



To be submitted to the Council at its meeting on 12th December 2024

HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

25th September 2024 at 4.30pm

Present:

Councillor Freeston (in the Chair)
Councillors Boyd (substitute for Councillor K Swinburn), Cairns, Downes
(substitute for Councillor Henderson), Farren (substitute for Councillor Wilson),
Jervis and Parkinson.

Officers in attendance:

- Katie Brown (Director of Adult Services)
- Paul Bassett (Assistant Director for Adult Social Services)
- Zoe Campbell (Senior Scrutiny and Committee Advisor)
- Guy Lonsdale (Deputy Section 151 Officer)
- Stephen McGrath (Strategic Special Projects Lead – Leadership Team)
- Eve Richardson-Smith (Service Manager – Consultancy, Law and Governance)
- Paul Thorpe (Operations Director EQUANS)

Also in attendance:

- Karen Grimsby (Operational Manager, Northern Lincolnshire and Goole NHS Foundation Trust)
- Gemma Mazingham (Integrated Care Board)

There were no members of the press and two members of public present at the meeting.

SPH.13 APOLOGIES FOR ABSENCE

Apologies for absence were received for this meeting from Councillors Wilson, K Swinburn, Clough and Henderson.

SPH14 DECLARATIONS OF INTEREST

Councillor Downes declared a Disclosed Pecuniary Interest in SP.24 as the Director of a company that may decide to participate in the proposed tender.

SPH.15 MINUTES

RESOLVED – That the minutes of the Health and Adult Social Care Scrutiny Panel meeting held on 24th July 2024 be agreed as an accurate record.

SPH.16 QUESTION TIME

There were no questions from members of the public for this panel meeting.

SPH.17 FORWARD PLAN

The panel received the current Forward Plan and members were asked to identify any items for examination by this Panel via the pre-decision call-in procedure.

RESOLVED – That the forward plan be noted.

SPH.18 TRACKING THE RECOMMENDATIONS OF SCRUTINY

The panel received a report from the Statutory Scrutiny Officer tracking the recommendations previously made by this scrutiny panel, which was updated for reference at this meeting.

RESOLVED – That the report be noted.

SPH.19 DISABLED FACILITIES GRANT (DFG)

The panel considered a progress update on reducing DFG waiting times.

Members queried if there were any cases on the waiting list that officers were concerned about and was there any influence for priority groups. The panel was reassured that the Occupational Therapists reviewed the cases and if there was a priority case they would be referred onto partners for urgent adaptations. There were no cases that officers were concerned about on the waiting list. Ms Grimsby highlighted that the disabled facilities grant process was not a quick fix and, where necessary, shorter-term solutions were put in place for patients. If a letter came in from a clinician, where a patient's circumstances had changed, these cases would be reprioritised.

When it came to staffing, members were concerned that there was a national shortage of experienced occupational therapy staff and the effect that would have on local residents. They appreciated and were reassured that the team were carrying out interviews and that vacancies would be filled over the next few months. Recruitment and retention of staff was difficult though.

Members were keen to understand what customer feedback was saying about the service so they could get a sense of how satisfied the customers were. Officers agreed that this was something that needed to be looked at and would be captured in the next report to the panel.

Members felt that communication was key with patients and regular updates should be sent out, so they were updated on where they were in the process. Mr Thorpe agreed that this was something that partners could look into by adding it into the process for adaptations.

A member highlighted that the number of occupational health referrals had doubled in the first four months compared to last year, and queried how this would be absorbed and would improvements with the new system continue to be seen. Ms Grimsby explained that the team were working with the trusted assessors and there were proformas put in place for them to carry out basic assessments and free up the clinical teams to see people that needed medical assessments. A trial would be taking place where the trusted assessors worked alongside the occupational therapists to speed up the process.

The panel welcomed the progress, which was heading in the right direction, and requested a report back to the panel at the meeting on 19th March 2025.

RESOLVED – That a progress report be submitted to the meeting of this panel in March 2025.

SPH.20 2024/25 QUARTER ONE COUNCIL PLAN RESOURCES AND FINANCE PERFORMANCE REPORT

The panel considered a report from the Portfolio Holder for Finance, Resources and Assets providing key information and analysis of the Council's finance and resources position at the end of quarter one.

