

Leicester  
City Council

Minutes of the Meeting of the  
ADULT SOCIAL CARE SCRUTINY COMMISSION

Held: TUESDAY, 4 FEBRUARY 2020 at 5:30 pm

P R E S E N T:

Councillor March (Vice-Chair in the Chair)

Councillor Batool  
Councillor Kitterick

Councillor Kaur Saini  
Councillor Thalukdar

In Attendance

Councillor Russell – Deputy City Mayor, Social Care and Anti-Poverty

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**45. APOLOGIES FOR ABSENCE**

Apologies were received from the Chair Councillor Joshi. Councillor March as Vice Chair to the Chair for the meeting.

Apologies for absence were also received from Councillor Khote and Ruth Lake.

Members wished Councillor Khote a speedy recovery.

**46. DECLARATIONS OF INTEREST**

No declarations of interest were made.

**47. MINUTES OF THE PREVIOUS MEETING**

Minute 37: Minutes of the Previous Meeting

Members of the Commission were asked to form a small reference group to test the new format of the Adult Social Care Integrated Performance Report. Members who wanted to be involved were asked to notify the Scrutiny Policy Officer – Councillors Batool, Kaur Saini and Kitterick.

**AGREED:**

That the meeting be co-ordinated through Scrutiny Policy Officer support.

Minute 42: Communications and Information Co-ordinator – Update

It was recommended that the Communications and Information Co-ordinator liaise with Ward Councillors to better understand communities across the city. The action would be carried forward to the next meeting of the Scrutiny Commission.

AGREED:

That the minutes of the meeting of Adult Social Care Scrutiny Commission held on 17 December 2019 be confirmed as a correct record.

**48. PETITIONS**

The Monitoring Officer reported that no petitions had been received.

**49. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

The Monitoring Officer reported that no questions, representations or statements of case had been received.

**50. CARER STRATEGY UPDATE & OVERVIEW OF CARERS' SUPPORT SERVICE**

The Director for Adult Social Care and Commissioning submitted an update on the Joint Social Care and Health Recognising, Valuing and Supporting Carers in Leicester, Leicestershire and Rutland Carer Strategy 2018 to 2021. Commission Members were recommended to note the report and provide feedback.

The Director for Adult Social Care and Commissioning presented the report and introduced Cheryl Clegg from Age UK, Leicestershire and Rutland, and Philippa Stanbridge from Leicester Carers Support Service.

It was noted that the Strategy provided a shared vision with eight guiding principles. It was further noted the delivery plan was in final draft form and was on target to be published early March 2020. Production of the plan had started during Carers Week June 2019 and relevant organisations and carers had provided input towards its development.

Delivery of the plan was outlined in the report. It was noted that methods and approaches to measure impacts and achievements were detailed in the Carers Strategy and would be measured every year against national indicators.

Cheryl Clegg provided an outline of the Leicester Carers Support Service (attached for information) based in Clarence House which had been the main support service for carers, provided on behalf of the Council for carers over the age of 18 since 1 July 2019. It was noted that carers under 18 were supported through Barnardo's on behalf of the Council.

A leaflet was circulated to the Commission Members (attached for information)

which outlined a variety of services and support, including information and advice, carers cafes, group activities and peer support groups. Carer learning and training ran sessions such as Mindfulness and wellbeing activities. A recent presentation had been given on alcohol and substance misuse. It was stated that carers could be in complex situations, and many carers were not in the best of health themselves. The Leicester Carers Support Service offered emotional support to all carers.

Carers could drop into the hub at any time for information and support. It was noted that carers came from all backgrounds, were wide ranging in age, with some new to the role, and others may have been caring for many years, and could be supporting one person or multiple people. Activities took place at Clarence House and around the city. Members were told that intensive support was given to 339 carers and numbers were increasing, with an average of 30+ people a week visiting the carers' hub. The Service also took direct referrals.

Members were informed that one group had been started in response to demand. The Cared for Carers Group was slightly different and supported carers who could not leave the person they were caring for. The group was growing in size and was proving invaluable.

