

**ADULT SOCIAL CARE AND HOUSING
OVERVIEW & SCRUTINY PANEL
28 MARCH 2017
7.30 - 8.55 PM**



Present:

Councillors Harrison (Chairman), Allen (Vice-Chairman), Mrs Angell, Finch, Finnie, Mrs McKenzie, Ms Merry, Peacey and Mrs Temperton

Executive Member:

Councillor D Birch

Also Present:

Andrea Carr, Policy Officer (Overview and Scrutiny)
Mark Gittins, Business Intelligence Manager
Neil Haddock, Chief Officer: Commissioning and Resources
Simon Hendey, Chief Officer: Housing

Apologies for absence were received from:

Mira Haynes, Chief Officer: Adult Social Care
Gill Vickers, Director of Adult Social Care, Health & Housing

37. Minutes and Matters Arising

RESOLVED that the minutes of the meeting of the Panel held on 17 January 2017 be approved as a correct record and signed by the Chairman.

38. Declarations of Interest and Party Whip

There were no declarations of interest relating to any items on the agenda, nor any indication that members would be participating whilst under the party whip.

39. Urgent Items of Business

There were no items of urgent business.

40. Public Participation

There were no submissions from members of the public in accordance with the Council's Public Participation Scheme for Overview and Scrutiny.

41. Quarterly Service Report (QSR)

The Chief Officer: Commissioning and Resources introduced a presentation to the Panel which highlighted the excellent performance and the challenges relating to Adult Social Care and Housing.

- The Panel noted the results of the annual Adult Social Care Survey for 2015/16. In relation to Satisfaction with Care and Support Bracknell Forest received the best feedback of all Local Authorities in its comparative group

and was the fifth highest out of all 159 English Authorities. The Panel noted the continuing improved performance in this area over the last two years.

- The 2014/15 Adult Social Care Survey showed that Bracknell Forest came top in its comparative group in relation to Carers Satisfaction with Social Services and twelfth highest out of all 159 English Authorities.
- In relation to Adults with Learning Disabilities in Employment, Bracknell Forest had 17.7% of its cohort in employment which equated to 46 individuals. This compared to an average of 8.1% in the South East region, 6.7% in England and maintained Bracknell Forest's position as the highest out of all 159 English Authorities.
- The Panel noted that East Berkshire Clinical Commissioning Group had commissioned Bracknell Forest Community Team for People with a Learning Disability to support individual's health care needs by way of a Personal Health Budget and that 37 people now received their care and support in this way.
- Excellent feedback had been received in relation to Welfare and Housing customer satisfaction with services. 215 face to face surveys had been completed since March 2016 and showed 68% scored 10/10, 24% scored 9/10 and 8% scored 8 and below.
- In relation to Forestcare customer satisfaction, 100% of customers were satisfied with the service, 92% thought it was value for money and 91% were happy with the response provided in an emergency
- Since October 2016, Housing had met all emergency accommodation needs for homeless families within Bracknell Forest, avoiding the disruption and additional costs of placements outside the borough.

Adult Social Care Challenges

- Permanent admission to residential and nursing homes 65+ (per 100,000 population) 2015/16: The Panel noted that in this area Bracknell Forest was approximately in the middle of the table for all English Authorities but the Amber rating provoked a slight concern and the figure of 611 was higher than the previous year.
- Delayed Transfers of Care attributable to adult social care (per 100,000 population) 2015/16: The score of 2.2 was approximately in the middle of the table for Authorities in the South East region and the Panel was advised this outcome was attributable to the inability of domiciliary care providers to recruit and therefore offer packages of care.

Housing Challenges

- In relation to maintaining a supply of accommodation for homeless households, the Panel was advised that Downshire Homes was in the market to purchase properties and currently had offers accepted on 8 properties intended for the sole use of homeless accommodation.
- The Panel were advised that Forestcare would now be inspected by CQC and in advance of their first visit by the Care Quality Commission (CQC) a mock inspection was planned to take place in April.

