

Calderdale MBC

Wards Affected
All

Cabinet

12 June 2023

Buying our Care – Opportunities and Challenges

Report of Senior Scrutiny Officer

1. Purpose of Report

1.1 Adults Health and Social Care Scrutiny Board undertook a review of the implications of the report *Buying our Care*, which was published in September 2022. The attached report (Appendix 1) was adopted by the Scrutiny Board in March 2023 and recommended to Cabinet.

1.2 The report makes ten recommendations, which are listed below

2. Need for a decision

2.1 Cabinet is asked to decide whether to adopt the recommendations of Adults Health and Social Care Scrutiny Board.

3. Recommendation

3.1 Adults Health and Social Care recommends that Cabinet adopts all recommendations of their report set out below:

Recommendation 1:

We recommend that Adults Health and Social Care Scrutiny Board review progress on implementing the Governance and Assurance Group Action Plan by July 2023.

Recommendation 2:

We recommend that there is an independent review of those cases that led to Buying our Care. That review should focus on whether procedures have been correctly followed in these cases and to identify whether there are any changes need to those procedures.

Recommendation 3:

We recommend that Adult Services at least annually review the care provided by commissioned organisations to ensure that appropriate personalised care is given to service users. Adult Services should welcome and respond to feedback from relatives.

Recommendation 4:

We recommend that any dietary and/or religious needs raised or identified are recorded on an individual's care plan. We further recommend that there is active review as to whether an individual's dietary and/or religious needs are being met. Where there is evidence that those needs are not being met, every effort should be made to resolve the situation as quickly as possible.

Recommendation 5:

We recommend that the wishes and views of the family are recorded in all service users' care plans and, wherever possible, that those wishes and views are recognised and acted upon.

Recommendation 6:

We recommend a review of commissioning to provide assurance that we are building religious and cultural needs into all commissioning and that through contract monitoring and independent CQC inspection we have effective ongoing oversight of the care provided. We recommend that this review is completed within 6 months. The Adult Health and Social Care Scrutiny Board should consider this review when it has been completed.

Recommendation 7:

We recommend that families are supported throughout the Court of Protection process. The procedures of the Court should be explained to them in a clear manner, and, if necessary, in the first language of the family. Independent advocacy Services should always be clearly signposted to family members. The Adults Health and Social Care Scrutiny Board should consider a report on the use of the Court of Protection and the Mental Capacity Act at least once a year.

Recommendation 8:

The Council's revised workforce strategy should address the need for the Council's workforce to be more diverse and representative of the communities it serves. A report on actions taken should be presented to the AHSC Scrutiny Board in June 2023 and a further report presented to the Scrutiny Board in March 2024 on improvements achieved through the workforce strategy.

Recommendation 9:

The working party recommends that the complaints and whistleblowing procedures are actively reviewed and that it is recognised that complaints can be made in different ways and not just using a formal complaints procedure. A robust mechanism needs to be established to capture all concerns when they are raised so that patterns and trends can be identified and resolved. This should be facilitated by a scrutiny review.

Recommendation 10

Both Healthwatch and CloverLeaf should have a specified point of access to the Adults Services and Wellbeing Directorate to report of complaints and concerns, and their resolution. It is recommended that ways to integrate the complaints handling arising in both health and social care systems are explored.

4. Background

- 4.1 A cross-party working group of seven Members drawn from AHSC Scrutiny Board and CYP Scrutiny Board was established and met with the Cabinet member for Adults Services and Wellbeing, Council officers, NHS officers, Healthwatch, and Nur e Sabil. The working group was chaired by Cllr Evans.
- 4.2 The report of the working group was adopted at a meeting of Adults Health and Social Care Scrutiny Board on 16 March 2023
- 4.3 The report makes ten recommendations to the Council and the NHS.

5. Options considered

6. Financial implications

- 6.1 None directly.

7. Consultation

- 7.1 N/A

8. Environment, Health and Economic Implications

- 8.1 The report considers services provided to adults with learning disabilities and acquired brain injuries.

9. Equality and Diversity

- 9.1 The report focuses particularly on services provided to Asian people from Calderdale.

10. Summary and Recommendations

- 12.1 Members are asked to note the report and adopt the recommendations.

For further information on this report, contact:

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