

THE MORAY COUNCIL
HEALTH AND SOCIAL CARE SERVICES COMMITTEE
WEDNESDAY 23 SEPTEMBER 2009
COUNCIL OFFICE, ELGIN

PRESENT

Councillors L Bell (Chairman), B Jarvis, G Leadbitter, A McDonald, I Ogilvie, P Paul, D Ross, J Sharp and A Wright.

IN ATTENDANCE

The Director of Community Services, the Acting Head of Community Care, the Contacts & Commissioning Manager, the Senior Performance and Planning Officer, the Carers' Strategy and Development Officer, Mrs D Bosworth, Principal Accountant, Mrs R Gunn, Senior Solicitor (Litigation & Licensing), Mr D Westmacott (Committee Services apprentice) and Mrs S Kennedy, Committee Services Officer as Clerk to the Meeting.

APOLOGIES

Apologies for absence were intimated on behalf of Councillors A McKay, J Cree, G McIntyre and J McKay.

1. EXEMPT INFORMATION

The meeting resolved that in terms of Section 50A (4) and (5) of the Local Government (Scotland) Act 1973, as amended, the public and media representatives be excluded from the meeting during consideration of the items of business appearing at the relevant paragraphs of this minute as specified below, so as to avoid disclosure of exempt information of the class described in the appropriate paragraphs of Part 1 of Schedule 7A of the Act.

Para No of Minute

14

Para No of Schedule 7A

9

2. DECLARATION OF GROUP INTERESTS

In terms of Standing Order 20 and the Councillors' Code of Conduct the meeting noted that Councillor Leadbitter declared a personal interest in confidential item 15, 'Current Status of Health & Social Care Contracts'.

There were no other declarations from group leaders or spokespersons in regard to any prior decisions taken on how members will vote on any item on the Agenda or any declarations of Members Interest in respect of any item on the Agenda.

3. WRITTEN QUESTIONS

There were no written questions at this meeting.

4. CHAIRMAN'S COMMENTS

The Director of Community Services updated the Committee on the success of staff who had gained awards at the recent annual awards ceremony. He advised that out of the 131, who had gained an award, 47 had gained an HNC qualification and 51 Home Carers had received their practice license. He further advised that Community Services provide a wide range of complex services and with more people with a high level of dependency, staff require to be trained and skilled to a high level. He also acknowledged the work of the Social Work Teams in providing mentoring and training.

The Committee joined the Chairman in congratulating the staff on their hard work and achievements.

Councillor Paul also congratulated staff and requested that all Councillors be invited to future awards ceremonies.

5. COMMUNITY CARE AND CRIMINAL JUSTICE REVENUE AND CAPITAL BUDGET MONITORING 2009/10

There was submitted a report by the Director of Community Services informing the Committee of the current position regarding Community Care and Criminal Justice Revenue and Capital budgets.

The Acting Head of Community Care responded to members' concerns and questions. With regard to underspends due to staff vacancies as detailed in paragraph 3.5 of the report she advised that this related to the way the budget was spent and hopefully there would be a balanced outturn at the year end. With regard to community alarms, aids and minor adaptations she advised that there were no waiting lists for community alarms. With regard to invoicing arrangements she advised that this issue had now been resolved. With regard to recruitment she also advised that there was currently one vacancy out for recruitment and that any vacancy creates additional demand on other post holders and the reality for public services was that increasing demand has to be managed. She assured members that Community Services were doing all they could to fill any outstanding vacancies.

Thereafter, the Committee agreed to note:

- (i) the position of the revenue budget for Community Care and Criminal Justice as set out in Appendix 1 of the report; and
- (ii) the position of the capital programme for Community Care for 2009/10.

6. REVISED ELIGIBILITY CRITERIA FOR ADULT SOCIAL CARE

There was submitted a report by the Director of Community Services advising the Committee of the proposal to establish National Eligibility Criteria for adult social care in Scotland and the implications for the Moray Council with regard to the implementation of the National Policy and also seeking approval to implement the proposed implementation plan.

The Director of Community Services updated the Committee on the revised criteria for adult social care which is being standardised over Scotland to make it easier for those being assessed to understand and also to meet the needs of those at significant risk. He advised that the guidance lays down a minimum expectation that Councils will meet needs identified as critical within set timescales and will be implemented on the 1st December 2009.

During discussion Members' expressed concern with regard to recommendation 2.1 (iii) and agreed to amend this to read that the Committee note the proposed implementation for Moray Council as detailed in appendix 2 of the report.

Thereafter the Committee agreed to note:

- (i) the proposal to establish National Eligibility Criteria for adult social care in Scotland;
- (ii) the implications for Moray Council; and
- (iii) the proposed implementation plan for Moray Council as detailed in Appendix 2 of the report.

7. LIVING LONGER LIVING BETTER IMPLEMENTATION PLAN

There was submitted a report by the Director of Community Services providing the Committee with an update on the progress of the Older People's Strategy and Redesign Programme in Moray and seeking approval of the draft Implementation Plan and the draft summary version of 'Living Longer Living Better'.

In response to a request from Members' for a list of Sheltered Housing the Director of Community Services advised that he would liaise with the Chief Housing Officer with a view to providing this information to members.

Thereafter, the Committee agreed to:

- (i) note the outcomes of the first quarter of the implementation phase of the project;
- (ii) note and agree the Draft Implementation Plan document as detailed in Appendix 1 of the report; and

- (iii) note and agree the draft summary document of the Older Peoples Strategy "Living Longer Living Better" as detailed in Appendix 2 of the report.

8. ANNUAL REPORT ON SOCIAL WORK COMPLAINTS 2008/09

There was submitted a report by the Director of Community Services asking the Committee to scrutinise the operation and effectiveness of the Statutory Social Works Complaints Procedure during the period April 2008 to March 2009 inclusive.

