

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, County Hall, Maidstone on Wednesday, 27th November, 2019.

PRESENT: Mrs P T Cole (Chairman), Mr M J Angell, Mr M A C Balfour, Mrs P M Beresford, Mr J Burden, Miss E Dawson, Ms S Hamilton, Mrs L Hurst, Mr S J G Koowaree, Ida Linfield and Mr M J Northey

ALSO PRESENT: Clair Bell

IN ATTENDANCE: Cathy Bellman (Local Care Programme Lead), Matt Chatfield (Operational Analytics and Systems Manager), Damien Ellis (Head of Service Provision), David Firth (Policy Adviser), Clare Maynard (Head of Commissioning Portfolio - Outcome 2 and 3), Shannon Ryan (Business Planning Officer), Richard Smith (Interim Portfolio Manager), Penny Southern (Corporate Director, Adult Social Care and Health), Anne Tidmarsh (Director of Adult Social Care and Health Partnerships) and Emma West (Democratic Services Officer)

UNRESTRICTED ITEMS

182. Apologies and Substitutes

(Item. 2)

Apologies for absence had been received from Ms Marsh and Mr Clinch.

183. Declarations of Interest by Members in items on the agenda

(Item. 3)

No declarations of interest had been received.

184. Minutes of the meeting held on 27 September 2019

(Item. 4)

(1) Mr Koowaree referred to minute 171 (2) and confirmed that his Great Grandson was in care.

(2) RESOLVED that the minutes of the meeting of the Adult Social Care Cabinet Committee held on 27 September 2019 are correctly recorded and that they be signed by the Chairman, subject to minute 171 (2) being amended.

185. 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) Recent Visits and Events

- 02 October 2019 – Mrs Bell visited Chamberlain Manor Extra Care Accommodation, Ashford
- 08 October 2019 – Mrs Bell visited Minnis Community Hub, Birchington
- 11 October 2019 – Mrs Bell attended and spoke at the Kent Dementia Action Alliance Awards Ceremony
- 29 October 2019 – Mrs Bell visited Fairlawn Children’s Short Break unit, Ashford
- 29 October 2019 – Mrs Bell visited The Nest, Ashford
- 4 November 2019 – Mrs Bell attended the Local Government Association’s Digital Showcase Conference, London
- 7 November 2019 – Mrs Bell visited Gravesham Place Integrated Care Centre, Gravesend
- 14 November 2019 – Members of the Adult Social Care Committee visited the new Harmonia Dementia Village, Dover
- 18 November 2019 – Mrs Bell visited Southfields Adult Short Break Short Break unit, Ashford
- 18 November 2019 – Mrs Bell visited Involve Kent (Community Navigation & Carers), Ashford
- 19-21 November 2019 – Mrs Bell attended the National Children’s and Adults Conference, Bournemouth

b) Kent’s new Domiciliary-based Neighbourhood Care team

Mrs Bell referred to the Dutch community, nursing and care model ‘Buurtzorg’ which had recently been trialled in Kent and said that Kent’s Design & Learning Centre had led the project, whilst working in partnership with the Kent Community Health Foundation Trust and Community Health developing Community Nursing teams. From 2nd December 2019, a Domiciliary-based Neighbourhood Care team would be formed in Ashford, working closely with the Primary Care Network. The Domiciliary-based Neighbourhood Care team would consist of occupational therapists, enablement workers and care workers, all working flexibly and connecting with communities in Kent.

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

Mrs Bell confirmed that the consultation which had been undertaken between September 2019 and November 2019 to seek the views of Community Hub users in relation to the future of Minnis Community Hub had ended. She added that a full report on the proposals would be presented to the Adult Social Care Cabinet Committee on 16 January 2020.

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

a) Proposed changes to Top Tier posts in Adult Social Care and Health Directorate

Mrs Southern confirmed that a consultation had been undertaken in relation to the proposed changes to the senior structure of Adult Social Care and Health. She added that further information would be

shared with the Adult Social Care Cabinet Committee at the meeting on 16 January 2020.

b) Kent Registered Manager Conference 2019

Mrs Southern attended the Kent Registered Manager Conference on 30th October 2019, led by Kent County Council and the Design & Learning Centre. The conference provided updates to all registered managers, deputies, owners, nurses and senior staff in relation to Kent's care sector. The CCG's also attended the conference to receive support and training to assist in improving the quality of care provided to communities in Kent. She added that Members of the Committee were welcome to attend future Kent Registered Manager Conferences.

c) Porchlight 45th Anniversary Conference – World Homeless and World Mental Health Day

Mrs Southern attended Porchlight's 45th anniversary conference on 10th October 2019 which was also World Homelessness Day and World Mental Health Day. Mrs Southern emphasised the importance of attending and supporting such crucial events and said that the event had been well attended.

d) Dementia Friendly Communities Awards Ceremony 2019

Mrs Southern had recently attended the Dementia Friendly Communities Awards Ceremony 2019 which showcased the achievements of individuals, groups and organisations across the UK who had led the way on creating dementia-friendly communities and improving the lives of everybody affected by dementia.

e) Kent's new d/Deaf and deafblind communication service launch

Mrs Southern announced that a new dedicated interpretation and communication service for d/Deaf, deafblind or hard of hearing Kent residents would launch on 3rd December and would take place in the Lecture Theatre, Sessions House.

