

BOURNEMOUTH, CHRISTCHURCH AND POOLE COUNCIL
HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY
COMMITTEE

Minutes of the Meeting held on 04 March 2024 at 6.00 pm

Present:-

Cllr P Canavan – Chair

Cllr J Edwards – Vice-Chair

Present: Cllr H Allen, Cllr L Dedman, Cllr S Carr-Brown, Cllr M Gillett,
Cllr J Richardson, Cllr P Slade and Cllr S Moore

Also in attendance: Cllr J Salmon and Louise Bates, Healthwatch attended virtually.

54. Apologies

Apologies for absence were received from Cllr Matthews and Farr. Cllr Salmon attended remotely.

55. Substitute Members

Cllr Moore substituted for Cllr Matthews on this occasion.

56. Declarations of Interests

Cllr Sharon Carr-Brown declared a personal interest as her husband was a non-executive director on Integrated Care Board for the Dorset area and as a support worker for an autistic man who was in receipt of direct payments from BCP Council, Cllr Joe Salmon declared a personal interest as an employee of Dorset Healthcare and a member of Unison and Cllr Lesley Dedman declared an interest as a Board Member of Age Concern Christchurch UK and a Board Member of Christchurch Housing Association.

57. Minutes

The Minutes of the meeting held on 15 January 2024 were confirmed as an accurate record and signed by the Chair.

58. Action Sheet

The action sheet was noted.

59. Public Issues

The following statements and questions were received:

Statement from People First Forum:

You have signed up to our Bill of Rights.

This says we have:

- The right to say no
- The right to have our voices heard

Our members with learning disabilities have spoken up about your proposals –

1) Keep 3 centres 2) lose all 8.

We did not know about proposal 2

People with profound and multiple learning disabilities use the centres.

They are a very vulnerable group.

We think everyone should have their say

“Nothing about Us, Without Us.”

Our members are upset, fearful and angry. They say you should not close the centres.

People need centres that are:

- Accessible and give us enough space to move freely
- Safe
- Have staff with specialist skills who know us well

“It is terrible, shouldn’t shut them down.

They should stay open.”

“Where will I go to be with my friends?”

“Respect us, listen and keep our centre!”

Question from Jan Ryland:

Prior to Covid my daughter attended 3 different day services including Christchurch Connect. 2 of the day services both run by Livability have since closed permanently so now Christchurch Connect is her only service. Also after reading that the proposal said that community halls could be used I have briefly researched hiring public venues. I found that the availability was very limited. My problem is picturing what a future without Christchurch Connect would look like.

My question is can anyone outline what my daughter's day would look like regarding transport, venues, safety, activities and staff, is there a clear vision of an alternative?

The Portfolio Holder for Health and Wellbeing provided the following answer:

We recognise the value of day service buildings and are therefore proposing that, following consultation feedback, Christchurch Connect remains open.

There is also recognition that the community-based day opportunities market requires development and investment to provide alternative options for people to access. We already have a small but thriving provision of

community-based day opportunities which include smaller organisations who run services by paid staff and for some, provide their own transport to and from their service.

These services access community resources such as church halls, libraries, community centres and Council owned buildings and we intend to ensure that any capacity of remaining Tricuro Day Services allows rental of space for community groups.

We acknowledge that for some people a community-based option may not be an appropriate provision depending on their needs. Therefore, the day opportunities strategy promotes a mixed model of buildings-based services and the development of community-based day opportunities.

It is intended that this will lead to a greater range and choice for people to access services that meet their needs and wishes.

Statement from Neil Drury:

Our adult son Peter has Downs Syndrome and Autism. His care needs are challenging and complex and his vulnerability demands high levels of professional and expert care. Apart from providing a safe and secure environment, the staff and management of existing Day Centres understand Peter's needs and the importance of continuity and consistency of care. This professionalism allows us to enjoy some essential respite safe in the knowledge that Peter is being well looked after and safeguarded.

We recognise the severe financial pressures on BCP and appreciate that professionally managed Day Centres cost more than other types of day opportunities. That said they are 'tried and tested, and fit for purpose', and it is important when comparing alternatives to compare 'like for like'. I fear that the level of support and care presently provided by our Day Centres is unlikely to be present in many of the alternatives being considered.

