

## **KENT COUNTY COUNCIL**

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### **ADULT SOCIAL CARE CABINET COMMITTEE**

MINUTES of A meeting of the Adult Social Care Cabinet Committee held at Darent Room, Sessions House, County Hall, Maidstone on Thursday, 23rd November, 2017.

PRESENT: Mrs P T Cole (Chairman), Mrs A D Allen, MBE, Mrs P M Beresford, Mr R H Bird (Substitute for Mr S J G Koowaree), Mrs S Chandler, Ms S Hamilton, Mr P J Homewood, Mr P W A Lake, Mr B H Lewis, Ida Linfield and Mr R A Pascoe

OTHER MEMBERS: Graham Gibbens

OFFICERS: Melanie Anthony (Commissioning and Development Manager), Michelle Goldsmith (Finance Business Partner), Emma Hanson (Policy Manager), Mark Hogan (Independent Living Support Services Manager), Christy Holden (Head of Strategic Commissioning - Accommodation Solutions), Sue McGibbon (Project Manager - West Kent), Anu Singh (Corporate Director, Adult Social Care and Health), Penny Southern (Director, Disabled Children, Learning Disability and Mental Health), Anne Tidmarsh (Director, Older People and Physical Disability), Tracy Veasey (Commissioning Officer) and Emma West (Democratic Services Officer)

#### **UNRESTRICTED ITEMS**

##### **42. Membership** *(Item 2)*

The Chairman stated that it was with regret that she had to inform Members of the death of Mr Gregory on 16 October 2017. Sarah Hamilton filled the vacancy following Mr Gregory's death.

Members of the Adult Social Care Committee noted the changes to the membership of the Committee.

##### **43. Apologies and Substitutes** *(Item 3)*

Apologies for absence were received from Miss E Dawson, Mr G Koowaree, Ms D Marsh and Mr D Monk.

Mr R Bird attended as a substitute for Mr G Koowaree.

##### **44. Declarations of Interest by Members in items on the agenda** *(Item 4)*

1. Mrs A D Allen declared an interest as a Trustee, in a personal capacity, of North West Kent Age UK and a Co-Chairman of a Partnership Group for Adults with Learning Disabilities.
2. Mr B H Lewis declared an interest as his wife was employed by Kent County Council.

**45. Minutes of the meeting held on 29 September 2017**  
(Item 5)

1. RESOLVED that the minutes of the meeting held on 29 September 2017 be noted.

**46. Verbal Updates by the Cabinet Member and Corporate Director**  
(Item 6)

1. Graham Gibbens (Cabinet Member for Adult Social Care) gave a verbal update on the following issues:

**APPG for Housing and Older People – Rural Housing inquiry** – the all-party parliamentary group for housing and care for older people took place in Westminster and investigated a range of issues specifically around the need to have appropriate housing in rural communities for older people, there were witnesses from a variety of sectors highlighting the issue and they said that many older people living in rural communities can feel isolated.

**Place-based models of care – facilitated support module (LGA event)** – the Health Improvement programme which focused on place-based models of care would be launched by LGA in the New Year.

**Autism and Enablement** – the Autism and Enablement update had taken place on 21 November 2017. Anne Tidmarsh (Director - Older People and Physical Disability) briefly discussed the successful publication of a book about an enablement pilot that had been carried out in the autism service and said that the pilot had been very successful.

**World Mental Health day Event** – the event was celebrated on 10 October 2017 and was held in County Hall, Sessions House. The event focused on how support could be provided to people suffering with Mental Health issues, the provision of Mental Health champions in offices and the importance in having these services available. He thanked Diane Marsh for organising the event.

**LGA Annual Social Care conference** – the event took place in Bournemouth in October 2017 and there had been a lot of focus on delayed transfers of care. There were a lot of authorities with concerns around the way in which the Government would address areas where delayed transfers of care were at an unacceptable level.

2. Anu Singh (Corporate Director of Adult Social Care and Health) gave a verbal update on the following issues:

**Sustainability Transformation Plan update** – The work had been completed for the Sustainability Transformation Plan and partner organisations had signed up. This meant that Kent would move on an international level as money would move from secondary and tertiary care into primary care. Very significant developments had been made and local care was moving rapidly. It was important to understand localities, geographies and communities and ensure that needs were being met at a local level to provide a sustainable care system financially.

**Induction Visits** – A lot of time had been spent with other teams across the county in different office/workbases to see how they work and how each team owned their local problems. Ms Singh said that all of the offices she had visited made her feel welcome and were friendly. She added that the culture in Kent was very 'can-do', all staff took ownership of issues and processes and were involved in leading transformation in Kent.

