

MINUTES of the meeting of the **ADULT SOCIAL CARE SELECT COMMITTEE** held at 10.00 am on 6 March 2014 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 1 May 2014.

Elected Members:

- * Mr Keith Witham (Chairman)
- * Mrs Margaret Hicks (Vice-Chairman)
- * Mrs Liz Bowes
- * Mr Graham Ellwood
- A Miss Marisa Heath
- * Mr Saj Hussain
- A Mr George Johnson
- * Mr Colin Kemp
- * Mr Ernest Mallett MBE
- * Ms Barbara Thomson
- * Mrs Fiona White
- * Mr Richard Walsh

Ex officio Members:

Mr David Munro, Chairman of the County Council
Mrs Sally Ann B Marks, Vice Chairman of the County Council

In attendance

Mr Steve Cosser, Cabinet Associate for Adult Social Care
Mr Mel Few, Cabinet Member for Adult Social Care

16/14 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from Marissa Heath and George Johnson. There were no substitutions.

17/14 MINUTES OF PREVIOUS MEETINGS: 20 SEPTEMBER 2013 [Item 2]

These were agreed as an accurate record of the meeting. The Chairman asked the Committee to note that the minutes from the meeting on 16 January 2014 would be brought to the next meeting of the Committee.

18/14 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

19/14 QUESTIONS AND PETITIONS [Item 4]

There were no questions or petitions.

20/14 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

The Committee noted the response from the Cabinet Member for Business Services, there were no further comments.

21/14 DIRECTOR'S UPDATE [Item 6]

Declarations of interest: None.

Witnesses: Dave Sargeant, Interim Strategic Director for Adult Social Care

Key points raised during the discussion:

1. The Committee was informed that Adult Social Care had been working with partners to ensure that pressures created by the recent flooding were being effectively responded to. It was highlighted that there had been approximately 300 welfare telephone calls and 80 welfare visits in this period, as result of the floods. It was commented that there were an estimated £100,000 additional revenue costs to the Council, and that these would be reclaimed through the Bellwin Scheme. The Committee was informed that the Fairway Centre had been closed as result of the flooding and would be re-opening in April 2014.
2. Officers informed the Committee that Adult Social Care and the Fire & Rescue Service had won an award for national fire & rescue project of the year from the national Improvement and Efficiency Social Enterprise (IESE). The project was intended to support vulnerable people from fire in their homes by providing fire safety training. The Committee congratulated the Interim Strategic Director and requested this was also passed on to colleagues involved in the project.

Recommendations:

None.

Actions/further information to be provided:

The Chairman to write the Chief Fire Officer for Surrey passing on congratulations for the IESE award.

Committee Next Steps:

None.

22/14 DEMENTIA FRIENDLY SURREY [Item 7]

Declarations of interest: None.

Witnesses:

Richard Ellmer, Dementia Friendly Champion
Donal Hegarty, Senior Manager, Commissioning
Dave Sargeant, Interim Strategic Director for Adult Social Care

Mel Few, Cabinet Member for Adult Social Care
Steve Cosser, Cabinet Associate for Adult Social Care

Key points raised during the discussion:

1. The Committee were given an update on the progress of the Dementia Friendly Communities project. Officers commented that the focus was presently on embedding the legacy, and how the principles of the project would be incorporated in local alliances. It was highlighted the Dementia Friendly Champions would be a key factor in ensuring the success of this legacy. The Committee was given a brief summary of the manner in which one Dementia Friendly Champion had become involved and what benefits the project had for both himself and others.
2. The Committee questioned whether there had been challenges in finding Champions for all areas of Surrey. It was commented that rural areas would always present some challenges, however officers assured the Committee that Champions had been found to ensure coverage for the entire of Surrey. It was highlighted that a Dementia-Friendly Cafe was being set up in Reigate & Banstead, and that the Council was working with District & Borough partners to ensure there was a consistent support network. It was acknowledged by officers that there was inevitably some challenge as demand exceeded the practical resources available.
3. The Committee highlighted that there had been some difficulties in the application process for individual Members. Officers gave assurance that they would follow the matter up, and highlighted the fact that Members were seen as an important resource in developing the Dementia Friendly agenda on a local level. The Cabinet Member Associate for Adult Social Care commented that he would encourage all Members to consider becoming Dementia Champions for their areas.
4. The Committee questioned what efforts were being made to engage larger organisations in Surrey, and also highlighted the potential to

engage religious communities. It was commented by witnesses that the potential to extend the Dementia Friendly Communities project would begin with groundswell support. The Committee discussed the broader agenda of how communities could embed a more vigilant and preventative approach to those considered vulnerable.

