

## HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

<b>DATE</b>	16 September 2020
<b>REPORT OF SUBJECT</b>	Director for Communities (Statutory Scrutiny Officer) Tracking the recommendations of the Health and Adult Social Care Scrutiny Panel
<b>STATUS</b>	Open

### CONTRIBUTION TO THE COUNCIL PLAN/STRATEGIC AIMS

The scrutiny panels act as a reviewing mechanism for decisions made relating to the strategic policy, performance and resources required to deliver the ambitions of the Council and its key partnerships. The aim of the scrutiny process is to make sure decision making is robust by providing constructive challenge. This contributes to the Council being effective and efficient and therefore is integral to the delivery of the Council Plan.

### EXECUTIVE SUMMARY

The scrutiny panels have adopted a template in order to track their recommendations.

### MATTER(S) FOR CONSIDERATION

Members are asked to look at the progress against the recommendations and agree to sign off any recommendations that have been completed, so that they can be removed from the table.

#### 1. BACKGROUND AND ISSUES

Each scrutiny panel has a standard agenda item so that they can check progress against the recommendations they have previously made.

Members are asked to look at the progress against the recommendations in Appendix A and agree to sign off any recommendations that have been completed, so that they can be removed from the table.

#### 2. RISKS AND OPPORTUNITIES

Risk assessments will already have been carried out on the reports that these recommendations have come from.

Any actions which the council may undertake as a result of recommendations made by scrutiny will be the subject of further reports, which will include risk assessment(s) by the author(s) concerned.

### **3. OTHER OPTIONS CONSIDERED**

Not applicable to this report.

### **4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS**

The panel's tracking report demonstrates that the panel monitors progress on its recommendations and required actions. This report further demonstrates the breadth of matters considered by scrutiny.

### **5. FINANCIAL CONSIDERATIONS**

There are no financial considerations included within this report, beyond scrutiny's enhanced future role in monitoring delivery of the council's budget and medium-term financial plan.

### **6 MONITORING COMMENTS**

In the opinion of the author, this report does not contain recommended changes to policy or resources (people, finance or physical assets). As a result, no monitoring comments have been sought from the Council's Monitoring Officer (legal), Section 151 Officer (finance) or Strategic Workforce Lead (human resources).

### **7. WARD IMPLICATIONS**

Potentially impacts on all wards.

### **8. BACKGROUND PAPERS**

Minutes from the Health and Adult Social Care Scrutiny Panel - <http://www.nelincs.gov.uk/committees/>

### **9. CONTACT OFFICER**

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**HELEN ISAACS**  
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**(Statutory Scrutiny Officer)**

**TRACKING OF RECOMMENDATIONS – HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL  
2020/2021**

DATE	RECOMMENDATION	RESPONSIBLE	PROGRESS/COMMENTS
11.4.18	<p><u>SPH.74 East Midlands Ambulance Service</u></p> <p>The panel receive half yearly briefing notes updating them on the EMAS performance in North East Lincolnshire.</p>	Scrutiny & Committee Advisor	Update: Due to Covid-19 this item will be rescheduled for a future meeting.
18.9.19	<p><u>SPH.62 Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) Care Quality Commission (CQC) Improvement Plan</u></p> <p>That NLAG attend a meeting of this panel in the new municipal year.</p>	Scrutiny & Committee Advisor	Update: included on the agenda for the meeting on the 16 <sup>th</sup> September 2020.
22.1.20	<p><u>SPH.51 Scrutiny Panel Work Programme</u></p> <p>Children’s dentistry be added to the work programme for 2020.</p>	Scrutiny & Committee Advisor	Update: Added to the work programme for 20/21
15.7.20	<p><u>SPH.7 COVID-19 Outbreak Management Plan</u></p> <p>The panel be kept up to date on any changes or updates to the local Covid-19 management outbreak plan.</p>	Director of Health and Wellbeing	Update: Added to the work programme for 20/21
15.7.20	<p><u>SPH.10 Haematology Service Update</u></p> <p>The panel updates of the service review at a future meeting.</p> <p>The patient journey on the new service was presented to the next panel meeting on the 16<sup>th</sup> September 2020.</p>	Scrutiny & Committee Advisor	<p>Update:</p> <p>Added to the work programme for 20/21</p> <p>To be included as an item on the agenda for the meeting on the 11<sup>th</sup> November 2020.</p>