The Service continued to hold a number of outreach sessions which were advertised, and staff were present to provide information and advice on the support available. It was noted that carers often did not identify that they were in a caring role initially until questioning drew out information on the role they were performing. The Service was also looking to introduce Carers Passports to show an individual was a carer. It was noted there were no criteria to be met to receive support as a carer but carers under the age of 18 would be referred to Barnardo's.

A Benefits Adviser had also been appointed to help complete forms such as DWP applications and help deal with housing issues. It was noted that carers often struggled financially, an issue which could have a severe impact on health.

The Support Service used a strength-based approach, looking at the carers' own strengths and capabilities. The Service was involved in strategic work with authorities and Carers' Rights days and had positions on the Learning Disabilities and Mental Health Partnership Boards and would soon be holding its first Carers Panel.

A new logo was being designed for Leicester Carers Support Service, which was also looking at having a separate website and rebranding leaflets for a fresher look that would appeal to younger carers.

The Service was in the process of planning activities throughout the year, including some evening events where carers could come along and meet young carers in the same situation, and an event on a Saturday for those carers that worked. Previously events had been held at gurdwaras and temples and had been invited by various companies to hold stands. Other venues

would be looked at across the city, and the Service was in the process of building relations and establishing contacts in different communities.

The Chair recommended that events be taken to other areas within the community.

Members were informed that support was also given to carers who suddenly stopped caring, for example, if the cared-for person died or went into care, which could make the carer feel very lost.

In response to a question from Members, the Director of Adult Social Care and Commissioning said the contract with Leicester Carers Support Service was monitored, statistical information was provided by the service, and quality checks were undertaken as part of the process.

The Chair asked that an update report and delivery plan be brought to the Scrutiny Commission in six months' time and that Age UK, Leicestershire and Rutland be invited also to discuss progress.

AGREED:

that:

1. the report and comments made by the Scrutiny Commission be noted.
2. Leicester Carers Support Service hold events in other areas of the City.
3. the Scrutiny Commission to receive an update report and delivery plan in six months.
4. Age UK, Leicestershire and Rutland be invited to a future meeting in six months to discuss progress.

## **51. DRAFT GENERAL FUND REVENUE BUDGET REPORT 2020-21**

The Director of Finance submitted a report setting out the City Mayor's proposed budget for 2020/21 to 2021/22. The Commission was recommended to consider and comment on the Adult Social Care element of the budget. The Commission's comments would be forwarded to the Overview Select Committee as part of its consideration of the report before presentation to the meeting of Council on 19<sup>th</sup> February 2020.

Councillor Russell, Deputy City Mayor, Social Care and Anti-Poverty introduced the report. The Commission was asked to note the budget presented was for one year, with no financial certainty beyond 2020/21, leaving the budget for Adult Social Care vulnerable. It was further noted that steadily increasing demand, with increased costs had made it a volatile service budget area.

Martin Judson, Head of Finance, said the Service was reliant on the Better Care Fund monies of £28.5m each year and the budget had to factor in the increasing needs of existing service users at 5.5% (£10m) per annum. A growth in service user numbers was also expected of 0.5% per annum and an increase in the National Living Wage at 6%, which equated to an annual overall

growth in costs of rate of 11.5% for 2020/21. As a result an additional £3m of growth has been included in the 2020/21 budget. Beyond 2020/21 there would be an increasing gap between resources and expenditure of at least £15m per annum unless a long-term funding solution was provided by central government.

It was noted that £2.5m had been achieved towards a £5m savings target under the Spending Review 4 Programme so far, and work was ongoing to find further savings and the remaining £2.5m was not attached to any particular review.

The Deputy City Mayor informed the meeting that a report on the charging policy would be brought to the next meeting of the Scrutiny Commission. She noted the Enablement Service costs were approximately £1m but believed it offset costs of £1m and if funding was ceased the Department would see an increase in costs elsewhere in the budget in future years. It was noted the Department was currently meeting need but was under immense pressure as demand rose.

