Health and Well-being Overview and Scrutiny Committee

Minutes of the meeting held on 18 June 2009

Present:
Councillor Cooley – In the Chair
Councillors Boyes, Cowan, Fisher Judge, Lyons, M, O’Callaghan, and Swannick
Councillor Glynn Evans – Executive Member for Adult Services
Councillor Hassan - Assistant Executive Member for Adult Services
Councillor Grant - Ward Councillor for Whalley Range
Councillor Keller – Ward Councillor for Sharston
Debbie Nixon – Director of Commissioning, NHS Manchester
Zoe Cohen - Directorate of Corporate Affairs, NHS Manchester
Ed Dyson – Project Director, Urgent Care Programme, NHS Manchester

Local Involvement Network (LINk): Mr. M Kelly,

Apologies:
Councillor Curley
Ms. A Young

HWB/09/43 Minutes

The minutes of the Committee meeting on 21 May 2009 were submitted for consideration.

Decision

To agree the minutes of the meeting held on 21 May 2009 as a correct record.

HWB/09/44 Information and Overview Report

A report of the City Solicitor was submitted providing information about the Committee’s work programme and relevant issues affecting the Committee’s remit. Members were invited to consider the highlighted topics and asked to note the responses to the Committee’s previous recommendations. Members were also asked to agree the Committee’s draft Work Programme.

The Chair requested clarification on whether the Community Health Services Commissioning Strategy item showing on the work programme for July 2009 was in anyway linked with the Community Health Services Strategy showing on NHS Manchester’s Forward Plan on page 156 of the Committee’s papers.

The Director of the Joint Health Unit advised the Committee that the report to be submitted to its July meeting would set out the commissioning arrangements and the delivery of community based health services.
Decision

1. To request that the Chair of the Committee in conjunction with the Strategic Director of the Adult Services, the Director of the Joint Health Unit and the Committee’s support officer agree the timings of the Committee’s future Work programme.

HWB/09/45 Advocacy Services - Safeguarding

The Strategic Director of Adult Social Care submitted a report on the proposals to develop safeguarding advocacy services to support people involved in safeguarding investigations. These arrangements would include advocacy service provision for social care customers who may be vulnerable to abuse through the use of individual budgets. The report stated that new advocacy service would depend on the involvement of a range of advocacy providers across all service user groups in order to meet the needs of Manchester’s diverse communities.

Included with the report were the advocacy services quality standards and good practice guidelines. The report also included an ‘Advocacy toolkit’ which had been designed for individual advocates and volunteers working with vulnerable adults. The toolkit provided helpful advice on appropriate actions to take in cases of suspected abuse.

Members welcomed the planned developments and stressed the importance of effective advocacy services. Members then highlighted their exposure to suspected incidences of abuse as a result of their casework. Members particularly welcomed the ‘advocacy toolkit’ and enquired whether an abridged version could be circulated to elected members.

The Assistant Director of Adult Services agreed to this and suggested that the booklet could be provided in conjunction with safeguarding awareness briefings to equip members with the fundamental facts.

Discussion then turned to the implementation of the proposals. Members stressed the importance of ensuring that any gaps in services were quickly identified and resolved and that services were and both value for money and fit for purpose. It was agreed that this could be monitored by the Committee in a further report on advocacy services in twelve months’ time.

Decision:

1. To welcome the report.

2. To request that an abridged version of the Manchester Safeguarding Adults Advocacy Toolkit is circulated to elected members and that a timescale for this is submitted to the next meeting of the committee.

3. To request a twelve month update on the implementation plan which includes performance information on the service.
HWB/09/46 Mental Health Commissioning Strategy - update

The Director of Commissioning (NHS Manchester) submitted a report which outlined NHS Manchester’s draft commissioning strategy proposals for mental health services in Manchester over the next five years.

Members were asked to provide comments on the strategy for a future revision.

The report set out its aim to improve the mental health of Manchester residents by identifying the following six priority groups for particular action:

- children and young people
- people new to mental health services
- people with short term mental health needs
- people with ongoing mental health needs
- people with dementia
- people with complex needs

The report made reference to planned consultation events to involve service users and carers in the changes to mental health services. Members discussed the likelihood of a degree of resistance to the coming changes and asked how the consultation process would be executed. The Head of Mental Health Commissioning, NHS Manchester advised the committee that the consultation process would be a wide-ranging series of events which were targeted towards all service users, carers and service providers. Members felt that it was important to involve staff in the consultation exercise. They also emphasised the importance of ensuring this process was managed appropriately and effectively in order to bring about a positive response and commitment amongst all stakeholders. A representative LINk also stressed the importance of incorporating an effective feedback mechanism for service users and carers when evaluating the successes of the strategy’s implementation. Members therefore expressed an interest in bringing the engagement plan to a future meeting of the committee.