In relation to people having as much social contact as they would like, the Adult Social Care Survey (2015/16), indicated that Bracknell Forest's score of 42.3% was below the mid-point in its comparative group and below the average of 45.4% in England. The Panel was reminded that the Public Health team had started work on a "community asset" development programme to identify community assets and resources – groups and clubs in the local area – that people could turn to. These

assets ranged from large organisations such as Age UK through to local chess clubs and Public Health had been identifying and building relationships with over 70 local groups which were now on a new interactive map, with information and contact details..

At the last meeting in January, the Panel had received a demonstration of an on-screen 'dashboard' being developed that would provide a simple to use tool to give an up to date view of performance and progress in Adult Social Care and Housing. Following on from discussion in January about access to the dashboard, the Business Intelligence Manager advised the Panel that originally the dashboard had been developed in Excel which was found not to be suitable for distribution. However, a more robust method of producing the dashboard had been identified by way of an interactive PDF though there was still a question as to whether its functionality would be compatible with tablets and iPads. It was agreed that Members would be surveyed as to what platform they used and wished to receive the dashboard on in order to keep up to date on the progress of Adult Social Care and Housing services and projects.

Whilst the dashboard contained anonymised and unrestricted data, there was some discussion about the protection of headline data results if Members had the ability to drill down into the different displays to see more detailed data. Councillor Peacey advised the Panel that she had used an interactive data spreadsheet that she had been able to manipulate without altering the results and she agreed to meet with the Business Intelligence Manager outside of the meeting to discuss this further.

The Panel commented and asked a number of questions from which the following arose:

- The phrase 'Co-production with residents' was referred to in the presentation and the Panel was advised that this was in reference to the investigation of a new model of domiciliary care, the development of which, Bracknell Forest residents would be invited to participate in.
- The proposed charges for the Forestcare responder service in order to provide emergency home care were felt to be at a level the market could bear whilst recognising few other providers offered the same service. The basic charges would be £8.70 per week (plus basic lifeline rental) – 1 call out per month, £15 per week (plus basic lifeline rental) – 2 call outs per month and additional visits £31.00/£46.50 on Bank Holidays including Christmas and New Year.
- Between now and July 2017, 7 young adults, including care leavers, would require housing once coming into Adult Social Care. The Panel were advised that ongoing dialogue was in progress with Downshire Homes to address the housing needs of these individuals who all displayed challenging behaviour in order to avoid residential placements being sought.
- A project was being undertaken to identify where assistive technology could be used instead of a physical staff presence. This included sensors linked to the internet which provided data that built up a pattern of behaviour which would define the type and level of support that was required and which would flag up the changes in a person's needs. Examples given were the number of bathroom visits made during the night or the number of times an individual sought food or drink in the kitchen.

The level of staff sickness across Adult Social Care & Housing was perceived to be high particularly when compared to other departments in the organisation. It was noted however that the figures took account of long term sickness and that front line

staff who felt unwell had a duty to exert particular caution by being off sick from work when their role was predominantly focused on visiting vulnerable residents in their homes. In future, a breakdown of long and short term sickness would be provided to better explain the high numbers.

42. **Charging Options for Care and Support at Home**

The Panel was invited to consider a report on the Charging Options for Care and Support at Home and to express any views on the options for charging for forwarding to the Executive as part of the associated consultation. A summary of the discussion included:

- Highlighted from the report was that the Care Act 2014 stated there were a number of benefits that may be fully taken into account when considering what a person could afford to pay towards their care from income, which the Council currently did not take into account, including higher rate Attendance Allowance, Disability Living Allowance (Care component) and Personal Independence Payment (Daily Living component). The Care Act had stipulated that no-one should be made worse off by the reforms, but changing policy to be in line with the Care Act would have a negative impact on people's finances.
- A table in the report demonstrated that the average potential impact for those that were negatively impacted was £25 per week, with the most worse off to the tune of £27.20 per week. The potential reduction in the net cost of funding support for people via these changes could be £230,000 in a full year once fully implemented.
- The Panel was advised that Bracknell Forest would not take into account a person's night time support benefit during the financial assessment process as it would encourage people to take up the new Forestcare Responder service, or alternative services sourced from other providers, as it was likely to help them maintain their independence for longer and prevent inpatient care.
- The Forestcare emergency support team would endeavour to attend a call out across the Berkshire area within 45 minutes of being contacted. However, as the response team was located in Bracknell, the response time in the local area was likely to be quicker and compared favourably with ambulance response which could sometimes be up to 3-4 hours.

