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KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 7th December 2021

Present: Councillor Habiban Zaman (Chair)
Councillor Bill Armer
Councillor Lesley Warner

Co-optees David Rigby
Lynne Keady

In attendance: Helyn Aris – Care Quality Commission (CQC)
Saf Bhuta – Head of Care Provision, Kirklees Council
Helen Duke – Locala
Diane Loftus – Adults Social Care, Kirklees Council
Jill Taylor - CQC
Joanne Walkinshaw - CQC

Observers: Councillor Liz Smaje
Peter Bradshaw

Apologies: Councillor Vivien Lees-Hamilton
Councillor Fazila Loonat

1 Minutes of previous meeting

The minutes of the meeting held on 11 November 2021 were approved as a correct record.

2 Interests

Cllr Lesley Warner declared an interest as a member of the Calderdale and Huddersfield NHS Foundation Trust Council of Governors.

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 Care Quality Commission - Quality of Care in Kirklees

The Panel welcomed representatives from the Care Quality Commission (CQC).

Health and Adult Social Care Scrutiny Panel - 7 December 2021

Ms Aris, CQC Adult Social Care Inspection Manager for Kirklees and Wakefield, outlined the role and purpose of CQC and explained the impact of the pandemic on CQC's routine inspections.

Ms Aris informed the Panel on how CQC adapted the way it worked so it could still focus on the quality of care being provided and enable providers to focus on their work during the pandemic.

Ms Aris outlined the key learning points from the Covid-19 crisis and presented the quality ratings for the West Yorkshire authorities pre-Covid-19 and as of 11 October 2021 which showed that the ratings had deteriorated during the pandemic.

Ms Aris explained that the ratings should be seen in the context of the CQC approach to focus and prioritise inspections based on risk.

Ms Aris outlined the ratings for Kirklees adult social care services compared to the national picture which showed that services that required improvement in Kirklees were significantly higher than the national average.

Ms Aris informed the Panel that CQC State of Health Care and Adult Social Care in England 2019/20 highlighted the instability across the systems that included issues with staff turnover in adult social care.

Ms Aris outlined CQC's new strategy and provided the Panel with details of the four key themes and the strategies core ambitions that included tackling inequalities in health and care.

Ms Aris presented details of CQC's approach to monitoring for 2021/22 which included a more targeted approach in its regulatory activity and focusing on bringing information together in one place.

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

- A question on whether CQC had any plans to review the quality and safety of services during the last 18 months with a view to learning lessons for future pandemics.
- A question on whether CQC had any comment to make regarding dentistry.
- Confirmation that CQC's strategy had been informed by the learning from the pandemic and an overview of the insight themed reports that had captured the impact of the pandemic.
- A question on the Kirklees ratings compared to other authorities.
- A concern regarding the challenges in recruiting and retaining staff in the adult social care sector and a question on whether the pay and conditions in the sector were within NHS guidelines.
- A question on the impact of compulsory vaccinations on staff number in the adult social care sector.
- A detailed explanation of the Kirklees ratings.

Health and Adult Social Care Scrutiny Panel - 7 December 2021

- An overview of the approach providers in adult social care took to pay and conditions and the work of CQC in promoting the importance of the sector and having a competitive pay structure for staff.
- A question on whether the back log in elective care and difficulties in accessing GP services had an impact on the quality of care in the adult social care sector.
- The importance of being able to assess the quality care in an integrated care system.

Ms Walkinshaw, Inspection Manager for Mental Health and Community Health Services in West Yorkshire, outlined the context for the national picture on the impact of the pandemic on people's mental health.

Ms Walkinshaw presented an overview of the key points of the inspection outcomes for Locala that provides community healthcare services to people in Kirklees and South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) that provides mental health services in Kirklees.

Ms Walkinshaw outlined details of the last inspection of the Priory Hospital in Dewsbury that provides specialist inpatient services for adults and older age males with severe and enduring mental health conditions.

Ms Walkinshaw informed the Panel of some serious concerns raised by the Clinical Commissioning Group regarding the lack of a falls risk assessment in the Priory Hospital.

Ms Walkinshaw stated that the Priory Hospital was currently on the local risk register and was being monitored through monthly engagement.

Ms Walkinshaw outlined details of CHART Kirklees which provides substance misuse services to around 4000 clients a year and stated that it was currently unrated as it was a new registered location.

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

- A question on the CQC State of Care report that had reported people presenting in emergency departments and the acute trusts having difficulties in finding appropriate places for them due to a lack of suitable provision.
- Confirmation that during the pandemic the acuity of patients had been more severe which had significantly stretched the capacity of inpatient units and community services.
- Confirmation that these increased pressures hadn't led to an increase in out of area placements.
- Details of the longer waiting times for placements to suitable facilities in community services and the approach to working differently through an increased use of digital technology.
- A concern on the long waiting times for Childrens and Adolescent Mental Health Services.

Health and Adult Social Care Scrutiny Panel - 7 December 2021

- Details of a new inpatient children's and adolescent facility that would be opening in Leeds and would provide mental health services for young people in Kirklees.
- A concern regarding the number of suicides the SWYPFT community teams had experienced.
- An overview of the learning points from the CQC review of the suicides.

Ms Taylor, Inspection Manager Primary Medical Services, presented an overview of the how GP practices had adapted their work practices in a response to the pandemic.

Ms Taylor stated that GPs were now taking a blended approach which included a mix of traditional face to face consultations, text messages and video and telephone consultations.

Ms Taylor informed the Panel that NHSE and the Department of Health and social care had published a plan in October 2021 setting out how they would support GP practices to improve access.

Ms Taylor stated that CQC had seen a dramatic increase in the volume of queries and concern from patients around access. Ms Taylor explained that in response CQC had recently commenced a series of short inspections of practices with a specific focus on access.

