

## **SOCIAL WORK AND HEALTH IMPROVEMENT COMMITTEE**

At a Meeting of the Social Work and Health Improvement Committee held on Wednesday, 20 January 2010 in Meeting Room 3, Council Offices, Garshake Road, Dumbarton at 10.00 a.m.

**Present:** Councillors Jim Bollan, Jim Brown, Gail Casey, Jonathan McColl, Ronnie McColl, Patrick McGlinchey\*, Marie McNair, Iain Robertson, Martin Rooney and May Smillie.

\*Arrived later in the meeting.

**Attending:** Stephen West, Interim Executive Director of Social Work and Health; Max Agnew, Section Head, Quality Assurance and Training Section; Moira Swanson, Section Head – Strategy; Jim Watson, Section Head – Childcare; Beryl Middleton, Section Head - Service Improvement; Kelly Gainty, Home Care Organiser; William Pook, Joint Finance Officer; Nigel Ettles, Principal Solicitor and Nuala Borthwick, Committee Officer, Legal, Administrative and Regulatory Services.

**Councillor Jonathan McColl in the Chair**

### **DECLARATIONS OF INTEREST**

It was noted that there were no declarations of interest in any of the items of business on the agenda.

### **MINUTES OF PREVIOUS MEETING**

The Minutes of the Meeting of the Social Work and Health Improvement Committee held on 18 November 2009 were submitted and approved as a correct record.

### **SOCIAL WORK BUDGETARY POSITION 2009/10 AS AT PERIOD 7 – YEAR TO 15 NOVEMBER 2009**

A report was submitted by the Interim Executive Director of Social Work and Health advising of the performance of the Social Work and Health budget for the period to 15 November 2009.

Following discussion and having heard the Interim Executive Director of Social Work and Health and the Section Head, Childcare in answer to Members' questions, the Committee agreed:-

- (1) that the Interim Executive Director of Social Work and Health would respond direct to Councillor Rooney with information on the difficulties in filling vacant posts within residential accommodation for older people; and
- (2) otherwise to note the contents of the report.

### **BEST VALUE REVIEW OF OLDER PEOPLE'S SERVICES – PROGRESS REPORT NO. 3**

A report was submitted by the Interim Executive Director of Social Work and Health detailing the implementation actions following approval of the Council's Best Value Review of Older People's Services in May 2008.

After discussion and having heard the Interim Executive Director of Social Work and Health in answer to Members' questions, the Committee agreed:-

- (1) to confirm the Committee's view that, in this budget round, there would be no closures of care homes or private sector takeovers of care homes currently owned and managed by West Dunbartonshire Council;
- (2) that the Interim Executive Director of Social Work and Health be instructed to provide a further report on progress in due course; and
- (3) otherwise to note the contents of the report.

NOTE: Councillor Patrick McGlinchey entered the meeting during consideration of the above item.

### **UPDATE ON TELECARE DEVELOPMENT PROGRAMME AND PRESENTATION OF TELECARE STRATEGY 2010 TO 2014 FOR APPROVAL**

A report was submitted by the Interim Executive Director of Social Work and Health providing an update on the Council's Telecare Development Programme which is part funded via the Scottish Government.

Following discussion and having heard the Home Care Organiser in further explanation of the report and in answer to Members' questions, the Committee agreed:-

- (1) to convey its thanks and appreciation to the staff involved for their hard work and dedication;
- (2) to note the progress report in relation to the Telecare Development Programme and the use of the Telecare funding;

- (3) to instruct the Interim Executive Directors of Social Work and Health to provide further reports on the use of Telecare equipment and its affect on service provisions; and
- (4) to approve the Telecare Strategy for 2010 to 2014.

### **PUBLIC SERVICE IMPROVEMENT FRAMEWORK**

A report was submitted by the Interim Executive Director of Social Work and Health providing information on a project undertaken by the Social Work and Health Department to work with the Social Work Inspection Agency (SWIA) and the Improvement Service to pilot the use of the Public Service Improvement Framework (PSIF) to undertake a self evaluation using the SWIA Performance Inspection Model (PIM) as guidance.

The Committee agreed:-

- (1) to instruct the Interim Executive Director of Social Work and Health to report back to the next meeting of the Committee on the final outcome of the PSIF process and finalised action plan, together with details of the planned roll-out schedule for PSIF in each service area of the department;
- (2) to note the start of the roll-out of the PSIF process within the Social Work and Health department;
- (3) to note that the process involved the Council's SWIA Link Inspector who was able to confirm that the processes were producing outputs similar to those identified through the Council's SWIA processes (self-evaluation and inspection); and
- (4) to note the summary improvement areas appended to the report.