(3) In response to a question, Mrs Southern provided more information in relation to the services that were provided by Minnis Community Hub, Birchington, and briefly outlined the proposals that would be set out within the report to be submitted to the Adult Social Care Cabinet Committee on 16 January 2020.

(4) The Chairman also attended the Dementia Friendly Communities Awards Ceremony 2019 and congratulated Jackie West (Kent Community Service Warden) on receiving an award.

(5) RESOLVED that the verbal updates be noted.

186. Strategic Delivery Plan Monitoring: Quarter 2 2019/20
(Item. 6)

Mr Firth (Policy Advisor) and Ms Ryan (Business Planning Officer) were in attendance for this item

- (1) Mr Firth introduced the report which provided an overview of the Council's Strategic Delivery Plan monitoring arrangements and the analysis and emerging themes from Quarter 2 2019/20 Strategic Outcome 3 activity submissions.

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

- a) Mr Firth referred to activity points 52 (Review of Voluntary and Community Sector (VCS) Grants across the Council), 56 (Kent & Medway Neurodevelopmental (ND) Health Service commissioning) and 59 (Recommissioning of Carers Short Breaks) within the appendix and explained the reasons behind the potential delay in delivering each activity.
- b) Mrs Southern said that whilst Kent County Council offered short breaks for carers, hospices for respite care were referred and funded through the NHS, not Kent County Council.
- c) Mrs Southern explained that the Strategic Delivery Plan Monitoring report was an internal document used to monitor strategic direction of travel, emerging themes within the Adult Social Care and Health directorate and the ambitions that had been set out.
- d) Ms Maynard emphasised the importance of working collaboratively with providers and the VCS.
- e) Mrs Bell (Cabinet Member for Adult Social Care and Public Health) reassured Members of the Committee that they could speak to her or Mrs Southern if they had specific concerns relating to their own divisions.

- (2) RESOLVED that the report be noted.

187. Adult Social Care Performance Dashboard (Item. 7)

Mr Chatfield (Operational Analytics and Systems Manager) was in attendance for this item.

- (1) Mrs Southern introduced and welcomed Mr Chatfield to his first meeting of the Committee.
- (2) Mr Chatfield introduced the report which set out progress against targets set for key performance and activity indicators for September 2019 for Adult Social Care.

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

- a) Mr Chatfield stated that some of the indicators within the performance dashboard were national indicators, also referred to as Adult Social Care Outcome Framework (ASCOF) indicators. He confirmed that he could provide further information to Committee Members outside of the meeting

in relation to the current ASCOF indicators and comparisons in relation to the position of other Councils in the country.

- b) Mrs Southern referred to the 'Delayed Transfers of Care – Total Delays per 100,000 Population' indicator within the performance scorecard and explained that whilst the indicator was rated red, it was a whole-system response, and the 'Delayed Transfers of Care – Social Care Responsibility' indicator was stable. She added that whilst risks were significant when the Delayed Transfers of Care system as a whole was rated red, the risks would be responded to accordingly with health partners.
- c) Ms Tidmarsh referred to the 'Admissions to permanent residential or nursing care for people aged 65+' indicator within the performance scorecard and explained that the number of admissions fluctuated randomly throughout the year.
- d) Mr Chatfield referred to indicators 8 (Number of people aged 65+ in permanent residential care), 9 (Number of people aged 65+ in permanent nursing care) and 10 (Number of people receiving homecare) and said that the figures reflected the positive work that had been undertaken in ensuring that individuals remained independent and in their own homes for longer.
- e) Mrs Southern referred to the ongoing pattern of changing need in Kent and emphasised the importance of investing in analytics and producing demand forecasts to project and shape the market.
- f) Mr Chatfield confirmed that the figures outlined within the performance scorecard only included statistics which related to clients who received a service directly from Kent County Council. Mrs Southern referred to privately funded services within the market and stated that conversations in relation to privately funded services took place between Kent County Council and the CCQ regularly in a bid to better understand where the privately funded services were located. Ms Maynard referred to the significant impact that privately funded services had on the market and emphasised the importance of working closely with providers to shape needs for the future.
- g) Mrs Southern said that she had attended several workshops in November 2019 in relation to shaping and understanding the future of Adult Social Care and Health. She added that the documents that were presented and referred to within each of the workshops were available online.
- h) Mrs Bell referred to the National Children's and Adults Conference which she had attended in November 2019 and referred to the positive engagement work that had been undertaken with political leaders at the conference.
- i) Mr Chatfield confirmed that further analysis work would be undertaken in relation to the significant reduction in the number of people over the age of 65 receiving direct payments.

- (3) Officers noted comments made by Members of the Committee in relation to the format of the charts within the performance scorecard.
- (4) RESOLVED that the report be noted.

