

SOCIAL WORK AND HEALTH IMPROVEMENT COMMITTEE

At a Meeting of the Social Work and Health Improvement Committee held on Wednesday, 21 May 2008 in the Council Chamber, Clydebank Town Hall, Dumbarton Road, Clydebank at 10.00 a.m.

Present: Councillors Jim Bollan, Gail Casey, Jim Finn, Jonathan McColl, Ronnie McColl, Patrick McGlinchey, Martin Rooney and May Smillie.

Attending: Bill Clark, Executive Director of Social Work and Health; Stephen B Brown, Head of Legal, Administrative and Regulatory Services; Jim Nisbet, Head of Service – Older People’s Team; Stephen West, Manager of Resources; Tom Jackson, Joint Manager – Addiction Services; Moira Swanson, Section Head - Strategy; Beryl Middleton, Section Head – Service Improvement; Max Agnew, Acting Section Head (Quality Assurance and Training); William Pook, Joint Finance Officer and Nuala Borthwick, Committee Officer, Legal, Administrative and Regulatory Services.

Also Attending: Chris McNeil, Head of Assessment and Care Services, Community Health Partnership

Apology: An apology for absence was intimated on behalf of Councillor Marie McNair.

Councillor Jonathan McColl in the Chair

The Convener, Councillor Jonathan McColl welcomed Mr Jim Nisbet, Head of Service - Older People’s Services, Social Work Services and Ms Chris McNeil, Head of Assessment and Care Services, Community Health Partnership to their first meeting of the Committee.

Having heard the Convener, Councillor Jonathan McColl and Councillor Ronnie McColl, the Committee agreed to thank staff of Social Work Services for their hard work and efforts in the safe evacuation of elderly residents from a recent fire at flatted accommodation, which included sheltered accommodation, in Lomond Court, Westbridgend.

MINUTES OF PREVIOUS MEETING

The Minutes of Meeting of the Social Work and Health Improvement Committee held on 19 March 2008 were submitted and approved as a correct record.

BETTER HEALTH BETTER CARE ACTION PLAN UPDATE

A report was submitted by the Executive Director of Social Work and Health providing information on the progress of work relating to potential Council input and activity relevant to the 'Better Health, Better Care Action Plan'.

After discussion and having heard the Executive Director of Social Work and Health and the Section Head – Strategy in elaboration and in answer to Members' questions, the Committee agreed:-

- (1) to endorse the format of the work plan appended to the report;
- (2) that the Executive Director of Social Work and Health be requested to conclude work to clarify the implications for Council on potential partnership working across relevant actions as presented in 'Better Health, Better Care';
- (3) that the Executive Director of Social Work and Health be requested to provide a progress report to the meeting of the Committee to be held on 22 October 2008; and
- (4) that the Executive Director of Social Work and Health be requested to provide a report to a future meeting of the Committee outlining the potential benefits and risks of replacing the current Community Health Partnership set up with a similar structure to that of the West Lothian Community Health and Care Partnership.

HEALTHY WORKING LIVES PROGRAMME UPDATE ON PROGRESS

A report was submitted by the Executive Director of Social Work and Health providing an update on progress towards achievement of the 'Healthy Working Lives' Award (HWL).

After discussion, the Committee agreed:-

- (1) to note the progress on actions towards achievement of the award; and
- (2) that a progress report be submitted to the meeting of the Committee on 20 August 2008.

SOCIAL WORK – STAFF SURVEY

A report was submitted by the Executive Director of Social Work and Health informing on the Staff Survey which was conducted in the Department of Social Work Services in March 2008.

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

- (1) to note the contents of the report from IBP Consultants (attached to the report as Appendix 1) and the recommendations and action plan to take forward improvement in people management practices; and
- (2) that the draft Performance Improvement Plan, (attached to the report as appendix 2) be updated to include action point 12 as detailed below:-

| No | Issue | Action | Lead Officer | Other Staff | Target Date | Report to |
|----|---|--|--------------|--|-------------|---|
| 12 | Staff perceive Councillors to have a lack of interest in and knowledge of services. | A Seminar will be held for all elected members where they will learn about a range of services through presentations and Q&A sessions. | W. Clark | As determined by W. Clark. (Frontline Staff should be part of this event) | August 2008 | Social Work & Health Improvement Committee. |

INSPECTION OF SOCIAL WORK SERVICES BY THE SOCIAL WORK INSPECTION AGENCY

A report was submitted by the Executive Director of Social Work and Health providing an update on the revised timetable and preparation for the forthcoming inspection of the Department of Social Work Services by the Social Work Inspection Agency (SWIA).

