

**MINUTES OF A MEETING OF THE
HEALTH AND SOCIAL CARE SCRUTINY PANEL
HELD AT THE TOWN HALL, NELSON
ON 13TH JANUARY, 2015**

PRESENT –

Councillor A. Kerrigan – Panel Leader (In the Chair)

Panel Members - Councillors

A. Aziz
K. Hartley
A. Mahmood
N. McEvoy

Also in attendance:

<i>Councillor J. Purcell</i>	<i>Executive Member for Communities and Public Health (Pendle Borough Council)</i>
<i>Councillor D. Whalley</i>	<i>Pendle Borough Council</i>
<i>County Councillor Chris Henig</i>	<i>Lancashire County Council (LCC)</i>
<i>Janine Bebbington</i>	<i>Gorgeous Media</i>
<i>Jillian Wild</i>	<i>East Lancashire Hospitals Trust (ELHT)</i>
<i>Rebecca Demaine</i>	<i>East Lancashire Clinical Commissioning Group (ELCCG)</i>
<i>Helen Hedges</i>	<i>Critical Friends East Lancashire</i>
<i>K. Haydock</i>	<i>Scrutiny Manager (Pendle Borough Council)</i>
<i>L. Rowland</i>	<i>Committee Administrator (Pendle Borough Council)</i>

(Apologies for absence were received from Councillor M. Horsfield and Audrey Westwell (Pendle Seniors Group).)



1. MINUTES

AGREED

That the minutes of a meeting of the Panel held on 11th November, 2014 be approved as a correct record.

2. SOCIAL CARE COMPLAINTS

County Councillor Chris Henig and Janine Bebbington attended the meeting to present a short film that had been made during the course of the joint review of the Adult Social Care Complaints Procedure. The film was also to be presented to a meeting of the Lancashire County Council's (LCC's) Health Scrutiny Committee. The film featured the two sisters who had prompted this Panel's work on adult social care. In the film they speak of their experience in finding a suitable residential care home for their mother and provided examples of the poor levels of care, neglect and abuse that their mother and other residents of the chosen care home had endured.

The members of the Panel agreed that the film was of a high quality and was pitched at an appropriate level. A discussion was held into ways in which the film could be used to highlight the issues raised and initiate change.

It was suggested that the film be shared with various community groups and healthcare organisations; be promoted on the Pendle Council and LCC websites; and be adopted as a useful tool in training staff/students within the health and social care sector. Subject to funding, a small resource pack with dvd could be produced for those unable to access the internet.

AGREED

That, subject to receipt of the appropriate written consent, the film be used to raise awareness of improvements required within adult social care and provide training for staff/students within the health and social care sector.

3. SCRUTINY REVIEW OF DISTRICT NURSING PROVISION

At the last meeting of the Panel representatives of East Lancashire Clinical Commissioning Group (ELCCG) and East Lancashire Hospitals Trust (ELHT) presented a briefing note on the Virtual Ward (VW) in Pendle, which had included a summary of the District Nursing Service in the Pendle Locality.

The Panel had requested further information on a number of issues, therefore Rebecca Demaine of ELCCG and Jillian Wild of the ELHT presented a further briefing note which provided some of the information requested.

With regard to readmissions to the VW in comparison with hospital readmission rates, it was suggested that readmission rates from Airedale Hospital be obtained as part of the comparison as some Pendle patients on the VW case load would have been admitted and subsequently re-admitted to Airedale Hospital.

They also provided information on detailed action plans which had been developed to deliver tangible changes to community services over the next 6 months and highlighted the priority areas. A transformation partnership was currently looking at new models of community care and Rebecca indicated that they would like to work with the Panel in providing regular updates. It had been acknowledged that there was a need to implement shared access to electronic systems, therefore a strategic group would look at this integration. Doctor S. Berry, the new Clinical Commissioning Group (CCG) Clinical Lead for Pendle was actively pursuing this matter.

It was felt that there would be some benefit in gathering information on the community service provision in other authority areas, which could help shape the new model of community care in East Lancashire.

In addition to the information provided, the representatives of ELCCG and ELHT answered questions from the Panel, where possible, on various issues including the trialing of a Community Paramedic in Pendle; the recruitment of nursing staff; the use of recorded messages during calls for an emergency ambulance; out of hours and end of life care; rapid response; self-referral; and cross county boundary nursing provision. They agreed to refer concerns relating to areas outside their remit to the appropriate body.

AGREED

- (1) That Panel members gather information on the community service provision within other authority areas to inform the review and assist the shaping of the new model of community care in East Lancashire.
- (2) That Councillor K. Hartley, in his role as Stakeholder Governor of Airedale NHS Foundation Trust, be requested to obtain details of readmission rates to Airedale Hospital as part of the comparison with readmissions to the VW and also acquire details of their outreach programme.
- (3) That CCG and ELHT representatives continue to update the Panel on the detailed plans for the new models of community care being developed by the transformation partnership.

4. DEVELOPING A DEMENTIA FRIENDLY COMMUNITY

A monitoring report on the Scrutiny Review of Developing a Dementia Friendly Community in Pendle was submitted for information. It was reported that a number of dementia friends information sessions had been delivered across the borough by two staff members who had qualified as Dementia Friends Champions. This had included sessions in primary schools and at local residents' groups. Arrangements had also been made to deliver sessions to staff at local supermarkets. To promote these initiatives amongst Council Members and staff, in-house sessions had been made available for all staff and Members, which had included Liberata and Pendle Leisure Trust.

A Dementia Action Alliance was now being established and a dedicated webpage had recently been created. Various local organisations were to be invited to join the Alliance in the near future.

AGREED

- (1) That the two Dementia Friends Champions be thanked for all their hard work in promoting the initiatives across the borough.
- (2) That a further monitoring report be submitted in six months' time.

5. NORTH WEST AMBULANCE SERVICE RESPONSE TIMES IN WEST CRAVEN

Further to a request from Scrutiny Management Team, the Panel was asked to consider the issue of poor emergency ambulance response rates in West Craven. The Panel was advised that West Craven Committee had been monitoring performance in Barnoldswick, Pendle and East Lancashire on a quarterly basis following concerns raised in June, 2012. The Committee had recently met with representatives of the North West Ambulance Service to repeat their concerns over the way that emergency ambulance response times continued to fall well short of the target for Red 1 incidents.

It was reported that a full report covering all the issues raised would be produced by the North West Ambulance Service (NWAS) for consideration at a future meeting of West Craven Committee.

AGREED

- (1) That the North West Ambulance Service be requested to include in their report, a response to the concerns raised over the use of recorded messages during an emergency call.
- (2) That the work of West Craven Committee be noted and approval be given for the Committee to continue to take the lead on this issue.

6. WORK PLAN

The Panel's Work Plan 2014/15 was submitted for information.

CHAIRMAN _____