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Health and Adult Social Care Scrutiny Committee

23 September 2022 – At a meeting of the Health and Adult Social Care Scrutiny Committee held at 10.30 am at County Hall, Chichester, PO19 1RQ.

Present: Cllr Wall (Chairman)

Cllr Cooper	Cllr McKnight	Cllr Bangert
Cllr Ali, Left at 12.38	Cllr Nagel, Arrived at	Cllr Bevis
Cllr Atkins	11.26	Cllr Glynn-Davies
Cllr Dunn, Left at 12.27	Cllr Patel	Cllr Ian Irvine
Cllr Forbes	Cllr Pudaloff	
	Cllr Walsh, Left at 12.54	

Apologies were received from Cllr O'Kelly, Katrina Broadhill, Cllr Loader, Cllr Peacock and Cllr Pendleton

Also in attendance: Cllr A Jupp and Cllr Lanzer

Part I

19. Declarations of Interest

19.1 In accordance with the code of conduct, the following interests were declared: -

- Cllr Cooper declared a personal interest in respect of item 8, Response by University Hospitals Sussex NHS Foundation Trust to Care Quality Commission (CQC) Inspection, as a Governor of University Hospitals Sussex NHS Foundation Trust
- Cllr McKnight declared a prejudicial interest in respect of item 8, Response by University Hospitals Sussex NHS Foundation Trust to Care Quality Commission (CQC) Inspection, as an employee of University Hospitals Sussex NHS Foundation Trust and left the room during this item

20. Committee Membership

20.1 Resolved – that the Committee notes its revised membership.

21. Part I minutes from 15 June 2022

21.1 Resolved – that the Part I minutes of the meeting held on 15 June 2022 are approved as a correct record and are signed by the Chairman.

22. Minutes from 8 July 2022

22.1 Resolved – that the minutes of the meeting held on 8 July 2022 are approved as a correct record and are signed by the Chairman.

23. Responses to Recommendations

23.1 Resolved – that the Committee notes the responses to recommendations made at its 15 June and 8 July 2022 meetings.

24. Financial Assessment Improvement Plan

24.1 The Committee considered a report by the Deputy Chief Finance Officer (copy appended to the signed minutes).

24.2 Summary of responses to committee members' questions and comments:

- The survey response rate of 15% was considered reasonable – feedback was also gathered via complaints which are reviewed as they are received
- The Committee was extremely concerned by the high rate of disagreement and dissatisfaction at slow or non-response to phone calls recorded in the customer survey and by the anguish and financial hardship that may have been endured by customers
- The Council was looking at the reasons behind this with regular meetings taking place between Adults' Services and Finance to address issues
- One problem was the publication of phone numbers that were no longer used by the Council
- The Council follows national policy on assessments, taking into account personal situations to come to a negotiated position with customers
- There is a protocol to help people pay backdated charges – **ACTION:** Clare Williams to provide more information on this protocol
- The Council is aware of the cost of living crisis impact on customers and is monitoring government actions to support people
- People need the right information at the right time, especially when things are changing so they can be made aware of possible charges
- Significant improvements will be made to improve the customer journey and be monitored by performance indicators
- There will not be another survey for the foreseeable future as changes to the systems and processes as described in the report need to be implemented. Comments from customers, including any complaints will continue to be monitored to support these improvements.
- There is a significant ambition for more codesign across adult social care as set out in the Adult Social Care Strategy e.g. in information advice and letters
- Preparation for charging reform will involve the voluntary sector and service providers
- If customers did not receive the care they had paid for they should contact Adults' Services and have their charges adjusted accordingly

- The Council works with individuals to understand their circumstances to calculate disability related expenses – a review of which is understood to be part of future social care charging reform policy

24.3 Resolved – that the Committee: -

- Supports the improvements being made so far as detailed in the report and requests
- A further update on actions/progress from the Improvement Plan at an appropriate time alongside any proposed changes to the Councils charging policy following the introduction of the adult social care charging reform policy later next year
- That the County Council looks at different ways to engage with the public to get feedback
- That the Service shares the principles the Council works to when engaging with people who are having financial difficulties and how it deals with challenges from the public
- More information on disability related expenditure to be shared with the public
- To be kept updated on an indication of level of complaints and appeals from the financial assessments process
- The Service to concentrate on an improvement in response times for telephone, email and letters

25. Response by University Hospitals Sussex NHS Foundation Trust to Care Quality Commission (CQC) Inspection

25.1 The Committee scrutinised a presentation by University Hospitals Sussex NHS Foundation Trust (copy appended to the signed minutes).

