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London Borough of Islington
Health and Care Scrutiny Committee - Tuesday, 10 September 2019

Minutes of the meeting of the Health and Care Scrutiny Committee held on Tuesday, 10 September 2019 at 7.30 pm.

Present: **Councillors:** Gantly (Chair), Turan (Vice-Chair), Caluori, Clarke, Hyde, Khondoker and Klute

Also Present: **Councillors:** Burgess and Champion

Councillor Osh Gantly in the Chair

92 INTRODUCTIONS (ITEM NO. 1)

The Chair introduced Members and officers to the meeting

93 APOLOGIES FOR ABSENCE (ITEM NO. 2)

Councillor Chowdhury

94 DECLARATION OF SUBSTITUTE MEMBERS (ITEM NO. 3)

None

95 DECLARATIONS OF INTEREST (ITEM NO. 4)

None

96 MINUTES OF THE PREVIOUS MEETING (ITEM NO. 5)

RESOLVED:

That the minutes of the meeting held on 15 July 2019 be confirmed as a correct record of the proceedings and the Chair be authorised to sign them

97 CHAIR'S REPORT (ITEM NO. 6)

The Chair stated that the order of the agenda would be as published.

The Chair added that she had been approached to discuss installation of 5G masts at the Committee, however due to the busy schedule of the Committee agendas and Government advice that 5G is safe this would not be considered at the present time.

98 PUBLIC QUESTIONS (ITEM NO. 7)

The Chair outlined the procedure for Public questions, filming and recording of meetings, and Fire Evacuation Procedures

99 HEALTH AND WELLBEING BOARD UPDATE - VERBAL (ITEM NO. 8)

None

100 WHITTINGTON NHS TRUST - PERFORMANCE UPDATE/QUALITY ACCOUNT (ITEM NO. 9)

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Michelle Johnson, Chief Nurse and Director of Patient Experience, and Jonathan Gardner, Director of Strategy and Commissioning, Whittington NHS Trust were present for discussion of this item.

Whittington NHS Trust made a presentation to the Committee, a copy of which is interleaved.

During discussion the following main points were made –

- There were 108,651 visits to A&E in 2018/19, and 2,224 elective admissions. There has been a 10% increase in A&E attendance in the past year. Work is taking place with primary care and other partners to reduce this number. There were a number of reasons why people were attending A&E but this placed a strain on the Trusts resources
- It was noted that new procedures had been introduced in ambulatory care which were proving beneficial
- The maternity staff delivered 3,478 babies, and there were 793,423 contacts with patients in the community
- The Trust had an annual turnover of £348m, and employs over 4,200 staff. The Trust also works with over 190 volunteers, who support the Trust
- There have been positive maternity survey results
- The Trust has the third highest uptake of flu vaccine by staff across London, and the proportion of staff taking part in the staff survey rose to 49.8%
- The Trust held its first annual staff awards, and was placed 35 overall in the UK, and second in London from the National Cancer Experience Survey
- The Trust has implemented the updated National Early Warning Score 2 system
- The Trust participated in 100% of relevant national clinical audits, and 100% of national confidential enquiries
- Trust staff have received a number of awards, and nominations, in 2018/19
- Financially, the Trust delivered against its year end control total of £22.7m. The financial performance made the Trust eligible for £6.2m in additional incentive and Provider Sustainability Fund funding from NHS Improvement
- For 2018/19 the Trust reported an adjusted surplus of £28.2m, including £27.6m of PSF income
- Whilst the Trust met its financial targets for 2018/19, it fell short of its Cost Improvement Target by c£5m, delivering £11.5m versus £16.5m. This creates an additional pressure for the 2019/20 financial year
- In 2018/19 the Trust set itself 30 quality priorities covering 14 domains. These covered Patient Safety, Patient Experience, and Clinical Effectiveness. The priorities were identified following consultation with staff, managers and stakeholders. The Trust met 25 of its quality priorities, and moved forward significantly with the remainder
- A number of achievements have been made in 2018/19 in the review of priorities performance including – Family and Friends test results for Podiatry has shown an increase of 150% over the year, due to the utilisation of SMS Friends and Family links sent to patients, and enhanced focus on collecting feedback amongst local teams. A Frailty pathway has been developed for urgent and emergency hospital care. A delirium rapid assessment test, and Delirium Care Plan have been introduced. In addition, an increased number of patients have been recruited to research studies, with 1,023 patients, compared to 751 in 2017/18. Falls - mandatory training has been developed, but more work is needed, and there has been significant improvement in the care of older people. The critical care outreach team reviewed over 90% of patients, with a grade 3 AKI, within 24 hours of detection. There has been a significant increase in the number of people with learning disabilities involved

