

KENT COUNTY COUNCIL

ADULT SOCIAL CARE CABINET COMMITTEE

MINUTES of a meeting of the Adult Social Care Cabinet Committee held at Council Chamber, Sessions House on Wednesday, 1st December, 2021.

PRESENT: Mr A M Ridgers (Chairman), Mr S Webb (Vice-Chairman), Mrs P T Cole, Mr N J Collor, Ms K Grehan, Ms S Hamilton, Ms J Meade, Mr J Meade, Mr D Ross, Mr T L Shonk, Mr R G Streatfeild, MBE, Mr R J Thomas, Ms L Wright and Mr P Cole

ALSO PRESENT: Clair Bell

IN ATTENDANCE: Richard Smith (Corporate Director of Adult Social Care and Health), Chris McKenzie (Director of Adult Social Care and Health North and West Kent), Michael Thomas-Sam (Strategic Business Adviser, Social Care), Lisa Clinton (Stakeholder Engagement Manager), Sharon Dene (Senior Commissioning Manager), Simon Mitchell (Senior Commissioner) and Georgina Walton (Design and Learning Centre Manager)

UNRESTRICTED ITEMS

24. Apologies and Substitutes
(Item. 2)

Apologies for absence had been received from Mr Weatherhead. Mr Cole was present as substitute for him.

25. Declarations of Interest by Members in items on the agenda
(Item. 3)

Ms Meade declared an interest as a carer and Miss Wright declared an interest as an appointee for a family member.

26. Minutes of the meeting held on 29 September 2021
(Item. 4)

It was RESOLVED that the minutes of the meeting held on 29 September 2021 were correctly recorded and they be signed by the Chairman when this can be done safely. There were no matters arising.

27. Verbal Updates by Cabinet Member and Corporate Director
(Item. 5)

1. The Cabinet Member for Adult Social Care and Public Health, Mrs Clair Bell, gave a verbal update on the following:

Local Government and Social Care Ombudsman Public Report on Deprivation of Liberty Safeguards (Dols) in Kent - Mrs Bell had written to the Ombudsman on 11 October 2021 advising that the Council would not be complying with all of the recommendations. The Council had received a response from the Assistant Ombudsman confirming that the outcome had been

recorded 'remedy not complete but satisfied' and this had ended their involvement.

Carer Strategy Online Workshops – Mrs Bell said engagement workshops for the development of the draft Carers Strategy had taken place and Members were advised that the final online workshop would take place on 2 December 2021.

Romney Marsh Community Hub - Mrs Bell visited the Romney Marsh Community Hub in New Romney on 21 October 2021 along with local Member Mr Hills and the Vice-Chairman of the Council, Ms Game. The service had supported the local community throughout the pandemic and continued to provide, in partnership with several organisations, opportunities for the over 50s to participate in a variety of activities to aid health and wellbeing.

Mental Health Wellbeing Awards - Mrs Bell attended the Mental Health Wellbeing Awards on 22 October 2021 along with Dr Allison Duggal, Interim Director of Public Health. The event included many nominations and winners who had lived experience of mental health.

Empowercare – Empowercare, an EU funded project with 13 partners across 4 countries, was currently running a pilot to test various technology schemes and the training of volunteer digital ambassadors to provide support. The project was supported by Canterbury Christ Church University and on 8 November 2021 the Council hosted the annual partnership event.

Virtual Dementia Tour Bus Experience - Mrs Bell took part in the experience, which visited Maidstone on Tuesday 9 November 2021. The experience included practical tips on what could be done to help people living with dementia. Mrs Bell said further dates in Maidstone had been scheduled for 2022 and she would provide information on the Alzheimer's Society initiative, *Dementia Friends Information Session*, for those who were interested.

2. The Corporate Director of Adult Social Care and Health, Mr Richard Smith, then gave a verbal update on the following:

Future Events with Care Providers - Mr Smith said there would be a round table event on 9 December 2021 with care providers and the Council's senior leaders regarding the immediate response to challenges over the Christmas period. A Care Summit event in March 2022 would bring together national and local leaders in the care sector and would cover a medium to long term approach on how the care market could be supported in a more sustainable way.

Adult Social Care Reform White Paper – Mr Smith said this was an important milestone and the operational team were considering the Council's responses.

Operational Staff Update - Mr Smith said Ms Julie Davidson was leaving the Council after several years and recognised her invaluable contribution to the Making a Difference Every Day strategy (MADE) and her support as Principal Social Worker. Mr Carl Griffiths, Interim Senior Responsible Officer for MADE was also leaving and his role would be filled by Ms Helen Gillivan, Head of Business Development. Mr Smith said Mr James Beale had been appointed as

Director for East Kent and would be joining the team in February along with Dr Anjan Ghosh who had been appointed to the permanent role of Director of Public Health. Ms Jenny Anderton would provide interim leadership support to East Kent to ensure continuity and stability.