The Director of Community Services updated the Committee on the complaints procedure and in response to Members' questions with regard to comparison of figures between years and the issue of vexatious/persistent complaints. He advised that the management of complaints had been tightened up and all complaints were treated seriously and although the number of complaints was rising he urged caution on how these figures are interpreted. He further advised that he will be monitoring trends and comparison reports will be provided to members' which will also include vexatious complaints.

Councillor Wright asked that the wording in Stage II, of the complaint with reference to "s/he" be clarified and amended.

Thereafter, the Committee agreed to:

- (i) note the operation and effectiveness of the Statutory Social Complaints Procedure and agreed to approve the contents of the report;
- (ii) note the developments and measures that have been taken to strengthen complaint handling within Social Work;

9. LEARNING DISABILITY CARE COMMISSION INSPECTION REPORTS

There was submitted a report by the Director of Community Services informing the Committee of the outcome of the Care Commission Inspections of Learning Disability Services.

The Director of Community Services updated the Committee on the outcomes of the 19 inspections carried out by the Care Commission in respect of the Learning Disability Services. He advised that recommendations whether good or bad had been actioned and the picture was looking positive.

Councillor Wright intimated that this was a very encouraging and positive report by the Care Commission.

In response to Members' concerns with regard to the grading scheme and in particular grade 3 with no recommendations, the Director of Community Services clarified the position. He advised that there were different ways of carrying out the process and inspectors tend to grade and interpret issues in different ways. He advised that although there were few issues raised, they were not of sufficient note to make a recommendation; however, all comments and feedback by the Care Commission had

been taken on board by staff and responded to. He further agreed to provide Councillor Ross with examples of unregistered services.

Thereafter, the Committee agreed to note the outcome of the Care Commissions Inspection of Learning Disability Services.

10. PROGRESS REPORT ON THE UPGRADE OF CAREFIRST, THE COMMUNITY SERVICES DATABASE

There was submitted a report by the Director of Community Services informing the Committee of the development of CareFirst the Community Services database, and the progress of the current system upgrade.

The Director of Community Services updated the Committee on the CareFirst system advising that the Council had invested a lot of time and training in the system.

Following consideration the Committee agreed:

- (i) to note the development of CareFirst, the Community Services database, and the progress of the current system upgrade; and
- (ii) that a further report on the Carefirst System would be submitted to this Committee in the spring once the system was embedded.

11. HOMECARE ENABLING PILOT IN KEITH AND SPEYSIDE

Under reference to paragraph 6 of the Minute of the meeting of this Committee dated 6 May 2009, there was submitted a report by the Director of Community Services updating Committee on the further development of the Moray Council Home Care Service towards an enabling service.

During discussion Members' welcomed the report and looked forward to receiving feedback on the outcome of the pilot.

Thereafter, the Committee noted the current progress with regard to a pilot for the development of the Home Care Service in Keith and Speyside towards an enabling service.

12. MORAY LIFELINE SERVICE EVALUATION - FULL ANALYSIS

There was submitted a report by the Director of Community Services informing the Committee of the key findings of the quantitative research of Moray Lifeline users undertaken in May 2009.

The Chairman welcomed the comments by Service Users which were included in the appendix to the report and expressed the view that these were very encouraging and gave members a better understanding of the service.

In response to a question from Councillor A McDonald with regard to the type of wrist strap being used and the possibility of using clip-on alarms the Telehealthcare Project

Manager advised that Distance Lab, Forres the researchers on the project had looked into the aesthetics of the straps and advised that the pendants issued also have a clip, however there was an issue with design and further investigation was on-going.

Thereafter, the Committee agreed to note the key findings outlined in the report.

13. UPDATE ON THE QUARRIERS CARERS SUPPORT SERVICE

There was submitted a report by the Director of Community Services updating the Committee on the Quarriers Carers Support Service for both Adult and Young Carers.

The Carers Strategy and Development Officer updated the Committee on the transition from the previous provider advising that transition was always going to be a difficult process and she was confident that Quarriers would provide a good service.

In response to Members' concerns and questions with regard to assessments she advised that a member of staff was contracted for 22 hours per week and had the capacity to complete 5 assessments in that time. With regard to paragraph 3.4 of the report she advised that the comments made were not a criticism of the previous provider and highlighted that with changes to employment legislation transition can inevitably be difficult.

In response to a question with regard to delays in the service due to consultation in terms of TUPE, the Director of Community Services expressed his concern in dealing with staffing matters in an open meeting and advised that a change of services was triggered following a service review and public consultation. There was also a need to go out to tender in view of the size of the contract.

Thereafter, the Committee agreed to:

- (i) note the progress being made in the delivery of the Carers Support Service Contract;
- (ii) that a further report be submitted to this Committee in the Spring; and
- (iii) that a report on Youth Carers be submitted to a future meeting of the Children & Young People's Committee.

14. QUESTION TIME

There were no questions asked at this meeting.

15. CURRENT STATUS OF HEALTH & SOCIAL CARE CONTRACTS (PARA 9)

There was submitted a report by the Director of Community Services seeking approval from the Committee for a range of contracts.

In response to members concerns regarding paragraph 5 of the report the Director of Community Services gave an assurance that agreement was only for 2009/10 and that contracts would be subject to renegotiation, scrutiny and competitive tendering for future years.

Thereafter, the Committee agreed to:

- (i) approve the contracts and their funding levels that had been negotiated as detailed in Appendix 1 of the report for 2009/10; and
- (ii) homologate the decision taken by the Director of Community Services and the Chair of the Health and Social Care Services Committee as detailed in para 4.9 of the report.