

# Actions Log

## Adult Social Care, Health & Housing Overview and Scrutiny Panel From Meeting of 5 June 2018



| Action/Information Request  | Response  |
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| <p><b>Action 1</b><br/> <b>7. Conversations Approach.</b><br/>                     Arising from Minute 7 relating to the Conversations Approach, the meeting was advised that the role of the Conversations Approach was to keep residents independent for as long as possible, to reduce attendance at Accident and Emergency. Outcomes would be measured, for example where people were 91 days after immediate care intervention and the results of the audit would be available to the business information team during the next quarter.</p> | <p>On 11 July 2018 Melanie O'Rourke, Head of Adult Community Team advised that the 2017-18 outturn for Adult Social Care Outcome Framework (ASCOF) 2B, the percentage of older people at home 91 days after discharge from hospital into re-ablement/rehabilitation services was 87.0%</p> <p>Rohan Wardena, Transformation Programme Manager advised that reporting to track the new conversations approach was only implemented from April 2018. The data that tracks key performance indicators (KPIs) is currently not available. As soon as the data becomes available it will be provided to the Panel.</p> |
| <p><b>ACTION 2</b><br/> <b>7. Conversations Approach.</b><br/>                     Arising from Minute 7 relating to the Conversations Approach, concerns were raised that some disabled individuals had lost support through the process and it was explained that support would not be lost or reduced but would be delivered in a different way. It was acknowledged that this could lead to a perception of</p>   | <p>On 11 July 2018 Melanie O'Rourke, Head of Adult Community Team advised that the Chief Officer: Adult Social Care had not received details of any specific cases for further investigation.</p>   |

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| <p>reduction. Councillors were asked to provide details to the Chief Officer: Adult Social Care of any specific cases outside the meeting for further investigation.</p>   |   |
| <p><b>ACTION 3</b><br/> <b>7. Conversations Approach.</b><br/>           Arising from Minute 7 relating to the Conversations Approach, the Chairman requested that a briefing session be organised to refresh Members' knowledge on how to interact with the public on Adult Social Care changes and how to signpost them correctly.</p>                                 | <p>Mira Haynes, Chief Officer: Adult Social Care suggested that this action is synergistic with action 4 and should be included in the Member training being organised by Kirsty Hunt, Governance and Scrutiny Manager.</p> <p>Since the last meeting, Kirsty Hunt, Governance and Scrutiny Manager has been in discussions with officers from Adult Social Care, Health and Housing (ASCH&amp;H) on developing a session for Members to combine elements of the conversations approach and motivational questioning - this is not yet resolved but it is intended to be delivered in Autumn 2018.</p> <p>In the meantime, Rohan Wardena, Transformation Programme Manager provided briefing notes and a presentation which Kirstine Berry, Governance and Scrutiny Co-ordinator circulated to Members and Substitute members of the Panel on 13 July. Members were asked if any additional training requirements identified after reading the briefing notes and PowerPoint presentation, could be fed back to Kirsty Hunt for inclusion in the Member training in the autumn.</p> |
| <p><b>ACTION 4</b><br/> <b>Carried Forward from the Minutes of 27 March 2018</b><br/> <b>Item 92. Conversations approach.</b><br/>           It was also suggested that motivational questioning, the technique behind the conversations approach, could be offered to all members as part of the member development programme to support their work with residents.</p> | <p>On 12 July Kirsty Hunt, Governance and Scrutiny Manager advised that she has been in discussions with officers from Adult Social Care, Health and Housing (ASCH&amp;H) on developing a session for Members to combine elements of the conversations approach and motivational questioning - this is not yet resolved but it is intended to be delivered in Autumn 2018.</p>  |
| <p><b>ACTION 5</b><br/> <b>8. Quarterly Service Report (QSR)</b></p>   | <p>Awaiting a response.</p>   |

