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MINUTES OF A MEETING OF THE INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE Town Hall, Main Road, Romford 10 December 2013 (7.00 - 8.30 pm)

Present:

Councillors Wendy Brice-Thompson (Chairman), June Alexander (Vice-Chair), Jeffrey Brace, Pam Light, Keith Wells and Linda Hawthorn (In place of Linda Van den Hende)

Apologies for absence were received from Councillor Linda Van den Hende and Councillor Denis O'Flynn

14 MINUTES

The minutes of the meeting of held on 8 October 2013, were agreed and signed by the Chairman.

15 HOLISTIC REABLEMENT

The Committee received a report on Reablement in Havering. The officer explained that the service was externalised to Family Mosaic, following a Cabinet decision in 2012. Family Mosaic were responsible for providing the reablement service in the community as well as at Royal Jubilee Court.

The Council was committed to providing reablement services as the default option to all eligible adults who could benefit from reablement for a period of up to six weeks, the service had become the normal pathway for an increasing number of service users before they were considered for long term care.

The service looked to reduce users' needs for services following reablement so that individuals can remain in their own homes for longer. It was noted that reablement was not "fit for all". There were some individuals that were unable to be offered reablement.

The Committee noted the successes achieved by the service. The total number of reablement service users in 2012/13 was 1493, from 1st April 2013 to 30th September 2013 the total users was 769. The percentage of people who did not require any further on going services was almost 50% with only 3.3.5% needing an increase in care hours.

Members asked if the service was not “fit for all” what other services were in place. Officer explained that traditional domiciliary or residential/ nursing homes were offered to those with severe dementia. All potential users are assessed before any offer of service is suggested. Alternatively there were users who were able to have the reablement service, but declined since they felt they would be able to manage at home with the help of friends and family. Officers stated that these individuals were recorded on the system as they were more likely to need further services in the future.

Members asked about the main premises at Royal Jubilee Court, and the improvements that had been made. The officer explained that there were now 15 additional flats, however the occupancy fluctuated. During the winter season, it was thought that there would be a greater need for the services. Whilst the service looked to provide a support for up to six weeks, there were some individuals who needed longer due to safeguarding issues.

The Committee thanked the officer for the update.

16 ANNUAL COMPLAINTS AND COMPLIMENTS

The Committee received the “Annual Report 2012-13 Adult Social Care Complaints, Comments & Compliments” for their consideration. The report set out the complaints, enquiries, compliments and Member correspondence received during the period April 2012 – March 2013.

The Committee were taken through the various parts of the report. They noted that some of the figures in part “3.5 Reasons” of the report were incorrect, these were amended. These were:

External homecare reduced by 31%, not 11.6% and external nursing/residential homes by 40% not 1.5%

Officers explained that overall the complaints had gone down however the number of formal complaints had increased slightly from last year.

A member asked what the complaints were generally about. Officers stated that the majority of complaints were about the commissioning, any outstanding debt recovery and the quality of the care received. Officers explained that people’s expectations about the care that should be provided were often different from what the service could provide. All staff were reminded to use the information available more widely across the service in order to be more consistent.

The Committee looked at the expenditure part of the report and noted that there had been 7 investigations with two complaints resulting in compensatory payments. One for £1500 and one for £200, one of which was offset against the debt to the Council.

The officer explained that an Action Plan had been produced in line with the complaints received so that the service can improve in the areas highlighted. The Committee were taken through the Action Plan and updated on how each areas was being reviewed.

There was a discussion about complaints where the complainants owed money. Officer explained that debt was collected in arrears. Where a person was receiving services from Adult Social Care a financial assessment was carried out taking into account any income, savings or property which would determine what they would be charged. However in relation to debt recovery, officers present were unable to provide the information requested.

It was agreed that a separate item on debt recovery would be brought to a future meeting.

17 PERSONAL BUDGETS

The Committee received a presentation on Personal Budgets. The officer stated that the Health and Wellbeing Strategy set out that:

People in Havering should:

- Live long and healthy lives
- Have access to the best possible health and care services
- Live as independent and fulfilling lives as is possible
- Based on choices that are important to them, and
- Within the resources available

The Personalisation Agenda set out that there should be choice and control of the support received in all care setting. Personalisation should be about being as independent and in control of your life to the best of your ability.

The Committee were informed of the Self-Directed Support. This was available across all services and was embedded in the assessment of needs process. Of the 5590 people supported, 2455 (43.9%) received Self Directed Support. The service's target was 70%. 884 (15.8%) of people received their personal budget as a direct payment.

The Committee were informed that personal budgets could be used for different types of support, dependent on the individuals need. These included:

- Help with personal care
- Domestic help

- Social Inclusion
- Employment opportunities
- Equipment
- Short-term residential care (respite care)

The Committee were informed how personal budgets operated. A needs assessment was carried out from which a support plan was developed and agreed. The allocation of resources was agreed depending on the level of support needed and then the personal budget was deployed. There were three options for personal budget, these were:

- Direct Payment – a cash payment made to eligible persons so they can purchase their own care and support
- Individual Service Fund – a virtual account, where the eligible persons does not receive a cash payment. A care agency provides a personalised service, as defined and agreed by the person needing support. The provider invoices the council for payment.
- Virtual Managed Account – As above, but utilised to support social inclusion.

Officers explained that projects for the future included an increase in numbers, a pilot for personal budgets in long-term residential care, the extension to children's services together with the introduction into continuing health care (April 2014) and Long Term Conditions (2015).

Officers stated that they had undergone a peer review for Self Directed Support. The results showed that Havering were a self-aware authority with an immediate development in the voluntary sector. There was a distinct drive towards self-directed support and a positive relationship with the CCG.

Members were concerned with the uptake of personal budgets since this had been around for a number of years. The committee had looked at direct payments in detail a number of years ago and felt that a comparison figure would have been useful. Officers agreed to provide information from last year and four years ago so that members could see the trends.

18 DIAL A RIDE UPDATE

The Chairman read out the following statement to the Committee:

"I have been informed by officers that discussions are continuing with senior representatives of Transport for London with regards to the Dial a Ride

service for Havering. Whilst I am still unable to give Members any further details, I am assured that the situation is being progressed and I will continue to update the Committee.”

The Committee agreed that they would wish an officer to be present at the next meeting so that further questions could be sought.

19 IMPACT OF SERVICES ON THE ELDERLY TOPIC GROUP REPORT

The Committee received the report of the Impact of Services on the Elderly Topic Group for consideration. The Committee discussed the report and subject to clarification of some items, they agreed to refer the report to the next meeting of Cabinet (22 January 2014).

20 FUTURE AGENDAS

The Committee agreed that it wished for the following items to be included on future agendas:

Dial a ride update – 11 February 2014
Financial Debt recovery – March 2014
Personal Budgets update – March 2014

21 URGENT BUSINESS

Following discussions it was agreed to change the date of the next meeting (11 February 2013). This was subsequently changed to **19th February 2014 at 7pm.**

Chairman

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