



City of Westminster

# Adults, Health & Public Protection Policy & Scrutiny Committee

**Date:** 19<sup>th</sup> June 2017

**Briefing of:** Councillor Heather Acton, Cabinet Member for Adult Social Services & Public Health

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## **Actions requested by the Committee**

The most recent KPI analysis of Adult Social Care (ASC) and Public Health programmes, has not yet been submitted to the Audit and Performance Committee. An end of year report will be attached to the next report.

### **Adults**

1. **Better Care Fund (BCF) and Sustainability Transformation Plan (STP)**
  - 1.1. The BCF fourth quarter return has been signed off at the Health and Wellbeing Board. The seven national conditions were all met during 2016/17 through the thirteen schemes operated under the BCF.
  - 1.2. There is new guidance for the 2017-2019 BCF. The two year BCF programme must align with NHS planning and there are now four national conditions to be met and other minor changes.
  - 1.3. The first quarter finances have been agreed and work on planning the new BCF is underway, including developing a new performance framework.
  - 1.4. The North West London Health and Care Transformation Group continues to meet and a Joint Working Agreement between five boroughs has been drawn up for a collaborative hospital discharge scheme in order to provide a consistent service for all patients and to maximise efficiency of shared resources.

## **2. Home Care**

- 2.1. The Adult Social Care (ASC) and Care Homes team is working with our homecare providers on several initiatives to improve upon the service offered to customers.
- 2.2. A group of 19 homecare customers are engaged with the Council to discuss what “outcomes based homecare” would mean to them. With the help of service users, we are thinking about ways in which we can focus on meeting the individual needs of customers rather than just delivering homecare outcomes.
- 2.3. The ASC team is also working on piloting an approach with NHS partners where homecare workers will be asked to help customers with some health related tasks traditionally carried out by District Nurses. For example, they may be asked to help someone with reminders about their medication or giving them eye or ear drops. This will have benefits for the customers in terms of joined-up services and for the health and social care workforce. This enhanced role for the homecare worker is being complemented by a new Trainee Nurse Associate role that is being piloted in NW London in partnership with the NHS and Bucks New University.
- 2.4. Twelve trainees from across three different teams, including homecare, are working towards a certificate as a Nursing Associate. They are part of a group of 55 NHS-led pilot programmes testing the new approach to workforce development.
- 2.5. The ASC team is working closely with the commissioned homecare providers in Westminster to resolve some of the long standing issues in the homecare market including recruitment, retention, and carer development opportunities. Links have been strengthened with Skills for Care, a national workforce development body and with the local employment agency Workzone.
- 2.6. The ASC team is working in partnership with Healthwatch and the commissioned homecare providers to develop a standard set of customer satisfaction measures. These will be used across Westminster to survey a sample of those using homecare on a regular basis. The results of the survey will be fed back to customers and their carers as well as to the providers. The intention is that this will help any problems to be addressed and encourage continuous improvement.

## **3. Care Homes (Older People Residential and Nursing Care)**

- 3.1. The team makes regular visits to inspect of care homes within Westminster and the homes are also inspected regularly by the Care Quality Commission (CQC). A recent inspection of Norton House (where we have a block contract for beds) rated the facility as “Good”.

- 3.2. Officers are working closely with all providers to ensure standards are improved throughout care homes. It should be noted that improvements are being recorded in homes where there have been concerns.
- 3.3. As committee members know, I signed the Annual Price Review for Home Care Services. I am satisfied that careful consideration was given to the information from providers as well as comparable data in drawing up the recommended rates.

#### **4. Mental Health Day Services Consultation**

- 4.1. There has been consultation and co-design work with customers of the Recovery Support Services (RSS) since April 2016 to seek RSS customer views in new services. Additional consultation meetings were held in mid May 2017 regarding the alternative services commissioned at the Abbey Centre and the Beethoven Centre from 31<sup>st</sup> May 2017.
- 4.2. These new services have replaced underused existing day centres. They provide more flexible and tailored support services with a greater focus on early intervention and recovery. The changes also give people increased choice and control of mental health services accessed through use of personal budgets.
- 4.3. At the consultation meetings RSS customers were introduced to SMART, an experienced mental health organisation, who will continue to work with customers to co-design the new services. SMART has been commissioned for six months from June 2017 to carry out additional transition and co-design work. This will ensure that each customer has access to their choice of therapeutic activity, drop in or safe space at suitable alternative venues.
- 4.4. SMART will work with customers to ensure that they have an input on the design of the mental health service centres, choice of name for each service and selection of launch events. They will also hold workshops on personal budgets to increase customers' knowledge and understanding, with the aim of reducing customers' anxiety.
- 4.5. A mental health providers network has been set up by ASC to increase the number and choice of personal budget offers available to customers at a range of suitable venues across Westminster.

#### **Public Health**

#### **5. 0-5 Health Visiting and Family Nurse Partnership (FNP)**

- 5.1. The current contract with Central London Community Healthcare (CLCH) runs until 30<sup>th</sup> September 2017. Negotiations regarding the conditions of and arrangements for a contract extension to allow for continuity of service while redesigning and re-commissioning the service are nearing conclusion. This will entail monitoring clearer performance measures which will help provide more

detailed information to inform the new operating model.

- 5.2. Public Health officers are also involved in the Family Hubs work, which is seeking to deliver seamless services through a virtual network of professionals working to a shared outcomes framework.

## 6. **Childhood Obesity**

- 6.1 The Tackling Childhood Obesity Together Programme team (TCOT) is involving departments throughout the Council to target activity to reduce childhood obesity. Examples include establishing new food growing sites in schools and on estates, working with housing associations to increase opportunities for children and young people for active play, working with fast food businesses to increase the number of outlets and chains that sign up to and deliver on the Healthier Catering Commitment initiative.

## 7. **Oral Health Campaign**

- 7.1 Public Health and Communications are preparing a campaign aimed at children and families to reduce consumption of sugary drinks and snacks as part of a **borough-wide Sugar Smart campaign to be delivered later this year. Additionally new** visual materials are being produced to increase awareness of and reduce the burden of tooth decay currently experienced by local children.

## 8. **Substance Misuse**

- 8.1 The Shisha Working Group met on Monday 5<sup>th</sup> June and agreed an action plan for Shisha with clear timelines, outputs and outcomes. I am speaking at a Public Policy Exchange event on Reducing Smoking and Nicotine Dependency on 28<sup>th</sup> June, and shall talk about our work on tobacco, including shisha.

## **Health & Wellbeing Board**

- 9.1 The Health & Wellbeing Board met on 25<sup>th</sup> May. The Board received an update on the Better Care Fund and discussed where the Board needed to focus its attention to deliver the Health and Wellbeing Strategy. A detailed implementation plan is being prepared with CCG colleagues and will be agreed by the autumn.

## **Assistive Technology**

- 10.1 The Committee raised questions on assistive technology at the last meeting and I am pleased to report that work is underway to develop a Standard Operating Procedure for Assistive Technology (telecare) solutions. A strategic review is being carried out to look at products, installation and call handling. Westminster's Learning Disability Partnership is also using "Just Checking" assistive technology and this will be piloted within supported housing.

**If you have any queries about this report or wish to inspect any of the background papers please contact Madeleine Hale x2621  
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