

KENT COUNTY COUNCIL

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 Friday, 27th September, 2019.

PRESENT: Mrs P T Cole (Chairman), Ms D Marsh (Vice-Chairman), Mr M J Angell, Mr M A C Balfour, Mrs P M Beresford, Mr R H Bird (Substitute for Ida Linfield), Mr J Burden, Mrs S Chandler, Miss E Dawson, Mr S J G Koowaree and Mrs S Prendergast (Substitute for Mr M J Northey)

ALSO PRESENT: Mrs C Bell

IN ATTENDANCE: Ms S Dene (Senior Commissioning Manager), Ms T Easdown (Customer Experience Officer, Adult Social Care Business Delivery Unit), Ms M Harrison (Workforce Lead), Mrs C Maynard (Head of Commissioning Portfolio - Outcome 2 and 3), Mr S Mitchell (Interim Commissioner), Mr A Mort (Customer Experience Manager), Ms A Rogers (Project Manager (AH DCLDMH)), Ms A Shepherd (Head of Provision Modernisation), Mr R Smith (Interim Portfolio Manager), Mr M Thomas-Sam (Strategic Business Adviser, Social Care), Ms P Watson (Senior Commissioner) and Miss E West (Democratic Services Officer)

UNRESTRICTED ITEMS

170. Apologies and Substitutes
(Item. 2)

Apologies for absence had been received from Mr Clinch, Ms Hamilton, Mrs Hurst, Ida Linfield and Mr Northey.

Mr Bird attended as a substitute for Ida Linfield and Mrs Prendergast attended as a substitute for Mr Northey.

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

- (1) Mr Burden declared an interest as he was the Director of Age UK North West Kent.
- (2) Mr Koowaree declared an interest as his Mother was in a care home.
- (3) Later in the meeting, Mr Bird declared an interest as he was the Chairman of Maidstone's Citizen's Advice Bureau.

172. Minutes of the meeting held on 17 July 2019
(Item. 4)

RESOLVED that the minutes of the meeting of the Adult Social Care Cabinet Committee held on 17 July 2019 are correctly recorded and that they be signed by the Chairman.

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

(1) Clair Bell (Cabinet Member for Adult Social Care and Public Health) gave a verbal update on the following issues:

a) 25th July 2019 – Chinese Delegation Visit

On 25th July, the Design and Learning Centre for Clinical and Social Innovation welcomed a delegation from the China Development Research Foundation to the West View Integrated Care Centre in Tenterden. The purpose of the visit was for the delegation to learn more about how Adult Social Care commissions and delivers care for older people in Kent and take findings back to China. A range of speakers, including Kent's Head of Commissioning, Clare Maynard, shared ways in which Kent delivered its innovative services in the community. The delegation was an engaged event and there had been much discussion, particularly around the differences in Adult Social Care between the UK and China. The event had received very positive feedback and Kent had hoped to collaborate on similar events in future.

b) 22nd August 2019 – Visit to West View Integrated Care Centre, Tenterden

Over the summer, Mrs Bell had visited the much-valued West View Integrated Care Centre which provided both adult social care and health care on the same site. The centre provided beds for respite care for older people with dementia and also beds for rehabilitation for people who required therapy/support to enable them to live at home independently. The centre also had a dementia day centre which was open six days a week.

c) 23rd September 2019 – Visited Hedgerows Adults Short Break Unit in Staplehurst

Mrs Bell had recently visited Hedgerows in Staplehurst, a Short Break Unit for adults with learning disabilities. The facility was very valued by the community and, being in a rural part of the county, had pleasant surroundings with a welcoming outdoor space and lots of activities and outings were on offer.

d) 20th September 2019 – Attended and spoke at the Kent Integrated Care Alliance Awards

On 20th September, Mrs Bell attended the Kent Integrated Care Alliance awards, an annual event celebrating the best of social care in the county and honouring individuals who provided exceptional service in the sector. Kent's Director of Partnerships, Anne Tidmarsh, was presented with a 'Top Award of the Night' award for her outstanding contribution to social care.

e) Update on the past consultations and developments in relation to the Minnis Community Hub, Birchington

