

PUBLIC

**MINUTES** of a meeting of **the IMPROVEMENT AND SCRUTINY COMMITTEE – PEOPLE** held at County Hall, Matlock on 8 May 2019.

**PRESENT**

Councillor A Fox (in the Chair)

Councillors N Barker, L Chilton, R Flatley, J Frudd, R Iliffe, D Taylor and G Wharmby (substitute).

Also in attendance were D Turner, Roger Miller and Robert Moore (Adult Care), Helen Henderson-Spoors, (Derbyshire Healthwatch) and James Hollingsworth and Smruti Mehta (Children Services).

Apologies for absence were submitted on behalf of Councillor J Twigg.

There were no declarations of interest.

**07/19** **MINUTES RESOLVED** that the minutes of the meetings of the Committees held on 27 February 2019 and 4 March 2019 be confirmed as a correct record and signed by the Chair.

**08/19** **PUBLIC QUESTIONS** – none received.

**09/19** **REVIEW OF CHANGES TO MANAGEMENT AND STAFFING ARRANGEMENTS IN DCC CARE HOMES** Robert Moore, Adult Care presented the findings of the review which was held to ascertain the effectiveness of the changes: three-shift system and new management arrangements in Homes for Older People and Community Care Centres as approved by Cabinet on 16 June 2015.

The report listed the changes that had been introduced together with the methodology and findings of the review.

More work was identified to further support the continued implementation of the changes and to ensure that the new practices become suitably embedded in our practice; the report listed the specific actions that were to be undertaken over the next 6 months.

**RESOLVED** that (1) The findings and planned actions be noted; and

(2) Further reports to be made on progress to the Cabinet Member for Adult Care in due course.

## **10/19 ORAL HYGIENE IN CARE HOMES ACROSS DERBYSHIRE**

Helen Henderson-Spoors from Derbyshire Healthwatch summarised the report which was circulated prior to the meeting.

According to the Department of Health (2011), maintaining good oral hygiene was crucial as it not only impacted on an individual's ability to eat, speak and socialise but could help prevent conditions such as mouth cancer and cardiovascular disease. A number of care homes across Derbyshire were visited where staff and residents were invited to respond.

The Care Quality Commission (CQC) assisted with the formulation of key questions: two questionnaires were developed to capture the evidence required. There were a number of key findings, with the main points being access to appointments, more support by staff and residents having control over their oral hygiene.

Several recommendations and actions had been identified:

- The Care Quality Commission (CQC) to acknowledge the findings from a Derbyshire perspective and incorporate them into any planned work;
- Healthwatch Derbyshire to work with health and social care commissioners to ensure that where possible, improvements could be made in the following areas:
  - Specific oral hygiene training for care staff to support people living with dementia and those with learning disabilities
  - Reduced delays in accessing treatment from local dental providers for residents/clients within care homes, including those with dementia and/or learning disabilities
  - Awareness raising around the importance of good oral hygiene with residents/clients of care homes, including those with dementia and/or learning disabilities.

Healthwatch Derbyshire planned to incorporate oral hygiene as a topic in their Enter & View visits to care homes in order to monitor future improvements and issues.

**RESOLVED** to note the review's findings.

The Committee thanked Helen Henderson-Spoors for the report.

## **11/19 BI-ANNUAL SUMMARY OF ENTER AND VIEW VISITS TO DCC RESIDENTIAL SERVICES**

Helen Henderson-Spoors from Derbyshire Healthwatch summarised the report which was circulated prior to the meeting.

The statutory powers of all local Healthwatch included conducting Enter and View visits to any publicly funded adult health or social care services to learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the service at first hand. Visits were followed by the publication of formal reports where findings of good practice and recommendations to improve the service were made.

The key data and findings across all visits were listed in detail in the report. Individual reports for each home/services were issued at the time. The report indicated a broader context where DCC may lead in responding to the following recommendations across all relevant services:

- To provide an update on the progress of the tender for hearing loop services;
- To advise on the provision of staff training with respect to resident's oral hygiene care needs;
- To advise how residents are ensured of regular therapeutic mobility and exercise programmes;
- To advise of strategies in place to ensure that residents 'at risk' of becoming isolated are suitably monitored;
- To confirm that practices are consistently in place to ensure that residents are reminded of their care choices and rights;
- To provide a progress update and actions further to the review conducted of external security fencing and gates across the service provision;
- To provide an update on the senior care worker role implementation review with particular reference to the effectiveness in ensuring residents receive an adequate and stimulating programme of leisure, recreational and therapeutic activities; and
- To advise of actions in place to address the CQC rating of 'requires improvement', particularly where this applied to all five CQC domains, and which included one of the newest Residential and Community Care Centre services.

**RESOLVED** to note the report's recommendations.

The Committee thanked Helen Henderson-Spoors for the report.

## **12/19      THE LOCAL OFFER FOR CARE LEAVERS IN DERBYSHIRE**

Smruti Mehta and James Hollingsworth gave a presentation on Derbyshire County Council's Local Offer for Care Leavers.

The Children Act 1989 placed a duty on all Local Authorities to provide a significantly enhanced leaving care service for 'looked after' young people as they exit the care system, with the intention to raise the quality of support to that of good parents. This requires them to offer Personal Advisor support to all care leavers up to the age of 25 irrespective of whether they were engaged

in education or training. They also have to consult on and then publish their “local offer” for care leavers which sets out care leavers’ legal requirements and the additional discretionary support that the local authority would provide when leaving its care.

There was also a requirement on Local Authorities to have regard to seven corporate parenting principles that guide the way Local Authorities provide its services.

This service was originally provided by Barnardos but following an independent report in 2018 a decision was made to move the provision to Children’s Services. The vision of the new service was *“to create a one service approach for all children in care transitioning to adulthood and create closer partnership working across Council departments and its corporate parenting partners with clearer lines of accountability, closer focused performance management and integrated leadership through the post of an operational and strategic lead for Care Leavers”*.

The key service priorities were listed, together with the service aspirations. Research and practice had shown that young people who had been ‘looked after’ would have the best chance of success as adults if those providing transitional care and other support followed three main principles when talking to the young person and making any decision:

- Is this good enough for my own child?
- Provide a second chance if things don’t go as expected;
- Is this tailored to their individual needs, particularly if they are more vulnerable than other young people?

The Local Offer for Care Leavers was published in late 2018. Three specific areas were included: health, relationships and participation, housing and accommodation and employment, education and training. The proposed offer was expected to be published by the end of August 2019.

The Committee thanked Smruti Mehta and James Hollingsworth for the report.

**13/19**      **WORK PROGRAMME 2019/20** Roz Savage, Improvement and Scrutiny Officer presented the work programme for the period May 2019 to February 2020. The Committee was asked to note that a scoping report would be discussed at the next meeting.

**RESOLVED** that the report be approved.