***Esther Inspiration Day*** – The Esther model was a model that was introduced in Sweden and was used in Kent to ensure that staff have a better understanding of an individual's needs and also what matters to the staff as professionals. The Esther model was engaging for everybody and could be understood quickly and easily. It was important to reframe conversations with clients and communities and ensure that the public sector and the Health and Care sector were working together providing support to different service users. The Esther inspiration event was held on 7 November 2017; over 100 people attended the event to celebrate different ways of working to support others. Champions had been put in place and there were over 32 Esther coaches available and a further 16 in training. Anu Singh said that this was a social movement and would make a big difference to us as a county.

- a) In response a question, Anu Singh said that a Sustainability Transformation Plan (STP) meant that local organisations and communities had the opportunity to come together and discuss new ways of working, but the STP needed to be introduced to these organisations and communities in a way that was not perceived as damaging.
3. RESOLVED that the verbal updates by the Cabinet Member and Corporate Director, be noted.

#### **47. Integrated Community Equipment Services Contracts** *(Item 7)*

1. Anne Tidmarsh introduced the report which set out information about the operation of the Integrated Community Equipment Services contract awarded to NRS Healthcare (Lot 1) and Technology Enabled Care Services contract awarded to Centra Pulse (Lot 2). She said that the contract was difficult to procure and there were a lot of difficulties, this was because there was not a lot of information readily available from the previous ways of delivering the equipment contract.
2. Mark Hogan (Independent Living Support Services Manager) and Tracy Veasey (Commissioning Officer) presented a set of slides to the Committee which highlighted the progress that had been made, achievements and challenges that would ensure continued service delivery, improved outcomes, savings and future developments.
  - a) In response to a question, Mark Hogan said that staff that had joined NRS from the NHS or KCC organisation had the option to stay in the NRS role or leave at any point. It had proved difficult to retain staff due to challenging driving jobs and competitive salaries elsewhere.
  - b) In response to a question, Mark Hogan said that although NRS relied on service users contacting them when they no longer need their equipment, service user reviews were carried out every 3 years; Prescribers would contact the service user to make sure they still needed the equipment provided.
  - c) In response to a question, Mark Hogan said that regular reviews were carried out for all equipment to ensure cost effectiveness whilst delivering good quality equipment to service users.

- d) In response to a question, Tracy Veasey said that the system was national and could be used by anyone. There were approximately 2,700 Prescribers using the system.
- e) In response to a question, Mark Hogan said that the system was data protected as unique pin numbers were provided to Prescribers which would give them access to their account information and transactions.

3. RESOLVED that the report be noted.

**48. Adult Social Care Performance Dashboard**  
*(Item 8)*

- 1. Penny Southern introduced the performance dashboard which outlined the progress made against targets set for key performance and activity indicators for May 2017 for Adult Social Care.
  - a) In response to a question, Anne Tidmarsh said that the number of service users had been increasing steadily.
  - b) In response to a question, Anne Tidmarsh said that the enablement service was not mandatory and it was the choice of the individual as to whether they received care or not.
  - c) In response to a question, Anne Tidmarsh said that the targets in the report related to enablement services. She said that the main aim was to increase the number of individuals that could remain in their own home. Anu Singh said that the values in Kent were made up of personalisation, choice and control and said it was important to focus on all targets and bring them all together.
  - d) In response to a question, Anne Tidmarsh said that it was difficult to reach all older people in Kent and make them aware of the services that were available to them. She added that work was being done with Housing colleagues and the NHS to help individuals understand where they could go for help and support.

2. RESOLVED that the report be noted.

**49. 17/00062 - Older People and People Living with Dementia Core Offer - Update**  
*(Item 9)*

- 1. Emma Hanson (Head of Strategic Commissioning – Community Services) introduced the report and provided an update regarding the proposal to end current funding arrangements and commission a new community based well-being service for Older People and People Living with Dementia.
  - a) In response to a question, Graham Gibbens (Cabinet Member for Adult Social Care) confirmed that the new monies for Adult Social Care announced in the March 2017 budget would be used for sustainability of the Social Care market, to impact upon delayed transfers of care and also for activities to do with general social care.

2. Anu Singh said that the Revenue Support Grant (RSG) had decreased over the years and Social Care needs had grown. She said that whilst Kent were focusing on providing good quality services and supporting outcomes, it was important to make sure that money was spent appropriately and efficiently.
3. Graham Gibbens (Cabinet Member for Adult Social Care) said that the demand for Adult Social Care had increased nationwide. He said it was important to be mindful of the allocated budget for Adult Social Care and to be as efficient and careful with the funding available as possible. He said that supporting Mental Health was very important and did not wish to cut voluntary contributions for Mental Health. He said that although Kent were facing challenging times, it was important to make sure that the funds available were used to the best of abilities.
  - b) In response to a question, Emma Hanson said that she had attended a Social Prescribing Network meeting and discovered that the number one contributor to Wellbeing was a person's connection to other people. She said that day services were a good way of tackling social isolation issues. Emma Hanson said that she had met with Age UK who had reached out to 700 older people that used their services to inform them of the day services that were available.
  - c) In response to a question, Emma Hanson said that social prescribing overall was successful but there was more that needed to be done with regards to getting practitioners on board.
  - d) In response to a question, Emma Hanson discussed communications with Age UK and said that communication was important in helping people learn about what the future held for them and what part they could play in shaping it.
  - e) In response to a question, Emma Hanson said that Dementia in social care was to be viewed as a long term issue. Anne Tidmarsh said that this was because circumstances could improve.
  - f) In response to a question, Emma Hanson welcomed advertising services on Kent Radio. Graham Gibbens said that he had advertised it on Kent Radio and also through the Kent Messenger group.
4. RESOLVED that the report be noted.