After consultation in 2011 about the future of services for older people at Minnis Community Hub, it was agreed that the Hub would be refurbished to attract use of its facilities by local community groups to

increase the use for older people, and an extensive refurbishment took place between 2012 and 2013. Unfortunately, as the use of the Hub for older people's services had not increased since the refurbishment took place, Kent County Council needed to re-evaluate the options that were available. A consultation would take place from 25th September 2019 to 20th November 2019 to seek the views of Community Hub users. The consultation documents were available on Kent County Council's website, and paper copies of the documents were obtainable from the Hub itself, and from libraries in Birchington, Westgate-on-Sea and Margate. Feedback on the consultation would be presented to the Adult Social Care Cabinet Committee in January 2020.

f) **7th – 11th October 2019 – Safeguarding Adults Awareness Week**
Safeguarding Adults Awareness week would take place from Monday 7th October to Friday 11th October 2019. The Kent and Medway Safeguarding Adults Board would be hosting its annual event which would highlight the message that safeguarding is everybody's responsibility and focus on empowering individuals to act if concerned about the welfare of a person. Furthermore, The Kent and Medway Safeguarding Adults Board would host a Safeguarding Adults Awareness conference at County Hall on Friday 11th October 2019 to raise awareness of the different types of abuse, the channels for reporting concerns and to encourage agencies and businesses to evaluate their internal processes to safeguard adults at risk. Members were encouraged to support the campaign by using Kent's social media tool kit or by attending or promoting the event.

g) **10th October 2019 – World Mental Health Day**
World Mental Health Day would take place on 10th of October 2019, and various art therapy groups across Kent were hosting an exhibition at County Hall from 23rd September to 11th October 2019 called 'Art In Mind'. The exhibition would display art as art was a valuable way for people experiencing mental health issues to express themselves to work through difficulties and visualise their feelings. Paintings, photographs and sculptures would be on display in the Stone Hall and many other events would be taking place across the county.

(2) Ms Marsh referred to Mrs Bell's comments in relation to World Mental Health Day 2019 and said that Kent County Council would re-sign the 'Time to Change' pledge on 10th October 2019. A small conference would take place in the Lecture room, Sessions House, and various activities in the Stone Hall and car park. She encouraged everybody to attend the event and engage in the activities on offer.

(3) Ms Marsh stated that funding from NHS England would be used to create four mental health service 'safe havens' in Kent and Medway – with one to be sited in Thanet. The successful bid, made by Kent and Medway Sustainability and Transformation Partnership, would fund the havens aimed at helping young people who needed urgent mental health care and support across the county. She added that additional funding would be used to recruit additional mental health staff in the community and improve standards within psychiatric liaison services within Queen Elizabeth The Queen Mother Hospital.

(4) Penny Southern (Corporate Director of Adult Social Care and Health) gave a verbal update on the following issues:

a) **25th July 2019 – Social Work Degree Apprenticeship Launch**
Mrs Southern spoke at the Social Work Degree Apprenticeship event on 25th July 2019 where Kent County Council had outlined the offer and the process to apply for the 15 funded placements to train as a new social worker. The event had been very positive, and the offered placements were a significant investment into Adult Social Care and Health in Kent.

b) **Update on the Adult Social Care Case Management System (MOSAIC)**
The new modernised computer system within Adult Social Care in Kent, MOSAIC, was on track to go live and a further update on the new system would be brought to the Adult Social Care Cabinet Committee over coming months.

(5) In response to a question, Mrs Southern referred to Brexit preparedness for the social care market and the plans that were in place to ensure that the potential disruption caused by Brexit was minimal.

(6) RESOLVED that the verbal updates be noted.

174. 19/00063 - Outcome of the formal consultation on Wayfarers Care Home, Sandwich
(Item. 6)

Ms Dene (Senior Commissioning Manager), Ms Rogers (Project Manager (AH DCLDMH)) and Ms Shepherd (Head of Provision) were in attendance for this item.

1. Mrs Southern introduced the report which set out the outcomes of the public consultation on the future of Wayfarers Care Home, Sandwich.

Officers then responded to comments and questions from Members, including the following: -

a) Ms Rogers confirmed that the majority of residents at Wayfarers Care Home were from East Kent.

b) Ms Shepherd said that if proposals were agreed, the vast majority of Wayfarer's staff would transfer with the service users to Westbrook House, although those opting to move elsewhere would be fully supported in doing so. Mrs Southern added that staff that transferred from Wayfarers Care Home to Westbrook House would be reimbursed for the extra travel to their work base and could potentially work from home.

c) Ms Dene confirmed that Wayfarers Care Home had been up for sale on a number of occasions, although the sales did not proceed due to a variety of reasons, such as TUPE transfers, timing issues etc. when we looked

at the options appraisal it was considered but then discounted as an option because it failed in the past and through the consultation we have had people come forward expressing interest to buy.