Discussions then turned to the phased transition from current arrangements. Members felt it was important to implement a tangible timeline within the strategy, which included further detail on how and when the transition would take place. This was felt to be of particular importance in the cases of service users with permanent disabilities, such as autism. Members agreed it was important to provide reassurance to service users that they will not be left without a service. The Head of Mental Health Commissioning, NHS Manchester advised the committee that the implementation strategy would be further expanded along those lines.

Members also enquired about the financial aspects of the report which had highlighted that no additional investment to mental health services was likely in light of the economic downturn. A member felt that the realignment of services could potentially be viewed as a cost cutting exercise.

The Strategic Director of Adult Social Care reassured the committee the strategy would focus on ensuring that resources were redistributed more effectively to provide better outcomes for mental health service users.
The Executive Member for Adult Services emphasised that the strategy did not equate to a cost-cutting exercise and should instead be viewed as a radical new way of working which would ensure a higher quality of care.

**Decision**

1. To support the aspiration and vision of NHS Manchester’s Mental Health Commissioning Strategy.

2. To request that the Commissioning Strategy’s engagement plan is brought to future meeting of the committee for consideration by members.

3. That the Mental Health Commissioning Strategy be revised to incorporate an action plan which sets out clear targets and timescales for implementation of the phased transition.

**HWB/09/47 NHS Manchester update**

A report of the Director of Corporate Affairs at NHS Manchester was submitted. Report detailed the monthly update on a range of topics relating to the Committees work including:

- the launch of new children’s services and closure of Booth Hall Hospital
- the swine flu outbreak
- World Class Commissioning
- proposals to improve burn care
- appointments to NHS Manchester’s Provider Committee
- the Forward Plan of the upcoming milestones for NHS Manchester

The Chair reported that she had recently attended a Northern Burn Care Network event. The event looked at the proposals to establish Supra Regional Burn Centres to deal with complex cases across Northern England, North Wales and the Isle of Man and the importance of providing the right care at the right time. Members were advised that this would be looked at in more detail at the Committees meeting in September.

**Decision:**

To note the report

**HWB/09/48 Urgent Care Evaluation**

A report of the Project Director of the Urgent Care Programme was submitted. The report outlined the progress in the reform of Urgent Care and specifically looked at the review of the recent winter pressures experienced by the system.

Members were provided with case study examples of where the urgent care system reform had made a positive difference to the level of care received by patients. One
example highlighted the benefits of the Manchester Access Point (MAP), which was designed to signpost patients to the right place in a timely way, and reduce the burden on acute services.

The report also highlighted the lessons learned from the increased demand placed on the service during the harsh winter. Members noted that the biggest impact of the increased demand was for the emergency access targets to fall below target (patients discharged, admitted or transferred from A&E within 4 hours of arrival).

A member sought clarification that the urgent care system would be able to cope with the potential swine flu outbreak. The Project Director of the Urgent Care Programme informed members that the review established that providers had identified a number of improvements to their escalation plans (to cope with increasing demand) as a result of the increased demand over winter. It was anticipated that the links between organisations and specifically how one responds to another in times of high demand would be improved to respond more effectively to any potential outbreak of swine flu.

Decision:

To note the report

HWB/09/49 LINk relationship with the Health and Well-being Overview and Scrutiny Committee

A report of the City Solicitor was submitted outlining a brief summary of the NHS National Centre for Local Involvement Guide on Local Involvement Network (LINks) and Health Scrutiny Committees working together. The report highlighted a number of best practice examples implemented by other local authorities to develop a more formal relationship with the LINk.

The Chair commented that the relationship with the LINk was already in place but there were currently no formal guidelines in place. The Committee, with the support of the LINks representative, agreed to request that the Committee’s support officer write a draft protocol of the working relationship between the LINk and the Health and Well-being overview and Scrutiny Committee. The protocol should set out the relationship, responsibilities, and mechanisms for referring items of business and responding to reports or recommendations.

Decision:

To request that the Committee’s support officer, in consultation with LINk officers write a draft protocol outlining formal guidelines for working more closely with the LINk and present this back to a future meeting of the Committee.

HWB/09/50 Manchester LINk update report
An oral update report was received from a LINk representative stating that the next meeting of the LINk Steering Group would be taking place that evening. It was reported that the LINK Steering Group were looking at making a formal referral to the Health and Well-being Overview and Scrutiny Committee about the proposed closure of Cedars Ward and Manchester Royal Infirmary. The Chair advised that the details of the referral would be reviewed once the documentation had been received.

**Decision:**

To note the report