

TRANSFORMATION OF ADULT SOCIAL SERVICES SCRUTINY PANEL

SUMMARY: This is an agenda pack for a meeting for the Transformation of Adult Social Services Scrutiny Panel taking place on the 16 November 2015. The main item for discussion is the panel's forward work plan.

Date: 16 November 2015 **Time:** 2.00pm

Venue: **GUILDHALL, Committee room 3B**

Members of the Panel:

Bob Clay
Paxton Hood-Williams
Uta Clay
Yvonne Jardine
Hazel Morris
Ceinwen Thomas
Chris Holley
Jeff Jones
Sue Jones
June Stanton
Gloria Tanner
Erika Kirchner
Tony Beddow

AGENDA

No.	Item
1.	Apologies
2.	Letters Convener's letter 19 October Cabinet Member's response 24th August
3.	WORK PLAN DISCUSSION – PANEL TO DISCUSS AND AGREE NEXT STEPS WITH THE FOLLOWING WORK PLAN AREAS 1. Financial analysis of costs of in house domiciliary care - Clarification on the panel's aim and what it is seeking to achieve with the financial analysis information – where is scrutiny going to add value 2) Domiciliary Care Commissioning Review – Gateway Reports –

	<p>request that the Scrutiny Programme Committee delegates the reports to the panel</p> <p>3) Hub Visits – visits took place to the West and North hubs. The visit to the Central Hub was cancelled twice. Please consider planning a visit to the Central Hub in SA1</p> <p>4) Work carried out by the panel to date – the panel could consider completing a review of the evidence collected to date, highlight key findings and present these to the Cabinet Member for consideration in the relevant commissioning reviews.</p>															
<p>4.</p>	<p>Work Plan Discussion: for the panel to discuss any amendments to the work plan.</p> <table border="1" data-bbox="347 779 1406 1312"> <tr> <td data-bbox="347 779 639 857">16 Nov</td> <td data-bbox="639 779 1406 857">Work plan discussion</td> </tr> <tr> <td data-bbox="347 857 639 1081">14 Dec</td> <td data-bbox="639 857 1406 1081"> Section 33 Performance Update (Swansea Locality Performance, quarter 2) Local Area Co-ordination Evaluation Report </td> </tr> <tr> <td data-bbox="347 1081 639 1193">11 Jan</td> <td data-bbox="639 1081 1406 1193">Carers – Local Authority readiness for the Act and impact on carers</td> </tr> <tr> <td data-bbox="347 1193 639 1227">8 Feb</td> <td data-bbox="639 1193 1406 1227">Local Authority readiness for the Act</td> </tr> <tr> <td data-bbox="347 1227 639 1261">7 March</td> <td data-bbox="639 1227 1406 1261"></td> </tr> <tr> <td data-bbox="347 1261 639 1312">4 April</td> <td data-bbox="639 1261 1406 1312"></td> </tr> </table>	16 Nov	Work plan discussion	14 Dec	Section 33 Performance Update (Swansea Locality Performance, quarter 2) Local Area Co-ordination Evaluation Report	11 Jan	Carers – Local Authority readiness for the Act and impact on carers	8 Feb	Local Authority readiness for the Act	7 March		4 April				
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<p>5.</p>	<p>Dates of future meetings</p> <table border="1" data-bbox="347 1458 1142 1843"> <tr> <td data-bbox="347 1458 619 1536">December 14th</td> <td data-bbox="619 1458 943 1536">Committee Room 3B, Guildhall</td> <td data-bbox="943 1458 1142 1536">2pm – 4pm</td> </tr> <tr> <td data-bbox="347 1536 619 1615">January 11th</td> <td data-bbox="619 1536 943 1615">Committee Room 3B, Guildhall</td> <td data-bbox="943 1536 1142 1615">2pm – 4pm</td> </tr> <tr> <td data-bbox="347 1615 619 1693">February 8th</td> <td data-bbox="619 1615 943 1693">Committee Room 3, CIVIC CENTRE</td> <td data-bbox="943 1615 1142 1693">2pm – 4pm</td> </tr> <tr> <td data-bbox="347 1693 619 1771">March 7th</td> <td data-bbox="619 1693 943 1771">Committee Room 3B, Guildhall</td> <td data-bbox="943 1693 1142 1771">2pm – 4pm</td> </tr> <tr> <td data-bbox="347 1771 619 1843">April 4th</td> <td data-bbox="619 1771 943 1843">Committee Room 3B, Guildhall</td> <td data-bbox="943 1771 1142 1843">2pm – 4pm</td> </tr> </table>	December 14 th	Committee Room 3B, Guildhall	2pm – 4pm	January 11 th	Committee Room 3B, Guildhall	2pm – 4pm	February 8 th	Committee Room 3, CIVIC CENTRE	2pm – 4pm	March 7 th	Committee Room 3B, Guildhall	2pm – 4pm	April 4 th	Committee Room 3B, Guildhall	2pm – 4pm
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CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Jane Harris
Cabinet Member, Adults
& Vulnerable People