A member queried if care agencies were given incentives to look at recruiting overseas for care workers. Ms Brown explained that this was a national scheme that was central government led and she was not aware of any local providers who had incentivised recruitment schemes for overseas workers.

Referring to the adult social care budget summary, members queried what the challenges and risks were. Ms Brown confirmed the biggest challenge was managing demand and the key to this was working as

system to ensure North East Lincolnshire Prevention and Reablement offer was extensive as well as developing the commissioned market.

The use of artificial intelligence (AI) was discussed by the panel and how it could be used within adult services. Officers agreed that there were benefits to AI coming and that it would be embraced, enhance services, reduce the need for care/support and produce long terms cost savings. Members requested a future agenda item to look at what AI could look like for health and adult social care services.

RESOLVED – That a report into the use of Artificial Intelligence (AI) across health and adult social care be submitted to a future meeting of this panel.

SPH.21 NORTH EAST LINCOLNSHIRE ALL AGE HOUSING WITH CARE STRATEGY

The panel reviewed and provided feedback on the North East Lincolnshire All Age Housing with Care Strategy.

There were concerns raised around the age of residents being placed in accommodation for the over 55s. Members felt that this should be reviewed with the housing association providers.

A member queried whether the private sector was consulted around housing. Ms Brown confirmed that further discussions needed to take place with all providers of housing to ensure that the breadth of accommodation needs were provided. Ms Brown confirmed there was commissioning activity taking place with providers that could develop bespoke options for individuals that had very specific accommodation requirements as well as requiring care and support. This would support people that were preparing for adulthood as well as those that are currently placed out of area.

A discussion took place about the need for more sheltered accommodation.

RESOLVED – That the report be noted.

SPH.22 ADULT SERVICES ANNUAL COMPLAINTS REPORT INC OMBUDSMAN

The panel considered the Adults Social Care Statutory Complaints and Compliments Annual Report.

The two main areas the panel focused on were the lessons learned from complaints and the communication with carers and residents.

The panel welcomed that the lessons learnt section would be added to future reports. Members appreciated that more collective work needed

to take place to look at carers' communication with residents and the impact this would have on the care that was given and the expectations that could be set on both sides.

A member requested a breakdown of the concerns and queries to see if they related to home care provision.

RESOLVED –

1. That that the report be noted.
2. That a briefing paper containing a breakdown of the concerns and queries raised above, be circulated to members of this panel.

SPH.23 HUMBER ACUTE REVIEW CONSULTATION OUTCOME

The panel considered an update on the outcome of the Humber acute service review consultation.

A member queried why the leaflets that we distributed about the consultation were sent to certain groups of residents and not everyone. Ms Kenyon explained that there was an obligation to reach as many people as possible for the consultation to be valid, and there was a statutory obligation to undertake equality impact assessments with any changes to services to see how those changes may impact certain groups more than others.

Members were concerned about the impact of the services changes on residents, especially the transport to and from different hospital sites. Ms Kenyon reassured the panel that the East Midlands Ambulance Service was consulted throughout the process and all the services changes were important to ensure 24 hour care for patients.

The panel discussed how the impact of the service review would be measured and requested an update at a future panel meeting.

RESOLVED – That details of the impact of the service review and how it was measured be submitted to a future meeting of this panel.

Note – having declared an interest in the following item, Councillor Downes left the meeting at this point.

**SPH.24 PROCUREMENT OF THE SUPPORT AT HOME
FRAMEWORK**

The panel received a report from the Portfolio Holder for Health, Wellbeing and Adult Social Care to note the re-procurement of the support at home framework in North East Lincolnshire.

RESOLVED – That the report be noted.

SPH.25 QUESTIONS TO PORTFOLIO HOLDER

There were no questions for the portfolio holder at this meeting.

SPH.26 CALLING IN OF DECISIONS

There were no formal requests from Members of this panel to call in decisions taken at recent meetings of Cabinet.

There being no further business, the Chair declared the meeting closed at 6.26 p.m.