The Chair asked if the Council sought assurances from other health and social care providers in the city, for example, Leicester Partnership NHS Trust, that adequate, timely support and budgeting was provided to the increasing needs of vulnerable adults. The Deputy City Mayor affirmed that the range of partners working with the Council functioned together to maximise resources.

The Commission acknowledged the difference between available budget and expenditure and the lack of ability to forward plan, and the growing complexity of needs for people below retirement age with deep concern.

AGREED:

that:

1. The Commission note the report;
2. The Commission raise concerns relating to severe cost pressures on Adult Social Care services for the future.
3. Comments and recommendation from the Commission on the budget item go to Overview Select Committee to inform Budget Council.

## **52. TACKLE CARE HOME STAFF RATIOS: MANIFESTO PLEDGE**

The Director for Adult Social Care and Commissioning submitted a report to the Commission which provided an update on progress against the manifesto pledge 'Tackle Care Home Staff Ratio's as part of their commitment to improve Health & Care'. The Commission was recommended to note the contents of the report and provide any comments or feedback to the Director for Adult Social Care and Commissioning.

The Deputy City Mayor introduced the report and legislative framework of The Health and Social Care Act 2008 (Regulated Activities 2014: Regulation 18) around the deployment of staff to deliver care.

Annette Forbes, Group Manager, Contracts and Assurance, presented the report. The Commission was asked to note that the Council had no means of legally enforcing a staff-patient ratio in a care setting, legislation stated only that an organisation was required to deploy enough staff. The report also provided information on the number of measures available to the Council to ensure the needs of social care clients were being met, including the fee setting process.

The report stated Leicester City Council compared well against the national average with regards to the numbers of nursing and residential homes which were graded by the Care Quality Commission (CQC) as 'Outstanding' or 'Good' overall. It was noted that whilst the Council could not enforce the numbers of staff deployed, the Department looked at intelligence from stakeholders, undertook checks on homes, and checked with individuals and family members to ensure the needs of individuals were being met.

It was noted when looking at the quality of services, the Contracts and Assurance Service (CaAS) undertook Quality Assurance Framework (QAF) assessments on a regular basis. Assessments usually could include a desk top exercise and observations, an auditing of alarm systems, Health and Safety inspections of homes, audit of fire safety, health and safety of workforce. Information gathered would form recommendations enforceable under contracts. A range of information was also received from stakeholders. Regular meetings were held with the CQC and information shared to get a rounded picture of services. Where a contracted provider was failing to meet its obligations a Multi-Agency Improvement Planning (MAIP) approach through a team would ensure deployment of enough staff to manage peoples' needs and pressure times at homes, for example, mealtimes.

It was reported that fees had increased from April 2019 following a review of residential and nursing care banded structures, but additional needs allowances had also increased.

The commission was told that managers of care homes were informed on what support was available to them. It was noted that over the previous year, 18 care homes had required improvement following checks, three of which had been in relation to staffing levels.

Members questioned how a care homes performance was measured, and how many concerns had been raised over the past 12 months. Members were informed that a home could only be assessed on what officers could see on any specific day, for example, unanswered alarms ringing for a significant length of time, rushed staff, conversations with people and staff, questionnaires both to professional stakeholders and families. An ongoing alarm would be an indication for a care manager that there was a problem. It was further stated that a care home was required under the Care Act to work out a process to find out how many staff required were required, and assessments were evidence based on what officers saw when visiting a home.

The Commission was informed that homes would receive one announced visit, one unannounced visit, and responsive visits, for example, to check the sustainability of a placement. Reports to the CaAS could also come from district nursing, the CQC, and whistleblowing. For the three homes referred to previously, in two cases the managers had left, and new managers had changed the way they deployed people or increased the number of people employed there. It was acknowledged that situations changed on a day-to-day basis, and, for example, end of life care would require more one-to-one support from staff which would affect the staffing levels in a home.

It was reported that over 1000 Quality Referrals were received over the course of the last year. Officers would look at patterns in the reports and go out to assess a home if the information received warranted this approach. Basic training was also a mandatory requirement for staff, for example, in fire safety, and training to meet peoples' specific needs. It was noted that good carers would seek out additional training to increase their qualifications.