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

- (1) to note the contents of the report and the revised inspection timetable; and
- (2) that further briefings and updates would be provided to future meetings of the Committee.

CARE COMMISSION INSPECTIONS – INTRODUCTION OF NEW GRADING SYSTEM AND LINKS TO NATIONAL CARE HOME CONTRACT

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

- (a) providing information on the changes to the Care Commission inspection process and the proposed arrangements for reporting the outcomes of inspections to the Social Work and Health Improvement Committee; and

- (b) providing information on the changes to the National Care Home Contract for care homes for older people and the linkages between the contract and the new Care Commission inspection process.

After discussion and having heard the Executive Director of Social Work and Health and the Senior Contracts and Commissioning Officer in elaboration and in answer to Members' questions, the Committee agreed to instruct the Executive Director of Social Work and Health to prepare an annual report on key themes emerging from the inspection of the Council's provided and purchased Social Care Services in West Dunbartonshire.

CARE COMMISSION INSPECTION REPORTS

A report was submitted by the Executive Director of Social Work and Health providing information on the recent inspection reports received from the Care Commission covering four care homes for older people, three day centres and one housing support service.

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

- (1) to note the contents of the report;
- (2) to convey its thanks to officers for the report and the work undertaken to address the issues raised; and
- (3) that the Executive Director of Social Work and Health be requested to bring forward a progress report on the Care Commission Inspection Reports to a future meeting of the Committee by December 2008.

SOCIAL WORK SERVICES DEPARTMENTAL SERVICE PLAN 2008-2012

A report was submitted by the Executive Director of Social Work and Health presenting information on the draft Social Work Service Plan for the period 2008 to 2012.

Having heard the Section Head – Strategy, it was noted that the version of the draft Social Work Service Plan issued with the report was not the final version and that an updated version of the draft Social Work Service Plan, including a revised structure of the Department of Social Work Services, would be issued to Members of the Committee after the meeting.

After discussion and having heard the Executive Director of Social Work and Health and the Section Head – Strategy in elaboration of the report and in answer to Members' questions, the Committee agreed:-

- (1) that the undernoted adjustments be incorporated into the updated version of the Service Plan:-

Page 112 item 1 – remove the word “administration”; and

Page 122 item 3.1.1. paragraph 5 – add the word “historically” between the words “services” and “funded”; and

- (2) to approve the draft Service Plan, subject to the inclusion of the revised structure of the Department of Social Work Services and the incorporation of the above adjustments.

GREATER GLASGOW INDEPENDENT LIVING EQUIPMENT SERVICES (GGILES)

A report was submitted by the Executive Director of Social Work and Health informing on the status and progress of West Dunbartonshire Council and West Dunbartonshire Community Health Partnership as a member of the Joint Equipment Store (at Baillieston in Glasgow) operated by the Greater Glasgow Independent Living Equipment Service (GGILES).

After discussion, the Committee agreed:-

- (1) to convey its thanks and appreciation to the staff involved for their hard work and dedication; and
- (2) that a further report be presented to the Social Work and Health Improvement Committee on the progress of the proposed extended partnership arrangements and any impact arising for the service users within the West Dunbartonshire Council area.

QUARTERLY PROGRESS REPORT – ADDICTIONS LOCAL IMPROVEMENT TARGETS (LITS)

A report was submitted by the Executive Director of Social Work and Health providing an update on the performance of Addiction Services in line with the Social Work reporting mechanism, following a request for information at the meeting of the Social Work and Health Improvement Committee held on 19 March 2008.

Having heard the Executive Director of Social Work and Health and the Joint Manager – Addiction Services, the Committee agreed to note the content of the report and request further updates on progress as part of the Quarterly Reporting process for all Social Work and Health Services.

**QUARTERLY PROGRESS REPORT JANUARY TO MARCH 2008 AND
ANNUAL PERFORMANCE REPORT 1 APRIL 2007 TO 31 MARCH 2008 ON
PERFORMANCE INDICATORS RELATING TO SOCIAL WORK SERVICES FOR
ADULTS AND CONTINUOUS IMPROVEMENT INFORMATION FOR ALL SOCIAL
WORK SERVICES**

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

- (a) providing information on the performance of Social Work Services in relation to Statutory Performance Indicators and Local Improvement Targets for Services for Adults for the period 1 January 2007 to 31 March 2008 where available;
- (b) providing information on work being undertaken by the Department of Social Work Services on continuous improvement, including Best Value Reviews and complaints monitoring; and
- (c) presenting information for Elected Members and stakeholders, in line with Scottish Government Best Value Guidance and Audit Scotland recommendations, as part of the wider Public Performance Reporting.

After discussion, the Committee agreed to note the contents of the report and the action initiated by the department to attempt to improve performance.