5. The Committee had a discussion about general attitudes to the diagnosis of dementia. It was recognised that often diagnosis was undertaken when people were admitted to acute hospitals with other health issues. Officers commented that part of the work of the Dementia Friendly Communities project was about increasing awareness, and also working with GPs to ensure that the appropriate referrals were being made when people showed signs of dementia.

Recommendations:

The Committee commend the work and achievements of the Dementia Friendly Surrey Project team and the Dementia Champions, and recommend the following:

- a) That the Directorate continue the publicity and awareness campaigns around dementia in order to increase the number of early diagnoses made and improve outcomes for those with dementia.

Action by: Senior Manager, Commissioning

- b) That the Directorate review the impact of Innovation Fund projects in 12 months time.

Action by: Senior Manager, Commissioning

- c) That the Directorate ensure the lessons and achievements are embedded in commissioning and service delivery activity of Adult Social Care, including the Family, Friends and Community Support project.

Action by: Interim Strategic Director for Adult Social Care

Actions/further information to be provided:

None.

Committee Next Steps:

None.

23/14 PROGRESS OF RECOMMENDATIONS ARISING FROM THE SERIOUS CASE REVIEW - GLORIA FOSTER [Item 8]

Declarations of interest: None.

Witnesses:

Christine Maclean, Safeguarding Adults Senior Manager

Dave Sargeant, Interim Strategic Director for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care

Mel Few, Cabinet Member for Adult Social Care

Key points raised during the discussion:

1. The Committee was updated on the progress of the recommendations following the Serious Case Review into the death of Gloria Foster. The Interim Strategic Director for Adult Social Care reiterated the opening statement of the report: "It is with regret that nothing can change the circumstances surrounding the tragic death of Gloria Foster. In Adult Social Care, we will ensure that the learning and the recommendations identified have been acted upon and have been taken very seriously and that there is reflection upon that learning within our every day practice."
2. It was emphasised by officers that the recommendations and report had been produced as result of the independent review commissioned by the Surrey Safeguarding Adults Board. It was highlighted that Internal Audit had also completed an audit on the progress made against the Serious Case Review recommendations for Adult Social Care and returned an opinion that it was effective.
3. Members queried what actions had been undertaken to ensure that there was senior manager oversight in instances of provider failure. Officers reflected that the recent flooding had demonstrated the effectiveness of the revisions to the Provider Failure Protocol. It was explained that one list was produced in such instances and that each senior manager had oversight of this during the 24 hour on call period when the protocol was put into operation. It was commented that the flooding response had demonstrated the Council worked to support all those who were vulnerable when such events occurred, and not just those who were eligible for support.
4. The Committee questioned why self-funders had not been made aware of the raid in advance. It was clarified that the Council had known in advance that there were possibly people who were self funding their care, but that it was not in a position to identify self-funders until after the raid had been undertaken. It was commented by officers that the Local Authority could not enforce providers to supply details of self-funders accessing their services.
5. The Committee discussed the letter that was being prepared as a result of recommendation one of the Serious Case Review. It was commented that the Council was in a position where it could strongly advise self-funders but could not enforce decisions around care provision in those instances. However, it was highlighted that this could be done through the Care Quality Commission (CQC) if necessary.
6. Members raised concerns about the second recommendation within the report and asked whether an interim policy for supporting self-funders was in place. It was explained that this recommendation was contingent on the publication of guidance related to the Care Bill.

Officers commented that there was interim measures in place, and a clear understanding that an assessment of support needs was undertaken regardless of whether a person self-funded their own care or not.

7. The Committee was informed that disciplinary investigations were ongoing, and, while no comment could be made regarding the investigations themselves, officers assured the Committee that due process was being followed.
8. The Committee queried what efforts were made to ensure that information was being recorded appropriately by both those employed within the Council and multi-agency partners. Officers outlined that best practice guidelines were in place, and that the outcomes of this was assessed through manager monitoring and regular team appraisals. The use of digital technology in assisting staff recording information in a timely fashion was also highlighted.