Questions from Neil Drury:

Q1.

As my wife and I get older, we need the peace of mind and continuity the present building based provision affords. Many of the Strategy's proposed day opportunity providers have 'open door' policies. This would be totally unsuitable for the safety of our son.

Independent/private sector providers use of community halls and such buildings, which, from previous experience, often lack reliable services, e.g. adequate heating, hot running water, cleanliness etc., fill my wife and I with anxiety for the health, safety, comfort and mental wellbeing of our son and other clients.

Most of the current clients accessing the building based day centres need continuity in their lives. Without continuity, their anxiety levels will cause distress for them and their carers. Has any consideration been given to the potential damage this will cause to these vulnerable individuals and carers already under extreme daily pressure, 365 days of the year?

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The Portfolio Holder for Health and Wellbeing provided the following answer:

We recognise the value of day service buildings and are therefore proposing that, following consultation feedback, Christchurch Connect, where we understand your son Peter attends, should remain open.

We acknowledge that for some people a community-based option may not be an appropriate provision depending on their needs.

Following the consultation and drop-in sessions we arranged in January 2024, we have incorporated the concerns of carers and those who access Tricuro day services in the papers provided for Health and Adult Social Care Overview and Scrutiny Committee and Cabinet. The potential closures of services have been subject to an Equalities Impact Assessment and as per the papers for these meetings have identified the following relevant risk factors:

For people with a Disability – Risk of change for those with dementia, some mental health conditions, learning disability and/or autism. This includes negatively impacting the health and wellbeing of a person, lack of continuity of care, loss of relationships with other people using the service and their staff team and establishing new relationships in an alternative service.

Risk of being unable to meet a person's needs.

Change and/or increase in travel may be a barrier for those with complex disabilities and/or conditions.

Change could disproportionately negatively impact those who are socially isolated and/or have neurodiverse conditions, such as autism.

For Carers – Risk that being unable to meet a cared for person's needs may negatively impact the ability for carers to fulfil their role.

Risk of loss of relationships and support networks for carers.

Risk of increase in carer strain.

The recommended proposal for the future of Tricuro Day Services is therefore:

Connect services to remain open and incorporate Highcliffe, Wallisdown and Westbourne Plus services already based there. In addition, Poole Plus to be relocated to Parkstone Connect and Moordown Plus service to remain open. Highcliffe, Wallisdown, Westbourne, and Poole Plus original sites to be closed.

We hope this reassures you that we have listened to people's concerns and provided an option that continues to meet the needs of people who access Tricuro Day Services and their carers.

Q2.

During the previous O & S Council meeting, Councillor Salmon asked an Officer to explain why there was such a difference between the cost of day opportunity provision by individual community workers, community groups

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and independently run private companies, offering day opportunities and the existing Tricuro Connect day centres? This question was not answered during the meeting. My suspicion being that the independent and private sector operates on profit motives and operates with inexperienced and reduced staff levels, meaning corners will be cut along with staff pay and the quality of training, resulting in a service which is not fit for purpose. Can the Officer please answer Councillor Salmons question on this satisfactorily?

The Portfolio Holder for Health and Wellbeing provided the following answer:

Following the consultation work and attendance at the Health and Adult Social Care Overview and Scrutiny Committee on 15th January 2024, we subsequently met with the Day Opportunities co-production group on 24th January, which you kindly attended. Following feedback from this meeting, we met again as a group on 9th February (appreciating you did not attend this meeting) to confirm revisions to the strategy.

As a result, we added into the finalised strategy the following note regarding the cost of building based day services:

Building based Day Services are often more expensive due to a range of factors including managing the needs of a more complex group of people (including personal care and a range of health issues), staffing costs related to this, maintenance and running costs of a building potentially owned by the company and for *Tricuro* services, having previously employed council staff on different terms and conditions in regard to pay and pensions schemes.

We also added the following definition of community-based provision into the strategy as there was a need to define these services. This is as follows:

Community-based day opportunities are defined as smaller organisations that may or may not use a building in the community to run their services from but are not purpose-built day service buildings. These services tend to provide for a smaller number of people with less complex needs but have paid members of staff and assurances associated with a building-based day service e.g. insurance in place, training for staff, staff checks such as DBS, quality assurance measures, policies etc.

