



CITY OF WESTMINSTER

DRAFT MINUTES

Adults & Health Policy & Scrutiny Committee

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Adults & Health Policy & Scrutiny Committee** held on **Wednesday 31 January 2018** in Room 3.1, 3rd Floor, 5 Strand, London WC2 5HR

Members Present: Councillors Jonathan Glanz (Chairman), Barbara Arzymanow, Susie Burbridge, Patricia McAllister, Gotz Mohindra, Jan Prendergast and Barrie Taylor.

Also Present: Councillor Heather Acton.

1. MEMBERSHIP

1.1 Apologies for absence were received from Councillor Glenys Roberts.

2. DECLARATIONS OF INTEREST

2.1 The Chairman sought any personal or prejudicial interests in respect of the items to be discussed from members and officers, in addition to the standing declarations previously made.

2.2 No further declarations were made.

3. MINUTES

RESOLVED:

3.1 That the Minutes of the meeting held on 22 November 2017 be approved; and

3.2 That the Minutes of the meeting of the Health Policy & Scrutiny Urgency Sub-Committee on 30 November 2017 also be approved.

Matters Arising

3.3 Councillor Burbridge requested that following discussions at a previous Committee meeting consideration be given to programming the following items onto the Work Programme:

- 1) St Mary's Hospital – service provision for local residents; and
- 2) Health Tourism.

4. CABINET MEMBER UPDATE

- 4.1 Councillor Heather Acton (Cabinet Member for Adult Social Services & Public Health) provided a briefing on key issues relating to her portfolio, which included Extra Care Housing; Home Care and Mental Health. The Committee also heard from Gaynor Driscoll (Head of Commissioning, Adults Public Health).
- 4.2 Councillor Acton congratulated the Committee on the production of the Health & Wellbeing Centres Task Group report and endorsed the recommendations contained within it. The Committee also noted that consideration would be given to allocating an additional person to the Health and Wellbeing Board to take responsibility for arts, health and wellbeing.
- 4.3 The Committee commented on the Shisha Event held on 30 November 2017 and stressed the importance of raising public awareness of the dangers of smoking shisha. Councillor Acton provided details of the event which was considered a success, however it was agreed that further work was required in disseminating the message regarding the negative health effects of shisha. The Committee noted that consideration would be provided to increasing funding to raise public awareness of the issues. Central Government was also being actively lobbied on the issue of shisha, in particular in terms of providing greater controls over it through licensing legislation. The Committee was pleased to note that a shisha symposium was scheduled for February which would be run in conjunction with Brent Council.
- 4.4 Concern was expressed by Members over the sexual health profile in Westminster and the high number of sexually transmitted infections. Gaynor Driscoll (Head of Commissioning, Adults Public Health) advised that an outreach service was provided across the borough which provided walk-in access to sexual health services providing more rapid access than many other boroughs. Educational programmes for schools had also been developed to increase the understanding of the issues. A comprehensive range of preventative measures and treatments was now in place as part of a London-wide strategy which was contributing to improving the situation within Westminster. Changes to sexual health services outside Westminster though had resulted in greater numbers of people utilising the Soho facilities. As a result, efforts were being made to ensure the facilities outside London remained accessible and support was being provided to local clinics to guarantee speed of access to services for local residents and prioritising those considered highest risk. Changes to how people utilised sexual health services had been noted and from 1 April 2018 a new online facility would be available which it was hoped would ease the pressure on clinics. The Committee expressed

an interest in receiving an update on the provision of the new online services at their next meeting.

5. STANDING UPDATES

5.1 Committee Task Groups

5.1.1 The Committee received updates on work undertaken by its Task Groups.

5.1.2 Councillor McAllister presented an update on the Community Independence Service (CIS) Single Member Study. The Committee noted that further work would be undertaken at assessing the availability of different care packages and future service requirements.

5.1.3 Councillor Barbara Arzymanow updated the Committee on the work of the Joint Health Overview & Scrutiny Committee which included: an explanation of the Accountable Care System; an overview of the objectives and role of GP Hubs and implementation plans; accident and emergency data and an update concerning the London Ambulance Service.

5.2 Westminster Healthwatch

5.2.1 Godwyns Onwuchekwa (Westminster Engagement Lead, Healthwatch) updated the Committee on recent work undertaken by Healthwatch in Westminster. Activity had focused on care coordination for people with long-term health conditions; mental health day provision in Westminster and project planning for 2018-19. Updates on the Soho Square GP Practice, the Half Penny Steps NHS GP Practice and Charing Cross Hospital were also provided.

