

Contact Officer: Richard Dunne

KIRKLEES COUNCIL

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

Tuesday 12th November 2019

| | |
|---------------|---|
| Present: | Councillor Habiban Zaman (Chair) Councillor Fazila Loonat Councillor Alison Munro Councillor Lesley Warner |
| Co-optees | David Rigby Peter Bradshaw Lynne Keady |
| In Attendance | Jill Greenfield, Head of Integrated Local Partnerships Emily Parry-Harris, Head of Integrated Local Partnerships Helen Hunter, Chief Executive Healthwatch Kirklees |
| Apologies | Councillor Vivien Lees-Hamilton David Flint (Co-optee) |

1 Interests

Lynne Keady declared an interest in item 5 (Healthwatch Kirklees) on the grounds that she was a Healthwatch volunteer.

Cllr Lesley Warner declared an interest in item 4 (Kirklees Integrated Wellness Model) on the grounds that in her capacity as a yoga teacher she had provided yoga classes as a result of referrals from the wellbeing service.

2 Admission of the public

All items were taken in public session.

3 Deputations/Petitions

No deputations or petitions were received.

4 Kirklees Integrated Wellness Model

The Panel welcomed Emily Parry-Harries - Consultant in Public Health / Head of Public Health and Jill Greenfield - Head of Local Integrated Partnerships to the meeting.

Ms Greenfield provided an update on the new Kirklees Wellness Service (KWS) and explained that the service had used a soft launch to enable the service to test out the new approach.

Health and Adult Social Care Scrutiny Panel - 12 November 2019

Ms Greenfield stated that the service had been able to refine the new approach and had been able to move successfully to the new ways of working and embed the new practice.

Ms Greenfield highlighted the number of referrals the new service had so far received which were averaging around 70 referrals a week. Ms Greenfield explained that these levels of activity were presenting a challenge and the service was working with its partners to help mitigate the pressures on the service.

Ms Greenfield informed the panel that the service was working closely with Clinical Commissioning Group (CCG) colleagues on the forthcoming elements of the service such as health checks and smoking cessation.

Ms Greenfield stated that the service had received some good feedback from service users and had continued to develop its working relationship with existing assets such as its network of carers.

Ms Greenfield highlighted the positive feedback from people who had attended the self-care courses and explained that the service would be moving towards encouraging more involvement with people in co-producing the courses.

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

- A question on capacity and whether the mitigation measures were based on current numbers.
- An explanation of the capacity modelling that was undertaken during the design of the new service.
- A question on whether the service had estimated future referral rates and assessed what the service would need to do to build sufficient capacity to meet the demand.
- An overview of the challenges facing the service in providing unnecessary resource to deal with a cohort of people who were using the service with a very clear idea of what support they required.
- An outline of the approach to signposting people who were clear on what support they needed to appropriate services in order to free up capacity to allow the service to focus on those people with more complex needs.
- A question on how the service would identify those hard to reach people who genuinely required the support of the KWS.
- The role of the KWS in the wider system changes that were taking place that included supporting the GPs and Primary Care Networks in developing a social prescribing pathway that would sit alongside traditional medical pathways of care.
- The work that was being done across the health and social care system to increase the focus on helping people through the introduction of intervention and prevention measures.
- An explanation of the shift in approach in how the service would work with people to understand their motivations and the support they would want.
- An overview of the range of performance measures that would be used that included evidence based measures and input from service users.

Health and Adult Social Care Scrutiny Panel - 12 November 2019

- The approach to working with service users that would include regular follow ups to check on progress.
- Concerns regarding the use of temporary staff to manage the demand.
- Clarification that the use of temporary staff was focused on business support and non-core activities.
- A comment on the approach to monitoring the effectiveness and sustainability of the service.
- The work being done to include input from services users in the co-production of services.
- An overview of the evaluation that would be undertaken with service users to capture their experience of the service.
- An explanation of the Wellness Service staff structure that included details of the geographical locations of the teams.
- A question on whether the service viewed itself as an alternative solution to the traditional pathways of medical care and a concern on how robust the evidence was in measuring the outcomes of the wellness model.
- The need to be confident about the impact of the work of the wellness model approach.
- The need to have a concerted focus on ensuring that the service was reaching those people who genuinely required motivational support and intervention.
- The importance of using service users as advocates of the wellness model.

RESOLVED -

1. That attendees be thanked for attending the meeting.
2. That the report providing an update on progress of the implementation of the Kirklees Integrated Wellness Service be noted.
3. A request to receive a further update in 12 months time.

5 Healthwatch Kirklees

The Panel welcomed Helen Hunter Chief Executive of Healthwatch Kirklees and Healthwatch Calderdale to the meeting.

Ms Hunter delivered a presentation on Healthwatch Kirklees which included: an overview of the organisation; details of how Healthwatch operated; examples of work undertaken by Healthwatch in challenging the health and social care system; examples of how Healthwatch helped the health and social care system to understand people's views; details of Healthwatch's enter and view powers; the work undertaken by Healthwatch in looking at opportunities to do things differently in health and social care; an overview of the work that Healthwatch had undertaken with young people; and an explanation of how the work of Healthwatch tied into the work of scrutiny.

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

- A question on the process that could be followed to ensure that scrutiny and healthwatch liaised with each other more effectively on common areas of interest and concern.

Health and Adult Social Care Scrutiny Panel - 12 November 2019

- An offer from healthwatch to share its quarterly updated work programme with scrutiny.
- A question on what achievements healthwatch had made during the last 6 years in improving personalised care and public involvement.
- An overview of the approach taken by healthwatch to identify issues for inclusion in its work programme.
- Examples of some of the work undertaken by healthwatch to help champion the voice of local people.
- An overview of the work undertaken by Healthwatch that had resulted in significant changes and improvements in health and social care services.
- Concerns over the confusion created by the introduction of a “single point of access” for mental health services.
- The increase in the numbers of people in crisis contacting healthwatch for advice and guidance.
- A suggestion to healthwatch to utilise the knowledge of Kirklees ward councillors by contacting and liaising with them in order to help understand the needs of local residents.
- The potential to circulate healthwatch’s bulletin to all councillors which could act as an aide memoir of its work.

RESOLVED -

1. That Helen Hunter from Healthwatch Kirklees be thanked for attending the meeting.
2. That the report submitted by Healthwatch Kirklees be noted.

6 Work Programme 2019/20

The Panel reviewed its work programme and forward agenda plan.

That Panel requested a meeting with representatives of the South West Yorkshire Partnership NHS Foundation Trust to discuss the capacity of the crisis team and the effectiveness of their single point of access for mental health services.

RESOLVED -

1. That progress of the work programme for 2019/20 and the forward agenda plan be noted.
2. That arrangements be made to schedule a meeting with representatives of the South West Yorkshire Partnership NHS Foundation Trust to discuss the capacity of the crisis team and the effectiveness of their single point of access for mental health services.

7 Date of Next Meeting

That the date of the next meeting be confirmed as 21 January 2020.