

SCRUTINY OF HEALTH AND SOCIAL CARE IN PENDLE 2016/17



REPORT OF THE SCRUTINY PANEL

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CONTENTS

1.	INTRODUCTION	3
2.	TOPICS ADDRESSED IN 2016/17	3
	Drug and alcohol rehabilitation provision in East Lancashire	3
	Mental Health Care in the Community, Care Homes and Mental Health Wards	3
	Lancashire and South Cumbria Sustainability and Transformation Plan	4
	Primary Care Consultation	5
	Adult Social Care - Recommissioning of Homecare Services	5
3.	Other Brief Updates	5
	Changing Places Toilet Facility	5
	Fracture Clinic	6
	Eye Care Provision	6
	East Lancashire Hospitals Trust Integrated Care	7
	Pendle Older People's Plan	7
	Pendle Dementia Action Alliance Action Plan	8
	Pendle Health Events	8
4.	Conclusion	9

HEALTH AND SOCIAL CARE SCRUTINY PANEL

INTRODUCTION

The Health and Social Care Scrutiny Panel was established in 2012 and is tasked with carrying out reviews on any aspects of health and social care services in Pendle.

The Panel's aim is to investigate whether the health and social care services provided ensure a sufficiently high standard of care for people in Pendle.

At the end of a review, when all the information has been considered, the Panel makes recommendations as appropriate to the Council and its partners.

TOPICS ADDRESSED IN 2016/17

Drug and alcohol rehabilitation provision in East Lancashire

1. After establishing that there is a need for Pendle residents to access drug and alcohol rehabilitation facilities, the Panel gathered information on the provision in East Lancashire.
2. We heard from a number of groups and organisations including Lancashire County Council, who is responsible for arranging the provision of treatment in Lancashire.
3. Our research shows that there is plenty of support for those people that require help in breaking free from drug, alcohol and other addictions, including support for relatives.
4. This includes separate adult and young people's treatment services and involves work around early intervention and prevention, as well as helping those already using substances.
5. Our findings can be viewed in our final report, accessed via the following link – http://www.pendle.gov.uk/info/20093/overview_and_scrutiny/224/scrutiny/4

Mental health care in the community, care homes and mental health wards

1. Our review on mental health care provision tied in closely with that of drug and alcohol rehabilitation.
2. The purpose of our review was to find out if patients in Pendle had access to high quality mental health care.
3. We began by concentrating on the services available in the community, followed by care home and mental health ward facilities.
4. As with our review of drug and alcohol rehabilitation provision we gathered information and/or heard evidence from various groups/organisations.
5. We also considered a summary of a report by an independent mental health taskforce which gave a frank assessment of the state of current mental health care across the NHS.

6. Our research clearly shows that there is a lot of support available in East Lancashire for people with mental health issues.
7. However, the investigations of the taskforce did reveal some worrying statistics.
8. As a result, the Government has announced that an extra £1 billion is to be invested in mental health care by 2021 and a million more people will get mental health support.
9. All of the Panel's recommendations have been approved by Council and can be viewed in the final report at – http://www.pendle.gov.uk/info/20093/overview_and_scrutiny/224/scrutiny/4
10. Further information on the NHS services available can be found on their Healthy Minds website via the following link - <http://www.eastlancshealthyminds.co.uk/>

Lancashire and South Cumbria Sustainability and Transformation Plan

1. Research shows that the current health and social care system is not sustainable.
2. Although the NHS is expected to get an increase of funding over the next five years, demand is still set to outstrip this.
3. When coupled with the impact of Local Authority cuts, it is clear that there is a need to avoid growth in more expensive acute care and use our collective resources more effectively.
4. As a result, the NHS Planning Guidance (Dec 2015) launched a new approach to deliver a sustainable, efficient health and care system.
5. To develop this, 44 Sustainability and Transformation (STP) areas have been identified throughout England.
6. Lancashire and South Cumbria is one of the footprint areas and a five year strategic plan has been drafted. This includes a Pennine Lancashire Local Delivery Plan (LDP).
7. The Plan sets out to develop sustainable, local accountable care systems and place-based new models of care aimed at preventing ill health and reducing the reliance on services provided within acute hospitals.
8. The Panel is aware that, as a district council, we are well positioned to influence many of the wider determinants of health through our key functions and in our enabling role, supporting communities and influencing other bodies.
9. The Council has therefore worked with other East Lancashire district councils to outline our commitment to contributing to preventative public health policy.
10. As Panel members, we joined the rest of the Council at an information session prior to the Council meeting in December, 2016.
11. A number of us have also attended an STP seminar; meetings of the Joint Committee of Clinical Commissioning Groups; and a scrutiny inquiry event arranged by Lancashire County Council's Health Scrutiny Committee.
12. We will continue to watch developments closely.