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in Trust activities, including a Trust Volunteer team, involved in the Autism project, and offering three 10 week voluntary administrative placements to autistic service users

- There have been no avoidable grade 4 pressure ulcers, and there has been a reduced number of 2 instances of attributable Trust Grade 4 pressure ulcers
- The outpatient appointment Trust cancellations rate was reduced by 0.7%, and a number of these appointments that were cancelled were due to a change in time of appointment, rather than date. There is a Trust transformation programme, and this will continue to be part of improvement for 2019/20
- The 2017 inpatient national patient experience survey presented a marginal improvement on the previous years' feedback, in relation to food. The Trust has implemented a new patient dining service improvement group, and the contract for patient catering has been transferred back to the Trust management
- Medicine safety reviews within 24 hours, for patients diagnosed with grade 3 Acute Kidney patients, was not consistently being met, and the achievement was just under the 75% target
- The target of seeing 75% of patients with an autism spectrum condition, or a learning disability, in the Emergency Department in under 2 hours, is not consistently being met. The campaign for the right to stay with people with dementia, is also still not fully embedded across the Trust
- Statement of Assurance – the independent Auditors' limited assurance report stated that the Quality Account has been prepared, in line with the criteria laid down, and the sources specified in the guidance. Also the indicators in the Quality Account, subject to limited assurance, have not been reasonably stated in all material respects, in accordance with the Regulations, and the six dimensions of data quality, as set out in the guidance
- Priorities for improvement 2019/20 – There are 28 quality priorities (within patient safety, patient experience, and clinical effectiveness domains), that reflect the needs of patients, and the community. In addition, there are 20 new priorities being introduced, and 8 priorities have been retained for reasons of being unmet, making significant improvement over the course of the year, or being of high importance to the Trust. The priorities have been co-developed with clinical staff, managers, patients and external stakeholders, and agreed by all relevant Committees
- In response to a question it was stated that staff were seeing an increased level of violence from patients and work was taking place with psychiatric teams to help alleviate this
- Reference was made to the changes being introduced in relation to patient transport and the fact that there had been problems and complaints with the service being introduced, when it had been in operation at Royal Free. It was stated that the changed contract had only been introduced that week in the Whittington and the Trust would be keeping a close watch on how the service is operating and if complaints increased
- In response to a question it was stated that the Trust had to find savings of £16m and this included the £5m referred to earlier. This was proving very challenging to achieve this level of savings
- A Member enquired whether the savings proposed compromised patient safety, however the Trust reassured the Committee that this was not the case and savings being looked at were employing more permanent/bank staff rather than employing agency staff
- Reference was also made to the results of the staff survey on bullying and harassment and that these were not satisfactory. The Trust responded that they shared this concern, however these instances had mainly been confined to specific departments which were under the most pressure. There is a

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training programme in place for staff and a developmental approach adopted to enable teams to work better together

