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## **MINUTES OF A MEETING OF THE INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE Committee Room 2 - Town Hall 4 December 2019 (7.05 - 8.30 pm)**

### **Present:**

Councillors Nic Dodin, Jan Sargent, Denis O'Flynn, Christine Smith (Chairman), Ciaran White, Linda Van den Hende and Dilip Patel (In place of Michael White)

Apologies for absence were received from Councillor Michael White

### **9 MINUTES**

The minutes of the meeting held on 3 September 2019 were agreed as a correct record and signed by the Chair.

### **10 QUARTER 2 PERFORMANCE UPDATE**

The report presented to the Committee set out the Council's performance against indicators for Quarter 2.

The Committee noted that percentage of service users receiving direct payments is at 35.9% which is below the target of 36.5% but was still within the 5% tolerance.

The Committee also noted that the Council is performing above the target for the rate of permanent admission to residential and nursing care homes aged 65+. Members were advised that payment for an individual's space at a care home does not stop if that individual is admitted into hospital, unless that individual will no longer return to that care home.

The Committee noted the report and appendix.

### **11 ADULT SOCIAL CARE COMPLAINTS ACTION PLAN UPDATE**

The report before the Committee gives an update on the action plan as outlined in the Adult Social Care Annual Complaints report 2018-19.

Members of the Committee noted that the majority of complaints were with regards to money as residents did not feel they had received the correct or complete information. Members noted that the updated charging policy information would be sent out in the packs that are delivered to residents and financial advisors.

The Committee noted that weekly meetings would be held for staff to analyse what cases have gone through and what cases are outstanding and the providers' forums are regularly attended.

The Committee also noted that the standard of practise has increased and the service aims to recruit and maintain more staff. Members noted that the service would be more resident focused rather than target focused. It was also noted by the Committee that the Better Living Model will be relaunched in February 2020.

The Committee noted the report and appendix.

## **12 SOCIAL ISOLATION AND SUPPORTING RESIDENTS**

The report presented before the Committee outlined how support for social isolation and loneliness will be developed.

Members of the Committee noted that social isolation is more prevalent in the elder population and the effects of social isolation and/or loneliness can be a reduced life expectancy and the need for more health and social care earlier in the individual's life. Members noted that the Council wants to support non-paid carers (i.e. family and friends) and to try and develop peer support networks for carers. The Council also wants more support for individuals who live alone that have low-level learning disabilities. The Committee noted future developments such as Local Area Coordinators, autism strategy and community coordinators.

The Committee noted the report.

## **13 ENTER & VIEW VISIT TO A&E RECEPTION/PELC**

The report presented to the Committee gave detail on the recent enter and view visits to local emergency care facilities made by Healthwatch Havering.

Members noted that the visit was 6 months prior and there had been no change or progress in those 6 months. Members noted that new ticket machine system with better signage was to be implemented and this was to be reported on at the next meeting.

The Committee noted the report and appendix.

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**Chairman**