- d) Ms Southern talked about the vulnerability of care homes and said that care homes could close at any time either through CQC, or private providers that wished to stop providing the service.
- e) Mrs Southern said that Westbrook House was a modern, spacious accommodation, where a wider range of support services and facilities that residents currently use and enjoy, would be available. She added that by bringing the Wayfarers resources to Westbrook House, it would support the longer-term sustainability of the service.
- f) Ms Shepherd said that it proved challenging to meet individual's specific needs at Wayfarers Care Home because the rooms were small and no en-suite bathroom facilities were available within the rooms. Whereas Westbrook House was much more spacious and would allow individual's higher needs to be met for longer. Mrs Southern added that Westbrook House was an Integrated Care Centre with nurses, occupational therapists and physio therapists in the same building to help in supporting individuals.
- g) Mrs Bell stated that expanding the rooms within Wayfarers Care Home would not be practical or financially feasible and would considerably reduce the capacity. She added that a number of families with relatives being cared for at Wayfarers Care Home were very impressed with the facilities at Westbrook House.

(2) RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health, to

- (i) close the current Wayfarers Care Home and for Kent County Council to seek to find a buyer for the building and its land and to explore Housing with Care options preferably in the Sandwich area;
- (ii) subject to budget appraisal proceed with the alternative proposal received from the residents and staff of Wayfarers to relocate the Wayfarers service to an unused, purpose-built unit at Westbrook House, near Margate, and to find accommodation for any residents who instead may wish to move to alternative care homes; and
- (iii) delegate authority to the Corporate Director of Adult Social Care and Health, or other nominated officer, to undertake the necessary actions to implement the decision,

be endorsed.

(Mr J Burden asked that his vote against the recommendation be recorded in the minutes)

175. 19/00062 - Local Account for Kent Adult Social Care (April 2018 - March 2019)
(Item. 7)

Ms Easdown (Customer Experience Officer, Adult Social Care Business Delivery Unit) and Mr Mort (Customer Experience Manager) were in attendance for this item.

- (1) Mr Mort introduced the report which provided the Committee with an update on the development of the Local Account for Adult Social Care (April 2018 – March 2019). The report summarised involvement/engagement activities undertaken to date across Adult Social Care and outlined the way in which user engagement feedback from the activities had informed the development/content of the Local Account for 2018-2019.

Officers then responded to comments and questions from Members, including the following: -

- a) Mr Mort confirmed that information relating to integrated services and user consultation involvement would be key features in the Local Account report for 2019-20.
 - b) Ms Southern referred to Adult Social Care's key priorities for 2020 and said that there would be a greater focus on supporting carers and enhancing the voice of carers.
 - c) Ms Easdown confirmed that the Local Account 2018-19 would be available on the Council's website by October 2019 and would be circulated to all Members.
- (2) The Chairman thanked the officers for their hard work and input into the Local Account 2018-19 document and suggested that it be submitted to full Council, Mrs Bell, Mrs Southern and Members supported this.
 - (3) RESOLVED that the decision proposed to be taken by the Cabinet Member for Adult Social Care and Public Health, to approve the Local Account document– 'Here for you, how did we do?' (April 2018 – March 2019) as the final version, be endorsed.

176. Community Based Wellbeing Services (Grants to Contracts) *(Item. 8)*

Mr Mitchell (Interim Commissioner) was in attendance for this item.

- (1) Mr Mitchell introduced the report which provided an update on progress made on the Community Based Wellbeing Services project and the revised project timeline for a phased implementation of procurement and contracts from April 2020.
- (2) Mr Bird referred to the information contained within Appendix 1 to the report and stated that Ashford no longer had a Citizens Advice Bureau.