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**Overview &
Scrutiny**

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TASS/07

12/11/2015

Summary: This is a letter from the Transforming Adult Social Services Scrutiny Panel to The Cabinet Member for Services for Adults and Vulnerable People following the meeting of the Panel on the 19 October 2015. It is about the cost of providing the Council's Domiciliary Care and Residential Care services

Dear Councillor Harris,

Transforming Adult Social Services Scrutiny Panel, 19 October 2015

The Panel met on 19 October to consider an additional report on the cost of providing Council run domiciliary care and residential care services. This was a follow up to the report on the same subject that was discussed at the September meeting. Due to the commercially sensitive nature of the information the meeting was held in closed session.

Here is a summary of the additional information we asked to be provided:

Residential Care

- Reasons for vacant bed weeks at the different care homes and whether respite is a factor in this.
- Additional staffing costs for Bonymaen and Ty Waunarlwydd which were not in the original unit costing report
- A revised set of costs which took into account: potential reductions in residents arising from refurbishment and increased staff costs arising from wage increases.
- Net costs to include management costs.

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Domiciliary Care

- Budgeted staff costs for 2015/16 for the Gower Team
- Spend on direct payments to be provided
- Updated summary of Dom Care costs to take account of 1) Gower Team costs being taken out 2) Travel taken out 3) Forecast costs to include minimum wage 4) breakdown across hubs.
- Summary to include net costs which include management costs.

The panel would like to thank your officers for providing us with the further information on domiciliary care and residential care services provided by the Council.

Our concerns and the discussion are detailed below.

RESIDENTIAL CARE HOMES

Remodelling of homes to provide ensuite facilities

The panel learned that some homes without ensuite facilities could be remodelled to provide this facility but that this would result in a 33% reduction in rooms. The panel would like to know the overall impact on the total number of beds if the ensuite remodelling is carried out.

Ty Cila

The panel noted that financial information on Ty Cila was not included in either of the reports. It would like to see the financial information relating to costs for Ty Cila.

VACANT BEDS


It was unclear to the Panel how respite provision was managed in the Council's residential care homes in terms of whether the "booking of beds" was possible and if so, what effect this had on occupancy rates. The panel would like clarification on how in-house respite is managed and delivered, including requests for emergency respite beds and how the Council uses external providers. The panel welcomed the general agreement between itself and the cabinet member that services needed to be operating near capacity in order to achieve value for money for services.

Additional staffing costs

In the previous report presented in September data for additional staffing costs was not provided for Bonymaen and Ty Waunarlyydd. We learned from the additional information provided this time that Bonymaen and Ty Waunarlyydd already dealt with complex needs and as such no additional costs were incurred as existing staffing levels met the demands of the services provided at these 2 care homes.

Net costs

At its last meeting the panel asked for further information on net costs which included management costs. The additional information report informed us that management costs, set using the Sustainable Swansea costing method,

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accounted for 6.8% of net operating costs. The panel suggested at the meeting that the management costs might be underestimated. We would welcome your views on this.

DOMICILIARY CARE

The panel learned that all packages of in-house domiciliary care had been reviewed to enable the Council to make better use of its resources for those with complex needs. In practice this meant that those assessed with lower end needs would be transferred to an external domiciliary care provider; the Council would retain complex needs cases. However, if there was not a private provider who could meet the needs of an assessed case then the Council would continue to provide care until an appropriate provider became available. The panel was concerned about the adequacy of the local market to provide appropriate care and it was informed that the Commissioning Review will consider how the Council can stimulate and develop the local care market. The panel learned that although the Council took the decision that in-house domiciliary care would focus on re-ablement and support for those with complex needs, it was not outside of the scope of the Commissioning Review.

The panel's view is that in-house domiciliary care should be focussed on re-ablement, complex needs and market development. The panel also felt that in house services would thus be catering for a different client base and hence in house and external costs would not be strictly comparable. The panel would like its views, on this and all other matters raised in this letter, conveyed to the Commissioning Review Team.

