

ADULT CARE AND HEALTH POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

Minutes of the meeting held at 7.00 pm on 12 March 2024

Present:

Councillor Mark Brock (Chairman)

Councillors Jessica Arnold, Kim Botting FRSA,
Graeme Casey, Robert Evans,
Dr Sunil Gupta FRCP FRCPath, Mike Jack, David Jefferys
and Kevin Kennedy-Brooks

Michelle Harvie

Also Present:

Councillor Felicity Bainbridge (*via conference call*)
Councillor Diane Smith, Portfolio Holder for Adult Care and Health
Councillors Kira Gabbert and Kate Lymer (*via conference call - item 70a*)
and Shamilah Martin (*via conference call - item 70a*)

63 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Co-opted Members Stacey Agius and Jo Findlay.

64 DECLARATIONS OF INTEREST

There were no declarations of interest.

65 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions had been received.

66 MINUTES OF ADULT CARE AND HEALTH PDS COMMITTEE MEETING HELD ON 30TH JANUARY 2024

The minutes of the meeting held on 30th January 2024 were agreed, and signed as a correct record.

67 WORK PROGRAMME AND MATTERS OUTSTANDING

Report CSD24036

The Committee considered a report setting out matters outstanding from previous meetings and the proposed work plan for 2023/24.

The Director of Adult Social Care advised that some teething problems were still being experienced with regards to setting up Member visits, and this would be followed up with the Assistant Director for Strategy, Performance and Corporate Transformation. A Member noted that they had recently visited Southmore Court (Petts Wood), which had been extremely interesting and encouraged others to attend when presented with the opportunity. These comments were echoed by another Member who advised that, as a local Ward Councillor, they regularly visited Cedarmore Court (Chislehurst). In response to a question, the Director of Adult Social Care said that invites for future visits would be sent out in a timely manner to provide as much notice as possible. The request from Members to explore the possibility of evening and weekend sessions had been noted, however this was not always appropriate.

In relation to the Assistive Technology session, the Director of Adult Social Care advised that these would be arranged at the beginning of the new municipal year once the membership of the Adult Care and Health Policy Development and Scrutiny Committee was confirmed.

RESOLVED that the update be noted.

68 UPDATE FROM THE DIRECTOR OF ADULT SOCIAL CARE

The Director of Adult Social Care gave an update to Members on work being undertaken across the Adult Social Care department.

In relation to the budget, the Director of Adult Social Care advised that whilst there had continued to be a number of pressures relating to the spend, a downturn in spend against Discharge to Assess was being seen following work undertaken to tighten up on the process of ongoing funding post hospital discharge. Care costs continued to present challenges and they were about to enter into negotiations in relation to inflationary increases for the coming year. It was anticipated that, going forwards, there would be some challenging conversations as the expectations of providers were unrealistic in terms of growth that the Council was able to afford.

Members were advised that as part of the work to deliver transformation savings in the next year, the department had started a piece of work to explore the potential of the Council delivering a care home direct. It was noted that some other London Boroughs had gone down this route, so they were seeking to learn from them whilst exploring this for Bromley – previous work indicated that this was not a cost effective model, but it was considered to be

worth exploring again. In response to questions, the Director of Adult Social Care said that the Assistant Director for Integrated Commissioning would be leading on this work and a wide range of options would be considered. This would be a significant piece of work and therefore findings would not be available until the autumn. The Portfolio Holder for Adult Care and Health noted that proposals had previously been considered in 2018 and 2019, and therefore a template had already been established that the Assistant Director for Integrated Commissioning would be working to. The work undertaken would need to be thorough to ensure they met both service delivery needs and remained within the financial envelope.

The Director of Adult Social Care said she was pleased to report that the department was on target to deliver 100% of the efficiency and transformation savings that had been planned for this year, a sum of over £3.5m – huge thanks were extended to every team member that helped to achieve this.

The Director of Adult Social Care informed Members that the department continued to prepare for the Care Quality Commission (CQC) Assurance process and were making good progress with the new Principal Social Worker who was taking a forensic look at all the work undertaken, particularly in relation to practice.

Members were advised that, sadly, two long standing Heads of Service would shortly be leaving the Council. Grace John-Baptiste, who had headed up the mental health service in Oxleas was retiring and Jane Campbell, Principal Occupational Therapist and Service Lead had also decided to leave her role, to take up opportunities to work more directly with service users. The Director of Adult Social Care expressed her thanks to both for all their work and wished them well for the future.