Members asked for additional information on the scale of the issues over time, and further information on trend analysis. Members also referred to paragraph 4.24 in the report and asked for information on concerns raised. It was also noted that in addition to a telephone number those with concerns that an email address be provided which might capture non-urgent information.

The Deputy City Mayor suggested the Commission look at the requested information alongside the annual review at the last meeting which contained a significant amount of data.

The Chair recommended that a more detailed report about the scale of issues over time plus detail over the range of contacts which have been made, and what support role could be offered by Members to those that had raised concerns be placed on the Commission's Work Programme for a future meeting.

The Chair asked that in relation to comparative groups Leicester City were doing quite well, but 23% of nursing homes overall required improvement, and that in looking at trends in performance of care and nursing homes, were they improving over time or at standstill? The Deputy City Mayor responded that care needed to be taken that when a home was described as 'requires improvement' through issues identified that it was not the same as 'inadequate' and did not mean it was failing, but could be moving forward and seeing an improvement.

The Chair asked if there was any scope to commission or contract differently with regards to ratios checks. The Deputy City Mayor believed it would increase costs, and as individuals needs changed from week to week, this would change the number of staff in a home required. For example, the ratio of staff needed around lunchtime would be higher than other times of the day or night.

The Chair thanked the officer for the report and stated that given the limited

resources great work was being achieved by the team.

AGREED;

that:

1. The Commission note the report.
2. A detailed report about the scale of issues over time plus detail over the range of contacts which could be made, and what support role could be offered by Members to those that had raised concerns be placed on the Commission's Work Programme for a future meeting.

### **53. ADULT SOCIAL CARE CHARGING POLICY - UPDATE FOLLOWING CONSULTATION**

The Deputy City Mayor informed the meeting that the report would be brought to the next scheduled meeting of the Scrutiny Commission following analysis of consultation responses and before an Executive Decision was made. The report would also include an Equality Impact Assessment.

AGREED:

1. That the report be received at the next scheduled meeting of the Scrutiny Commission.

### **54. WORK PROGRAMME**

The Chair provided an update from the 'Adult Social Care Workforce Planning for the Future' Task Group. Following a meeting with Unison the union a questionnaire would be forwarded to providers to tie in with recruitment and retention.

Items to be added to the Work Programme:

- Manifesto Pledges
- Care Charter - Update

### **55. CLOSE OF MEETING**

There being no other items of urgent business, the meeting closed at 7.10pm.

# Leicester Carers Support Service

Based at Clarence House, Humberstone Gate, Leicester is becoming very well established and offers information and advice, group activities, peer support, carer's cafes, allotment sessions, carer learning and outreach events at such venues as Leicester Royal Infirmary, Glenfield Hospital, Haymarket Shopping Centre and Leicester General Hospital. The recent carer learning sessions on Dementia Awareness, Mindfulness, Home Safety and Alcohol Awareness have proved to be very popular. The Leicester Carers Support Service was involved in the Carers Rights Day Event at City Hall.

A dedicated Advisor has now been appointed as is dealing with an increasing number of benefit applications either through face to face appointments at Clarence House or home visits.

Regular groups are held in Belgrave, St Matthews, Clarence House and West End. A programme of Christmas themed events was held.