**PROVISION OF CARE FOR OLDER PEOPLE IN
WEST DUNBARTONSHIRE COUNCIL – BEST VALUE REVIEW**

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

- (1) providing information on the completion of a Best Value Review in relation to services provided to Older People in West Dunbartonshire;
- (2) providing options for consideration of the future provision of care for older people in West Dunbartonshire; and
- (3) seeking consideration on how Social Work and the Health Service, in partnership with the West Dunbartonshire Community Health Partnership (WDCHP), should proceed.

After discussion and having heard the Executive Director of Social Work and Health and the Section Head – Strategy in elaboration and in answer to Members' questions, Councillor J. McColl, seconded by Councillor R. McColl, moved:-

That the Committee agrees:-

- (a) to note the contents of the report and the outcome of the Best Value Review subject to the following adjustments to the report:-
 - 3.13.1 item 6. – replace “the private and voluntary sectors” with “a range of providers”
 - 3.13.1 item 9 – insert “the NHS and” before “Communities Scotland”
- (b) to approve the recommendations made by the Best Value Review as listed at 3.13.1 of the report;
- (c) to instruct the Executive Director of Social Work and Health to commence work on the Action Plan arising from the review and to report progress to future meetings of the Social Work and Health Improvement Committee;
- (d) that any potential changes to service provision require to be subject to effective consultation processes and instruct the Executive Director to ensure that such consultations take place as required.

As an amendment, Councillor Rooney, seconded by Councillor Bollan, moved:-

This Committee notes the completion of the Best Value Review and thanks all those staff members involved for their contributions over the past two years.

Committee recognises that West Dunbartonshire Council is the third most deprived area in Scotland – yet it received the lowest settlement from the Scottish Government this year. Committee also notes that West Dunbartonshire Council faces significant challenges in meeting the predicted increase in the older people population and the corresponding increase in their care needs.

The Committee further notes that the current residential capacity is 609 care places, comprising 195 Council and 414 private and voluntary sectors. Committee fully supports the principle of providing support to older people to allow them to continue to live in their own home.

Committee welcomes the continuing improvements in care standards as a result of the work of the Care Commission, which is the driving force for improved quality of accommodation; improved quality of staff; and improved levels of privacy and dignity for older people.

This Committee notes that the NHS is likely to continue to reduce continuing care beds however we are concerned about the lack of clarity of what budgets will be available for further investment in Community Care. Committee is also concerned that not all the Social

Work Departments work has been completed and that further development and evaluation work will not be available for 6 months.

The Committee acknowledges that there is an urgent requirement for additional revenue resources and for significant capital investment in our Residential Care Homes. However Committee is sceptical that the Scottish Government will provide additional assistance through the settlement methodology.

It is clear that without appropriate funding the Council will be forced to either privatise care homes or ration our services through tighter eligibility criteria. Furthermore Committee has genuine concerns about the quality of some of the private care provision and their ability to meet increased quality in terms of both accommodation and standards of staff training.

The Committee is concerned that both Option 2 – the wholesale transfer to private and voluntary sector and Option 3 – the trickle transfer to the private and voluntary sector – could result in staff redundancies for employees not redeployed from our Residential Care Units.

Given the above concerns this Committee agrees to continue this report to a future Council meeting and requests that the Executive Director of Social Work and Health Improvement writes to appropriate Scottish ministers seeking additional revenue and capital support in order to modernise care provision in West Dunbartonshire.

On a vote being taken, 4 Members voted for the amendment and 4 for the motion. There being an equality of voting, the Chair exercised his casting vote in favour of the motion which was accordingly declared carried.

JOINT COMMISSIONING FOR THE REPROVISIONING OF LONG TERM CARE SERVICES FOR OLDER PEOPLE

A report was submitted by the Executive Director of Social Work and Health providing an update on the progress of the tendering process to identify a developer for the provision of a Care Home and Sheltered Housing upon a site in the Vale of Leven Hospital.

After discussion and having heard the Executive Director of Social Work and Health and the Head of Legal, Administrative and Regulatory Services in answer to Members' questions, the Committee agreed:-

- (1) to note the contents of the report; and
- (2) to approve that the Executive Director of Social Work and Health takes steps to undertake an open tender process in order to obtain a suitable solution to the planned development.

SINGLE OUTCOME AGREEMENTS

A report was submitted by the Chief Executive advising of progress in developing West Dunbartonshire's Single Outcome Agreement (SOA) and requesting comments on the new SOA by 30 May 2008.

After discussion, the Committee agreed to note the contents of the report and provide any comments on the SOA templates by 30 May 2008.

The meeting closed at 12.02 p.m.