

ADULTS AND HEALTH SELECT COMMITTEE – ACTIONS AND RECOMMENDATIONS TRACKER

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each meeting. Once an action has been completed, it will be shaded green to indicate that it will be removed from the tracker at the next meeting.

KEY			
	No Progress Reported	Action In Progress	Action Completed

Date of meeting	Item	Recommendations/Actions	To	Response
14 January 2022	ASC Transformation Programmes Bi- Annual Review	<u>Actions</u> i. The Assistant Director of Commissioning (ASC) to provide a written response about market management efficiencies and how these would be achieved, including granular detail on the information included in the efficiencies table (page 20). ii. A motivational interview training taster session to be	The Assistant Director of Commissioning (ASC) Deputy Director of ASC Senior Programme Manager The Head of Resources (ASC)	The officers have been contacted for a response.

		<p>organised for Members of the Select Committee.</p> <p>iii. Further information on how Adult Social Care provided support to people with additional needs to access and maintain employment.</p> <p>iv. The Head of Resources (ASC) to provide an update on the timeframes for the Enabling You With Technology programme and if these were being met.</p> <p>v. An update on the Older People's Commissioning Strategy to be shared with the Select Committee.</p> <p>vi. Results and feedback of the Transformation of Day Services</p>		
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		<p>Consultation to be shared once available.</p> <p>vii. Inclusion of Learning Disability and Autism targets regarding strength-based review to be included in the next report.</p> <p>viii. A report on the Government's National Insurance and Adult Social Care changes and the impact on the Council to come to the Select Committee at the appropriate time.</p>		
	<p>Joint Health and Social Care Joint Dementia Strategy for Surrey 2022-2027</p>	<p><u>Recommendations</u></p> <p>1. That the final Strategy and action plan include:</p> <ul style="list-style-type: none"> - An emphasis on prevention and details on what plans will be put in place for communicating with 	<p>Head of Commissioning (Mental Health)</p> <p>Commissioning Manager for Dementia, Surrey Heartlands CCG</p>	<p>The officers have provided a response which has been circulated to the Select Committee and attached as Annex 1.</p>

		<p>residents to ensure that they are educated at the earliest possible stage about ways to prevent dementia.</p> <ul style="list-style-type: none">• Further to this, details on what communication plans will be put in place across all five areas and how these will be appropriately resourced. <p>– A commitment to the undertaking of regular performance monitoring and creation of appropriate KPIs to help monitor progress.</p> <p>– A commitment to the development of effective governance and oversight arrangements, and an assurance that these will be as streamlined as possible.</p>		
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		<ul style="list-style-type: none">- Plans to develop dementia- and carer-friendly communities, and details on how these will be developed.- How feedback from residents will be regularly captured and learnt from so the Strategy can be appropriately updated over the next five years. <p>2. That the Council, Surrey Heartlands and the Surrey facing places of the Frimley Integrated Care System commit to appropriately accommodating all partners involved and ensure that they receive the support needed to help deliver the Strategy's aims.</p> <p>3. Furthermore, the Select Committee requests that a follow-up report</p>		
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		<p>on the Strategy is added to its forward work programme for the first quarter of 2023, and that this report provides an overview of the Strategy's implementation to date, details on performance monitoring and governance arrangements, and feedback from residents.</p> <p><u>Actions</u></p> <p>Information on the Alzheimer's bus and its potential future plans to travel to other locations in Surrey to be shared with the Select Committee.</p>		<p>It has been shared with the Select Committee that the Alzheimer's bus has been decommissioned due to budget constraints.</p>
<p>16 December 2021</p>	<p>Scrutiny of 2022/23 Draft Budget and MTFS to 2026/27</p>	<p><u>Recommendations</u></p> <p>The Select Committee agrees that, subsequent to this meeting, the Adults and Health Select Committee will agree wording for inclusion in the report to Cabinet regarding the draft budget</p>	<p>Adults and Health Select Committee</p>	<p>Wording was agreed by the Select Committee and the report was presented to Cabinet at its public meeting on 25 January 2022.</p>

		<p>and Medium-Term Financial Strategy, which is to be prepared jointly by the Council's four select committees.</p> <p><u>Actions</u></p> <p>The Cabinet Member for Adults and Health to feed back to the Select Committee her views and findings of the care home shadowing work she will be undertaking.</p>	Cabinet Member for Adults and Health	The Cabinet Member has confirmed that the shadowing work will be taking place in March.
16 December 2021	Adult Social Care Complaints April – September 2021	<p><u>Recommendations</u></p> <p>The Select Committee recommends that a way of formally monitoring "issues of concern" is developed to ensure complaints and comments made by residents and staff that do not go through formal complaints process are logged, monitored and learnt from, and that the Council works closely with Healthwatch Surrey to ensure that as wide a range of feedback as possible is collected as part of this process.</p> <p><u>Actions</u></p>	Senior Programme Manager (ASC)	The Senior Programme Manager has been contacted for a response.