We have successfully commissioned these services for many years from existing providers who are primarily charitable and/or not for profit organisations. Our experience has been that the safety and outcomes for those accessing these services has been positive and the cost implications have been competitive.

The Day Opportunities strategy therefore proposes a mixed model of buildings-based services and the development of community-based day opportunities to meet the needs and wishes of people who access services and their carers now and in the future.

Statement from Mr and Mrs Hardcastle:

Closure of Day Centres will impose an enormous burden on the parents/guardians who care for the users, many will be unable to cope resulting in the users having to be housed by the local Authority at great expense to the public.

Using parks, cafes and local halls will not be suitable for many users.

Autistics need routine, many users have an obsession with eating, using parks will be weather dependent and many local halls are heavily booked.

Will staff be able to cope with medical or behavioural problems in the wider community?

Some users are known to wander off, will they be safe in the community?

Users need to feel safe, will they if they are meeting in different places?

60. BCP Council's Adult Day Opportunities Strategy

The Commissioning Manager – Disabilities presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'A' to these Minutes in the Minute Book.

The day opportunities strategy had been co-produced over the past eighteen months with a range of stakeholders and achieved project milestones to inform the final draft for Cabinet approval. This supported a mixed model of day opportunities and the continued need to retain availability of traditional building-based day services alongside further development of community-based options.

The draft strategy and two proposals regarding Tricuro day services were submitted for recent public consultation. The consultation feedback and necessary review of the day opportunities budget in line with Medium Term Financial Plan (MTFP) considerations have led to the recommended options.

The Committee discussed the report including:

- In response to a query regarding the closures of the Plus centres during Covid detailed in the report, the Committee was advised of the feedback gained from users which included that the majority were happy with the alternative provision, however it was acknowledged that some were struggling to adjust and that there had been requests for refurbishments and adaptations. Some of the proposed adjustments were detailed and it was noted that once the strategy had been approved, these could be progressed.
- In response to a query regarding the improvements needed to be made to Parkstone Connect to accommodate the users being relocated from Poole Plus and their feelings regarding the move, the Committee was advised of the work ongoing through engagement and the potential refurbishment work which could be undertaken.

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- In response to a concern regarding how the data had been gathered and collated, the Committee was advised that when the proposals were sent out to consultation two options were detailed, following criticism of the limited consultation and the options provided, the Committee was advised that this would be feedback to the consultation team. **ACTION.**
- In response to a concern regarding the adaptations detailed and whether, if they were necessary, when would they be undertaken, the Committee was reassured that Poole Plus users could be relocated to Parkstone Connect without any adaptations however there were some enhancements which could be made which would require capital funding, subject to approval.
- In response to a query regarding the day centre buildings which were no longer being used or required, the Committee was advised that they would be considered either for an alternative use within the Council or they could be sold, and any monies could then be deployed within the Council.
- In response to a concern that the strategy detailed it would improve services for users, which would not be the case for users of the Highcliffe Day Centre before its closure during the pandemic, the Committee was advised that the strategy had taken a long time to develop and it was felt that the mixed model of day opportunity buildings together with enhanced community based provision would be beneficial to the majority of users.
- In response to a query regarding micro providers, the Committee was advised of the ongoing work identifying services which were required and finding micro providers to match the needs of users. It was highlighted that although some of these providers would not be directly commissioned by the service, they would be commissioned by individuals through direct payments or personal funding.
- In response to a query whether full consideration had been given to keeping some of the proposed buildings open but widening their use within the community to increase viability, the Committee was advised that some of the buildings were not running at full capacity and once the strategy was approved, further consideration to engaging with community groups to maximise use would be undertaken.
- In response to a concern that any proposals should be data driven, the Portfolio Holder for Health and Wellbeing advised that the Day Opportunities Strategy had been developed through coproduction, consultation, and engagement over the last 18 months and that the recent consultation had focused on the day opportunities building provisions.

The Chair concluded the item by advising he would feed the views and concerns of the Committee to Cabinet for consideration.