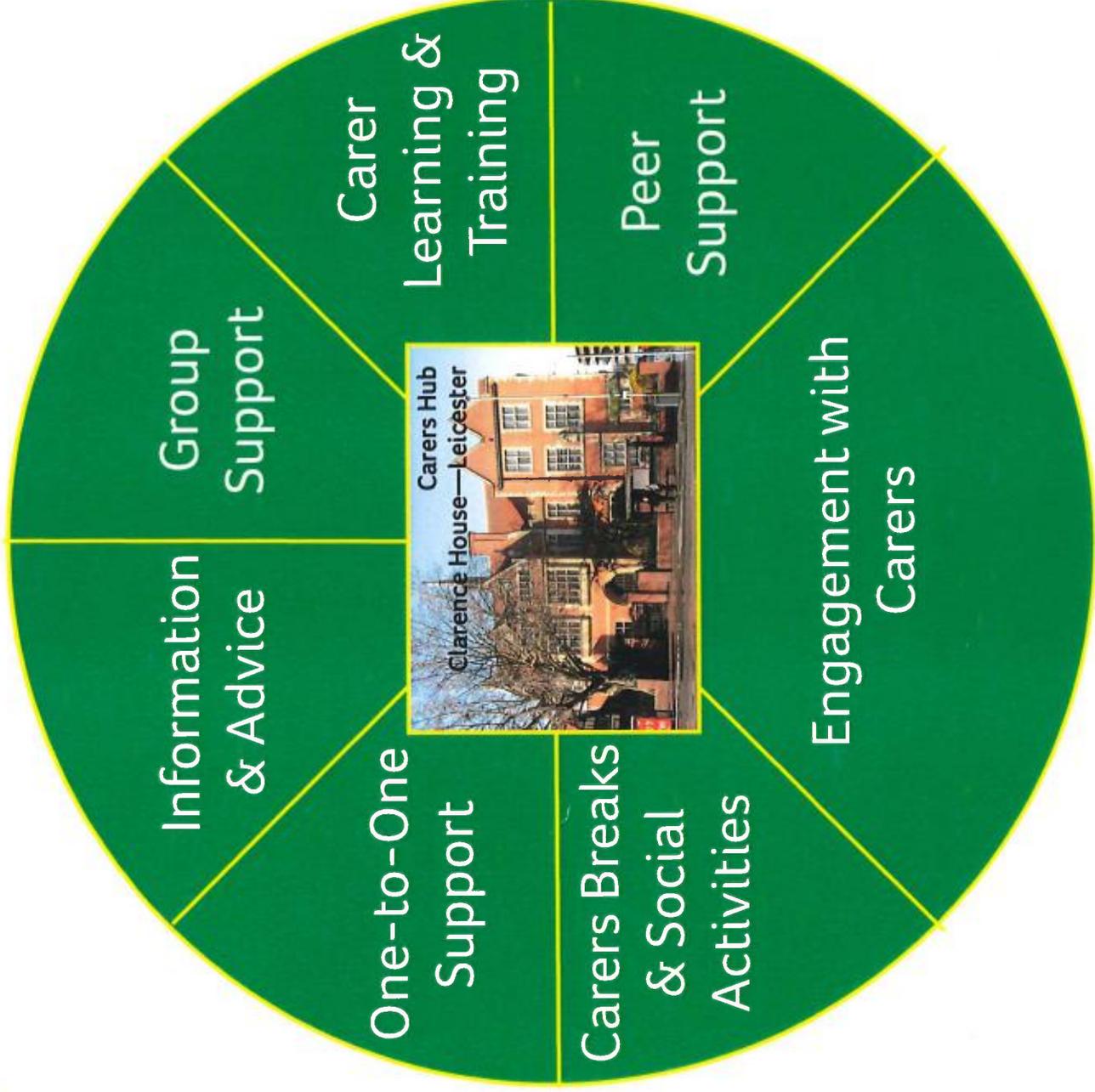
Members of the team use a strength-based approach and offer a holistic review of the carer's needs.

2020's programme of activities include both evening and weekend sessions aimed at working and younger carers.