**50. 17/00074 - Vulnerable Homelessness Service Redesign**  
(Item 10)

1. Mel Anthony (Commissioning and Development Manager) introduced the report which set out the Adult Social Care contracts for Housing Related Support Services for vulnerable homeless adults which would expire in September 2018. Contracts for similar services for young people would expire in April 2018.
  - a) In response to a question, Mel Anthony confirmed that the service providers were based all over the county and ranged in various provider types.

2. A Member commented on the excellent Homelessness Workshops that were available and the intensive work that was taking place with vulnerable individuals to prepare them for taking up their own tenancy, getting a job, and managing on their own without that additional support.
  - a) In response to a question, Mel Anthony said that the services highlighted in the report were specifically housing-related supported services that were delivered to homeless people or people who were vulnerable to homelessness.
3. RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care, to seek development of an all-age Vulnerable Homelessness Strategy and the commencement of an aligned commissioning process to develop reconfigured models of provision for vulnerable homeless young people and adults, to be operational from October 2018, be endorsed.

**51. 17/00112 - Future Direction of the Independent Living Service**  
*(Item 11)*

1. Penny Southern introduced the easy-read report which set out the plans for the future direction of the Independent Living Service (ILS), the changes that had been made and how service users would be supported through these changes.
2. Graham Gibbens (Cabinet Member for Adult Social Care) promoted the easy-read report and said that it would help individuals with learning disabilities. He added that the easy-read reports would be a regular feature of Adult Social Care reporting.
  - a) In response to a question, Sue McGibbon (Change Implementation Officer) said that the Independent Living Service users were from all over Kent.
3. RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care, to agree to re-provide the Independent Living Service through alternative services to meet the current assessed need for those individuals who currently access the service, be endorsed.

**52. Kent's Social Care Accommodation Strategy - Better Homes: Greater Choice - Annual Update**  
*(Item 12)*

1. Christy Holden (Head of Strategic Commissioning – Accommodation Solutions) introduced the report and presented a set of slides to the Committee which set out an annual update of the ongoing development and implementation of Kent's Accommodation Strategy.
  - a) In response to a question, Christy Holden said that Kent would look at the most appropriate solution for an individual when providing Respite Care services. She said that short term care had been built into the forecast as well as the long term care for care home accommodation.
  - b) In response to a question, Christy Holden said that there were ongoing conversations with Sevenoaks District Council regarding accommodation

plans to ensure that Kent were clear about what needed to be delivered. She said that the future funding of supported housing consultation had been of significance because developers did not know where the future revenue funding would be coming from. She said that although the provision of extra care services was expensive, other solutions were being explored.

c) In response to a question, Christy Holden and Graham Gibbens (Cabinet Member for Adult Social Care) said that the team were working very hard with Canterbury to provide extra care services.

2. RESOLVED that the report be noted.

**53. 17/00113 - Proposed Changes to Historic Mental Health Voluntary Sector Grants**  
*(Item 13)*

1. Emma Hanson introduced the report which set out the historic Mental Health Grants that the Council were required to end by 31 March 2018 under the Voluntary and Community Sector Policy and proposed a future plan for each grant.

2. RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care, to incorporate the 24/7 Telephone Service, Homelessness Support Service, Service User Expenses, Supported Accommodation and Debt Counselling into the Live Well Kent Contract, incorporate the Service User Forum and Mental Health Action Groups into the Healthwatch Kent Contract; and delegate authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the actions necessary to implement the decision, be endorsed.

**54. Revenue and Capital Budget Monitoring - August 2017-18**  
*(Item 14)*

1. Michelle Goldsmith (Finance Business Partner) introduced the report which set out the latest revenue and capital budget monitoring position for the 2017-18 financial year and answered a question from the Committee in relation to the Corporate adjustment and the forecasting system.

2. Penny Southern said that there had been ongoing work with colleagues in Procurement teams regarding Kent's providers and their rates to pay for sleep-in, she said that this was a national issue and was being dealt with on a provider-to-provider basis. She said that the corporate adjustments were made at the end of the process to ensure the forecast was not incorrect.

3. RESOLVED that the report be noted.

**55. Work Programme**  
*(Item 15)*

1. RESOLVED that the Work Programme 2018/2019 be noted.