3. It was RESOLVED that the verbal updates be noted.

28. 21/00091 - Making a Difference Every Day: Our Strategy for Adult Social Care in Kent, 2022 - 2027

(Item. 6)

1. Mr Thomas-Sam introduced the report which presented the revised strategy for consideration following the consultation on the draft 'Making A Difference Every Day – Our Strategy for Adult Social in Kent 2022 to 2027'.
2. Mr Thomas-Sam, Ms Clinton and Mr Smith responded to comments and questions from the committee, including the following:
 - (a) Asked what the financial implications of the strategy were for the Council Mr Smith said the strategy was focused on the people's needs and their choices in meeting those needs, and that costed delivery plans would sit alongside it; and
 - (b) Asked how the views of carers would be considered in developing the Carers Strategy, and how this would interact with the larger strategy, Ms Clinton said the Carers Strategy would be steered by pre-consultation engagement which included carers and a carers research study which was commissioned to look at the relationship of the carer with the person being cared for, the wider family unit and key life stages.
3. It was RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health to:
 - a) Adopt the 'Making A Difference Every Day – Our Strategy for Adult Social in Kent 2022 to 2027';
 - b) Delegate authority to the Corporate Director Adult Social Care and Health to refresh and/or make revisions as appropriate during the lifetime of the strategy; and
 - c) Delegate authority to the Corporate Director Adult Social Care and Health to take relevant actions, including but not limited to finalising the terms of and entering into required contract or other legal agreements, as necessary to implement the objectives of the strategy, be endorsed.

29. 21/00103 - People's Voice Contract (including Healthwatch Kent)

(Item. 7)

1. Mr Mitchell introduced the report and said the People's Voice Contract encompassed HealthWatch Kent, a statutory responsibility for the Council, as well as wider resident and community engagement. The current contract would expire on 31 March 2022 and a short contract of six months was required to

allow a procurement process to take place. Mr Mitchell responded to questions and comments from the committee, including the following:

- (a) Asked how HealthWatch was provided in other Councils, Mr Mitchell said HealthWatch was an independent organisation and some Councils had HealthWatch on its own or combined it with other areas. Mr Mitchell said HealthWatch produced regular reports and a work plan was being produced jointly with NHS CCGs and Medway City Council.
- (b) Asked whether Kent and Medway CCG's decision to continue with the contract would be known before the main procurement took place Mr Mitchell said Kent and Medway CCG contributed towards the peoples' voice element, specifically around mental health, and agreement was in place with Kent and Medway CCG for the next financial year;
- (c) Asked whether the contract would be changed to a longer term Mr Mitchell said the aim was to have a 5-year contract to give stability to the provider. At present a 3-year fixed term contract with two single year extensions was being considered;
- (d) Asked whether financial penalties for non-compliance would be included in the contract Mr Mitchell said incentives to perform against KPIs would be built into the procurement process; and
- (e) Asked whether one or multiple providers would be considered Mr Mitchell said the current structure included a lead provider working with smaller providers. Engagement and feedback from local communities, residents and providers would be used in determining the best model.

2. It was RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health to:

- a) Approve procurement of a new People's Voice Contract, which includes the delivery of Healthwatch Kent, for a maximum of five years (three years plus two single year extensions);
- b) Approve a direct award contract, to the current provider (EK360), for a maximum of six months (1 April 2022 to 30 September 2022) to allow procurement to progress; and
- c) Delegate authority to the Corporate Director Adult Social Care and Health to take relevant actions, including but not limited to finalising the terms of the contract modification or other legal agreements, as necessary to implement the decision, be endorsed.

30. 21/00104 - Older Persons Residential and Nursing Contract Extension and Variation
(Item. 8)

- 1. Mr Mitchell introduced the report and said the Older Persons Residential and Nursing Contract which would expire on 31 March 2022 allowed for a two-year extension.

2. Asked whether there was a means of aligning contracts so that extensions were not required Mr Mitchell said the arrangement for this contract extension was in place due to the Covid-19 pandemic and the two-year extension would provide care homes with a period of stability before structured engagement with the market took place.
3. It was RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health to:
 - a) Extend the current contract in line with contract conditions for a further two years from 1 April 2022 to 31 March 2024;
 - b) Modify the contract to allow a separate Lot to be added that enables the purchasing of Pathway 3 Discharge Beds on behalf of NHS Kent and Medway Clinical Commissioning Group; and
 - c) Delegate authority to the Corporate Director of Adult Social Care and Health to take relevant actions, including but not limited to finalising the terms of the contract modification or other legal agreements, as necessary to implement the decision, be endorsed.