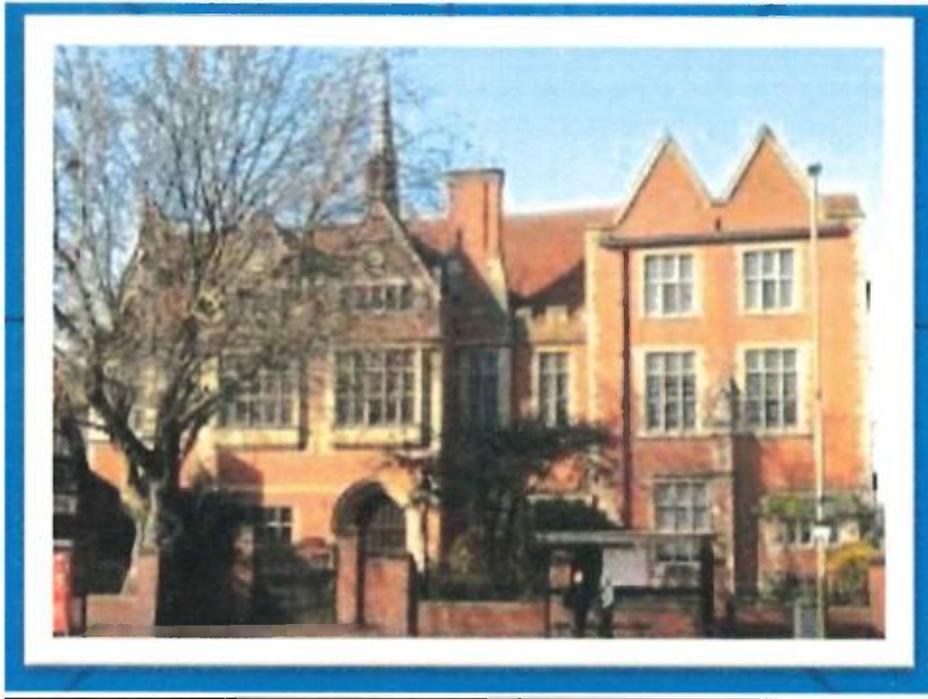
The overarching aim of the Leicester Carers Support Service is to provide support to all carers, over the age of eighteen, in the City of Leicester. We support carers at whatever stage of their journey they may be at and we also recognise that the carer journey will not end abruptly when the caring role finishes. Carers may also need support to continue to live through the transition of adjusting to no longer being a carer.



# Leicester Carers Support Service



**WELCOME TO THE LEICESTER CARERS SUPPORT SERVICE**



**The new Carers Hub, Clarence House, Humberstone Gate, Leicester**

Since 1<sup>st</sup> July 2019 Age UK Leicester Shire & Rutland has been providing support to all carers, over the age of eighteen, in the City of Leicester.

The **Leicester Carers Support Service** provides: -

**Carers Hub**

The Carers Hub is based at Clarence House with staff and volunteers offering preventative and support services. This includes information, wellbeing and group activities, carer's cafes, peer support groups, referrals to appropriate organisations and signposting.

Carers can access the service by appointment or by just dropping-in for support and information. As well as the Carers Hub additional meeting and interview rooms are available.

**Information, Advice & Guidance**

Our Adviser delivers information, advice and one-to-one support on such issues as welfare benefits, entitlements, Adult Social Care, housing matters etc and can undertake benefit checks and complete application forms. The Adviser is based at

the Carers Hub but also undertakes home visits, provides telephone advice and will shortly hold some outreach sessions.

### **One to One Support**

Members of the team provide one to one support to carers. For example, maybe they are new to the caring role and need help as to the range of services that are available; they may be under considerable strain and in need of support; they may be facing financial difficulties or need support with a carer's assessment.

### **Group Support**

Staff facilitate a programme of group activities at the Carers Hub and community-based locations. This programme includes crafts, café sessions, outings, carer learning, exercise sessions, discussions, talks and visits.

### **Peer Support**

We arrange peer support sessions at the Carers Hub, as we believe carers can gain tremendous support from one another by sharing experiences.

Peer support is provided through social activities, carer's cafes and outings. Consideration is always given to the varying needs of carers.

### **Outreach Support**

We arrange a programme of activities, social events, information events and drop-in sessions. We constantly review the locations we use for our outreach sessions and utilise accessible venues that cater for the diverse needs of carers.

The new service is available weekdays, 8.30am - 5.00pm.

**For further information please contact: -**

**Leicester Carers Support Service**

**Age UK Leicester Shire & Rutland**

**Clarence House**

**46 Humberstone Gate**

**Leicester LE1 3PJ**

**Telephone: 0116 2220538**

**Email: [carers@ageukleics.org.uk](mailto:carers@ageukleics.org.uk)**