Unit costs – hubs and integrated Gower team

The panel learned that this was not currently available but it will be developed. One possibility is that cost data could be developed as a subset of Adult Services performance management. The panel agreed that once the PIs and performance management framework for Adult Services had been developed it is brought to the panel.

Direct Payments

The panel learned that if use of Direct Payments was extended for less complex packages of domiciliary care it could contribute to a more sustainable model of care, provided the Direct Payment package was less than the domiciliary care package.

Residential care income

The panel requested existing information on income from residential care homes and domiciliary care and if possible to have the data and information trended.

Agreed

Following our discussions on residential care, this is a list of what we agreed.

- That the panel's views on the focus of in-house domiciliary care and all other matters raised in this and the September letter be conveyed to the Commissioning Review Team.
- Adult Services performance management framework be brought to the panel at the earliest opportunity
- Officers to provide existing information on levels of income from residential care homes and if possible, that the data is trended.

Your Response

In your response we would appreciate your comments on any of the issues raised however we would particularly welcome your views on the following:

- the overall impact on the total number of beds if the ensuite remodelling is carried out
- Your confidence in the level at which managerial and support costs are set when applied to care homes
- Clarification on the management and delivery of respite, including emergency
- The panel suggested at the meeting that the management costs might be underestimated. We would welcome your views on this.
- Officers were unable to clarify at the meeting whether residents were only in Council residential care homes for four days and then either returned to the community or "passed" over to the Private Sector.

Yours sincerely

ERIKA KIRCHNER

TEMPORARY CONVENER, TRANSFORMING ADULT SERVICES PANEL

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Councillor Bob Clay
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Our Ref / Ein Cyf: JH/CM
Your Ref / Eich
Cyf:
Date / Dyddiad: 10th November 2015

If you require this or any other information in another format e.g. Braille, audio tape or a different language, please contact me

Dear Councillor Clay

Re: Transforming Adult Social Services Scrutiny Panel, 24th August 2015

Thank you for your letter dated 30th September 2015.

I would like to apologise for the delay in my response but I have sought up to date details where possible.

The collection and availability of performance management data relating to the hubs:

The level of performance management data within Adult Services beyond the statutory data that must be collected has historically been limited. This is recognised by both the Chief Social Services Officer and the Head of Adult Services and is currently under development.

A suite of indicators and metrics aligned to each Principal Officer is now being developed that will provide a full range of performance measures against each service area that is being discussed and agreed with the Principal Officers before being populated with data. Whilst this is work in progress it is anticipated that this will be operational by the next financial year.

As health and social care are working in an integrated way we will have one suite of performance measures for the Hubs that cut across both specialisms. Following inception the primary focus for the Hubs has been to make sure that the system is operational. The range of health and social care staff have and continue to work effectively to achieve the complex changes that have been required to achieve

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JANE HARRIS
CABINET MEMBER FOR SERVICES FOR ADULTS & PEOPLE /
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integration. Systems are now being developed and implemented to collect data to monitor performance.

There are some indicators that initially there was an increase in the packages of care and this is beginning to stabilise because of a change in the focus of staffing to manage demand. Whilst accurate performance figures are being developed some of the data remains speculative.

The continued involvement of scrutiny in the integration process through the identification of the suitable items from the integration forward work plan:

It would be helpful if TASS were to continue monitoring and evaluating data collection of activity including the use of direct payments and how the satisfaction and involvement of users, carers and staff is monitored and evaluated.

Other matters raised in the letter:

In relation to the dementia element of the Intermediate Care Model, this element is one that has not progressed across Western Bay to date. This is being looked at on a Western Bay level and this will guide how we deliver this locally in Swansea. As part of the residential review this issue will be thoroughly monitored to ensure good standards.

Whilst Local Area Coordination does not fit within my portfolio, but within that of Cllr Child, I am aware that the Local Area Coordination Evaluation report has not as yet been agreed locally via the Local Area Coordination Leadership Group. Once it is agreed in this forum, the report will need to be agreed at a Western Bay level. Therefore, Officers will not be in a position to share the report with the Scrutiny Panel until the December meeting.

Agreed Actions in your letter:

I am aware that these actions were addressed at the meeting held on 21st September 2015.

Yours sincerely,



COUNCILLOR JANE HARRIS
CABINET MEMBER FOR SERVICES FOR ADULTS & VULNERABLE PEOPLE

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