

# Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 9 November 2017

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
14/09/17	Housing and Adult Care	Proposed Closure of Kentish Road Respite Service	1) That the Cabinet Member removes the proposed closure date of 31 October and re-considers the timeframe for the closure of Kentish Road Respite Centre at a meeting of Cabinet.	The proposed closure date of 31 October 2017 was lifted at a meeting of full Council on 20 September 2017 and the future of Kentish Road Respite Centre is being considered at a Cabinet Meeting on 14 November 2017.	Complete
			2) That, to inform the proposed Cabinet decision, the report to Cabinet includes a re-assessment of the financial business case associated with the closure of Kentish Road Respite Service.	The report to Cabinet includes a re-assessment of the financial business case associated with the proposed closure (paragraphs 34 to 39 and Appendix 1 to the report).	Complete
			3) That, if Cabinet agree to postpone the closure, a communications and transition plan is developed and published to support the process.	<p>A media statement was issued following the full Council meeting on 20 September 2017 and an update was published on the council's website on 5 October 2017 at <a href="http://www.southampton.gov.uk/news/article.aspx?id=tcm:63-396018">http://www.southampton.gov.uk/news/article.aspx?id=tcm:63-396018</a></p> <p>A letter was sent to all carers of individuals being supported at Kentish Road on 18 October 2017 confirming opening times for the scheme until the end of November 2017 and the date of the Cabinet decision.</p> <p>Information regarding the alternative respite provision has been published on the council's website and has been sent out to carers (see also item 7 below).</p> <p>A transition plan template has been developed (attached), which can be adapted to take account of individual</p>	Complete

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				needs and requirements to ensure an effective transition.	
			4) That, if Cabinet agree to postpone the closure, the Cabinet Member ensures that every effort be made to adequately staff Kentish Road Respite Service whilst it remains open.	All reasonable endeavours have been taken to staff the scheme pending determination of its future, as set out in paragraphs 29 to 31 of the Cabinet report.	Complete
			5) That the Cabinet Member clarifies and communicates to carers and service users the message about respite care at Kentish Road being available during weekends in October to those in the process of transitioning to alternative provision, or have not yet agreed an alternative provision.	A letter was sent to all carers of individuals being supported at Kentish Road on 18 October 2017 confirming opening times for the scheme until the end of November 2017 and the date of the Cabinet decision.	Complete
			<p>6) That the Committee are provided with a briefing paper outlining the current position as it relates to the individuals that are still using Kentish Road, with regards to:</p> <ul style="list-style-type: none"> <li>• Completed and outstanding assessments;</li> <li>• Completed and outstanding care and support plans;</li> <li>• The number that have not received an offer of alternative provision;</li> <li>• The number that have accepted offers of alternative provision;</li> <li>• The number that have received an offer but have not reached agreement with the Council with regards to alternative provision.</li> </ul> <p>It is recommended that, where practical, external validation is provided of the statistics requested and that the briefing paper</p>	<p>This is set out in paragraphs 25 and 26 of the Cabinet report. In summary:</p> <ul style="list-style-type: none"> <li>• All assessments have been completed;</li> <li>• All care and support plans have been drafted;</li> <li>• The assessment and draft care and support plan were sent out with a covering letter and booklet with details of alternative respite options by 29 September 2017;</li> <li>• Suitable alternative provision has been identified for all 30 people who continue to use Kentish Road;</li> <li>• 7 people have agreed to the alternative and 13 have agreed this in principle, but have not signed the support plan;</li> <li>• 10 people have not reached agreement with regards to alternative provision.</li> </ul>	Complete

