

Contact Officer: Richard Dunne

KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 25th February 2020

Present: Councillor Habiban Zaman (Chair)
Councillor Fazila Loonat
Councillor Alison Munro
Councillor Vivien Lees-Hamilton
Councillor Lesley Warner

Co-optees David Rigby
Peter Bradshaw
Lynne Keady

In attendance: Gary Auckland – South West Yorkshire Partnership NHS
Foundation Trust (SWYPFT)
Helen Hunter – Healthwatch Kirklees and Calderdale
Chris Lennox - SWYPFT

Apologies: David Flint (Co-Optee)

1 Minutes of previous meeting

The minutes of the meeting of the Panel held on 21 January 2020 were approved as a correct record.

2 Interests

Lynne Keady declared an interest in item 6 (Single Point of Access for Mental Health Services) on the grounds that she was a volunteer for Healthwatch Kirklees and was involved in the South West Yorkshire Partnership NHS Foundation Trust review of the Single Point of Access.

David Rigby declared an interest in item 6 (Single Point of Access for Mental Health Services) on the grounds that her was an ordinary member of South West Yorkshire Partnership NHS Foundation Trust.

3 Admission of the public

All items were taken in public session.

4 Deputations/Petitions

No deputations or petitions were received.

5 Public Question Time

No Questions were asked.

6 Single Point of Access for Mental Health Services

The Panel welcomed Gary Auckland and Chris Lennox from South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) and Helen Hunter, Healthwatch Kirklees and Calderdale to the meeting.

Ms Hunter outlined details of the work that Healthwatch had undertaken that captured the experiences of people who had contacted the Single Point of Access (SPA) for adult mental health services in Kirklees and Calderdale.

Ms Hunter explained that Healthwatch received more unprompted feedback and reviews about SPA than any other service and that the majority of the reviews were negative.

Ms Hunter outlined the background and reasons for the Healthwatch work on the SPA and provided details of the approach that was taken to obtaining feedback from users of the SPA.

Ms Hunter provided the Panel with an overview of the feedback that Healthwatch had received and explained that many of the negative comments were as a result of a misunderstanding of the service provided by the SPA.

Ms Hunter provided details of the numbers and types of respondents that had provided feedback. Ms Hunter explained that Healthwatch continued to receive comments about the service and that Healthwatch had worked with SWYPFT to undertake further engagement with service users to help inform the transformation of the service.

Mr Auckland outlined details of some of the work that SWYPFT had undertaken following the Healthwatch report that included some work by consultants that had looked at the SPA and an event in July 2019 that provided further service user feedback.

Mr Auckland explained that the review of the SPA had identified four themes that included: communicating the SPA and Mental Health support services offer; Referrals and support; Timely SPA Assessments; and Compassionate Staffing.

Mr Auckland informed the panel that the information gained from the review and engagement events had highlighted that the SPA webpages had not been updated and no longer adequately described the service.

In response to a panel question on the reasons why the website hadn't been updated Mr Auckland explained that work had now taken place to refresh the wording and further work was being done in preparation for a relaunch of the service.

Mr Auckland informed the panel of the new triage tool that had been established and explained in detail how the tool would help support a more responsive service.

Mr Auckland outlined details of the work that commissioners were undertaking in providing additional support by establishing a support and helpline service and explained the tendering process and time table that would be followed.

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Mr Auckland outlined details of the plans to introduce a directory of services that would provide information of what support was available and would help in directing people to the appropriate service.

Mr Auckland informed the plan of the work SWYPDFT had undertaken with various partners that included Healthwatch and third sector organisations to help enhance the offer for service users.

Mr Auckland outlined details of the work that was being done to improve and streamline the referral process which included developing a new referral document that would simplify the process for GPs and other health partners.

Mr Auckland informed the panel of the working relationship between SWYPFT and NHS111 and explained that work had taken place to improve the referral process that NHS111 followed.

Mr Auckland provided details of the work that was being done to ensure timely SPA assessments and explained that commissioners had agreed additional financial support that would enable SWYPFT to recruit extra staff to provide additional capacity for the SPA.