		<ul style="list-style-type: none">i. Senior Programme Manager to ensure complaints literature is replenished in all settings across Surrey.ii. Senior Programme Manager to provide the Select Committee with an example of an E-Brief.iii. Senior Programme Manager to provide the Select Committee with an example of a summary of complaints provided to the leadership team.iv. Senior Programme Manager to ensure that future Adult Social Care Complaints reports include:<ul style="list-style-type: none">a. Detailed summaries of complaints where learning was identified	Senior Programme Manager (ASC)	<p>Responses are to Action i has been circulated to Members and is attached as Annex 2.</p> <p>Responses to Action ii and iii have been circulated to Members.</p>
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		<p>and implemented (as referenced in Paragraph 29),</p> <p>b. Key messages relating to complaints received by providers and how they are being addressed (as referenced in Paragraph 31),</p> <p>c. Work being done to ensure that Adult Social Care is reaching and receiving feedback from residents from all demographics across Surrey,</p> <p>d. A breakdown of complaints received regarding the Learning Disabilities, Autism and Transition</p>		
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		service and the specific areas to which these complaints are related.		
20 October 2021	Enabling You With Technology Transformation Programme	<p><u>Actions</u></p> <p>The Cabinet Member for Adults and Health and Scrutiny Officer are to explore the possibility of organising a site visit for Select Committee members to see what technology-enabled care looks like in action.</p>	Cabinet Member for Adults and Health	A site visit is in the process of being organised and dates on which it might take place are being identified. Due to the current Covid-19 situation, this is likely to take place in March 2022.
20 October 2021	Covid-19 Recovery Programmes and Preparation for Winter Pressures	<p><u>Recommendations:</u></p> <p>The Select Committee recommends that Frimley and Surrey Heartlands:</p> <ol style="list-style-type: none"> 1. Work closely with Surrey County Council's Public Health team to create and deliver a communications campaign that highlights to residents the importance in following 'Hands. 	<p>Director of Recovery and Transformation, Surrey Heartlands ICS</p> <p>Executive Lead for Urgent and Emergency Care, Frimley CCG</p>	<p>Responses were attached to the Recommendations Tracker as Annexes 1-6 in the 16 December 2021 meeting agenda papers.</p> <p>The implementation of the Select Committee's recommendations will be monitored going forward and regular updates will be provided, starting in June 2022.</p>

		<p>Face. Space' and social distancing to help reduce the pressures being put on hospitals over the winter months</p> <p>2. Work with residents and Members to co-design standardised communications that hospitals can provide to the next of kin of those being discharged into care, and for these to clearly detail their care needs and questions they need to be aware of</p> <p>3. Explore ways in which they can highlight to patients the right services for their needs to ensure they do not attend A&E when their condition does not require them to</p>		
3 March 2021	Adult Social Care Debt	<p><u>Actions</u></p> <p>The Head of Resources (Adult Social Care) is to provide the Select</p>	Head of Resources, Adult Social Care	The Head of Resources has been made aware of this. The update will be provided as part of the report that

		Committee with an update on the work being undertaken with Judge and Priestley Solicitors when it has progressed		comes to the Select Committee on 3 March 2022.
3 March 2021	General Practice Integrated Mental Health Service Overview and Service Model	<p><u>Actions</u></p> <p>The Clinical/Managerial Lead (Integrating Primary and Mental Health Care) for Surrey and Borders Partnership is to share with the Select Committee the reablement pilot referral rates for BAME residents and people with long-term health conditions</p>	Clinical/Managerial Lead (Integrating Primary and Mental Health Care), Surrey and Borders Partnership	<p>The reablement pilot referral rates were as follows:</p> <p>1: Ethnicity: February to September 2021: Total Referrals 38</p> <ul style="list-style-type: none"> • 21 White British – 55% • Under 5 Asian British – 14% • Under 5 White other – 13% • Undeclared – 18% <p>2: People with long term conditions: Total: 8 people out of 38 Referrals = 21%</p>
19 January 2021	Adult Social Care Transformation Update	<p><u>Recommendations</u></p> <p>The Select Committee requests that Members of the Select Committee attend and observe staff motivational interview training</p>	Deputy Director, Adult Social Care	A copy of the slides used for staff motivational interview training sessions has been circulated to the Select Committee.
17 December 2020	Scrutiny of 2021/22 Draft Budget and Medium-Term	<p><u>Actions</u></p> <p>Democratic Services officers to look into the possibility of organising for Members to</p>	Scrutiny Officer, Democratic Services Assistant	In-person visits will be scheduled for a suitable time due to the effects of the Covid-19 pandemic.