The Panel endorsed the recommendations made in the report:

43. **Domiciliary Support Service Procurement Plan**

The Panel were advised that 9 tenders had been received for the Domiciliary Support Service and a paper would be brought to the Executive to make a contract award decision. It had been pleasing to note that some forward-looking providers had expressed their intent to work *with* people to help increase their independence and reduce reliance on paid support.

The Panel were advised that an electronic system would be implemented whereby individuals could offer feedback on the care provided. Work was being undertaken with a supplier to devise a digital platform for this purpose which would also include care provider ratings.

44. **Working Group Update Report**

The Panel received a report which summarised the progress achieved to date by the Working Group of the Panel reviewing the Council's draft Housing Strategy and Housing Supply.

The Working Group had met on three occasions since November 2016 but due to the shortage of overview & scrutiny officer resources, no further meetings had been arranged, which may put at risk the aim to complete the review by July 2017. As the Working Group had experienced difficulties in agreeing the scope of its review, the involvement of the Chairman of the Overview and Scrutiny Commission was sought to assist with resolving the issue and the Executive Member offered to liaise with that Chairman to progress the matter.

45. **Executive Key and Non-Key Decisions**

The Panel noted the scheduled Executive Key and Non-Key Decisions relating to Adult Social Care and Housing.

46. **Exclusion of Public and Press**

RESOLVED that pursuant to Section 100A of the Local Government Act 1972, as amended, and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of the following item which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

- (3) Information relating to the financial or business affairs of any particular person.

47. **Options for Joint Commissioning of Elderly Mentally Infirm Care Home Beds**

The Chief Officer: Commissioning and Resources presented a report on the options for Joint Commissioning of Elderly Mentally Infirm (EMI) Care Home Beds in Bracknell Forest.

The report provided a recap of the re-commissioning of the provision of care of the residential care home and day centre at Heathlands and the reasons behind its subsequent closure. Since that time, a number of private care homes in the local area had gone out of business which had further reduced the supply of care home places in the area, and led to a significant increase in prices. The Panel were advised that a restrictive covenant on the land at Heathlands meant the site must always be used for care. Consequently, the Council had commissioned a feasibility study into what could be developed on the site. This confirmed that a 64 bed residential unit and 14 units of specialist housing – for older people and people with a learning disability – could be developed with enough flexibility in the plans to allow for an extra 6 units of specialist housing.

The Panel noted that across East Berkshire, for both the other local authorities and the clinical commissioning groups, there were currently supply issues with care homes which had a considerable impact on prices. In determining the best option for the future of the Heathlands site, collaboration with these neighbouring partners was being undertaken in order to spread the risk of building and operating a new establishment and reduce the initial capital outlay. This approach underpinned the

Local Plan which had an emphasis on ensuring planning policies were in place which supported the development of much needed residential care by joint venture.

Although a large capital outlay from Bracknell Forest would still be required, the report outlined the proposed financial modelling which suggested a potential saving of over £500,000 per year on care home placement costs although it would also reduce any ongoing revenue savings. The Panel was advised that detailed specifications were still being worked on together with a further feasibility study to decide the best use of the land.

The development of the new care home would take an estimated 3 years and the Panel were advised that Bridgewell could potentially be the initial site for a provider to provide residential care from in the intervening period. There would be minimal conversion costs at Bridgewell to facilitate this but this would only proceed if deemed appropriate following a feasibility study.

The Panel endorsed the recommendations made to the Executive.

CHAIRMAN