

**HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY PANEL
21 March 2019**

PRESENT:

PANEL MEMBERS: Councillor Jackie Edwards - Vice-Chairman in the Chair;
Councillors Susan Phillips, Gill Seymour, Philip Stanley-Watts, Rae Stollard,
Michael Weinhonig, Kieron Wilson.

ALSO PRESENT: Councillor Blair Crawford, Cabinet Member for Adult Social Care.

ALSO ATTENDING:

From Bournemouth Borough Council:

Neil Goddard	Service Director, Community Learning and Commissioning
Betty Butlin	Joint Service Manager, Adult Social Care
Sarah Sanford	Drug and Alcohol Action Team Commissioning & Governance Officer, Community Learning and Commissioning
Karen Wood	Joint Commissioning Manager, Community Learning and Commissioning

From NHS Dorset Clinical Commissioning Group (CCG):

Diane Bardwell, Dementia Services Review Project Manager
Dr Paul French, General Practitioner

From Public Health Dorset:

Caoimhe O'Sullivan, Public Health Registrar (in training)

The meeting commenced at 6.02 pm.

Note: To see a copy of the public reports that were considered by the Panel at this meeting please visit:

<http://www.bournemouth.gov.uk/CouncilDemocratic/CouncilMeetings/CommitteesPanels/HealthandAdultSocialCareOverviewScrutinyPanel.aspx>

SECTION I - BUSINESS RECOMMENDED TO COUNCIL

No items

SECTION II - BUSINESS DECIDED UNDER DELEGATED POWERS

12. APOLOGIES

Apologies for absence were received from Councillor d'Orton Gibson.

Apologies were also received from Councillor Kelly as Cabinet Member for Regeneration and Public Health, and from David Vitty, Service Director, Adult Social Care, and Sam Crowe, Acting Director, Public Health Dorset.

13. SUBSTITUTE MEMBERS

There were none.

14. DECLARATIONS OF INTERESTS

For transparency Councillor Philip Stanley-Watts declared that he was an employee of the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust.

15. CONFIRMATION OF MINUTES AND ACTION SHEET

The Panel noted that all remaining items on its action sheet had now been completed.

DECISION MADE:

That the minutes of the meeting held on 28 January 2019 be approved as a correct record.

16. PUBLIC ITEMS

There were no public questions, deputation requests or petitions received for this meeting of the Panel.

17. CABINET MEMBER UPDATE - ADULT SOCIAL CARE

The Cabinet Member for Adult Social Care reported that the new joint emergency duty service was now up and running, and early signs were positive. This would be considered in more detail as a separate report on the agenda. He confirmed that progress with Local Government Reorganisation (LGR) was in line with the LGR programme timetable. He assured Members that the issues with MOSAIC had been resolved and the billing schedule was back on track. A more detailed update on MOSAIC would be provided under a separate agenda item.

The Cabinet Member also talked about the new specialist dementia care service at Moordown Plus, which was operated by Tricuro from the former Malvern Day Centre premises. This had required an investment of £1million and replaced the current facility in Northbourne which was no longer deemed suitable due to its location by a busy road. A phased move was now underway. He encouraged Panel Members to visit the premises to see the benefits of the new service.

The Cabinet Member responded to questions from Panel Members on the following issues:

- In response to a question about LGR programme delivery, he gave an overview of the governance arrangements, which included service delivery boards, task and finish groups, and overview and scrutiny. He met regularly with his Cabinet colleague in the Borough of Poole. The issues around MOSAIC had been the only area which had required specific action to remedy. A contingency had been put in place and it had moved from red to amber on the RAG rating system. It was now due to be back on track for the end of March.
- A Member sought assurance that the new BCP Council would fill the elected member vacancy on the Royal Bournemouth Hospital governing body as soon as possible. The Cabinet Member agreed that partnership roles and links such as these would continue to be a high priority for the new Council.
- A Member spoke about community care services and the importance of the local authority / NHS partnership. The Cabinet Member agreed. He explained the Council's key role on the Transformation Board, and confirmed this work would continue in the future, for example in the plans for new health hubs, and through future investment.

DECISION MADE:

That the updates provided by the Cabinet Member be noted.

18. DEMENTIA SERVICES REVIEW UPDATE

The Panel considered a report from NHS Dorset Clinical Commissioning Group (CCG) which updated Members on the dementia services review. The report set out the co-produced model options including the preferred option and sought the Panel's support for the proposed consultation process.

The report was accompanied by a presentation from Diane Bardwell and Dr Paul French which provided an overview of the reasons for the review and the case for change, the services in scope, and the main objectives and agreed outcomes. The Panel was advised of the co-production approach taken in the design and model options stage. This had included involvement from people living with dementia and family carers. The report set out the process used for appraising and shortlisting the long list of options which had been developed. Members were talked through the four options which had been shortlisted, and noted that the preferred option was Option B.

