indicators that needed to be progressed. An update report on the progress of the action plan would be brought for Members consideration in due course.

Following scrutiny, the committee was supportive of the proposals being considered by Cabinet Board.

Children and Young People and Adult Services – Full Year (2018-19) Performance Report

Members were provided with the Performance Information and Complaints & Compliments Data for both Children and Young People and Adult Services for the Full Year Period (April 2018 – March 2019) as detailed in the circulated report.

In answer to Members queries, the only indicators that had targets are the indicators that were in the Corporate Plan.

Following scrutiny, the report was noted.

5. **ACCESS TO MEETINGS**

That pursuant to Section 100A (4) and (5) of the Local Government Act 1972 the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 13 of Part 4 of Schedule 12A to the above Act.

6. **PRE-DECISION SCRUTINY**

The Committee asked that the Education, Skills and Leisure Cabinet Board, due to the number of items on the Cabinet Board agenda,

consider deferring the following private items to the next meeting in September:

- The Manager's Report on Hillside Secure Children's Home (Exempt Paragraph 13)
- The Regulated Service (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

7. **FORWARD WORK PROGRAMME 2019/20**

The Committee noted the Forward Work Programme for 2019/20.

CHAIRPERSON