

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

HEALTH & WELLBEING SCRUTINY COMMITTEE

MINUTES of the meeting of the Health & Wellbeing Scrutiny Committee held at the County Borough Council Offices, The Pavilions, Cambrian Park, Clydach Vale, on Wednesday, 14th December 2016 at 5 pm.

Present:

County Borough Councillor R W Smith – in the Chair

County Borough Councillors:

(Mrs) A Calvert (Mrs) S Rees
W J David G Stacey
I Pearce

Officers:

Mr G Isingrini – Group Director, Community & Children’s Services
Mr N Elliott – Service Director, Adult Services
Mr C B Jones - Service Director, Legal & Democratic Services
Mrs Gwyneth Elliott – Strategic Commissioning Manager
Mr M Jones – Democratic Services Officer

24. APOLOGIES

Apologies for absence were received from County Borough Councillors Mr C Davies, (Mrs) M E Davies, (Mrs) A Roberts, (Mrs) M Tegg, L G Walker and Mr D H Williams.

25. DECLARATIONS OF INTEREST

RESOLVED - In accordance with the Code of Conduct, there were no personal declarations of interests made, pertaining to the agenda.

26. MINUTES

RESOLVED – to approve as an accurate record the minutes of the meeting of the Health & Wellbeing Scrutiny Committee held on the 12th October, 2016.

27. MATTERS ARISING

Minute Number 22 - Committee was informed that a date had been arranged for a small working group to meet to consider the Learning Disability Joint Statement of Strategic Intent which is to take place on 25th January, 2016.

Minute Number 23 - The Group Director, Community & Children’s Services agreed to provide the chair and vice chair with a copy of the report in relation to the findings from the National Discharge Audit.

REPORTS OF THE DIRECTOR OF LEGAL & DEMOCRATIC SERVICES

28. WORKING GROUP – TO CONSIDER REPRESENTATIONS AND COMPLAINTS PROCEDURES ANNUAL REPORT

The Service Director, Legal & Democratic Services presented the report in respect of the findings and recommendations which had been subsequently formulated by the Members of the Scrutiny Working Group which had been established to consider the contents of the report in greater detail.

The Service Director, Legal & Democratic Services informed Committee that overall the report was very positive. He explained that Social Services continue to provide a robust and effective complaints procedure and that the number of complaints received remains comparatively low.

Members agreed that overall the Representations and Complaints Procedures were very positive, and the complaints received were being dealt with efficiently.

The Vice Chair wished to place on record her thanks to the Service Improvement, Engagement and Complaints Manager for her involvement in the Scrutiny Working Group.

Following discussions it was **RESOLVED** to endorse the findings of the Working Group as follows:-

1. That Members receive the all Wales comparison data.
2. That Members of the Committee receive the findings from the Health and Wellbeing Act Survey and the questions set out in the Survey by Welsh Government at a future meeting.

REPORT OF THE GROUP DIRECTOR, COMMUNITY & CHILDREN'S SERVICES

29. DOMICILIARY HOME CARE TENDER

The Service Director, Adult Services provided the Committee with an update on the Domiciliary Home Care tender that was implemented from 1st October, 2016.

Members were informed that at its meeting on 15th December, 2015, Cabinet agreed to work collaboratively with Merthyr Tydfil County Borough Council to retender the Council's independent sector domiciliary care contracts, which were due to expire in September 2016.

The Service Director, Adult Services reported that the new domiciliary care contracts were awarded to five independent providers across Rhondda Cynon Taf and Merthyr Tydfil and that these contracts are to be delivered through a framework agreement split into two geographical lots, for a period of six years

with an option to extend on a two plus two year basis, subject to satisfactory performance.

The Service Director, Adult Services reported that four of the five providers awarded new contracts were already delivering domiciliary care services across Rhondda Cynon Taf and Merthyr Tydfil. He informed Members that the new provider (Abacare) was a well-established care provider operating in other local authority areas across Wales and they had set up a new Office in Abercynon.

Members were also informed that there had been additional costs arising from the retendering of the contracts, which was primarily due to an increase in the national living wage. However, the new contract prices in comparison with other local authorities continued to be competitive.

In response to a question raised in relation to how service users were supported throughout the transition period, the Strategic Commissioning Manager advised that a dedicated team was established to manage the transition period of the contracts to provide a consistent and accessible point of contact for service users, and their families to raise any queries or concerns arising from any change in service provider. She also reported that Council Officers had worked closely with incoming and outgoing providers to ensure stability and continuity (as far as possible) of support and staffing.

The Group Director, Community & Children's Services also advised that some service users were offered a direct payment in order to ensure continuity of their care with outgoing specialist care provider

Members were informed that in total just under 600 service users were transferred to a new provider and on review this has gone relatively smoothly. However, during the transition period, some concerns were raised regarding service provision in relation to late calls, missed calls, medication issues and home care worker behaviour. The Service Director, Adult Services reported that all concerns have been investigated and appropriate action taken.

The Service Director, Adult Services reported that the use electronic monitoring was now included as a requirement in the newly awarded contracts and this will provide accurate and timely information about the delivery of the home care services. Members were also advised that contract monitoring meetings had also began and that these will continue to be undertaken on quarterly basis.

The Group Director, Community & Children's Services wished to place on record his thanks to Officers for their involvement with the retender process.

After considering of the report Members **RESOLVED** to:

1. Acknowledge the contents of the Domiciliary Home Care Tender Report.
2. Accept the work undertaken by the Council to retender and award new domiciliary care contracts.

30. WORK PROGRAMME

Members attention was drawn to the proposed topics to be included on the Committee's Work Programme for the remainder of the 2016/17 municipal year as appended to the agenda.

Following a discussion, it was **RESOLVED**:

1. That a report be presented to the next meeting of this Committee in respect of the Scrutiny review in relation to Supporting People at Home, which would assist members in forming recommendations/ conclusions in this area.
2. That members be provided with an update at a future meeting of the Committee in respect of the CSSIW report.

R W Smith
Chairman

The meeting closed at 5.25 pm.