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

- A question on whether the focus on joined up care could work when GPs were predominately individual contractors working for the NHS.
- An overview of the work of GPs in providing access to care in a different way and their role in helping to deliver the vaccination programme.
- Details of the incentives and focus on primary care having an increased role in working with and supporting care homes.

RESOLVED –

1. That representatives from CQC be thanked for attending the meeting and providing the Panel with an insight into the quality of care in Kirklees.
2. That the Panel note the information received and that a follow up session be arranged to include dentistry and to consider progress of the new strategy.

7 Reconfiguration of bed base resources across LA care homes and proposals for an improved Intermediate Care offer

The Panel welcomed Saf Bhuta Head of Care Provision, Kirklees Council, Helen Duke Operations Manager, Locala and Diane Loftus Project Manager, Kirklees Council.

Mr Bhuta presented the plans for the reconfiguration of the dementia and intermediate care beds across the Council's care homes.

Health and Adult Social Care Scrutiny Panel - 7 December 2021

Mr Bhuta explained that intermediate care in Kirklees was not a new idea and the approach to home first and shifting care away from an acute setting had been a shared objective for many years.

Mr Bhuta outlined the context and purpose of the proposed changes and explained that the pandemic had prioritised speed over elegance in order to meet national requirements for home first and discharge to assess.

Mr Bhuta stated that there had been a system desire for collaboration as a health and care system and that the system made significant progress in a very short space of time.

Mr Bhuta informed that Panel that the system had reflected on the new ways of working and had helped the system to focus more on culture and behaviours that facilitate discharge decisions in the right settings.

Ms Duke presented the timeline for the proposed changes and outlined the process that they had followed to improve the service offer for those individuals who were at risk of going into hospital with therapy need and for those leaving hospital to avoid any delay to their ongoing care.

Ms Duke outlined details of the improved intermediate care service offer and explained that they would be taking a flexible to the service locations with the aim of providing the right care in the right setting.

Ms Duke explained that within the national agenda home first was the preferred model of care and the goal was to move away from a reliance on a bed based solution.

Ms Duke presented details of the core offer that included an improved integrated health and social care model using best practice from the care home sites.

Ms Duke presented a summary of the reconfiguration which included a comparison between the current bed base for each establishment and the new improved model.

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

- A question seeking clarification on the differences between an intermediate care bed and a transitional bed.
- Further questions seeking clarification on the reasons for the changes; the benefit to patients; and the approach to minimising the disruption to patients while the changes were taking place.
- A detailed explanation of the intermediate care offer and the transitional or flexi beds.
- Details of how the different funding streams had supported the various pathways of care following discharge from hospital.
- Details of how the flexible approach would benefit patients.

Health and Adult Social Care Scrutiny Panel - 7 December 2021

- An overview of the mix of referrals that came from the hospital and community and the aim to introduce a rebalance of referrals with a focus of on encouraging more referrals from GPs.
- The approach to reducing unnecessary admittance to hospital.
- A question on what measure where in place should demand outstrip supply.
- The focus on reducing the reliance on bed placed solutions by increasing the reliance on community based home first solutions.
- A question on whether the new proposals would help to free up hospital beds.
- Confirmation that savings made from reducing the number of beds in the care homes would be reinvested into other resources within the community services.
- Details of the efficiency of the system in Kirklees in supporting people to be discharged quickly from hospital.
- Details of the ability of the local system to deal with increased demand by spot purchasing a bed within the community.
- A question on whether the Council had assessed the impact of the changes to provide more support at home on unpaid or informal carers.
- A question on how the Council was ensuring that patients being discharged to home were going to a safe and warm environment.
- A question on how the Council was monitoring that there were no repeat admissions to hospital and the support provided to people who didn't have family carers.
- An acknowledgement that more worked was needed to engage with families and carers.
- An overview of the work that had been done with families and carers in helping to inform the design of the new services.
- An overview of the work undertaken by Locala with carers and families.
- A question on how carers were being supported when someone was discharged home.
- An explanation of the work being done to publicise the urgent community response service and how it can be accessed.
- Details of the environment assessment that is undertaken prior to discharge.
- A question on how the umbrella of services that sit within the integrated partnership were coordinated.
- An explanation of the care pathways that were part of the health and integrated social care services framework.
- Details of the one discharge form that had been developed to cover the work undertaken by the Kirklees Independent Living Team Partnership.

RESOLVED -

1. That Saf Bhuta and Helen Duke be thanked for attending the meeting.
2. That the Panel would welcome feedback early in 2022 on the impact of winter pressures on IMC services.

8 Work Programme 2021/22

A discussion took place on the Panel's agenda plan with a focus on the items scheduled to take place in 2022.

Areas that were covered included:

Health and Adult Social Care Scrutiny Panel - 7 December 2021

- The potential items for discussion at the February 2022 meeting.
- Confirmation that the review of Primary Care Networks would be included on the February agenda.
- An overview of the areas that were included in the mental health and wellbeing theme.
- The issues relating to mental health that were highlighted during the discussions with CQC.
- A suggestion to invite representatives from public health and South West Yorkshire Partnership NHS Foundation Trust to the February meeting to outline their key achievements and principal performance indicators and to allow other areas of their work to be drawn into the discussions.
- A suggestion to consider how the funds allocated by the Council on mental health had been spent and the impact it had made.
- A concern regarding the mental health and wellbeing of young people.
- An overview of the work being undertaken by the Childrens scrutiny panel on mental health and the suggestion to approach the lead member of the panel to see if members from the health and adult social scrutiny panel could participate in the discussions.
- An overview of the areas that were included in the public health theme.
- The issue of non covid excess death rates.