The Panel was referred to the draft consultation plan attached at Appendix 1 and was advised that the public consultation would take place from late May to the end of July 2019, as shown in the delivery plan at Figure 7. The consultation would use a mixed methodology and a wide range of advertising and promotion. Following the consultation an operational business case would be put together for agreement and implementation in time for April 2020.

The CCG representatives responded to questions from Panel Members on the following issues:

- A Member asked about the numbers and ages of people living with dementia in Dorset. This information was contained in a separate report and demonstrated how the number of cases multiplied with age. There were currently around 8,000 people diagnosed with dementia. In reality this figure was more likely to be around 10,000. Diagnosis rates were lower in rural areas than in for example Bournemouth and Poole where numbers were above target. One of the main reasons for this could be that people living in rural areas were reluctant to be diagnosed for fear of losing their independence, for example if they were no longer able to drive.
- There were specific issues relating to dementia in younger people. They were likely to be more physically active and presented more challenging behaviours and needs over a longer period of time.
- The role of dementia co-ordinators was explained in more detail, particularly in supporting individuals along the dementia pathway through groups, 1:1 and signposting, and linking in to the wider dementia team and other services.
- Details of how the consultation would be undertaken were included in paragraph 7.2 of the report. This included the use of an animated video explaining the review and proposals, a model which had been used before successfully. Consultation methods were designed to reach as many different people as possible and were adapted to suit both urban and rural environments.
- A Member commended the consultation plan for providing the opportunity for people living with dementia and family carers to have meaningful input into shaping future support services without predetermination of the outcome.
- A Member highlighted the value of a carers meeting she had attended with a friend in relation to early onset dementia. She encouraged all carers to access the support on offer. One of the secondary benefits of such groups was to bring people together for mutual ongoing support and overcome feelings of isolation.
- The role of the Project Champion Group was explained in more detail, particularly in helping to design different parts of the review.

DECISION MADE:

That the Panel notes the progress of the dementia services review and supports the proposed consultation plan as set out in the report.

19. ADULT SOCIAL CARE - EMERGENCY DUTY SERVICE

The Panel considered a report which provided an update on the new Emergency Duty service, launched in November 2018 following a review of the previous out of hours service model for Dorset. The purpose of the service was to provide emergency social care for adults in Bournemouth and Poole (and Christchurch from

1 April 2019) between 17:00 and 09:00 during the week and 24 hours over weekends and bank holidays.

The Joint Service Manager, Adult Social Care, outlined the main provisions of the service and the staffing structure which was now in place to support this. She explained the different roles of the EDS practitioners and contact officers. The new arrangements were designed to ensure that a manager was always available for staff and that there were two members of staff in the office at all times. She referred Members to the expected benefits and outcomes of the service as set out on page 4 of the report, the primary objective being to keep people safe. The report included an early analysis of activity for the new service between December 2018 and February 2019 and the benefits to date. It was noted that the use and analysis of data was now much more advanced. So far there was positive feedback on the service, and this was illustrated by some case studies included within the report. It was reported that the costs associated with the service had increased.

The Joint Service Manager, Adult Social Care, responded to questions from Panel Members on the following issues:

- A Member asked about the role Members could play in promoting the Emergency Duty service. Members were encouraged to inform their local residents and colleagues about the service. Members were also invited to visit the service to see first-hand how it operated.
- A Member asked how many non-emergency and inappropriate calls were received. The Panel was advised that the emergency nature of the service had been emphasised in promotional leaflets and briefings. There had been a period after the launch where calls had needed to be redirected but since the start of the year the proportion of appropriate calls received had increased.
- The Joint Service Manager explained that promotional leaflets and posters had been thoroughly distributed. This had included schools, hospitals, and libraries.

The Panel commended the progress of the Emergency Duty service. Some Members had not been aware of the new service and had not seen the posters in their local hospitals and libraries. The Joint Service Manager explained that a clear communications strategy had been followed. She agreed to recirculate the promotional material to the hospitals and libraries. She would also follow up on the suggestions to include housing landlord services and other housing providers, and local supermarkets in the distribution.

DECISION MADE:

That the Panel having commented on the report and considered the role of Members in promoting the service, the report on the Emergency Duty service be noted.

20. SUPPORT FOR CARERS

The Panel considered a briefing paper which Members had requested as an information report on support for carers. The Service Director, Community Learning and Commissioning, referred Members to the appended activity report which set out in detail the range of services available for carers across Bournemouth and Poole from 1 April 2017 and 31 March 2018.

The Service Director was asked whether the number included in the report covered all carers. He explained that some carers remained hidden and often people did not even identify themselves as carers. He talked about the role of the online carers resource 'CRISP', which operated without requiring formal interaction with the Council. The Chair asked about the Lavender Training workshops. The Service Director agreed to ask the Carers Commissioning Manager to respond with further details after the meeting.