31. 21/00105 - Technology Enabled Care Build and Test
(Item. 9)

1. Ms Walton introduced the report and said the Technology Enabled Care project would involve an initial one-year build and test approach with the outcomes from this used to inform the option for longer-term provision.
2. Ms Walton and Mr Smith responded to questions and comments from the committee, including the following:
 - (a) Asked about the funding of the contract Mr Smith said it would be funded from the Contained Outbreak Management Fund and a market sustainability funding stream.
 - (b) Asked about risk management and the need for robust communication Ms Walton said communication was important in raising the profile of the project and promoting the benefits of different solutions. The provider of the contract would work with the Council to develop a comprehensive communications plan.
 - (c) Asked about ensuring internet access in rural areas Ms Walton said Officers were working with the Council's Digital Inclusion Project to explore the barriers surrounding connection issues and the different options available to support individuals.
 - (d) Asked how the project would benefit someone in need of care Ms Walton said it would complement care or provide people with different options. Currently there were Technology Facilitators who were working to promote the different solutions available. Ms Walton said case studies would be included in future updates to the Committee.

- (e) Asked about the cost involved in ensuring equality and providing Wi-Fi to the elderly and vulnerable Ms Walton said this was being looked at by the Digital Kent Inclusion Project.
 - (f) Asked whether specialist charities would be involved in the procurement process Ms Walton said the Technology Facilitators were currently identifying the options of support available and engagement with partner organisations was taking place.
3. The Cabinet Member for Adult Social Care and Public Health, Mrs Bell, noted the importance of the Technology Enabled Care Build and Test project in exploring options and solutions for the future, and communication in managing understandable fear and resistance.
 4. It was RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health, to provide delegated authority to the Corporate Director Adult Social Care and Health, to award the contract following the outcome of the procurement activity for the Adult Social Care Technology Enabled Care build and test approach, be endorsed.

32. 21/00106 - Development of Micro Provider Market in Kent
(Item. 10)

1. Ms Walton introduced the report and said the aim was to procure a provider with the relevant experience to work closely with individuals, communities, and the workforce to gain an understanding of the gaps in the market, plan the development of micro providers and put in place a communication strategy.
2. Ms Walton and Mr Smith responded to questions and comments from the committee, including the following:
 - (a) Asked whether care workers were included as micro providers Ms Walton confirmed they were, and micro providers would provide non-regulated care. Ms Walton said some care workers may prefer to set themselves up as a micro provider as opposed to working for an organisation;
 - (b) Asked if un-regulated care would be more difficult to monitor and control Ms Walton said a framework would be developed with the provider of the contract to ensure micro providers comply with the necessary standards including safeguarding. The support provided by the micro provider would depend on the individual's care and support needs and a care and support plan would be completed by the Social Care Team;
 - (c) Asked how the project linked to social prescribing Ms Walton said the contract provider would work with communities and networks, including social prescribers, to identify gaps and opportunities for service provision; and
 - (d) Asked about the funding for the project Mr Smith said it would be funded partly from the Contained Outbreak Management Fund and partly from a market sustainability funding stream.

3. It was RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health to:
 - a) Award a contract to a provider who can support the development of a micro-provider market in Kent; and
 - b) Delegate authority to the Corporate Director of Adult Social Care and Health to take relevant actions, including but not limited to finalising the terms of and entering into required contracts or other legal agreements, as necessary to implement the decision, be endorsed.

33. Adult Social Care Pressures Plan 2021-2022

(Item. 11)

1. Mr McKenzie introduced the report which provided an overview of the current pressures faced by Adult Social Care and Health and the plan to mitigate those pressures to ensure service continuity and resilience. Mr McKenzie said the Covid-19 pandemic had placed additional pressures on the health and social care system and it was important to be prepared for a greater impact on the service.
2. Asked about OPEL (Operational Pressures Escalation Level) Mr McKenzie said the levels were reviewed and updated daily by each individual organisation and for the system as a whole. The current level would depend on each individual organisation, but most hospitals were currently operating at OPEL 3 or 4. Mr McKenzie said social care was under a more significant state of pressure however despite this was maintaining flow of people from hospitals into the community and was therefore typically operating at around OPEL 3.
3. It was RESOLVED that the content of the report and the Adult Social Care Pressures Plan 2021- 2022 be noted, with thanks.

34. Adult Social Care and Covid - Lessons Learned so far

(Item. 12)

1. Mr McKenzie presented a series of slides (sent to the committee before the meeting) which set out the impact the pandemic had had on Adult Social Care demand, the Social Care Market and workforce and Public Health Services, responses and solutions that had been implemented, and the lessons learnt. The presentation is attached as an appendix to the minutes. Mr McKenzie responded to questions from the committee, including the following:
 - (a) Asked about the security of personal information on platforms Mr McKenzie said the correct levels of security were used to secure the data.
 - (b) Mr McKenzie agreed to provide Members with further information on the 78 lessons learnt.
 - (c) Asked whether as many social care staff as possible had been encouraged to take the Covid-19 vaccine Mr McKenzie said the rates of take up had been good and the relevant information had been provided to staff through the provider network.

2. It was RESOLVED that the presentation on Adult Social Care and Covid - Lessons Learned so far be noted.

35. Work Programme 2021-2022
(Item. 13)

It was RESOLVED that the committee's work programme for 2021 be noted.