

**MINUTES OF THE EASTERN HEALTH AND SOCIAL SERVICES COUNCIL
MEETING HELD ON THURSDAY 20 NOVEMBER 2008 AT 5.30PM
IN THE HEANEY ROOM, THE MOUNT CONFERENCE CENTRE,
WOODSTOCK LINK, BELFAST**

PRESENT: Cllr D Curran
Mr C Graham
Mr J McDowell
Mrs S McGarry
Mrs P McGrogan
Mrs R McGrotty
Mr D Meredith
Mrs M Muldoon
Cllr P C Mullaghan
Miss M Patterson

Mr Graham was in the Chair

IN ATTENDANCE:

Mr Richard Dixon, Chief Officer
Mrs Helen Mallen, Job-Share Office Manager
Dr Paula Kilbane, Chief Executive, Eastern Health and Social Services Board,
(EHSSB) for Minute 71/08
Mr Peter Gibson, Deputy Director of Social Services, EHSSB, for Minute 72/08

70/08 APOLOGIES were received from Mr B Compston, Cllr R A Drysdale, Mrs E Hamilton, Mr R Marshall, Mr E O'Neill

71/08 DR PAULA KILBANE, CHIEF EXECUTIVE, EASTERN HEALTH AND SOCIAL SERVICES BOARD

The Chair welcomed Dr Kilbane who said it was nice to be back at a Council Meeting as it had been a few months from her last attendance due to Council having key speakers at some of their Meetings. Dr Kilbane reported on the following:-

- (a) Modernisation and Improvement Board Workshop, 20 November 2008
Dr Kilbane had attended this workshop earlier in the day, as had the Chair and Chief Officer of the Council. There had not been a great amount of additional information provided at the workshop. Dr Kilbane said that the Chief Medical Officer had provided a bit more information regarding the formulation of a Community Based Health Improvement Plan. She said that she feels that the public health agency is an area where there is a real opportunity for greater engagement of the real users, carers and families in the community.

It is hoped that the new working groups set up to take forward the implementation of some of the Review of Public Administration (RPA) initiatives, will align with some of the existing working groups and add new momentum to the way forward.

It had been hoped that the Director posts would be advertised this week but this has now been delayed. Although the interviews for the Chairs of the new organisations have taken place there has been no announcement on appointments. It is understood that the interviews for the Chief Executives will take place in December 2008.

Dr Kilbane took the opportunity to wish the EHSSC a smooth path to the new Patient Client Council.

- (b) Belfast Healthy Cities Report
Dr Kilbane had attended a Healthy Cities launch of 'Divided by Health; A City Profile highlighting inequalities' in November 2008. She said she would recommend this excellent report.
- (c) EHSSB Capitation submission
The EHSSB have been lobbying the DHSSPS and the Minister for Health on their capitation submission. The Minister has still to make a decision on the capitation formula consultation and this time has been used to submit papers raising concern about whether the formula gives adequate weight to vulnerable people on an equality basis. Dr Kilbane noted that in previous Council minutes it had been agreed that a letter of support would be forwarded to the EHSSB in support of their capitation submission. Dr Kilbane said this would be welcomed and asked that a copy be forwarded to the Minister for Health.
- (d) Lagan Valley Hospital Proposals for Maternity Services
Dr Kilbane said that South Eastern HSSC Trust has gone to consultation in relation to proposals for maternity services in Lagan Valley Hospital. The Trust has to take into account the structures agreed in Developing Better Services and must also consider the future capacity to staff the Unit and to meet standards, especially for paediatric services. The Trust wishes to change the services in an orderly way.

The Minister wrote to the EHSSB prior to his appearance at the Assembly Health Committee regarding the Comprehensive Spending Review (CSR) and asked if the Board would look at the capacity in the EHSSB area and surrounding Board areas, to deliver babies in light of future proposals for LVH. The Board are currently looking at this, examining what is happening with births in relation to trends and what is the state of existing facilities. There will be a section in the Report on whether facilities are fit for purpose and what would need to be done to increase capacity for births, including women's choice and options. There will also be discussions with the other Boards in relation to what the costs of different options are. The report will provide the facts that will help the Minister make an informed decision. The report is due to be submitted to the Minister the second week in January 2009.

Dr Kilbane asked Council to provide her with a copy of their response to the Trust's consultation as this would be helpful to the EHSSB.

Mr Graham thanked Dr Kilbane for her update to Council. He said that Council would share the EHSSBs concerns on how the capitation formula affects for health inequalities.