## Appendix B

### TRACKING THE RECOMMENDATIONS FROM THE ADULT SOCIAL CARE SELECT COMMITTEE

DATE	RECOMMENDATION	RESPONSIBLE	PROGRESS/COMMENTS – Updated September 2020
December 2018	The Union maintains a focus on contract compliance to drive up quality standard and improve occupancy rates in residential care settings.	Bev Compton	A clearer set of expectations and monitoring for quality has now been established including regular reporting via a care home dashboard. The implementation of the national capacity tracker and weekly contact with care home providers is providing a more robust assurance about service quality and issues in the care home sector. All contracted providers have been moved to the new contract rate (cost of care); we remain vigilant around quality issues and will commence actions to improve homes or remove from the market place if circumstances dictate this course of action. No further action required on this; remove from tracking
December 2018	Commissioners place the importance of values, the dignity challenge, training and staff development is reinforced through the commissioning process and in contract management.	Bev Compton	All contracts require providers to adhere to rigorous programmes of training and development for the workforces. As contracts come up for re-tendering and review, new or strengthened areas of workforce development are identified for action – no further action required – remove from tracking
December 2018	Report on the outcome of the “cost of care” exercise to the Health and Adult Social Care scrutiny panel	Bev Compton	This has been scheduled for the meeting on the 11 <sup>th</sup> November 2020.
December 2018	That the Single Point of Access considers: <ul style="list-style-type: none"> <li>a. Extending the scope of its services to include end of life, homelessness and palliative care.</li> <li>b. It’s branding and publicity</li> </ul>	Ros Davey	There are no current plans to provide access to housing and homeless services through the single SPA number. However, there are good operational relationships between adult social care and housing/homeless services. To support

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	<p>c. Monitoring and reporting “failure” demand to the Union Board as a means of improving wider system performance. This includes for example additional call volumes to the SPA resulting from poor or failed service delivery</p>		<p>further integration there is Union senior leadership “buy in” and activity planned to develop more integrated systems, including data sharing.</p> <p>In relation to end of life and palliative services, there is operational integration including clear and effective pathways between SPA and end of life services. Due to the range of services on offer, a single number is not yet available, all users of the services are given contact details and those contacting the SPA are able to be diverted appropriately. End of life services do share the integrated case record – SYSTM 1 to support care delivery.</p> <p>Branding will continue to remain the same, however publicity messages require some minor adjustments to account for some recent changes largely around access to 111 services within NE Lincs. This activity is progressing, and once complete further publicity will commence</p> <p>To support publicity, a system wide review of information, advice and guidance (IAG) has been completed, including a new IAG strategy. There is a Union IAG implementation project, which aims to improve the adult social care information offer for individuals within NE Lincs. Once this activity is complete, publicity will be enhanced to reflect the online offer available.</p> <p>Call activity into the SPA is monitored daily and monthly across all functions, themes and trends are analysed and reported through the focus/CCG commissioning meeting. Although there is no strategic SPA “Board” regular catch</p>

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			ups with community reps are scheduled. No further action on this – remove from tracking
December 2018	The Integrated Care Partnership (ICP) considers a) the integration/consolidation of providers b) develops a more structured and transparent approach to its partnerships with the voluntary and community sector (VCS).	Helen Kenyon	New engagement and involvement framework developed with the sector which is now being embedded in practice. No further action on this – remove from tracking
December 2018	VCS organisations be encouraged to collaborate where they support common client groups or share common purposes and recognise the benefit of local people.	Bev Compton	New engagement framework and agile methodologies being adopted to ensure an appropriate and systematic way of engaging with the sector when re-designing or re-commissioning services; remove from tracking
December 2018	VCS and commissioners actively engage with and fully utilise local expertise.	Bev Compton	New engagement framework and agile methodologies being adopted to ensure an appropriate and systematic way of engaging with the sector when re-designing or re-commissioning services; remove from tracking
December 2018	The Union/commissioners develop a framework to enable more effective sign posting, delivery and commissioning of small VCS organisations.	Bev Compton	Live well NEL platform has been developed and was placed on hold during the COVID response; work to establish this as a way of signposting to support has re-started
December 2018	The Director of Adult Services seeks clarification from NLAG regarding the opportunities to improve patient flow within the hospital and discharge.	Bev Compton	BC now attending the A and E delivery board and improving links with the discharge team and processes; new discharge guidance is being implemented; this needs to be supported with robust data and information to assist in the on going management of flow and efficiency
December 2018	Improve the quality of financial reporting to show the respective contributions of the council and CCG to pooled funds such as BCF, iBCF and the section 75 agreement.	Laura Whitton and Sharon Wroot	This is being developed as part of the union financial planning and oversight
December 2018	The training opportunities be explored for all members to raise awareness of the local adult social care system.	Bev Compton	Workshop date to take place virtually during October 2020.