

Time commenced : 6.00pm
Time finished : 8.40pm

SOCIAL CARE AND HEALTH COMMISSION
25 OCTOBER 2004

Present: Councillor Hussain (in the Chair)
Councillors Dhindsa, Jones, Leeming, Nath, Turner, Webb
and Willitts

Co-opted members – Elaine Jackson, Philip Johnson and Sir
Michael Raymond

26/04 Apologies for Absence

An apology for absence was received from Councillor Hird.

27/04 Late items

There were no late items.

28/04 Declarations of Interest

There were no declarations of interest.

29/04 Minutes

The minutes of the meetings held on 20 September 2004 were agreed as a correct record and signed by the Chair.

30/04 Call-in

There were no call-ins.

**31/04 Presentation on How the Accident and Emergency
Department Operates**

The Commission received a presentation from Muriel Dewar – Director of Nursing, and Sandra Burgoyne – Emergency Department Nurse Manager, on the services of the emergency department.

The Committee were advised that the emergency department was looking at a new approach as patients waited for too long for care and treatment at each stage within the emergency care system, emergency services impacted on all

health and social care services and there were fundamental problems with the organisation of emergency care requiring a whole system approach.

In 2003/4 there were 81,000 accident and emergency attendances of which approximately 40% of these emergency admissions were via accident and emergency and 3,460 admissions were via the children's emergency department. Emergency attendances and admissions were rising and the performance target to see 98% of patients within four hours was to be met by 31 December 2004.

New ways of working were being introduced which included recruitment and retention of nurses, giving them a career pathway, the expansion of the role of healthcare assistants, receptionists had been given a new role and taster sessions were working well and an additional consultant had been employed and the way that Doctors worked had been changed.

The challenges which would be faced by the Accident and Emergency team were the GPs Out of Hours service, the increase in the elderly population – 27% of total patients were elderly and to create a walk-in centre. Focus would be given on working more closely with partners. The new hospital was due to open in 2008.

Councillor Hussain asked for information on the walk-in centre. Muriel advised that the government had earmarked capital funding for walk-in centres. These needed to complement the accident and emergency service giving more focus to minor illness or injury. It was also being investigated whether the out of hours service could be re-located to a walk-in centre. Councillor Leeming commented that the Duffield Road Centre was difficult to find and there was no room to park when visiting the centre.

32/04 Establishing an Integrated Mental Health Partnership Trust in Derby and Derbyshire

The Commission considered a report of the Director of Social Services which detailed the consultation taking place outlining the possible options for extending the partnership's working in the future to offer further improvements in the way mental health services were provided for people of Derby and Derbyshire. The trust and the local authorities already had partnership arrangements in place to deliver integrated mental health services, it now needed to be looked into at how these could be developed. During September 2004 the Derby Health Partnership board agreed that a formal consultation process would commence to look at how they could develop the current arrangements. Mick Connell – Assistant Director Social Services asked for the Commissions comments on the booklet.

Mick Connell advised that all the governance issues had not been laid out and legal advice had been sought on the document. There were a number of options for the Council to consider and legal would be involved throughout the process.

Mick Connell advised that there would be a meeting with trade unions the following week for their comments. Councillor Leeming commented that if there was going to be a partnership trust where would the money come from. Mick Connell advised that there would be no additional costs to the Council.

Resolved to look at the consultation paper individually and give responses to Mahroof Hussain by 5 November 2004 then in consultation with the Chair and Vice Chair and Councillor Webb produce a formal response to the Mental Health Trust by the 30 November.

33/04 Disabled Facilities Grants: Progress Review

The Commission considered a report of the Director of Policy outlining the progress made in implementing the recommendations of the Commission's adaptations topic review published in December 2002. It also assessed the impact that previously reported progress improvements and the increase budget for DFG's had on delivery timescales.

Progress Chaser

The Commission was advised that the post had proved very useful and all parties would like to see it continue. It was enabling service users to be kept better informed of the progress with regard to their adaptations. It was also ensuring that timings for the various stages in the adaptation process could be adhered to reducing any unnecessary delays. Another benefit of the role was freeing up of an occupational therapist to concentrate on needs assessments without the distraction of having to progress chase timescales. Social Services would like to keep the current postholder filling this role after the pilot scheme ended although they would no longer have the additional fund to cover their normal duties.

Contracting arrangements for stair lift and bathing adaptations

A long term partnering arrangement for the provision of new stair lifts had been tendered. It was expected that an agreement with a stair lift company would be entered into imminently. Initial analysis suggested that there would be some cost savings with this arrangement. Wherever possible reconditioned lifts that were re-sited from properties where they were no longer needed were being used. This created cost savings in suitable cases and could also reduce the time taken to install a lift. This approach was not suitable or possible in every case.

Timescales for the provision of lifts had fallen greatly owing to improved procedures.

DFG Delivery Timescales

For the past few years the main measure of performance in respect of DFG delivery had been the average number of days from initial enquiry by the service user to the completion of adaptation work. This was a crude indicator which did not take account of process delays which were beyond the control of the Council. Process improvements implemented over the past 18 months were having a

positive effect. The introduction of the partnering arrangements previously outlined would enable these timescales to be improved further.

Councillor Nath asked for details of the longest period for installing an adaptation. Martin Gadsby – Private Sector Housing Manager, advised that the longest example of an adaptation being completed was 1,300 days. This particular case had evolved from a stair lift adaptation to a more complex one.

Councillor Nath asked how did the availability of funding play a part in delaying installation of an adaptation. Martin Gadsby advised that by prioritising they were able to make the best use of funding available. Those people in more need with a higher priority got their adaptation completed sooner. Funding was however still an issue. Funding issues only slowed up the lower priority cases.

Councillor Webb asked if there had been an increase in government money for adaptations. Martin advised that there had been a decrease of £389,000 of money previously received by the government. They needed to work with Social Services to establish how the progress chaser would continue as it was essential to sustain improvements. Mick Connell commented that this issue needed to be looked into to see if a joint solution could be found.

Resolved:

- 1. to note the progress**
- 2. to reaffirm the recommendation for the need of a progress chaser to be in post as the progress chaser was making a significant difference to the processing of these cases and that money be found to make the temporary post permanent. .**

34/04 Review of Car Parking Charges

The Commission agreed to meet on 8 November 2004, 4.00 pm to 5.00 pm to discuss and agree on the recommendations for the review of car parking charges.

35/04 Matters referred to the Commission by the Council Cabinet

There were no items.

36/04 Responses of the Council Cabinet to any reports of the Commission

Modelling the Cost of Care

Resolved to note the minutes

Alternative Day Centre for Disabled People in Derby, Day Services and Short Break Services for Disabled People with High Level needs

The Commission commented that the Council should look at what the Wing Fellowship had to offer and compare to other Social Services day services. Councillor Hussain suggested that the Council looked at what service we were buying and what was available elsewhere.

Resolved to note the minutes

37/04 Council Cabinet Forward Plan

There were no items.

MINUTES END