5.2.2 The Committee expressed concern that recent Care Quality Commission (CQC) reports produced on local issues had not involved any early consultation with Members. As the issues impacted on local residents it could be expected that draft versions of a report would be circulated to the Committee for comment. Instead the Committee was asked to comment on the reports after they had been produced rather than contributing to them at an earlier stage and help form any recommendations. The importance of collaborative working was highlighted to help achieve common objectives and this was considered an area which required future improvement.

5.2.3 The Committee also discussed the following areas:

- St. Charles Hospital – A lack of transport to the hospital was raised and it was suggested that TfL be requested to assess means of improving transport options for patients.

- Charing Cross Hospital – Members noted the levels of misinformation in circulation regarding the future of the hospital and confirmed the importance of ensuring there was better engagement with patients and local residents.
- Half Penny Steps NHS GP Practice – The Committee expressed concern that approximately a third of those using the walk in service were not registered with a GP. The reasons to understand this figure required examining and it was suggested that this could be commissioned as a future potential piece of work.

5.3 Changes to Arrangements for Shared Services:

- 5.3.1 The Committee received an update from Bernie Flaherty (Bi-Borough Executive Director for Adult Social Care and Health) on progress in establishing a bi-borough agreement with the City Council and RB Kensington & Chelsea for the delivery of Adult Social Care and Public Health.
- 5.3.2 Progress made on the recruitment to the new bi-borough structure was detailed along with the level and types of engagement undertaken with existing staff members. The Committee requested that clarification be provided at a future meeting on the level of public consultation undertaken with regard to the public health budget.

6. **THE HEALTH & WELLBEING CENTRE TASK GROUP**

- 6.1 Councillor Taylor and Artemis Kassi (Policy and Scrutiny Officer) presented the draft report and recommendations of the Health and Wellbeing Centre Task Group. The Committee thanked Councillor Taylor and Artemis Kassi for all their efforts in producing a very comprehensive and informative report.
- 6.2 The Task Group had highlighted how in light of the increase in chronic health conditions the NHS understood it had to rethink its current approach and develop a more holistic model of social care with opportunities for increased levels of integration between both public and private services. Further details concerning the recommendations were noted and the importance of ensuring they were monitored was highlighted.
- 6.3 The Committee welcomed the report's findings and agreed the recommendations contained within it, subject to some suggested minor amendments. Members were pleased to note that the report would be distributed shortly to a wider audience.

7. **DRUG & ALCOHOL WELLBEING SERVICE (DAWS)**

- 7.1 Gaynor Driscoll (Head of Commissioning, Adults Public Health), Bernie Casey (Senior Manager, Change Grow Live), Mark Dronfield (Manager, DAWS) and

Michael Huck (DAWS Peer Mentor and Volunteer Manager) provided the Committee with an overview of the performance of substance misuse services within Westminster following the implementation of the redesigned and re-procured Drug and Alcohol Wellbeing Service (DAWS).

- 7.2 The new asset based model had been introduced in April 2016 in order to change the culture in how substance abuse was dealt with. As part of the new model a specialist alcohol service had been provided and this formed a key part of the whole system approach. The new model had seen improvements in certain service areas which had resulted in positive outcomes for those engaging with the service. Concerns still remained however over performance in engaging new people in services who were non-opiate users and particularly alcohol users. They often included people with complex needs who required intensive levels of treatment. Overall however it was considered that the system-wide approach to substance abuse had led to improvements in outcomes in particular for those entering education, training and employment.
- 7.3 The Committee noted the changing trends in drug use, both in relation to the type of drugs used and demographic of users, and the various efforts being made to engage with the different groups.
- 7.4 Despite the positive elements of the new model Members expressed concern that the levels of substance abuse in Westminster had not reduced. The Committee was informed that work with residents was continuing in order to increase the awareness of the harmful effects of drugs and alcohol. Various initiatives such as 'Dry January' were being promoted along with continued support provided to residents to help ensure any levels of existing substance abuse did not escalate.
- 7.5 Other issues discussed included reaching out to drug users at nightclubs and entertainment areas; rehabilitation services available for rough sleepers and the need to improve the road to wellbeing asset map.

8. WESTMINSTER CLINICAL COMMISSIONING GROUPS - UPDATE

- 8.1 Chris Neill (Deputy Managing Director, Central London CCG), Emma Playford (Senior Engagement & Corporate Affairs Manager, Central London CCG) and Mike Nelson (Assistant Head of Primary Care Commissioning, NHS England) provided the Committee with updates on St Mary's Hospital Urgent Care Centre and Soho General Practice.

8.1 Urgent Care Centre – St Mary's Hospital

- 8.1.1 Dr James King (GP Clinical Lead), Andy Gregory (Managing Director), Amanda Hatch (Clinical Support Manager) and Anita Murphy (Operations Manager, Urgent

Care Centre) were also invited to address the Committee with regards to St Mary's Urgent Care Centre.