13. In the meantime, for more information and to view a copy of the draft Sustainability and Transformation Plan, please click on the following link

- <http://www.lancshiresouthcumbria.org.uk/sustainability-and-transformation-plan>

Primary Care Consultation

1. We took an active interest in NHS plans to improve access to GP services, by welcoming representatives of East Lancashire Clinical Commissioning Group (ELCCG) to our June 2016 meeting, to present their proposals.
2. All members of the Council were invited to hear about a 12 week public consultation that was taking place to gather opinion on a proposed model to provide access to routine GP services from 8 a.m. to 8 p.m. by one call to your local practice.
3. It was proposed that every locality would have access to a health hub by offering additional GP or specialist nurse appointments from 4 p.m. to 8 p.m. Monday to Friday; 9 a.m. to 1 p.m. on Saturday; as well as an urgent care service from 8 a.m. to 8 p.m. on Saturday and Sunday.
4. This would be in addition to the minor injuries unit and the GP out of hours service.
5. The ELCCG representatives returned to our December meeting to report on the results of the consultation.
6. We heard that overall, of those that had responded, three in four had agreed with the proposals.
7. Further information on this topic can be found on the ELCCG website: www.eastlancscg.nhs.uk

Adult Social Care – Recommissioning of Homecare Services

1. We have continued to monitor the recommissioning of homecare services for older adults and people with a physical disability being carried out by Lancashire County Council.
2. The initial procurement process had been put on hold in 2015 after reaching its third phase, as it had become vulnerable to challenge.
3. Documents have since been developed for the new framework and the tender was published in December, 2016.
4. The tender return deadline has now passed and we expect to receive notification of the outcome by the end of May 2017.
5. The new framework is expected to commence in August and we will therefore continue to monitor progress in 2017/18.

Other Brief Updates

Changing Places Toilet Facility

1. As previously reported, the Health and Social Care Scrutiny Panel has

- eagerly supported a proposal to install a Changing Places Toilet Facility in Pendle.
2. Changing Places are for use by people with severe learning and other disabilities who cannot use standard accessible toilets.
 3. They have the extra space and equipment needed to enable the toilet to be used in safety and comfort.
 4. At the request of the Panel, consideration was given to developing a facility at Stanley Villas in Albert Road, Colne.
 5. As a result, a Changing Places has been installed and is now open.
 6. Further details on the Colne facility can be found at the following website – <http://changingplaces.uktoiletmap.org/toilet/view/921>

Fracture Clinic

1. Early in 2016 members of the 2015/16 Panel learnt that the Fracture Clinic at Burnley General Hospital had been moved, on a six month trial basis, to the Royal Blackburn Hospital.
2. They were told that this was to address the issue of patients waiting up to 14 days for an appointment at the Burnley clinic.
3. This was regarded as a patient safety and quality concern and in order to immediately address the issue, the clinic was relocated to the Royal Blackburn site.
4. Understandably the Panel had a number of concerns.
5. It was clear that patients from the Burnley and Pendle area, who in the majority of cases had mobility issues due to having a limb in plaster, were having difficulty travelling the extra distance to the Royal Blackburn Hospital site.
6. There was questions raised as to why, at the time of the decision, there was just one fracture clinic being provided every two weeks at Burnley General Hospital, resulting in the 14 day wait for an appointment.
7. They also had concerns over the way an assessment of the quality of service had been carried out and questioned the accuracy of the views gathered from service users.
8. These concerns were put to the East Lancashire Clinical Commissioning Group and East Lancashire Hospitals Trust.
9. The 2016/17 Panel members monitored progress on this important issue by welcoming the Executive Medical Director of East Lancashire Hospitals Trust and a Senior Orthopaedic Consultant to our August meeting.
10. Sadly, despite voicing our concerns we have been told that, following an analysis of the trial, the Clinic is to remain at Royal Blackburn Hospital.

