



Notes of evidence

Name of meeting	POLICY COMMISSION FOR CARE HEALTH AND HOUSING
Date and time	WEDNESDAY, 30 APRIL 2008
Venue	COMMITTEE ROOM 1, COUNTY HALL, NEWPORT. IOW
Commission	Cllrs William Burt, Deborah Gardiner Lady Pigot, Margaret Webster and Colin West (Chairman).
Cabinet	Cllr Dawn Cousins
Cabinet Secretary	None
Other	Nancy Ellacott and Robert Jones (Local Involvement Network - LINK)
Officers Present	Jonathan Baker (Committee Services), April Ross (Democratic Services), Claire Foreman (Head of Community Services)
Stakeholders	Isle of Wight Primary Care Trust - Margaret Pratt (Interim Chief Executive), Carol Alstrom (Chief Nurse), Brian Johnston (Head of Governance), Sheila Paul (Chief Operating Officer)
Apologies	Cllr Erica Oulton and Sarah Mitchell
1.	Chair for the Meeting 1.1 Due to the absence of the Chairman it was necessary for the Committee to elect a Chairman for the day <u>RESOLVED:</u> THAT Cllr West be elected as Chairman for the day. (Cllr West thereupon took the Chair)
2.	Notes of Evidence 2.1 The Notes of Evidence arising at the meeting held on 5 March 2008 were agreed. 2.2 It was clarified that whoever acquires the contract to run the proposed GP Led Health Care Centre, would take on a contractual requirement to train all staff in dealing appropriately with people who are under the influence of alcohol or drugs.

3. **Declarations of Interest**

3.1 There were no declarations of interest received.

4. **Response to the Annual Health Check**

4.1 The Isle of Wight Council and the Commission along with all partners were thanked by the Chief Executive of the Isle of Wight Primary Care Trust for the work and support given to ensure that all was being done to maximise the meeting of standards and targets of the Isle of Wight Primary Care Trust.

4.2 RESOLVED: That the Response Letter to the Annual Health Check be agreed by the Commission.

5. **Patient and Public Involvement Strategy**

5.1 The Commission was given an overview of the Strategy Report that set out the framework to provide key engagements of the people of the Isle of Wight in the commissioning decisions and service provision within the Isle of Wight Primary Care Trust.

5.2 It was noted that there was significant activity with the internal groups that included the activities of three committees. This made up the Governance Framework.

5.3 It was also noted that the document was intended to keep the public informed and involved, providing a robust mechanism. This could include stories from patients who can, if requested, remain anonymous.

5.4 Key work for 2008 would include a robust system of patient feedback. Targets to successfully address these would be a minimum of 10% although a more positive target would be nearer 40 – 50%.

5.5 Other organisations would also be looked at in 2008 to study ways of working, both electronically and with paperwork.

5.6 It was noted that between 10 May 2008 and 12 June 2008 various patient workshops would be set up.

5.7 The Commission was advised that complaints received by the Isle of Wight Primary Care Trust can consist of anything from individual concerns to all aspects of the service.

5.8 It was noted that if a person wished to make a complaint about the treatment of a family member, the person concerned would be approached for their consent. If the patient was unable to provide consent, then appropriate measures were in place to address this.

- 5.9 It was also noted that all complaints were taken seriously and addressed accordingly. They would be signed on receipt and lessons could be learned from the resulting investigations.
- 5.10 The Commission were advised that in the event of a child voicing any concerns, the parent or guardian would be sought to gain approval to proceed. The complaint would be dealt with as seriously as an adult complaint.
- 5.11 It was stated that the intention was to establish a Local Involvement Network (LINK) host by the end of September 2008 at the latest and earlier if possible.
- 5.12 It was noted that whilst the current chair of the Patients Council was the Chief Nurse, the longer term aim was for the chair to be a patient representative.
- 5.13 The Commission were advised that it was the intention for the LINK to be for the Islands people and that it should be controlled by them. It was envisaged that it would be as diverse as possible, ensuring that all are made accountable for public health.
- 5.14 It was noted that the Interim Chief Executive of Isle of Wight Primary Care Trust wished to extend her thanks to both Nancy Ellacott and Robert Jones for all there previous hard work and dedication.