	Financial Strategy to 2025/26	visit Learning Disabilities and Autism services (whether remotely or in person)		
15 October 2020	Update on ASC Mental Health Transformation Programme	<u>Actions</u> The Assistant Director of Mental Health to share suitable pre-prepared text and JPEG images with the Select Committee for sharing on social media.	Assistant Director of Mental Health, ASC	Officers in Adult Social Care and Democratic Services are working together to identify suitable ways pre-prepared text and JPEG images can be shared with Members to help aid future recruitment campaigns.

Annex 1

Recommendations:

1. That the final Strategy and action plan include:

- An emphasis on prevention and details on what plans will be put in place for communicating with residents to ensure that they are educated at the earliest possible stage about ways to prevent dementia.
 - Further to this, details on what communication plans will be put in place across all five areas and how these will be appropriately resourced.

Response:

We are working with Public Health and Active Surrey colleagues and incorporating a prevention project on dementia into Priority One of the Health and Wellbeing Strategy. This will help us to:

- *Gain traction around dementia prevention activity, using the oversight of the Prevention and Wider Determinants Board to bring a place-based, wider determinants lens to dementia prevention in Surrey.*
- *Begin to align dementia prevention with the health in all policies approach and the work with key localities that the Health and Wellbeing Board has recently instigated. A clear focus of the HWB Board has been how we work with key communities (areas of multiple deprivation) in Surrey to reduce health inequalities. Reducing health inequalities by taking early community action is an important tenet of the revised HWB Strategy and we are looking to ensure all of our priority outcomes and projects embed this approach.*
- *Begin to link dementia prevention with other established Priority One HWB Strategy programmes of work, including: projects to promote physical activity and healthy weight; work on enhancing health checks (especially among priority groups); development of social prescribing and our project on supporting carers. This will begin to integrate an understanding of dementia risk factors and prevention across wider-reaching programmes of work taking place in communities in Surrey.*
- *Start to link dementia prevention with Priority Two and Priority Three of the HWB Strategy which are concerned respectively with supporting people's mental health and emotional wellbeing and allowing people to fulfil their potential by addressing the wider determinants of health. The Prevention and Wider Determinants of Health Board will be overseeing P3 as well as P1 and will thus have in scope work on the wider determinants of health (housing, environment, community safety and poverty etc.)*

- *There is a HWB communications group that considers our communication and engagement activity across the Health and Wellbeing Strategy priorities; this group will work with us to support the work around dementia as needed.*

- A commitment to the undertaking of regular performance monitoring and creation of appropriate KPIs to help monitor progress.
- A commitment to the development of effective governance and oversight arrangements, and an assurance that these will be as streamlined as possible.
- Plans to develop dementia- and carer-friendly communities, and details on how these will be developed.
- How feedback from residents will be regularly captured and learnt from so the Strategy can be appropriately updated over the next five years.

Response:

In the delivery plan which will be an appendix to the final strategy, actions and action owners will be outlined, with clear timelines and measures of success identified. In the strategy, we have made a commitment to 'listen well'.

We will continue to work with the dementia strategy action board and dementia voices throughout the implementation of the strategy delivery plan to ensure people with dementia, their carers and wider stakeholders continue to influence and shape our direction of travel. We will also continue to monitor the performance of dementia services such as dementia navigators and continue to review KPIs such as dementia diagnosis rates.

We are having discussions with our partners the Alzheimer's Society with regards to planning and progressing dementia friendly communities.

The mental health delivery board, health and wellbeing board and Adults and Health Select committee will receive annual progress updates, or as requested.

2. That the Council, Surrey Heartlands and the Surrey facing places of the Frimley Integrated Care System commit to appropriately accommodating all partners involved and ensure that they receive the support needed to help deliver the Strategy's aims.

Response:

This commitment is secured and will be reinforced through the health and wellbeing board, mental health delivery board and our dementia strategy action board.

3. Furthermore, the Select Committee requests that a follow-up report on the Strategy is added to its forward work programme for the first quarter of 2023, and that this report provides an overview of the Strategy's implementation to date, details on performance monitoring and governance arrangements, and feedback from residents.

Response:

The Dementia Strategy Action Board makes this commitment.

Annex 2

Action:

- i. Senior Programme Manager to ensure complaints literature is replenished in all settings across Surrey.

Response:

We have arranged for complaints literature to be replenished in the local borough and district offices (where display racks are available), as part of hospital discharge packs, in library information folders, in the information packs provided to residents by our locality teams and in the foyers of our in-house residential homes.

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