

**MINUTES OF A MEETING OF THE  
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE  
Virtual Meeting  
26 November 2020 (7.00 - 8.30 pm)**

**Present:**

Councillors Nic Dodin, Denis O'Flynn, Christine Smith (Chairman), Ciaran White, Linda Van den Hende, Michael White (Vice-Chair) and David Durant

There were no apologies for absence.

**5      PROTOCOL FOR VIRTUAL MEETING**

The Committee **noted** the protocol.

**6      MINUTES**

The minutes of the meeting held on 15<sup>th</sup> September 2020 were agreed as a correct record and would be signed by the Chair at a later date.

**7      COVID-19 AND CARE HOMES - HEALTHWATCH HAVERING**

The report presented to the Committee by Healthwatch Havering updated the Committee on the responses and feedback from residents and families of residents currently in care homes.

It was reported to the Committee that from 26<sup>th</sup> June 2020 to the meeting date, there had been 0 deaths in Havering care homes but 45 deaths where the resident had tested positive in the previous 28 days so COVID-19 was therefore deemed a COVID-19 related death and the number of excess deaths at the start of COVID-19 were high. It was noted by the Committee that the average response was 3.8 out of a possible 5, which was at the higher end of satisfactory. PPE usage was rated 4, home testing was rates 3.8, quarantine measure were rated 3.8 and medical care of residents was rated 3.8. The Committee were pleased to receive detail that the care homes had coped with COVID-19 well and had surpassed expectations.

It was explained to the Committee that certain care homes in Havering were arranging for safer visits between family members and residents but was still in the planning and logistics stage. NHS staff in care homes had expressed anxious views about being the first to have the COVID-19 vaccination but the Committee noted the news of the roll out of the vaccine was very positive.

The Committee **noted** the report by Healthwatch Havering.

## 8 COVID-19 - IMPACT AND RESPONSE ON CARE IN HAVERING

The report presented to the Committee gave an update on the impact and response from Havering Council and the support given from Havering to the care homes.

Members of the Committee noted that there had been increased costs, due to a need of more insurance, food, £150k of PPE and improved infection control; a decrease in interest from self-funding residents; reduced visits from the residents' family members to protect the residents and more pressure on staff to work longer days, added stress and increased concerns regarding infection and contracting and passing on COVID-19.

Members noted that Havering had supported care homes by providing a service for the care homes to contact to resolve queries, escalate issues and be a point of contact for the carers to talk to. Havering also injected a total of £1million into care providers with an extra distribution of £2.5million ICF which supported care homes with a package to support mental health.

It was noted by the Committee that challenges remained with restricting outbreaks in care homes and within the wider community, the delivery of the winter plan and proactively and efficiently working with care providers.

The Committee **noted** the report.

## 9 ADULT SOCIAL CARE ANNUAL COMPLAINTS & COMPLIMENTS REPORT

The report presented to the Committee outlined the annual complaints and compliments received in the period of April 2019 to March 2020.

Members noted there were 74 complaints in the period with ombudsman enquiries increasing by 1 with 3 maladministration with a penalty and 1 with no penalty. It was noted that External care home complaints increased to 17. The Committee was pleased to hear that 72% of complaints involved with Adult Social Care were responded to within 20 working days compared to 61% in 2018-2019. It was noted that most responses were conducted via email with telephone calls being increasingly used. The Committee was extremely pleased to hear that compliments had increased by 8 from 2018-2019, to 60. It was finally noted that member enquiries had decreased by 19 from 2018-2019 with 88% being responded to within the timeframe.

The Committee **noted** the report.

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Chairman