- 8.1.2 Chris Neill provided an update on the CQC inspections carried out last year and the subsequent work undertaken with the provider (Vocare Ltd). Since the inspection, where the Centre was provided with a rating of inadequate, performance had improved and was now considered one of the best performing centres in north west London. Several issues still remained however as it was a small service, relying on a small number of staff but overall care services had improved. It was noted that the CQC were scheduled to conduct a further inspection in March 2018.
- 8.1.3 The Committee noted with concern the issues identified by the CQC inspection and requested further details on how they were being addressed. Andy Gregory explained various initiatives had been put in place including installing more experienced leadership throughout the Centre. This had resulted in the delivery of services significantly improving and would ensure the Centre was more clinically-led in future. Further details of the service improvement plan were provided and the Committee was advised that these measures should safeguard against such concerns from arising in the future. The Committee was invited to attend the Urgent Care Centre to experience the service improvements implemented and talk to members of staff working there.
- 8.1.4 The Committee welcomed the significant steps taken to address the issues raised at the Centre and hoped that the CQC report scheduled for March 2018 would provide evidence that the changes implemented had improved service delivery. The Committee stressed the importance of learning from this experience and expected to see more due diligence undertaken by the CCG to ensure future providers of such services had the ability to operate efficiently and effectively immediately.

8.2 Soho Square General Practice

- 8.2.1 The Committee noted the update concerning the management of the provider of the Soho Square General Practice and future patient involvement. Members commented that they expected to see more effective and enhanced communications by the provider at an earlier stage. This would allow the Committee to properly scrutinise the practice as appropriate and also keep patients and community groups informed of any changes to the service before they were implemented. The importance of appropriate consultation was highlighted rather than only being able to comment on any changes after they had already been introduced.

9. CARE HOME QUALITY IN WESTMINSTER

- 9.1 Bernie Flaherty (Bi-Borough Executive Director for Adult Social Care and Health) and Mike Boyle (Director of Commissioning and Enterprise) updated the Committee on the status of care home quality in Westminster. This included details of a recently commissioned care home improvement programme and other initiatives designed to enhance the quality of life for care home residents and for staff working in care homes.
- 9.2 The Committee was pleased to note that there were currently no care homes within Westminster which were classified by ASC as causing concern. Efforts to further improve services continued and a care home improvement programme had recently been commissioned. The programme would be delivered by two recognised care home improvement organisations; 'My Home Life' and 'Ladder to the Moon'. The Committee welcomed the opportunity to invite the two organisations to a future committee meeting to learn more about them and the programme they were delivering.
- 9.3 The Committee was pleased to note that the sharing of best practice between care homes was taking place. Mike Boyle explained that a registered managers network supported by Skills for Care and the London Care and Support Forum met regularly to exchange good practice and support managers in their role.
- 9.4 Members were interested to learn about how measures were implemented to ensure patients drug charts were regularly updated. Bernie Flaherty confirmed that when CQC inspections occurred there was now a much stronger focus on medication, the Council also conducted quality assurance checks with a major focus on medication. It was recognised that this was an area of importance and as such extra training was now in place to support staff with courses provided which included input from the CQC.
- 9.5 It was noted that the Joint Health and Social Care Dementia Programme Board provided oversight for the delivery of new sustainable workforce development models to improve the quality of care for people with complex dementia. The Committee suggested that it would be beneficial if a Scrutiny Member could input into the Board in some capacity to assist in the review process and provide advice where necessary. Bernie Flaherty welcomed the proposal for a member of the Committee to input into the work of the Board.
- 9.6 Other issues discussed included future care home provision and CQC inspections. The Committee welcomed an invite by Mike Boyle to visit care homes within Westminster.

10. COMMITTEE WORK PROGRAMME

- 10.1 Artemis Kassi (Policy & Scrutiny Officer) presented the Committee's Work Programme and Action Tracker.

10.2 The Committee agreed that the next meeting on 9 April 2018 would focus on:

- An update from the Care Quality Commission;
- Inviting the two care home improvement organisations; My Home Life and Ladder to the Moon, to the meeting to discuss their care home improvement programme; and
- Receiving a report on the provision of sexual health care in relation to demand for services located within Westminster by people located from outside the borough and ensuring local residents were therefore not disadvantaged.

10.3 The Committee noted that the following potential items would be allocated at a later date:

- St Mary's Hospital – service provision for local residents; and
- Health Tourism.

The Meeting ended at 9:24pm.

CHAIRMAN:_____

DATE:_____