**72/08 MR PETER GIBSON, DEPUTY DIRECTOR OF SOCIAL SERVICES,
EASTERN HEALTH AND SOCIAL SERVICES BOARD**

The Chair welcomed Mr Gibson who was attending at Councils request to advise on the current challenges for social work. Mr Gibson provided a presentation that outlined the key issues as follows:

- New commissioning bodies

The challenge for the new Local Commissioning Groups (LCGs) will be to ensure social care has a strong voice on these bodies. In relation to commissioning of family

and child care services some will be commissioned regionally and others locally with more powers likely to be devolved locally as LCGs mature.

- Regional Agency for Public Health and Social Welfare (RAPHSW)

The EHSSB has stressed that this new agency for Public Health needs to include promoting well-being. Mr Gibson said social workers have vast experience in well-being and are keen to contribute to the work of the RAPHSW.

- Performance Management

Target setting post the Appleby Report on Health & Social Care Services in Northern Ireland in 2005, has seen the successful introduction of the Service Delivery Unit (SDU). Mr Gibson said, that social care standards will need to be more robust and more sophisticated, for example, a standard in child care that looks at the cases that are re-registered on the Child Protection Register, giving consideration as to whether it was a correct decision to remove the child from the Register in the first place.

Mrs McGrogan said that she sometimes struggles to see how professional indicators link with actual outcome measures and Mr Gibson agreed that it can be hard to set outcome measures.

- Personalisation

In Northern Ireland personalisation would refer to Direct Payments. Mr Gibson said that in England there are a number of pilots taking place looking at how clients manage individual budgets to get the services they need. Some of these initiatives will provide an opportunity to renew the social work values of working alongside people instead of the perception that social workers only intervene in a crisis.

- Demographic Change

Mr Gibson provided details on the projected population figures in the trust areas for 2006-2015. He explained that the figures show an increase in the elderly population, although the Belfast City Council population is expected to remain static or even slightly decrease. Consideration must be given to how care is going to be provided to the elderly population and how long-term care will be funded.

- Protection

Mr Gibson said that unfortunately policy for the protection of children and vulnerable adults often only changes when a tragedy happens, such as the current 'Baby P' case. Child Protection Registers were only introduced as a result of the Maria Caldwell Inquiry in 1974.

The Regional Quality Improvement Authority (RQIA) has the responsibility for undertaking two year child protection inspections. Each Board has an Area Child Protection Committee responsible for overseeing child protection in their area.

Mr Gibson said that a Safe Guarding Board for NI is being set up in keeping with a similar body in England. However, this could be delayed because this will require legislation that may take another 12-18 months to implement.

Access NI provides the screening for employees.

Safeguarding Vulnerable Groups - Mr Gibson said that this would take another session to discuss. An Independent Safeguarding Agency operating throughout the United

Kingdom is to be in place by October 2009, and this body will oversee registration for regulated and controlled activities. This arose from the Soham case in 2002, and the resulting Bichard Report. It will mean for example, that not only would a dentist be screened and registered with the Independent Safeguarding Authority for providing a regulated activity, but the receptionist would have to be screened/registered for providing a controlled activity as she will have access to the patient and their information. This would also impact on builders working in schools, taxi firms who do taxi runs for schools etc.

Mr Dixon said that with the Councils providing assistance in the complaints process this could impact on the standards for the Patient Client Council in the future, as the nature of the work can often mean dealing with vulnerable adults.

- Workforce
 - Professional training includes three year degree
 - Difficult to find placements for training
 - Issue around status of social care workforce
 - Pilot of social care practices in England currently ongoing. A group of Social Workers set up in private practice but receiving work from the local authority.

In response to a question from Mrs McGrogan, Mr Gibson confirmed that if these practices were introduced on a permanent basis, the local authority would keep parental responsibility of children in care but the actual delivery of care would be done by a social worker in private practice.

Cllr Mullaghan thanked Mr Gibson for his excellent presentation. He said he is often concerned about workforce status and asked if the number of entrants into social work is declining. Mr Gibson said that the professional social work course is usually over-subscribed for training. Child care is the sharp end of social care and unfortunately it is often the least experienced, newly qualified social workers that work in this area because there are usually vacancies. Other areas such as older peoples services don't have the same focus and pressure as child and family care so people tend to drift away and this area would have a greater turn-over of staff.

In response to a question from Cllr Mullaghan in relation to pressures workload that includes increased paper work, Mr Gibson said that as a Commissioner in the EHSSB he can clearly see there are pressures. There has been the odd unallocated case in family and child care due to caseloads. Gateway teams have been created as a means for experienced social workers at the front-line to prioritise responses to the most needy. Caseloads are always a challenge.

Part of the Regional Implementation Team that came out of the SSIs' Child Care Inspection, is the development of a caseload waiting model and this is currently being addressed.