The Director of Adult Social Care informed Members that she had attended an event the previous evening, organised by the Social Care Institute for Excellence, to share experience of working with them on the digital opportunities. David Walker from Bromley Third Centre Enterprise had also attended and together they shared how the engagement with staff and people that used services could positively impact on change. They had been commended for the work they had undertaken by some major national partners, such as the Department of Health and Social Care (DHSC), CQC, the national carers lead and also a colleague from Denmark who was visiting to learn more about Adult Social Care and how it was delivered. The Director of Adult Social Care advised that she had also been interviewed by a colleague from the Chartered Institute of Public Finance and Accountancy (CIPFA) about how, as a Director, she managed the need to make efficiencies against growing demand – they were wanting to showcase good practice and were keen to learn from their experience in Bromley.

The Director of Adult Social Care highlighted the successes last week of colleagues in Public Health, and the Principal Loneliness Champion and Strategy Officer at the IESE awards. It had been a great evening with Bromley bringing home two awards for the work supporting people who were homeless

and also the loneliness work. The Chairman asked that congratulations be extended to officers on behalf of the Committee.

The Director of Adult Social Care informed Members that, with regards to the Adult Social Care Award ceremony, the celebrations had been scaled back this year as they did not have the same level of available funding as last year. Thanks to the support of a number of sponsors, they were now planning for the event to take place at the Civic Centre on the evening of 27th June 2024 – apologies were extended to Members for the change of date.

RESOLVED that the update be noted.

69 PRE-DECISION SCRUTINY OF ADULT CARE AND HEALTH PORTFOLIO HOLDER REPORTS

The Committee considered the following report where the Adult Care and Health Portfolio Holder was recommended to take a decision.

A BUDGET MONITORING 2023/24 Q3 (PART 1)

Report FSD24022-A

The Committee considered a report providing the budget monitoring position for 2023/24 for the Adult Care and Health Portfolio, based on activity up to the end of December 2023.

The Head of Finance for Adults, Health and Housing advised that the current position for the Adult Care and Health Portfolio was a projected overspend of £1.9m on the controllable budget – this was an increase of £0.4m from the quarter 2 forecast. The main area of increase was within Assessment and Care Management which included an overspend on the Community Equipment contract budget – it was noted that further information was provided within the Part 2 appendix.

The Head of Finance for Adults, Health and Housing advised that an underspend of £160k was forecasted in Quality Assurance and Safeguarding, which would be offset against the Learning Disabilities overspend of £155k, based upon the current level of client numbers and costs. In response to questions, the Head of Finance for Adults, Health and Housing said that the Quality Assurance and Safeguarding underspend was mainly against the Deprivation of Liberty Safeguards (DoLS) and Mental Capacity Act supplies and services budget, which was responsive to the in-year needs. The Director of Adult Social Care advised that the DoLS budget funded staff and the medical assessments undertaken by doctors – as demand was lower, they did not need to pay for as many assessments which had created the underspend. It was difficult to say if this would continue as they would not know if DoLS would apply until a referral was received. However if the lower numbers going into residential nursing care continued to be maintained the demand for assessment was likely to be less.

A Member noted that domiciliary care had areas of overspend within all categories. In response to questions, the Director of Adult Social Care said that this related to the demands of the individuals they were supporting – needs were more complex, and the packages of care required were more costly. It was noted that the number of people being supported in their own homes was increasing and consideration may need to be given to moving the budget to sit within the right service area.

In response to a question regarding the Integrated Community Equipment Service contract, the Assistant Director for Integrated Commissioning confirmed that the use of credits had been included in other contracts. Members were advised that in this contract credits were paid to the Council against returned equipment which could be recycled and reused by the provider.

RESOLVED that the Portfolio Holder be recommended to note the projected overspend of £1,925k on controllable expenditure based on information as at December 2023.

70 PRE-DECISION SCRUTINY OF EXECUTIVE REPORTS

A PERMISSION TO COMMENCE WITH THE PROCUREMENT TO REPLENISH THE DOMICILIARY CARE PATCH ARRANGEMENTS

Report ACH24-006

The Chairman welcomed Members of the Children, Education and Families Policy Development and Scrutiny Committee, and the Portfolio Holder for Children, Education and Families, to the meeting for consideration of this item.