A question and answer session followed that covered a number of issues that included:

- Details of the qualifications of staff at the SPA.
- An overview the training that was taking place with SPA staff that would focus on being compassionate and supportive to people.
- A question on the adequacy of night time staffing levels.
- Details of the expected timeline for the introduction of the new helpline service.
- The process that was call handling process followed by SPA administrative staff.
- A detailed explanation of the process followed when using the triage tool and the pathways that would be followed.
- The process that would be followed for handling calls made by carers, family or friends.
- An overview of the levels of referrals handled by the SPA and clarification that 80% were through GPs.
- A discussion on the process for dealing with the significant numbers of calls received through the SPA.
- An overview of the role of crisis cafes.
- The work done on developing a directory of services and the suggestion to include services users in its design and format.
- An overview of the increased investment that had been allocated to the SPA and other SWYPFT services.
- The work being done by SWYPFT to mitigate financial challenges; the focus on increasing investment to front line services; and the positive support from commissioners in Kirklees.
- Clarification that the new helpline would operate 24/7.
- An overview of the feedback received by Healthwatch from carers and service users.

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- An explanation of the out of hours services provided by Liaison Nurses at the Police Hubs.
- An explanation of how the services provided by Liaison Nurses had been commissioned based on the levels of demand.
- The focus by SWYPFT on enhancing the community services offer.
- A question on how representative of Kirklees were the people who had responded to Healthwatch's SPA survey.
- Details of the approach that Healthwatch took to promoting and undertaking the survey.
- Details of the full public tender process undertaken for procuring the new helpline service.
- Concerns highlighted by Healthwatch on the numbers of people that they hear from you that have expressed suicidal tendencies and are struggling to access appropriate support.
- An explanation of the aim of the triage tool and the work being undertaken with partners to ensure that people are directed to the right service and provided with the appropriate level of support.

Mr Auckland outlined SWYPFT's action plan for the next steps that included strengthening information sharing and communication; arranging for service users and carers to help support staff training; implementing the new triage tool; enhancing support for its staff; and to re-launch the service.

RESOLVED:

1. That the Panel would welcome an update, at a date to be confirmed, on the SPA service following its re-launch to include: assessing the effectiveness of the service in addressing the key themes and issues highlighted by the Healthwatch review and engagement events; and progress of the action plan.
2. That a future update should include a focus on the crisis support in Kirklees to enable the panel to review the effectiveness of the service and ensure that its meeting the needs of communities across Kirklees.

7 Review of 2019/20 Work Programme

The Panel undertook a review of its activity and progress during 2019/20 to identify areas of work that had been completed, agree items to be carried forward to 2020/21, identify items that would need to be monitored and to put forward new potential areas for scrutiny.

The Panel agreed to carry forward for inclusion in the 2019/20 work programme the following items:

- The Financial position of the Kirklees Health and Adult Social Care Economy.
- Community Care Services to include: a focus on Primary Care Networks; Locala; and integration of health and adult social care.
- Kirklees Integrated Wellness Model.
- Quality of Care in Kirklees with a focus on Adult Social Care Services.
- Suicide Prevention.
- The Kirklees Safeguarding Adults Board Annual Report.

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- Mid Yorkshire Hospitals NHS Trust Ambulatory Emergency Care Services to include a visit to Dewsbury Hospital.
- Transforming Outpatient Care at Calderdale and Huddersfield NHS Foundation Trust to include looking at the programme of work being developed at Mid Yorkshire Hospitals Trust.
- Yorkshire Ambulance Services response times.
- Kirklees Immunisation Programme.
- Winter Planning.

Potential new issues and a new approach to current items included:

- Reviewing the outcomes of a local authority pilot initiative to develop a community care package led by Cllr Murgatroyd.
- Arranging a mental health services workshop to look in more detail at the various support services and redesign of services.

RESOLVED -

1. That following the review of the Work Programme those issues highlighted as ongoing work be carried forward for inclusion in the 2020/21 Work Programme.
2. That consideration be given to including the following issues in the 2020/21 Work Programme:
 - Reviewing the outcomes of a local authority pilot initiative to develop a community care package led by Cllr Murgatroyd.
 - Arranging a mental health services workshop to look in more detail at the various support services and redesign of services.

8 Date of Next Meeting

The date of the next meeting was confirmed as 24 March 2020.