Cllr Mullaghan asked Mr Gibson about what social care services an LCG would be commissioning. Mr Gibson explained that the way the system is organised in Northern Ireland, outside family and child care, social work services are rarely commissioned. For example, in Mental Health there may be a Community Mental Health Team commissioned, but this is a service that includes social workers as a part of it.

In response to a question from Mrs McGrotty in relation to the uptake of Direct Payments, Mr Gibson said that the uptake has increased and there have been Priorities for Action Targets set for uptake. The biggest uptake tends to be in the physical disability area. The EHSSB commissions the Centre for Independent Living to provide a support service to people considering Direct Payments.

Mrs McGrotty said that with 60% of beds taken up by older people, it would be better if people could be discharged to the care of their own home, both for the patient and cost-effectiveness. Mr Gibson said that the current targets for discharge have cut-down on the past 'bed-blocking' problems and few people stay longer in hospital than required. There are some patients who do not meet the discharge targets and often this can be down to choice, when a service the patient wants, for example transfer to a particular nursing or residential home, may not be available.

Mr Dixon said that Mrs McGrogan had responded to the consultation by Northern Ireland Social Care Council on the Review of Roles and Tasks of Social Work. One big issue in terms of reconfiguration of services, reform and modernisation is a much greater expectation of services based in communities. He said that his perception would be that there is less public confidence and knowledge about the quality and monitoring of community services than those services provided in hospital. It is easier to set targets for hospitals because it is easier to measure them. However, it should be clear to the public how well they are going to be looked after when discharged so that they can be assured of a seamless service. In reading the consultation document Mr Dixon said that he had felt that social workers are perhaps uniquely qualified to provide that continuous community based support with good infrastructures that enable people to feel confident about the care they will receive at home following discharge.

Mr Gibson said that until recently social care had not been a 24 hour service. Recent reform in social care now provides overnight nursing care, instead of someone being put to bed and having no service available to the next morning. This service means that people do not have to go to hospital if they need nursing care during the night. It is better for the patient and means hospital beds are not being used.

Mr Graham thanked Mr Gibson for his informative presentation that had raised some challenging issues for future debate. It was agreed that a copy of Mr Gibson's slides should be circulated to all Members.

73/08 MINUTES OF LAST MEETING

The minutes of the previous meeting held on Thursday 16 October 2008 were agreed as an accurate record, signed by the Chair and witnessed by the Chief Officer.

74/08 MATTERS ARISING FROM MINUTES

Mr Graham referred to the Action List from last Council Meeting. He said most of the action points have been completed, although the Council should be aware of the additional workload placed on the Chief Officer who has also been involved in work in relation to the PCC. The Chair and Chief Officer reported on the following matters arising:-

- (a) Minute 66/08 (b) New Directions Consultation and Members Response

The consultation response was completed and circulated to Members.

- (b) Minute 65/08 (a) Progress of Midwifery Led Unit, Downe Hospital
Mr Dixon said that this is still in progress.
- (c) Minute 65/08 (b) Statement of Council views on LVH proposals for obstetric services
Mr Dixon confirmed that this has been completed and a copy circulated to Members. This will have to be discussed further in light of the new consultation being undertaken by the South Eastern Trust on proposed reforms.
- (d) Minute 65/08 (c) Meeting with Mrs Margaret Ritchie, Department of Social Development
Mr Dixon said this is still outstanding.
- (e) Minute 65/08 (d) Bamford Review Consultation
The response to the Bamford Review consultation has been submitted.
- (f) Minute 65/08 (e) Minor Ailment Services
A meeting that Mrs Muldoon and Mr Dixon had planned with the Pharmaceutical Services at the EHSSB had been rescheduled. A decision will be made on a press statement following this meeting.
- (g) Minute 65/08 (f) C Difficile Statistics
Mr Dixon confirmed that this has been completed.
- (h) Minute 65/08 (h) EHSSB Board Meeting – Letter of support on capitation submission
At the last meeting it was agreed that a letter should be sent to the EHSSB supporting their Capitation submission. Mr Dixon will draft a letter by the end of next week and have this approved by the Chair or Vice-Chair.
- (i) Minute 65/08 (i) Timings of future Council Meetings
A paper had been sent to Members asking if they feel Council Meetings should cease in December 2008 or continue to March 2009 and the timings of any future Council Meetings. Mrs Mallen reported that thirteen Members had returned their forms and the majority view expressed was that Council Meetings should continue until March 2009 and that all meetings should be commence at 5.30pm.

Mr Meredith expressed concern about how meetings continuing until March would enable the small number of staff in the office to reconcile records for hand-over to the PCC. Mr Dixon thanked Mr Meredith for his concern but said that although the Chair and Chief Officer of the PCC will be in place for 1 April 2009, it is his view that there should be time to reconcile records etc., in a transition period.