DECISION MADE:

That the contents of the briefing paper and activity report on support for carers be noted.

21. UPDATE ON ACTIONS TO ADDRESS THE PUBLIC HEALTH CONCERNS OF EXCESSIVE DRINKING

The Panel considered a report introduced by the Service Director, Community Learning and Commissioning, which updated Members on actions being taken to improve prevention of alcohol problems and access to treatment.

The Public Health Registrar talked about the prevention activity taking place through the Prevention at Scale programme. She referred to early prevention work with children and young people, using the 'Thrive' model which aimed to improve emotional health and well-being. Professional counselling and support was now accessible online for those between 11 and 19 years old, and take up for this had increased. She also highlighted the success of recent social media and campaign activities, including Dry January, and the role of LiveWell Dorset in supporting people to sustain reductions in alcohol use. She outlined the screening tools and brief interventions available through LiveWell Dorset and some hospital teams.

The Joint Commissioning Manager, Community Learning and Commissioning, talked about the different types of alcohol treatment services commissioned by Bournemouth Drug and Alcohol Commissioning Team and Public Health Dorset. She outlined the progress made in the key actions identified through the Bournemouth Alcohol Needs Assessment 2017 as set out in paragraphs 18 - 24 of the report. These included steps to improve and expand access to treatment, hospital liaison services, targeted partnership work with complex individuals and people with mental health issues and promoting services to older people.

The Joint Commissioning Manager highlighted how a greater professional understanding of adverse childhood experiences and trauma was starting to see an

increase in uptake and retention in services for people with complex needs. She reported that targeted work with 'blue light' clients had also been successful, and the number of street drinkers in central Bournemouth over the last 6 months had reduced. Although the numbers accessing treatment were lower than desired it was noted that once people were engaged in services the success rate was higher than the national average. She reported on the financial constraints of the service which also incorporated the commissioning of drug treatment services.

Panel Members commented on the following issues:

- The value of the work being commissioned and the need for more funding from central Government.
- The difficulty in engaging with people and encouraging them to access services was acknowledged.
- A Member asked about promoting awareness, particularly among underage drinkers. It was noted that the Council was leading on a new initiative called the Community Alcohol Partnership, working with supermarkets and licensed retailers. At its first meeting the Bournemouth branch of Tesco had agreed to facilitate some of the educational work around Challenge 25 with the smaller retailers.
- A Member asked whether services were restricted to people with a local connection. It was confirmed that access to services was available for all people who wanted to engage. Another Member commented on the need to support the town's transient population and the opportunity to share good practice across the conurbation in the new BCP Council.

The Chairman read out a statement on behalf of the Cabinet Member for Regeneration and Public Health in which she supported the actions being taken to raise awareness of the impact of alcohol, and to promote and support the solutions available. She highlighted that evidence suggested that general work to improve decision making among children and young people was more effective than separate programmes to address specific issues. She also commented on the use of social media and role of LiveWell Dorset in helping people to achieve improved outcomes. She thanked staff in Public Health Dorset, the Drug and Alcohol Commissioning Team, and the Bournemouth Engagement and Assessment Team for their work on this issue.

DECISION MADE:

That the update on actions currently underway to improve prevention of alcohol problems and access to treatment be noted.

22. MOSAIC UPDATE

The Service Director, Community Learning and Commissioning, reported on the overall benefits of the new MOSAIC system which had been operational since November 2018.

There had been an ongoing issue with the finance part of the system, particularly in relation to client billing which had caused a delay in the billing runs for December and January. He explained that users had been kept updated throughout this period. He confirmed that these issues had now been resolved. The billing backlog was due to be cleared before the end of March in time for the transfer into the new BCP Council.

It was noted that MOSAIC had been identified as a risk in the LGR programme. Councillor Weinhonig, as Chairman of the Shadow O&S Committee, assured the Panel that the Committee's nominated rapporteurs had kept a watching brief on MOSAIC and had provided regular updates to the Committee.

23. ITEMS OF ANY OTHER BUSINESS

- **Closure of Lewis Manning Hospice**

A Member asked about the apparent closure of the Lewis Manning Hospice. The Cabinet Member for Adult Social Care stated that he was aware of the press report, from which he understood the closure related to the inpatient service only and was mainly attributed to poor uptake.

- **Record of thanks**

As this was the final meeting of the Panel before the new BCP Council came into being on 1 April 2019 the Chairman asked for thanks to be recorded to the following people:

- Current and past members of the Health and Adult Social Care O&S Panel
- Councillor David d'Orton-Gibson for his service as Chairman of the Panel since 2013
- Current and past Officers who have provided advice and support to the Panel
- Matthew Wisdom, Deputy Democratic Services Manager, for his role in advising and supporting the Panel, and with best wishes for the future as he was leaving the Council at the end of March to start a new job.

The meeting finished at 7.50 pm

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