25.2 Summary of responses to committee members' questions and comments:

- A staff shortage contributed to the Royal Sussex County Hospital (RSCH) being rated as inadequate – there had since been a recruitment drive to improve staffing levels
- A comprehensive review of feedback from staff has improved morale and was driving improvements
- A leadership change has improved the situation in maternity
- RSCH has the highest number of home births in the country which adds complexity for staff
- The redesignation of neonatal services at St Richard's hospital was not a factor in its rating as those services are not part of the Care Quality Commission inspection
- Maternity services at all the Trust's hospitals are of a high standard, but could be better
- There was no shortage of maternity staff at Worthing hospital and premises for perinatal care were thought to be adequate – **ACTION:** Dr Rob Haigh to provide details of maternity staffing numbers at Worthing hospital and suitability of premises

- Operational and management processes had been strengthened to meet new targets on planned care to clear the backlog caused by the pandemic
- The Trust was making good progress towards a maximum waiting time of 78 weeks by the next financial year and was micro-managing pathways for cancer care
- Staff development and training (including wellbeing support) are key to delivering change and had been strengthened since the height of the pandemic
- Operational processes have detailed reporting on how the Trust is doing re national guidance, benchmarking and quality of care
- The Trust reviews deliverables against key indicators which are discussed at its Board meetings
- Only one aspect of upper gastrointestinal services was suspended and no patient care was delayed

25.3 Resolved – that the Committee

- Receives an update on improvements going forward at an appropriate time
- Receives assurance on the level of staffing relating to midwifery across the Trust
- Is provided with figures on one-to-one care at Worthing hospital
- Is provided with an assurance on the experience for patients in the Worthing area using community facilities for perinatal services

26. End of June 2022 (Quarter 1) Quarterly Performance and Resources Report

26.1 The Committee considered a report by the Director of Law and Assurance (copy appended to the signed minutes) which set out the Council's reporting mechanism for corporate performance, finance, savings delivery and business performance relating to the Adult Services and Public Health and Wellbeing portfolio.

26.2 Summary of responses to committee members questions and comments:

- Public Health will look at the Government's review of anti-obesity strategies and will feedback to it if the review is likely to have a negative effect on public health
- It was possible that the age of life expectancy had lowered due to the pandemic – **ACTION:** Alison Challenger, Director of Public Health, to share a report on the causes of lower life expectancy
- Work that had taken place on falls prevention during the pandemic would now be scaled up in conjunction with district/borough councils, the fire & rescue service, adult social care and the NHS – **ACTION:** Alison Challenger, Director of Public Health, to look into whether there are any barriers for people of working age accessing falls prevention services
- Adults' Services targets 11 and 12 were too broad and would be made more specific

- The average gross weekly cost of care will go up as providers' costs increase – the Cost of Care Review will come to the Committee in the future for scrutiny
- Targets 11 and 38 show the customer journey and could be presented closer together
- Waiting lists for assessments have increased and due to limited resources, those with the most complex needs are being assessed first
- The Service checks on those with less complex needs to see if their situation has changed and encourages people whose needs have increased to get in touch so that appropriate action can be taken
- The Adult Social Care Strategy will have more information on how people with learning difficulties are being supported in finding employment
- A balanced budget was predicted by realising in year savings
- The Service is seeking clarity on projects in the Capital Programme and will focus investment on priority projects

26.3 Resolved – that the Committee

- Receives further information on the children with alcohol dependency parents fund and health life expectancy when available
- Asks Public Health to explore barriers concerning people of a working age and falls prevention
- For Adults' Services to consider specific figures rather than a range for targets when next reviewed
- Requests that the report presents indicators relating to each other, such as the customer journey, together to ensure clarity
- Asks for an update on the schemes within the capital programme

27. Forward Plan of Key Decisions

27.1 Resolved – that the Committee notes the Forward Plan of Key Decisions.

28. Work Programme

28.1 Resolved – that the Business Planning Group consider adding transition from Children to Adults' Services to the work programme.

29. Date of Next Meeting

29.1 The next meeting of the Committee will be held on 23 November 2022 at 10.30 am at County Hall, Chichester.

30. Part II minutes of the 15 June meeting of the Committee

30.1 Resolved – that the Part II minutes of the meeting held on 15 June 2022 are approved as a correct record and are signed by the Chairman.

The meeting ended at 1.12 pm

Chairman