

ADULT SOCIAL SERVICES REVIEW PANEL

Meeting held on Wednesday 18 April 2012 at 5.30 pm in Council Chamber

MINUTES – PART A

Present: Councillors Margaret Mead (Chair), Donald Speakman, Councillor Lynne Hale, Jane Avis, Pat Clouder

Officers: Kay Murray, Trevor Moses

Apologies: Jane Avis, (for lateness) Hannah Miller

A11/12 MINUTES (Agenda item 1)

RESOLVED: that the minutes of the Adult Social Services Review Panel's meeting held on 25 January 2012 be signed as a correct record.

A12/12 DECLARATIONS OF INTEREST (Agenda item 3)

A13/12 URGENT BUSINESS (Agenda item 4)
None

A14/12 EXEMPT ITEMS (Agenda item 5)
The allocation of items between Part A and Part B of the Agenda was confirmed and the care Homes within Serious concern was to be taken as Part B2.

A15/12 FUTURE UPDATE ON DIGNITY IN CARE (Agenda item 6)
The dignity in care campaign was launched in 2006, following a review of the implementation of the national service framework for older people, to raise awareness of the everyday experience of people receiving care services. An initiative has been running locally to encourage more people to become dignity champions. This report sets out the local initiatives being undertaken to advance this campaign locally, including:

- Setting up a Dignity in Care promotion group
- Raising awareness
- Distributing publicity material
- Signing up dignity champions

- Promoting good practice among providers through training
- Requiring funded organisations to raise awareness and promote the dignity challenge
- Signing up Councillors at the last full Council meeting..

Sixteen (16) Councillors had signed up at the last full Council meeting and in total 200 other persons had now signed up. The panel discussed what happens next after people had been encouraged to sign up. It was explained that 4 volunteers had been trained locally with a view to planning visits to care homes and talking to residents in an informal capacity. Questions were asked whether four volunteers were enough; what the role of volunteers would be and following any visits what the reporting lines might be. It was also asked how we would know if we had enough volunteers. "How many champions do we need?" Although much was happening locally the way ahead felt unclear.

Officers explained that the Council had enough capacity to train more volunteers and could develop a range of training materials from basic to high level training. There was no upper limit placed on the number of dignity champions to be recruited

Panel asked if examples of the training material could be provided. Officers explained that the Senior Practitioner (Alison Strang) was the person in charge of training on best practice. The training modules were thought to be on the intranet but officers would check. Panel was concerned that the dignity champion recruitment was not just a box ticking exercise. After discussion of the content of the training and the materials available, panel asked for Alison Strang to come to the next Panel meeting with examples of training modules. This would help Panel understand what champions and volunteers were expected to know and do.

Panel then discussed the continued need to recruit more champions. Officers indicated that they would draft an article for "Your Croydon". Panel asked that to save time can officers pass on the text of the copy for "Your Croydon" to Panel Members who would want to place them in their local newsletters and Resident s Association newsletters. Officers agreed.

After further discussion Panel thanked officers for the report and for their attendance and **RESOLVED** that the report be received.

A16/12 Domiciliary care: Response to Close to Home
(Agenda item 7)

The Equalities Commission in a document called 'Close to Home' reported in 2011 on the possible widespread abuse of the

human rights of Older people by care staff in service users' own home .The Commission also identified that where older people received care at home provided by the voluntary/ private sector and paid for it themselves, the Human Rights Act (HRA) did not apply.

To reassure members and Croydon residents, the Department of Adults Services, Health and Housing (DASHH) had taken some steps to implement some of the key recommendations: more monitoring, more flexible commissioning to incorporate human rights considerations; more leadership on standards including Dignity in Care campaign and expanded safeguarding. This report was to let Panel know what the Council was doing.

Officers apologised for not attaching the Equality Commission report but would send a link to members. Officers explained that in Council contracts there was a requirement in the contracts for suppliers to think about Human Rights. In essence it was an attitudinal matter not a training matter and is a practical demonstration of what “dignity in care” is about.

Kay Murray expanded on this from a professional standards point of view. The dignity of the individual is part of the service specification contract with providers. A big exercise was undertaken 2/3 years ago in learning disability services to ensure robust contracts and framework agreement. Care managers ensure that individuals are reviewed and that they are being supported in a person centred way consistent with their needs and enabling choice and control. If providers are seen to be offering poor quality services, the care support team will work with them to improve standards. Training is also offered to providers by the training department under scils (social care information and learning services). Staff in the professional standards team hold provider forum meetings to disseminate good practice and provide training opportunities. If quality remains poor and there are significant safeguarding issues, placements would be suspended until there is improvement. The professional standards team is currently setting up a provider quality group across brokerage, commissioning and case management to share information about providers and ensure there is joined up practice.

The panel (Cllr Hale) welcomed the report and were impressed with the expanded Safeguarding team. The Councillor had personal experience of a quick and constructive response from the team when she reported an instance of possible abuse. Panel was also pleased to see that there were break clauses in contracts.

In response to questions officers confirmed that there have been examples of officers spotting evidence of abuse. Although the CST team is a small Team they are experienced in spotting issues. It was confirmed that both DASH and CQC have a role in ensuring that staff have been properly trained. As part of their registration by CQC a registered provider has to show a training record. The Council provides training on dementia through a nurse who is a specialist in Dementia and who is funded by the NHS.

Panel thanked officers for the report, asked for a follow up report to be provided in six months time.

RESOLVED that the report be noted.

A17/12 FUTURE WORK PROGRAMME (Agenda item 8)

The Head of Democratic Services and Scrutiny discussed with the panel the title of potential future agenda items. He illustrated the content of previous agenda by reference to previous Panel reports which were repetitious. Chair asked that subject matters be sent to the Chair and to Committee clerks. The Chair would then consider the items in conjunction with the Executive Director with a view to scheduling them in an appropriate order. A number of topics were put forward for future meetings for the consideration of the Chair and Executive Director as follows;

- Direct payments/personalisation progress report
- Progress in implementing the Carers Strategy
- Training modules for Dignity in Care Champions
- Framework Agreement for Purchasing places in Care Homes
- Progress Report on “Close to Home” and how it is being implemented locally

RESOLVED: that the report be noted.

A18/12 PROPOSED DATE OF NEXT MEETINGS (Agenda item 9)

Tuesday 17th July 2012 at 5.00pm
Complaints Report
Training Modules for Dignity Champions
Copy of template Framework agreement with Home Carers
Homes Causing Serious Concerns Part B
Work Programme

A19/12 ANY OTHER BUSINESS

There were none

CAMERA RESOLUTION for agenda item B3/12)

RESOLVED: that the Press and public be excluded from the remainder of the meeting on the grounds that it is likely, in view of the nature of the business to be transacted or proceedings to be conducted, that there will be disclosure of confidential or exempt information falling within paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended.

SUMMARY of proceedings of exempt part B proceedings
(Section 100C(2) LGA 1972 requires a summary to be provided without disclosing the exempt information where in consequence of exclusion of parts of the minutes which display exempt information the minutes of the meeting would not be intelligible as a record

Report B3/12

The report contained details of two Care Homes causing serious concerns. Each home was discussed in turn identifying why it was causing serious concern and after each discussion the Councils actions on each Home was noted. The first Home went into receivership and the proprietor was convicted. The home is in new hands and there are no concerns. The second Home is being closely monitored following a planned intervention action plan with drawn up with the Community Support Team.