On 29th June 2021 the Executive agreed the award of geographical Patch contracts to deliver domiciliary care services for a up to an eight-year period (5+3 years) that commenced on 28th August 2021 (Report ACH21-031). The current value of the contract spend was an overall value of £16.4 million per annum. The overall remaining whole life value of £82 million for 2+3 years (both Framework and Patch). Since the award of the contract, two of the four patches (East and South) had delivered well and had progressed to accept circa 70% of the domiciliary care packages at the end of year two of the eight-year contract. However, because some designated providers had not been able to deliver packages of care the Integrated Commissioning Service was now seeking to replenish the Central Patch with one new provider alongside four back-up providers to be used when required.

In response to a question, the Head of Finance for Adults, Health & Housing advised that confirmation of the Children and Young People's element of the domiciliary care budget could be provided to Members following the meeting.

Post-meeting note:

Following the meeting, the Head of Finance for Adults, Health & Housing clarified that paragraph 3.13 of the report should read:

'With reference to Children and Young people (CYP) there are ninety-nine children and young people in receipt of a domiciliary care package. Currently with an estimated cost for 2023/24 at £2.4m.'

RESOLVED that the Executive be recommended to approve permission to procure up to five new Patch providers, these contracts will run co-terminus with the Patch providers that have been delivering services since 28th August 2021. This action is due to one provider ending their contract. The additional four new providers will replace any providers that are not able to meet the terms of the contract.

B RESIDENTIAL HOME CARE FOR OLDER PEOPLE BLOCK CONTRACT (PART 1)

Report ACH24-018

The Committee considered a report seeking Executive approval for the award of a residential home care block contract for 20 Bromley based beds to the provider named in the accompanying Part 2 report. The block contract would result in the Council securing access to more in borough residential care provision and would also support achievement of medium-term financial savings targets with regards to managing the market more efficiently. The proposed arrangements would yield efficiencies in commissioning costs by continuing to secure a reduced purchasing rate per placement through a block contract as compared to existing spot placement rates and help to manage the increasing pressure of seeking and finding suitable placement in Bromley.

In response to questions, the Strategic Commissioner for Extra Care and Care Homes said that if the block contract was successful they could look to increase the provision over time. It was noted that the proposed provider had a 'good' CQC rating.

RESOLVED that the Executive be recommended to:

- i.) **Approve the award of the Residential Care Services block contract as set out in the accompanying Part 2 report, the block contract being for 20 beds for a two-year contract commencing 1st April 2024 with the option to extend for up to a further two years; and,**
- ii.) **Approve delegated authority to the Director of Adult Social Care, subject to agreement with the Portfolio Holder, the Assistant Director Governance & Contracts, the Director of Finance and Director of Corporate Services, to apply the two-year extension option.**

C ADULT MENTAL HEALTH RECOVERY AND REHABILITATION SUPPORT@HOME SERVICE (PART 1)

Report ACH24-014

The Committee considered a report seeking Executive approval to award the Support@Home service contract in accordance with the arrangements set out in the report and the accompanying Part 2 report to commence the new service on 1st October 2024.

Mental Health recovery and rehabilitation accommodation-based support and floating support services aimed to support mental health service users away from reliance on hospital and residential provision towards enabling and cost-effective services such as supported accommodation, support in the community and targeted support towards independent living. The LBB Mental Health Flexible Support Service contract would expire on 30th September 2024. The current contract had been in place since 1st October 2019 and had no further options to extend.

The South East London Integrated Care Board (SELICB) Adult Mental Health Residential and Supported Accommodation Services contract would expire on 30th September 2024. The current contract had been in place since 1st April 2019 and had an estimated value of £1,432k per annum. The contract had no further extension options remaining and had a cumulative value of approximately £6,963k over the 5-year term. In addition to the block contracted services, LBB held individual placement contracts for clients placed into SELICB contracted provision. In 2021/22 the combined annual value of these placements was estimated to be approximately £1.12m per annum. In total these two services had an estimated combined value more than £2.94m per annum.

The Gateway 0 report ACH22-018, presented to Executive on 29th June 2022, advised Members on the procurement options for future housing support mental health services in Bromley and gained approval to replace the existing service model with a new joint adult mental health recovery and rehabilitation Support@Home service contract in 2024, underpinned by the section 75 agreement between LBB and SELICB, and with a combined total contract value estimated at £2.66m per annum, split 50:50 between LBB and SELICB. The Gateway 1 report ACH22-035, presented on 30th November 2022, sought and obtained Executive approval to commence the procurement of the service in accordance with the arrangements set out in the report with the intent to commence the new service on 1st October 2024 with LBB acting as the contracting authority.