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| <p>During the Director of Public Health's update it was observed that the success of getting people with complex needs out of hospital back into the community setting was costing the Council money but it was clarified that the intermediate care service was funded jointly with the CCG and the local authority. It was stated that the focus should be that hospital was not the right place for residents who were medically fit.</p> <p>Members of the panel requested further forecasting information on demand. Lisa McNally Director of Public Health, confirmed that this was possible using POPPI and housing data to produce a statistical model to show where costs and demand might go to give an idea of trends.</p> |   |
| <p><b>Action 6</b><br/> <b>8. Quarterly Service Report (QSR) Following on from the action point above.....</b><br/> Mira Haynes, Chief Officer Adult Social Care also agreed to share data Adult Social Care are working on.</p>  | <p>On 11 July 2018 Melanie O'Rourke, Head of Adult Community Team advised that the Joint Strategic Needs Assessment (JSNA) is the key source of data used by the Adult Social Care team to source demographic and profiling information. As part of the Adult Social Care, Health and Housing (ASCH&amp;H) 2018-19 Transformation Programme, the team will be looking at demand planning and forecasting and are currently validating the data on a case by case basis.</p> |
| <p><b>Action 7</b><br/> <b>8. Quarterly Service Report (QSR)</b><br/> Work still needed to be done to extend access and points of contact and the Director advised that Local Government Association (LGA) funding had been applied for to provide kiosks in shopping centres and community centres were</p>  | <p>Awaiting a response.</p>   |

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| <p>being considered and a children's health and wellbeing website was currently in development.</p> <p>The director of Public Health agreed the work of Public Health including strategic targets should be included in future drafts of the Council Plan and was interested to know what Members wanted to see delivered.</p>   |   |
| <p><b>Action 8</b><br/> <b>8. Quarterly Service Report (QSR)</b><br/> The Panel noted that the sickness levels were consistently elevated within the ASC team in every QSR and it was suggested that the data be further interrogated and those who are on long term sick be isolated from the numbers to give a truer picture of 'occasional' sickness patterns. This would potentially provide further insight and help to explain the skew. The Panel also asked to see how the sickness levels compared regionally and nationally to other ASC teams. The Panel felt that further investigations and a proper analysis of the sickness levels were required.</p> | <p>Mira Haynes, Chief Officer: Adult Social Care confirmed that an update on a sickness and absence levels for Adult Social Care will be provided under the agenda item, Minutes and Matters Arising for the Adult Social Care, Health and Housing Overview and Scrutiny Panel meeting on 24 July 2018.</p>   |
| <p><b>Action 9</b><br/> <b>10. Development of Overview and Scrutiny Work programme.</b><br/> It was agreed that the current task and finish groups, The Primary Care Patient Experience Task and Finish Group and the Housing Strategy and Supply Task and Finish Group should be included in</p>  | <p>On 12 July 2018 Kirstine Berry, Governance and Scrutiny Co-ordinator confirmed that both Task and Finish groups are included in the work programme.</p> <ul style="list-style-type: none"> <li>• Kirstine Berry, Governance and Scrutiny Co-ordinator and the Task and Finish group lead Member are working closely to review the group's output and focus objectives.</li> <li>• The Primary Care Patient Experience Task and Finish Group are carrying out face-to-face</li> </ul> |

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| the next work programme.   | visits to surgeries to collect best practice data. The next meeting of the group is on 19 July to feedback results and collate responses to date.  |
| <p><b>Action 10</b><br/> <b>10. Development of Overview and Scrutiny Work programme.</b><br/> To develop the work programme further at a facilitated workshop which should be organised before the next scheduled meeting of the Panel.</p> <ul style="list-style-type: none"> <li>○ That the facilitated workshop would consider how to include the Integrated Care System in the work programme.</li> <li>○ That the facilitated workshop should also consider what development requirements the Panel had.</li> </ul> | <p>The next scheduled meeting of the Adult Social Care, Health and Housing Overview and Scrutiny Panel is 24 July 2018.</p> <p>Kirstine Berry, Governance and Scrutiny Co-ordinator consulted Members, Substitute Members, Co-opted Members and Colleagues and scheduled the facilitated workshop for 23 July at 7.30pm.</p> |