6. **Healthcare Standards Declaration**

- 6.1 It was noted that the Isle of Wight Primary Care Trust was measured against 44 standards. These standards are self assessed by executive and non executive bodies in great detail to ensure that everything is correctly adhered to.
- 6.2 The reasons for this procedure are to ensure that the Isle of Wight Primary Care Trust is ready at all times for any spot inspection.
- 6.3 It was noted that the Isle of Wight Primary Care Trust declared 43 out of the 44 standards as compliant which was in line with the previous year's performance. However, many areas had shown great overall improvement.
- 6.4 The one area that had not met the standard on self inspection was that of de-contamination. It was however noted that progress in this area had been made over the previous year, but it was felt that a declaration of non compliance was still required.
- 6.5 Monthly meetings were in place involving relevant managers to monitor the situation and a system of traffic light measures was in place to address the problem.

- 6.6 A green rating would signal that the relevant manager would not need to be seen again whilst an amber or red rating would mean further meetings would be required.
- 6.7 The three areas that the decontamination issue affected were primarily the Hospital Sterilization and Disinfection Unit (HSDU) where theatre instruments were used, Community equipment and the Endoscopies Unit.
- 6.8 It was noted however that the HSDU unit was declared compliant against the national accreditation.
- 6.9 The Commission was advised that the issue of decontamination was being given full attention to maximise easing public concern, but it was stressed that any procedures put in place needed to correct and capable of delivering the right results to achieve full compliance.
- 6.10 The Isle of Wight Primary Care Trust needed to demonstrate total honesty in tackling the issue of gaining compliance with decontamination and it was felt that such transparent actions would be appreciated by the public.
- 6.11 It was noted that the next annual declaration by the Isle of Wight Primary Care Trust would be in April 2009.
- 6.12 Cllr Margaret Webster and Lady Pigot left the meeting at this stage.

7. **Directors Update**

- 7.1 It was noted that 2007/8 brought a balanced budget providing a firm footing for 2008/9 for Community Services.
- 7.2 The downturn within the housing market did however bring a substantial challenge to the Council to respond to the rise in homelessness.
- 7.3 It was noted however that new posts within the housing team would help the Council deal with the problem of homelessness better.
- 7.4 It was reported that the Learning Disabilities (LD) Services had identified a post that would help those with LD gain full time employment.
- 7.5 There were also measures put in place to help those with LD lead a normal life within their own home as opposed to being placed in residential care.
- 7.6 In terms of Safeguarding and Adult Abuse issues, the unprecedented rise in referrals which averaged between sixty and seventy per month were also being addressed by the Council.

- 7.7 It was noted that the rise in referrals was largely down to “whistleblowers” that were becoming more confident in the system.
- 7.8 Work within prisons was continuing and the social care needs of older prisoners being a particular issue. It was noted that the Council was hoping to gain Department of Health funding in the region of £50,000 to assist with this piece of work.
- 7.9 Whilst the Council has no statutory duty to help older prisoners, it was recognised that there was a genuine need for social care facilities and that the grant would help address the matter.
- 7.10 It was noted that within St Mary’s Hospital the Council had moved all the relevant teams, including Discharge and Intermediate care together into one facility.
- 7.11 It was reported to the Commission that the Council had gained national recognition for the care of the older community on the Island.
- 7.12 The Cabinet Member for Health and Community Wellbeing reported that she and the Director of Community Services had visited the House of Commons to give evidence to the All Party Parliamentary Local Government Group’s inquiry into Services for Older People.
- 7.13 It was reported that a lot of interest was shown in particular to the free care that the over eighties of the Island benefits from. The Council were also able to discuss funding issues.
- 7.14 It was also noted that at the South Central NHS Awards in Oxford, the Isle of Wight achieved first place and would proceed to the next stage at the Wembley Conference Centre where the Secretary of State would be present.
- 7.15 The Cabinet Member for Health and Community Wellbeing reported that Improvement and Development Agency (IDEA) would put the Councils Good Practice document on to their website. This demonstrated the high regard in which the Council was seen.
- 7.16 The Chairman stated that the achievements at Oxford were tremendous news for the Council and that it was heartening to see other people look to the Isle of Wight for ideas and wished to extend the Commissions appreciation of all relevant staff involved.
- 7.17 On the issue of homelessness, the Commission enquired whether it would be possible for the Council to provide legal assistance to individuals who were attending court for a housing repossession order.

7.18 It was noted that such representation could be commissioned through the Law Centre and that the possibility would be investigated.

7.19 It was noted that whilst the Council were not able to provide financial assistance to those in difficulties with their mortgages, the Citizens Advice Bureau does provide excellent debt counselling for anybody who requires it. It was also noted that such counselling had increased over the previous year.

7.20 The Commission were advised that the charity Frontline was also able to help people with genuine financial difficulties. It was agreed that such links between the Council and Frontline could be explored.

Meeting Closed at 19.19

CHAIRMAN