Recommendations:

- a) That the Committee further review the implementation of the recommendations arising from the Serious Case Review in six months time, to ensure policies and practices are robust.

Action by: Chairman/Democratic Services

- b) That the Committee is advised of the outcome of the disciplinary actions undertaken following the Serious Case Review.

Action by: Interim Strategic Director for Adult Social Care

- c) That the Committee is advised of the outcome of recommendation two of the Serious Case Review, and the decision regarding the oversight of all social care cases, including self-funders, in preparation for the passage of the Care Bill.

Action by: Interim Strategic Director for Adult Social Care

Actions/further information to be provided:

None.

Committee Next Steps:

None.

24/14 INTERNAL AUDIT REVIEW OF SOCIAL CARE DEBT - CREDIT BALANCES [Item 9]

Declarations of interest: None.

Witnesses:

Paul Carey-Kent, Strategic Finance Manager - Adult Social Care
Revinder Hothi, Auditor
David John, Audit Performance Manager
Dave Sargeant, Interim Strategic Director for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care
Mel Few, Cabinet Member for Adult Social Care

Key points raised during the discussion:

1. The Committee was given a brief summary of the audit conducted in relation to credit balances. It was recognised that there was a potential reputational risk with regard credit balances, but also commented that this matter was actively managed by the relevant services. It was highlighted that the audit had recommended a greater clarity in officer guidance about where key responsibilities were held.
2. The Committee was assured that monthly statements are produced for individuals who held care cost balances with the Council.

Recommendations:

None.

Actions/further information to be provided:

None.

Committee Next Steps:

None.

25/14 INCOME/DEBT UPDATE REPORT [Item 10]

Declarations of interest: None.

Witnesses:

Paul Carey-Kent, Strategic Finance Manager - Adult Social Care
Dave Sargeant, Interim Strategic Director for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care
Mel Few, Cabinet Member for Adult Social Care

Key points raised during the discussion:

1. The Committee recognised that the Council's levels of social care debt were not excessive when compared with other local authorities. Officers commented that raising invoices in a timely fashion had a greater positive impact on the Directorate's budget than the small amounts of debt that were not considered recoupable.

2. The Cabinet Member commented that he felt the Rapid Improvement Event (RIE) had greatly improved business processes, and that the Directorate was better equipped to track social care debt. He highlighted the fact that people were informed of the costs they were accruing far earlier than previously, and that this enabled a better means of managing social care debt.

Recommendations:

- That the Committee receive a further update on Income/Debt in Adult Social Care Directorate in 12 months time.

Actions/further information to be provided:

None.

Committee Next Steps:

None.

26/14 BUDGET UPDATE [Item 11]

Declarations of interest: None.

Witnesses:

Paul Carey-Kent, Strategic Finance Manager - Adult Social Care
Dave Sargeant, Interim Strategic Director for Adult Social Care

Steve Cosser, Cabinet Associate for Adult Social Care
Mel Few, Cabinet Member for Adult Social Care

Key points raised during the discussion:

1. The Committee was informed that there was a projected overspend of £6 million within the Directorate's budget by the close of the financial year. The Cabinet Member commented that he recognised the overspend but would also want this to be placed in a broader context of the amount of achieved savings, both in year and as part of the Medium Term Financial Plan to date.
2. The Chairman informed the Committee that the proposed recommendations following the budget workshop in February 2014 had been referred to Cabinet through the Council Overview & Scrutiny Committee. These would be considered and responded to at the Cabinet meeting on 25 March 2014.
3. The Committee had a discussion about the shift from residential care to community-based care, and the impact this could potentially have on the demand for housing.

Recommendations:

- That the Committee receive a report covering both budget monitoring and the updated Medium Term Financial Plan for 2014-2019, following the Cabinet meeting on 25 March 2014.

Actions/further information to be provided:

None.

Committee Next Steps:

None

**27/14 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME
[Item 12]**

Declarations of interest: None.

Witnesses: None.

Key points raised during the discussion:

1. The Committee noted the Recommendation Tracker and Forward Work Programme. There was no further comment.

Recommendations:

None.

Actions/further information to be provided:

None.

Committee Next Steps:

None.

28/14 DATE OF NEXT MEETING [Item 13]

The Committee noted that the next meeting of the Adult Social Care Select Committee would be on 1 May 2014 at 10am.

Meeting ended at: 12.20 pm

Chairman