- In response to a question on progress of the Estates Strategy, the Trust stated that they had submitted an outline case to NHS England/Improvement and the main priority is the redevelopment of the maternity unit
- A Member enquired if the increase in A&E attendance was linked to an increase in the drugs trade around Finsbury Park and other areas of the borough. The Trust stated that alcohol was a big problem but she would supply the Committee of details of whether drug use had led to an increase on attendance at A&E. In addition, it was stated that the Trust would supply any details available on the numbers of frequent callers to A&E that did not require A&E attendance and caused disruption
- It was stated that improvements in technology were being used to assist staff, and that staff on shifts needed to have working conditions improved, such as access to water and toilet breaks. In addition, electric cars are being introduced for community nurses, and also by provision of Oyster cards
- In response to a question concerning the recent Healthwatch report on the maternity unit culture, and also enquired if there are any plans to downgrade midwives. The Trust responded that work is taking place on the culture issues highlighted in the maternity unit, and that targeted work is taking place. In relation to downgrading of midwives, it was stated that midwives were not being downgraded, however reorganisation is taking place to attract additional staff to support the service
- Reference was made to the fact that the number of Friday discharges was resulting in difficulties in getting care plans in place in time for patients to be discharged. The Trust stated that it needed beds to be available over the weekend for admissions. The Committee expressed the view that more discussion and liaison needed to take place with providers on this issue
- In response to a question it was stated that work takes place with mothers to identify any mental health problems, depression etc. and midwives were being given additional training to support them in this

RESOLVED:

That the Committee be provided with details on whether there had been an increase in drug related attendances at A&E, and to provide any available details on instances whereby frequent callers to A&E were impacting on the provision of services

The Chair thanked Michelle Johnson and Jonathan Gardener for attending

101 SCRUTINY REVIEW - ADULT PAID CARERS - WITNESS EVIDENCE - VERBAL (ITEM NO. 10)

Carers from MiHomecare were present and made statements to the Committee, following which questions were asked by Members of the Committee.

Ian Haddington, MiHomecare, and Heidi Wildman London Care were also present.

During discussion the following points were made –

- Carers stated that they worked in the caring profession as they found it rewarding, and had moved into the service often after caring for a relative or a friend
- Carers stated that they enjoyed caring for the elderly, however they expressed concern that they were not paid additional money for working at weekends or after 6p.m. and that there should be an increase in pay for carers

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- In response to a question carers were broadly in favour of more guaranteed hours contracts, and that zero hours contracts did not give security of remuneration. If clients went into hospital then a carer lost pay and this was not considered to be fair to carers. This was due to funding being ceased from the LA as the care package is not required when a client goes into hospital
- MiHomecare stated that guaranteed contracts were offered to all carers, after completing their probationary period, but they had to commit to working 30 hours per week but this could often involve late night or weekend working, which many carers did not wish to commit to. Many carers wished to do 9-5 and this was not always possible with guaranteed hours contracts
- Discussion took place as to the hours of carers, and it was stated that some clients did not want to go to bed until 10.00p.m. and this led to a long day as carers would often have to start early in the morning. Most of the carers duties took place in the morning, and in the early evening, and there was a lot of downtime if clients wanted to be put to bed late at night. This led to carers working a long day, from early in the morning to late at night, however their pay did not reflect this
- Reference was also made to the fact that in some instances carers faced abuse, possible violence, or racist attitudes towards them by clients and that this should not be acceptable. The view was expressed that there should be a zero tolerance policy adopted to prevent this. It was stated that whilst appreciating that this should not be acceptable, if clients persisted it would be difficult for a Local Authority to withdraw care. It was noted that at present when there is a difficult client they are often placed with an alternative provider, which just passes the problem on
- Concern was also expressed by carers that there appeared to be long periods whereby concerns were expressed by carers about clients, and action being taken by Social Services. MiHomecare stated that they did report concerns and while action is taken quickly by Social Services quickly in many instances, because of pressures on the system, this was not always the case
- Carers informed the Committee that they felt that they were best placed to know the concerns/problems of clients. When problems were reported this led to frustration for carers in that action was not taken in some instances for a considerable period of time, and there appeared to be no timeframe for dealing with concerns expressed
- Carers also expressed the view that the travel time allocated for visits was not sufficient, and that payment for late working and weekend working should be increased. It was stated that the contracts agreed with the Local Authority did not provide for this, and there would be additional costs to the contract if this was agreed
- The view was expressed that carers could be given Trusted Assessor status, if the Local Authority agreed to this, and this would not only give carers an additional role that could increase guaranteed hours, but improve the service to clients
- In response to a question carers stated that they viewed caring as a career, and that there were career pathways that could be followed, however these could be limited
- Carers expressed the view that there were other measures that the Council could introduce to improve conditions for carers. Carers often had to visit areas, estates late at night and felt unsafe. Many carers were women and felt vulnerable. The provision of parking permits for carers would assist in them being able to take their cars, and be of limited cost to the Council. There may be other benefits that could be offered to carers, which in addition, may make their job not only more satisfactory, but make them feel more valuable e.g. reduced rates for gym membership etc.