RECOMMENDED that the

- a) Committee review BCP Council's Adult Day Opportunities Strategy for any comment.**

b) Committee scrutinise the recommended option for Tricuro Day Services review and provide any comment for Cabinet consideration:

Connect services to remain open and incorporate Highcliffe, Wallisdown and Westbourne Plus services already based there. In addition, Poole Plus to be relocated to Parkstone Connect and Moordown Plus service to remain open. Highcliffe, Wallisdown, Westbourne, and Poole Plus original sites to be closed.

61. Health and Wellbeing – Strategy into Action

The Corporate Director for Wellbeing presented a report, a copy of which had been circulated to each Member and a copy of which appears as Appendix 'B' to these Minutes in the Minute Book.

The Health and Adult Social Care Overview and Scrutiny Committee was asked to review three papers and use them to inform their discussions about work priorities. The papers were:

- The updated Joint Strategic Needs Assessment (JSNA)
- Health and Wellbeing Board paper 'strategy into action'
- Briefing on integrated neighbourhood teams

The Committee discussed the report including:

- The Chair highlighted the Integrated Neighbourhood Teams (INTs) work and the Committee was advised that this was a joint piece of work and consideration was now being given to aligning resources and implementation. It was highlighted that it could come back at a future date for scrutiny by the Committee. **ADD TO FORWARD PLAN.**
- In response to a concern regarding residents being moved to different doctors' surgeries and then struggling to get appointments, the Committee was advised of the challenges faced which included difficulties in recruiting workforce and in delivering against contracts. It was hoped that the introduction of INTs would help maximise resources to meet the health needs of the local population and also support and assist general practices.
- A Committee Member highlighted the Dorset Care Record and requested an update on its work be provided to the Committee. **ADD TO THE FORWARD PLAN.**
- In response to a query regarding whether the Boards and partnerships detailed were doing similar, duplicative work, the Committee was advised of the governance of the Integrated Care System and the role of the Health and Wellbeing Board was clarified. It was acknowledged that there could be a risk of duplicative work across the system however the reluctance for this in terms of wasted time resulted in focused governance.

- The Portfolio Holder for Health and Wellbeing stressed that the focus of the ICB and HWB was to start delivering and progressing actions to see positive outcomes for residents.
- In response to a concern regarding higher than average hip fractures detailed within the report, the Chair advised that this was very much on Public Health's agenda due to the impact it had on residents and services.

RECOMMENDED that these papers can provide background information to inform the Committee's work.

62. Data Working Group update

The Chair of the Data Working Group gave an update to the Committee and detailed the documents circulated. The Chair advised of another meeting which had since taken place focusing on data available from health partners. He advised of the plan to bring a full report to the next Committee in May which would include a toolkit which could be used as a reference point for considering data to assist the Committee with its work programming.

63. Items for Information

The following items were circulated for information only with no presentations:

- Dorset Community Pharmacy Briefing
- Merger of the Quarterjack Surgery and the Old Dispensary, Wimborne
- Closure of Christchurch Medical Centre Branch Practices in Burton and Bransgore.

A Committee Member highlighted the need to consider the environmental impact of travel and accessibility when closing general practices and relocating patients to new surgeries further away.

64. Portfolio Holder Update

The Portfolio Holder for Health and Wellbeing provided a verbal update which included:

- Budget setting for 2024/25 was now complete
- Work regarding the Day Opportunities Strategy
- Work of the Health and Wellbeing Board
- Consideration to the Council's vision and priority planning arising from the budget setting.
- Highlighted that its Social Care week starting on Monday 18 March 2024.

65. Forward Plan

The Health and Adult Social Care Overview and Scrutiny (O&S) Committee was asked to consider and identify work priorities for publication in a Forward Plan.

The Chair highlighted the proposed items currently scheduled for the next meeting and requested the addition of further information regarding the Integrated Neighbourhood Teams and advised of the inclusion of the outcome of the data working group.

A Committee Member requested further information regarding micro providers and the community catalysts discussed at the meeting be added to the Forward Plan.

A Committee Member requested an update from Healthwatch regarding their work on dentistry provision.

66. Dates of future meetings for 2024/25

The dates for the 24/25 Municipal year were noted.

The meeting ended at 7.55 pm

CHAIR