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			<p>provides the Committee with an explanation of the stages that need to be followed from assessment to completing the transition.</p>	<p>The care and support plans of the 10 people who have not reached agreement with regards to alternative provision have been independently reviewed by the Principal Social Worker at Portsmouth City Council. She considers that the alternatives offered are appropriate and sufficient to meet individuals' assessed needs.</p> <p>The stages that need to be followed are:</p> <ul style="list-style-type: none"> <li>(1) Assessment completed</li> <li>(2) Care and support plan drafted for alternative respite provision</li> <li>(3) Agreement to care and support plan</li> <li>(4) Transition to alternative respite provision, in accordance with the transition plan and care and support plan.</li> </ul>	
			<p>7) That information clearly identifying the alternative respite provision available, including capacity and facilities, and the various needs that they are able to support is provided to the Committee and is circulated to the carers of individuals that use Kentish Road Respite Centre.</p>	<p>This is available on the council's website at <a href="http://www.southampton.gov.uk/health-social-care/adults/respite-options.aspx">http://www.southampton.gov.uk/health-social-care/adults/respite-options.aspx</a> and has been published as a Members' Room Document to inform the Cabinet decision on 14 November 2017.</p>	Complete
			<p>8) That the Cabinet Member circulates to the Committee the definition that Southampton City Council is working to, as it relates to the users of Kentish Road Respite Service, for the term 'suitable alternative provision'.</p>	<p>There is not a legal definition for 'suitable alternative provision' contained in the Care Act 2014, associated Regulations or statutory guidance. This would be determined as part of the assessment and planning phase. Any alternative needs to meet the unmet eligible need. The council is required to take into account the wishes and feelings of the individual and carer but can also take into account resources, in accordance with the council's Adult Social Care and Support</p>	Complete

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				<p>Planning Policy.</p> <p>The care and support plans of the 10 people who have not reached agreement with regards to alternative provision have been independently reviewed by the Principal Social Worker at Portsmouth City Council. She considers that the alternatives offered are appropriate and sufficient to meet individuals' assessed needs.</p>	
			<p>9) That the Committee are provided with:</p> <ul style="list-style-type: none"> <li>• A summary of the legal requirements placed on the Council with regards to engaging with service users and carers and ensuring that their views are taken into consideration.</li> <li>• An overview of the approach to engaging with service users and carers that the Council has employed as it relates to the proposed closure of Kentish Road Respite Service.</li> </ul>	<p>The legal requirements are set out in paragraph 45 of the Cabinet report.</p> <p>In terms of engaging with individuals during the assessment process, the Equality Act 2010 requires reasonable adjustments to be made to support an individual's involvement in the assessment.</p> <p>Under the Care Act 2014 the council should take reasonable steps to agree how needs are met with the individual/carer. Any plan should be person centred with an emphasis on the individual having a reasonable opportunity to be involved. The council should also provide information in a way that is meaningful to the person and ensure the person has the support and time to consider the options available to meet the needs. The Care Act also requires that if an individual has a 'substantial difficulty' in being involved, then an 'appropriate person' should be identified to facilitate their involvement.</p> <p>'Substantial difficulty' includes</p>	<p>Complete</p>

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				<p>understanding relevant information; retaining that information; using or weighing that information as part of the process; and communicating the individual's views, wishes or feelings.</p> <p>The individual being assessed must consent or, in the case of mental incapacity, the council must be satisfied that the 'appropriate person' will act in the individual's best interests.</p> <p>Where it is not possible to identify an 'appropriate person' an independent advocate is appointed.</p> <p>The steps taken to facilitate an individual's involvement in the assessment as set out above are recorded on the assessment form.</p> <p>The Principal Social Worker for Portsmouth City Council stated that she could see the opinions of relatives in all of the assessments and that the assessments and support plans have been completed with the client, where possible, with the parents/relatives involved.</p> <p>She has recommended that some of the care and support plans be updated to include all of the choices that have been offered to meet the assessed need since September 2017.</p>	
			10) That a review of Weston Court is undertaken that explores the opportunities and potential of the site to deliver a respite	Following a review, the community centre that adjoins Weston Court will now also be available for the scheme's use and,	Complete