188. Presentation on the Adult Social Care and Health Being Digital Strategy 2019-2021
(Item. 8)

Mr Ellis (Head of Service (Learning Disabilities and Mental Health Adult and Children's Services)) was in attendance for this item

- (1) Officers presented a series of slides which set out information relating to the Adult Social Care and Health Being Digital Strategy, which described the changes to be put into place over the next few years to complement more traditional forms of care and support.

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

- a) Ms Tidmarsh referred to the use of technology connecting people who were socially isolated and confirmed that handheld devices were readily available for these individuals. She added that many services within Adult Social Care and Health were already familiar with using the handheld devices and the devices were proving to be very effective.
- b) Ms Tidmarsh confirmed that a demonstration session could be arranged for Members to use the handheld devices and familiarise themselves with the Carers App.
- c) Mrs Southern confirmed that the provider of the MOSAIC system was 'Serverlec'.
- d) Mrs Southern reassured Members that all of Kent County Council's systems were covered by the General Data Protection Regulation, and that the systems within Adult Social Care were covered through shared agreements with the NHS and other providers. She added that whilst there would always be a risk in handling and storing data, the infrastructure to mitigate risks was in place across Kent County Council.
- e) Ms Tidmarsh said that provider forums and workshop sessions had been set up to share knowledge and best practice in relation to digital strategy and innovation work.
- f) Ms Tidmarsh said that although digital services were being introduced for people who were experiencing social isolation and loneliness, these services would not replace face-to-face contact. Mrs Southern added that digital services would enhance and develop the services that were already in place within Adult Social Care and ensure that more time could be spent with individuals who preferred to have face-to-face contact.

- g) Ms Tidmarsh confirmed that monitoring sensors were in place, should the assistive technology fail, to ensure that individuals were safe and remained in contact with staff.
- h) Mrs Southern emphasised the positive approach that the elderly population had taken in embracing technology.
- i) Ms Tidmarsh stated that often, technology was used to make a referral by a relative, on behalf of an older person. She referred to some of the recent public engagement sessions that had taken place and said that elderly people with long-term conditions would like to receive more support from a mixed support group in relation to the use of technology.
- j) Ms Tidmarsh addressed concerns from Members of the Committee in relation to the affordability of technology for older people and said that technology would not be enforced on individuals, face-to-face contact would always be offered.
- k) Ms Tidmarsh noted comments from Members of the Committee in relation to improving the accessibility features within Kent County Council's website and ensuring that the different Apps that Kent County Council used were listed clearly.
- l) Ms Tidmarsh said that an access strategy had been put in place for individuals with specific needs to allow them to access systems with ease. She added that work had been undertaken with colleagues in Adult Social Care's Sensory team to further assess the needs of individuals with sensory impairments to ensure that they were fully supported.
- m) Mr Ellis confirmed that in-house documents provided a range of different tools which allowed individuals to easily navigate around the document, such as changing the colour of the document's border, inserting photos, changing frontline font sizes and colours, verbal dictation and embedding videos within the document's content.
- n) Ms Tidmarsh said that she would provide further information to Members of the Committee outside of the meeting as to whether the Carers App was accessible from a personal android device.
- o) Mrs Bell (Cabinet Member for Adult Social Care and Public Health) expressed her strong support for exploring the potential of technology across Adult Social Care to improve the lives of the elderly and disabled, as well as assisting carers and social care staff. She referred to an Age UK report and a Local Government Association report, both of which were referenced within the February 2019 Loneliness and Social Isolation Select Committee papers, highlighting the benefits of digital technology. She assured the Committee that technology would never replace "face to face" contact, but the more support that could be provided to individuals which allowed them to be more independent, the more resource would be available for supporting individuals who needed it the most. She emphasised the importance of ensuring that Wi-Fi was readily available in facilities such as short break units to ensure that people could stay connected to their friends and families and did not feel isolated. Mrs Bell

also thanked staff within KCC's Adult Social Care and Health team for their hard work in implementing the Mosaic case management system which had been successfully launched in October 2019.

(2) RESOLVED that the presentation be noted.

189. Presentation on Health and Social Care Integration - The journey so far
(Item. 9)

Ms Bellman (Local Care Programme Lead for the Kent and Medway STP) was in attendance for this item

(1) Officers presented a series of slides which set out information relating to the opportunities and challenges for Health and Social Care integration, Kent County Council's response to the transformation and the Local Care model.

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

- a) Ms Bellman emphasised the importance of future planning, considering the wider determinants of health and liaising with partners to assess need and improve outcomes for residents.
- b) Ms Bellman specifically referred to the challenges which related to mental health support for children and young people and the significant need to address the issues within the next five years.
- c) Mrs Southern referred to the joint working arrangements between Kent and Medway Health and Social Care and said that Kent and Medway would soon be divided into four integrated care partnerships to support the achievement of improved outcomes, greater efficiency in terms of the use and deployment of resources and potentially greater cost effectiveness and outputs.
- d) Mrs Southern said that patients from Kent that had moved outside of the county that then wished to return to Kent would be supported in returning.

(2) RESOLVED that the report be noted.

190. Work Programme 2020/2021
(Item. 10)

RESOLVED that the work programme for 2020/21 be noted.