### **HEALTH AND COMMUNITY CARE DELIVERY GROUP – OUTCOMES APPROACH TO COMMUNITY CARE – PROGRESS REPORT AND FUTURE ARRANGEMENTS TO SUPPORT IMPLEMENTATION**

A joint report was submitted by the Interim Executive Director of Social Work and Health and the Director of the Community Health Partnership providing information on the status and progress of the Health and Community Care Delivery Group in relation to the Outcomes Approach to Community Care.

Following discussion and having heard the Interim Executive Director of Social Work and Health in answer to Members' questions, the Committee agreed:-

- (1) that a further report be presented to a future meeting of the Committee to advise on the progress of the Outcomes Approach to Community Care; and
- (2) otherwise to note the contents of the report.

### **CARE COMMISSION INSPECTION REPORTS FOR REGISTERED SERVICES IN WEST DUNBARTONSHIRE**

A report was submitted by the Interim Executive Director of Social Work and Health providing information on the most recent Care Commission inspection reports received covering West Dunbartonshire Council and independent sector provided services in West Dunbartonshire.

Following discussion and having heard the Interim Executive Director of Social Work and Health and the Section Head, Quality Assurance and Training Section in further explanation of the report and in answer to Members' question, the Committee agreed:-

- (1) to note the seven Care Commission inspection reports;
- (2) that where a service achieved a grade of 3 or above in all of the four thematic areas of inspection following an inspection from the Care Commission, the report on the outcome of that inspection would be made on an annual basis as detailed in the report; and
- (3) that should a service receive a low grading of less than 3 (grade 1 or 2) in any of the four thematic areas of inspection following an inspection from the Care Commission, or should the Care Commission specify any requirements following such an inspection, then a report detailing the outcome of the inspection would be provided to the next meeting of the Committee.

### **NATIONAL STANDARD ELIGIBILITY CRITERIA AND WAITING TIMES FOR PERSONAL AND NURSING CARE OF OLDER PEOPLE**

A report was submitted by the Interim Executive Director of Social Work and Health:-

- (1) advising of the National Eligibility Criteria guidance and the reporting arrangements which require to be put in place to monitor performance; and
- (2) seeking approval to alter the current terminology used to assess and prioritise eligibility in West Dunbartonshire to be in line with the new national guidance.

Following discussion and having heard the Interim Executive Director of Social Work and Health and the Section Head – Strategy, the Committee agreed:-

- (1) to adopt the National Eligibility Criteria within West Dunbartonshire;
- (2) to instruct the Joint Interim Executive Directors of Social Work and Health to make the necessary arrangements to enable adoption of the National Eligibility Criteria in West Dunbartonshire;
- (3) to note that the criteria would be applied to all Community Care client groups and services in West Dunbartonshire;
- (4) that a report on Service Delivery Target timescales for Community Care Services would be provided to the next meeting of the Committee;
- (5) to note that where service standards set by West Dunbartonshire Council are greater than those required to meet the National Eligibility Criteria, the Council's service standards would not be reduced; and
- (6) to congratulate all staff who work in the provision of Personal Nursing Care within West Dunbartonshire on the excellent quality of the service and care provided to service users.

### **SOCIAL WORK COMPLAINTS**

A report was submitted by the Interim Executive Director of Social Work and Health advising on progress with recommendations of the Scottish Public Service Ombudsman (SPSO) and the Complaints Review Sub-Committee concerning Social Work and Health complaints.

Following discussion and having heard the Section Head – Strategy in answer to Members' questions, the Committee agreed:-

- (1) to note that the Department of Social Work and Health had progressed the recommendations of both the SPSO and the Complaints Review Sub-Committee;
- (2) to note the minor amendments made to the Social Work and Health Complaints procedures and process; and
- (3) to request further reports in relation to Social Work and Health complaints as required.

### **CONSULTATION ON THE WEST DUNBARTONSHIRE CORPORATE PARENTING STRATEGY**

A report was submitted by the Executive Director of Educational Services drawing the attention of the Committee to the draft West Dunbartonshire Corporate Parenting Strategy and seeking views on the Strategy.

After discussion and having heard the Section Head – Childcare in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the West Dunbartonshire Corporate Parenting Strategy; and
- (2) to note that following receipt of consultation responses from all Council service committees, the Corporate Parenting Executive Group would submit a final draft of the Corporate Parenting Strategy for approval to full Council in March 2010.

The meeting closed at 11.20 a.m.