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			<p>service complete with facilities that enable service users to socialise.</p>	<p>following a consultation, the wider Weston Court community is looking forward to welcoming and engaging with people receiving respite at Weston Court. The new care provider, Way Ahead, has a good track record of engaging with people using their services and the wider community to provide a vibrant service.</p>	
			<p>11) That the Committee is provided with the Administration's current position with regards to the potential use of Weston Court as a facility to accommodate those recently discharged from hospital.</p>	<p>Prior to the proposal to close Kentish Road, it was often not fully utilised. The new scheme at Weston Court will have the ability to provide short stay respite to people being discharged from hospital, for example where there is a delay in setting up a suitable package of care at home. This is expected to be at times when Weston Court is not being used to provide respite for people living with a learning disability There is not expected to be overlapping use, but if this were to arise we would work with the provider, and potential clients, to ensure that their needs were compatible with each other and that those needs can be managed within Weston Court. If there is increased choice of provision in the market or more people choose to take up direct payments or shared lives in the future, then the capacity of Weston Court to support people being discharged from hospital may increase. The use of the Weston Court Scheme will be in accordance with its registration with the Care Quality Commission to provide short stay replacement care.</p>	Complete
			<p>12) That, prior to the closure of the service, officers seek to facilitate the development of</p>	<p>The council has met with Choices Advocacy to progress this and a meeting</p>	Complete

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			<p>'friendship groups' for Kentish Road service users.</p>	<p>with Mencap is scheduled for 14 November.</p> <p>The council has explored the Friendship Group model that Hampshire County Council used following a closure of one of its services, and understand what worked well and what could be improved. The possibility of respite providers running social events is also being explored.</p> <p>These ideas will be explored and developed further by a focus group for people living with a learning disability and their carers. This will be wider than the Kentish Road group (although they would be a priority group to invite), as maintaining and developing friendships is a key element of the challenge that individuals living with a learning disability face.</p>	
			<p>13) That the Cabinet Member continues to discuss the future use of the Kentish Road facility with the charities that have expressed an interest in the service, and reports progress back to the OSMC.</p>	<p>Progress will be reported back to the Overview and Scrutiny Management Committee at its meeting on 9 November 2017.</p>	

## Kentish Road Transition Plan

Key element to be addressed:	Action/s:	Completed by:	When:	Signed off by:
<p>Planning</p>	<p>Care Act assessment and support plan sent to carer/individual for approval</p> <p>Information on new service provided to carer/individual.</p> <p>Opportunity provided for carer/individual/advocate to visit the service</p> <p>Social worker has made referral to new service with consent from carer/individual</p> <p>Social worker has shared their Care Act assessment of the individual with the new service</p> <p>New provider has completed their individual assessment by meeting with individual, carer/advocate (if appropriate)</p> <p>New provider has agreed they can meet the individual's needs</p> <p>Agreement between, individual, carer, social care and provider as to the number of further visits that need to be arranged between the carer/individual and the new service. These to include different times of the day and including participation in activities and for some an</p>			



	<p>overnight stay.</p> <p>Funding approval sought for additional costs as necessary to support transition.</p>			
<p>Care needs assessment/ New provision</p>	<p>All relevant support plans and risk assessments from Kentish Road have been shared with the provider with permission from carer/individual</p> <p>New service demonstrate they have support plans and risk assessments in place that meet the individual's needs (be clear on any high risk areas e.g. epilepsy/choking/community safety) and are approved by individual, carer/advocate</p> <p>All involved staff at the service have read/signed and can demonstrate that they understand the care and support arrangements of the individual they are supporting</p> <p>Key areas of health have been referred to Community Learning Disability Team for assessment if required (e.g. occupational therapy/speech and language therapy/physio etc.) ensuring carer/individual is aware and in agreement</p> <p>Carer and individual being supported have copies of the support plans and risk assessment from the new service and</p>			

provided with the opportunity to request changes to these if needed.

Information is shared from the new service with individuals in an easily accessible format, appropriate to the individual's method of communication

New provision shares key information with individuals/families, this includes areas such as communication/complaints and compliments/sharing information about changing needs/health concerns/safeguarding policy/confidentiality/booking policy.