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- The Committee expressed their gratitude to the carers for their dedication and professionalism to their job. Members added that the concerns of carers had been noted and the Committee, within the financial constraints the Council is under, would be making recommendations that would hopefully address a number of the issues raised
- Carers also expressed concern that there is a lack of information provided when clients are discharged from hospital etc. and that there needed to be improvements made in this regard
- MiHomecare stated that minute by minute billing is a problem in terms of payment for carers. An alternative is to look at a paying on plan system, whereby providers are commissioned to provide a certain number of hours, and carers could be contracted to provide these. A geographical zoning system could also bring benefits, and increase capacity in the system, while at the same time improving the service to clients. Members were informed that alternative models would be looked at in a future meeting
- Reference was made to the payment of sick pay, and that clarification should be provided at a future date in relation to the provision of sick pay for carers. Some carers raised the issue of losing their clients hours if they were off sick. It was stated that clients' needs had to be covered during a carers sickness absence so duties had to be reallocated

The Chair thanked carers for their attendance and the work that they did on behalf of the Council and clients, and also to MiHomecare for attending

102

PERFORMANCE INDICATORS - QUARTERS 3/4 (ITEM NO. 11)

Councillor Janet Burgess, Executive Member Health and Social Care, and Shakaut Mahnaz, Public Health, were present for discussion of this item.

During discussion the following main points were made –

- Social care delayed transfers of care have trended upwards, and there was an average total of social care delayed beds per day of 6.5 at the year end, missing the target of 5 beds per day. Measures are being taken to improve this
- Discharge to home or community care – at end of 2018/19, 95% of people discharged from hospital into enablement services were at home, or in a community setting 91 days after the discharge meeting, therefore meeting the target of 95%
- Direct payments – currently 23% of all Islington community care, and support, is provided through direct payments. The total number of service users in the community receiving services has increased from 591 to 675, from the beginning of the year, however there had been a change in the method of calculation
- The target for the placement of residents going into residential, and nursing care, has slightly increased from the target of 130 to 139
- Reducing social isolation – results from the 2018/19 survey show an improved percentage of working age adults known to Adult Social Care, that feel that they have adequate or better social contact, increasing to 78% from 70% (in 2017/18)
- Public Health – smoking reduction is once again above target. There is effective detection of health risks through NHS national health checks, and performance is on target for 2018/19
- Mental health issues – in 2018/19 over 5,000 people accessed support for common mental health problems through IAPT. Performance is slightly below the annual target, but shows an improvement from last year. The percentage of Islington residents entering IAPT treatment who recover, is above the nationally set target (50%), at 52%

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- Substance misuse – in 2018/19 10.4% of drug users in treatment during the year successfully completed treatment, and did not re-present within 6 months of treatment. This is significantly below the target of 20%, and a reduction in performance from last year. Similarly, in 2018/19 the proportion of alcohol users who successfully completed a treatment plan was below target 27.2%, as opposed to 40%. A new integrated substance misuse treatment and recovery service was procured, and commenced, at the start of 2018/19, which has impacted on performance figures. However, the performance figures for April/May has shown an improvement
- Improved sexual health – the number of Islington women prescribed long term acting reversible contraception in 2018/19 has substantially exceeded the annual target

RESOLVED:

That the report be noted

103 WORK PROGRAMME 2019/20 (ITEM NO. 12)

RESOLVED:

That, subject to the LAS Quality report, scheduled for the October meeting, being placed on the November meeting of the Committee agenda, the report be noted

MEETING CLOSED AT 10.30 P.M.

Chair

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