Eye Care Provision

1. We have continued to monitor progress with the new integrated eye service that was launched in October, 2015.

2. Our latest update showed that overall, the service was working efficiently and effectively.
3. We learnt that an innovative and more efficient way of monitoring and managing glaucoma patients has been in place since December 2016, when a Virtual Glaucoma Clinic was introduced.
4. Virtual monitoring picks up any changes to vision and allows action to be taken before the condition progresses.
5. We were also pleased to hear of the construction of a new eye care unit at Burnley General Hospital.
6. The forecast date for completion is January, 2019.

East Lancashire Hospitals Trust Integrated Care

1. We continue to receive updates on Integrated Care provided by the East Lancashire Hospitals Trust (ELHT) and ELCCG.
 - Discharged 1016 patients from Acute Medical Units
 - Discharged 248 patients from ELHT wards
2. This is provided by way of Integrated Neighbourhood Teams (INTs) and an Intensive Home Support Service (IHSS), both of which were implemented in September, 2015.
3. Our latest update reported on the success of a new Front Door Team which supported the Emergency Department, Acute Medical Unit, Urgent Care Centre and wards.
 - Respiratory
 - Falls
 - Mobility
 - Pain
4. We heard that, between January and August 2016, the Team:
 - Assessed 2804 patients
 - Avoided 983 admissions from the Emergency Department
5. By reducing the length of stay, bed capacity increased by 58 days in the first quarter of 2016.
6. The top four clinical presentations were:
 - Respiratory
 - Falls
 - Mobility
 - Pain
7. ELHT also work with the Falls Response Service/North West Ambulance Service.
8. Positive feedback from patients and their families indicate that the service is working successfully.

Pendle Older People's Plan

1. We received an update on progress with actions in the Pendle Older People's Plan, since its approval in August, 2016.
 - older people and aims to ensure that they –
 - have sufficient financial security to maintain their quality of life
2. The Plan outlines collaborative working to improve outcomes for
 - have access to mainstream services
 - are healthy and well

- feel safe and supported
 - have the opportunity to make a positive contribution
3. A clear strategy has been established to achieve this, and it is clear that positive progress has been made in many areas.
 4. Pendle Seniors Group will oversee the Plan and we will receive six monthly progress updates.
 5. Further information can be found at item 4 of the following link - http://www.pendle.gov.uk/meetings/meeting/2267/health_and_social_care_scrutiny_panel

Pendle Dementia Action Alliance Action Plan

1. In March 2016, the Scrutiny Management Team approved Pendle's Dementia Action Alliance Action Plan. which has created additional members qualified to deliver Dementia Friends sessions.
2. The objectives of the Plan are –
 - To raise awareness of dementia
 - To provide access to further information and understanding of dementia
 - To inspire and coordinate projects/ programmes/ initiatives for people affected by dementia, including carers
3. In October of the same year we, as the Health and Social Care Scrutiny Panel welcomed the Chairman of the Alliance to our meeting to hear an update on progress with the Action Plan.
4. We were very pleased to hear of the many Dementia Friends sessions delivered in the area in addition to Dementia Friends Champion training
5. Those included in the training include –
 - Lancashire County Council staff and Councillors
 - Lancashire Fire and Rescue
 - Police Cadets
 - Local supermarkets
 - Churches/Mosques
 - Taxi drivers
 - Schools/College
 - Youth Parliament
 - Council for Voluntary Service
6. Successful information events have also been held in a number of towns in the borough and a comprehensive list of services has been produced.
7. It is clear that a lot of important work has been carried out and will continue into the future.

Pendle Health Events

1. This year we have also been out in the community. which was held at Barnoldswick Civic Hall.
2. In June 2016, Panel members hosted a stall at an Airedale Health Event
3. Following this we then took the opportunity to host a stall at Pendle Care Fair at Colne Municipal Hall.

4. We believe that attendance at such events provides a valuable

opportunity to promote the work of scrutiny.

Conclusion

During 2016/17 the Panel has carried out work on a variety of health and social care issues and work on the following two topics will continue in the coming year –

- Lancashire and South Cumbria Sustainability and Transformation Plan
- Recommissioning of homecare services

We also look forward to researching new topics including highlighting the symptoms of Sepsis and publicity around organ donation.

The Leader and Members of the Health and Social Care Scrutiny Panel
(Councillors Marjorie Adams, Wayne Blackburn, Ken Hartley,
Noel McEvoy, Ken Turner, Sheila Wicks, Brian Newman)

May, 2017