Officers then responded to comments and questions from Members, including the following: -

- a) Mrs Southern briefly explained the difference between Health and Wellbeing Boards and Wellbeing in terms of navigation and social prescribing.
 - b) Ms Maynard emphasised the importance in partnership working and ensuring that individual's specific needs were met locally and that in Kent, one size did not fit all.
 - c) Mr Mitchell confirmed that the Carers Short Breaks contract and Community Navigation contracts were separate contracts providing different services to carers.
 - d) Mrs Southern said that she would present a series of slides to the System Transformation Executive Board on Monday 30th October 2019 which related to the changing landscape in health and the integrated care partnerships.
- (3) The Chairman confirmed that a further update on the matter would be brought back to the Cabinet Committee in January 2020.
- (4) RESOLVED that the report be noted.

177. Update on Care Homes Contracts for People with a Learning Disability, People with a Physical Disability and People with Mental Health Needs
(Item. 9)

Ms Watson (Senior Commissioner) was in attendance for this item.

- (1) Ms Watson introduced the report which set out the progress to date to establish new contracts for care homes for People with a Learning Disability, People with a Physical Disability and People with Mental Health Needs from April 2020 aligned with the commissioning of the Care and Support in the Home – Supported Living Contract.

Officers then responded to comments and questions from Members, including the following: -

- a) Ms Maynard emphasised the importance of considering individuals in receipt of the services, understanding their needs and working in partnership with providers and partners to ensure that individuals were supported appropriately. She added that the social care market had changed dramatically over time, as had individual's needs, and therefore it was important to understand the changes in the market and the changes to the dynamics. Mr Smith added that whilst contracts must be fit for purpose going forward, the current level of care being provided to individuals in Kent's care homes was appropriate and engagement with partners and providers continued.
- b) Ms Watson stated that individuals with very complex needs were a key part of shaping the service to ensure that needs were met appropriately.
- c) Ms Watson referred to contract enablement and said that the new contract would embed specific key performance indicators for services

and allow service providers to work with individuals that were receiving the services to set goals and aspirations to shape the service.

- d) Ms Maynard said that commissioned services and contract arrangements would be mapped to ensure that services were recommissioned ahead of time and ensure that all contracts were legally compliant.
- e) Mrs Southern gave assurance that Adult Social Care and Health had a governance arrangement in place with CQC that looked at all the quality and CQC ratings of care in Kent.
- f) Ms Maynard said that dynamic purchasing systems were in place for onboarding purposes during the life of a contract. She added that longer contracts acquired stability in the market. Ms Watson confirmed that a dynamic purchasing system was in place in the Care Homes Contract to allow the specialist area of the market to grow.

(2) RESOLVED that the report be noted.

178. Update on the Kent Academy for Children's and Adults' Workforce and Apprenticeships in Adult Social Care and Health
(Item. 10)

Ms Harrison (Workforce Lead) was in attendance for this item.

- (1) Ms Harrison introduced the report which provided an update on the Kent Academy for Children's and Adults' Workforce and progress made on Apprenticeships in Adult Social Care and Health.
 - a) Mrs Southern emphasised the importance of investing in social workers and occupational therapists within adult social care.
 - b) Ms Harrison referred to the table within the report which related to adult social care and health apprenticeship starts in 2018/19 and said that the figure of 54 related to internal social care and health staff.

(2) RESOLVED that the report be noted.

179. Adult Social Care Accommodation Strategy 2019 Renewal
(Item. 11)

Mr Mitchell (Interim Commissioner) was in attendance for this item.

- (1) Mr Mitchell introduced the report which presented the renewed Kent Adult Social Care Accommodation Strategy (in publishable format). The original strategy was launched in 2014, with some minor updates and adaptations in the five years since. However, with some significant changes in the last five years, a more detailed revision has been completed.

Officers then responded to comments and questions from Members, including the following: -

- a) Mr Mitchell said that the Kent Housing Group engaged with relevant stakeholders within Kent's district and borough Councils. Ms Maynard added that she was a member of the Kent Housing Group and emphasised the importance of working closely with partners to ensure that the appropriate services were in place to meet the demand forecast.

(2) RESOLVED that the report be noted.

180. Adult Social Care Annual Complaints Report (2018-2019)
(Item. 12)

Mr Mort (Customer Experience Manager) was in attendance for this item.

- (1) Mr Mort introduced the report which provided Members with information about the operation of the Adult Social Care Complaints and Representations Procedure between 1 April 2018 and 31 March 2019.

(2) RESOLVED that the report be noted.

181. Work Programme 2019/20
(Item. 13)

- (1) RESOLVED that the work programme for 2019/20 be noted, subject to the inclusion of the following item: -

- Community Based Wellbeing Services