In response to questions, the Associate Director of Integrated Commissioning – NHS South East London ICB (Bromley) said that, with regards to residents being able to take up tenancies, these would be in place for as long as required. Residents would have more rights with a tenancy than they did in a residential care home, and they would be assessed to determine when they were able to move on. The model being developed was for service users and providers to deliver floating support – this would provide an opportunity for people to move on to their own homes and receive ongoing support. This

would allow for better planning when service users moved out and it was not expected to cause any bottlenecks.

A Member noted that, in terms of service delivery, they would be keen to see the voluntary sector involved in providing support. The Associate Director of Integrated Commissioning – NHS South East London ICB (Bromley) advised that this linked with a piece of work being undertaken in relation to the Bromley mental health hub.

RESOLVED that the Executive be recommended to:

- i.) Approve award of contract for the Support@Home service contract as detailed in this report and the accompanying Part 2 report:**
 - **for an initial period of 5 years from 1st October 2024 to 30th September 2029**
 - **with two options to extend for a further period of 2 years from 1st October 2029 to 30th September 2031 and 1st October 2031 to 30th September 2033**
 - **at an estimated total contract value as set out in Part 2 of this report; and,**

- ii.) Delegate authority to the Chief Officer, subject to Agreement with the Assistant Director Governance & Contracts, the Director of Corporate Services, the Director of Finance and the Portfolio Holder for Adult, Care & Health, to approve the contract extension period(s) for up to four years on satisfactory achievement of the contract performance indicators.**

**D PUBLIC SWITCH TELEPHONE NETWORK (PSTN)
REQUIREMENTS TO UPGRADE THE ADULTS CARELINK
SERVICE**

Report ACH24-015

The Committee considered a report seeking Executive approval to draw down capital funds. An analysis of the work and resources required to complete the upgrade of all the devices currently in operation for the Bromley residents that use the Council's Carelink Service to support the Council's statutory obligation to support vulnerable residents as directed by the Care Act 2014 had been provided.

The Public Switch Telephone Network (PSTN) would close in December 2025 – this in effect meant that there would be a switching off the old analogue telephone network. It would be replaced with an all-digital fibre-based network and was consistent with an imperative for digital transformation of all related services including telecare. The report outlined recommendations of the resources required to meet the digital upgrade before the end of 2025.

In response to questions, the Assistive Technology Project Manager – Adult Services said that the figures provided were based on the scale of the current employees and included on-costs. It was noted that this covered a period of 8-10 months.

RESOLVED that the Executive be recommended to:

- i.) Note the options explored and analysis in this report;**
- ii.) Approve the plan and budget for the phase of work (procurement and transition) as set out in Section 8 of this report. This will incur costs estimated at £416k in total (£139k in 2023/24 and £277k in 2024/25);**
- iii.) Approve delegation of authority to the Portfolio Holder for Adult Care and Health and to the Director of Adult Services for agreeing any relevant decisions to enable the implementation and delivery of the recommendations in this report that are agreed by Executive; and,**
- iv.) Consider the preferred procurement option of a new call handling platform to replace the current service provider contract which expires in November 2024.**

71 QUESTIONS ON THE ADULT CARE AND HEALTH PDS INFORMATION BRIEFING

The Adult Care and Health PDS Information Briefing comprised 4 reports:

The briefing comprises:

- Minutes from the Health Scrutiny Sub-Committee meeting held on 30th January 2024
- Capital Programme Monitoring Q3
- Loneliness Action Plan Update
- Contract Register

RESOLVED that the Information Briefing be noted.

72 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND THE FREEDOM OF INFORMATION ACT 2000

RESOLVED that the Press and public be excluded during consideration of the items of business listed below as it was likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

The following summaries
Refer to matters involving exempt information

73 PRE-DECISION SCRUTINY OF EXEMPT ADULT CARE AND HEALTH PORTFOLIO HOLDER REPORTS

A BUDGET MONITORING 2023/24 Q3 (PART 2 APPENDIX)

The Committee noted the Part 2 information within the appendix.

74 PRE-DECISION SCRUTINY OF EXEMPT EXECUTIVE REPORTS

A RESIDENTIAL HOME CARE FOR OLDER PEOPLE BLOCK CONTRACT (PART 2)

The Committee noted the Part 2 information within the report.

B ADULT MENTAL HEALTH RECOVERY AND REHABILITATION SUPPORT@HOME SERVICE (PART 2)

The Committee noted the Part 2 information within the report.

The Meeting ended at 7.51 pm

Chairman