Mrs Mallen will circulate a notice to Members, of the Council Meetings agreed for 2009.

- (j) Minute 65/08 (i) Issues regarding NIAS
An issue regarding patient transport between hospitals for urgent treatment or appointments was raised by Miss Patterson at the last Council Meeting. Mr Dixon had forwarded a letter to NIAS which has been acknowledged but a response is awaited.

75/08 INPUT FROM COUNCIL MEMBERS

(a) Launch of Healthy Cities Report, 12 November 2008

Cllr Mullaghan had attended the launch of the 'Divided by Health; A City Profile' Report produced by Healthy Cities. Cllr Mullaghan said that the Report demonstrates how issues raised by Healthy Cities are influencing change and collaboration. He said that this is an excellent Report and said that he will get additional copies for Members.

Mr Graham said that the report had been commended at the Workshop he and Richard had attended earlier that day.

(b) East LCG Meeting, 13 November 2008

Mrs McGrotty had attended this meeting. The Minutes and papers of the previous meeting held on 9 October 2008 have been filed. A number of papers had been submitted for the last meeting:-

- Priorities for Action 2000/10 – Summary of discussions between the Belfast and East LCGs' with Mr Dean Sullivan on 24/10/08
- Two papers on Health and Social Care Reform from the Modernisation and Improvement Programme Board on Commissioning of Regional Services and the Operating Framework for the Local Commissioning Groups. Mrs McGrotty said that this second paper provides details of the operating framework and describes the constitution and practical working arrangements.

Copies of these papers can be requested via the office or viewed at the DHSSPS website at <http://www.dhsspsni.gov.uk/rpa-implementing-the-changes>

(c) EHSSBoard Meeting, 13 November 2008

Mrs Muldoon had attended this meeting. A number of issues were discussed, including:

- Draft NI Children's Services Plan. Mrs Muldoon said this is a very comprehensive document. The monitoring of these services will be the essential part of the plan.
- Mental health services. It would appear that whilst there is improvement in some of the gaps in the service for timescales of patients being seen, the credit-crunch appears to be impacting on the demand for mental health services.

76/08 CHAIR'S REPORT

Mr Graham reported on the following:

(a) Thanks to Vice-Chair

Mr Graham apologised for not attending the Joint Council visit to Parliament buildings on 22 October 2008 due to illness. He took the opportunity to thank Mrs Mary Muldoon who has deputised for him on a number of occasions which he greatly appreciates.

(b) Recording of minutes

Mr Graham said that due to staffing issues and the short interval until the next Council Meeting, Mrs Mallen should not produce the usual detailed minutes. This was agreed.

(c) Executive Committee Meetings

Mr Graham reported on his attendance at recent meetings of the four Health and Social Services Councils.

(d) Cllr Campbell and Cllr Henderson

Mr Graham informed Members that Lisburn City Council and Castlereagh Borough Council had written to the office confirming that they wished to re-nominate Cllr Campbell and Cllr Henderson. Members will recall that these Members left when their term-end had finished, both having served the maximum number of years.

Mr Dixon reported that although the EHSSC understood that Members could seek permission to continue on the Health Council with their local Councils permission, the Public Appointments Unit has made it clear that this cannot be considered now as they are commencing appointments for the new bodies.

(e) Modernisation and Improvement Board Workshop, 20 November 2008

Mr Graham and Mr Dixon had attended this workshop today. Although there was not really any additional information provided at the workshop, assurances were given that Everything is on track and the new PCC will be place on 1 April 2009.

76/08 CORRESPONDENCE – PAPER EC 13/08

Paper EC13/08 was taken as read, with no additional items being discussed. Members were advised to telephone the office as soon as possible if they were interested in requesting any of the documents itemised.

77/08 ANY OTHER BUSINESS

(a) Timing of Council Meeting in December

On discussion it was agreed that the next Council Meeting should commence at 5pm and end at 6.30pm, followed by Christmas Dinner for Council Members. This will be held on 11 December 2008.

Mr Dixon said that the proposed theme for the next meeting is complaints advocacy. Mr Raymond Newman will attend the meeting with one of the Bryson House advocates who have been providing additional assistance on complaint advocacy.

(b) Joint Council Forum 26 and 27th February 2009

Mr Graham encouraged Members to respond to the invitation to attend the Joint Council Forum planned for February 2009 in order to aid booking arrangements. He said he hoped that Members will attend as it will be a form of recognition for the work of the Council Members.

78/08 DATE, TIME AND VENUE OF NEXT MEETING

The next meeting will be held on Thursday 11 December 2008, at 5.00pm in the Lagan Room, Mount Conference Centre, Woodstock Link, Belfast

Signed: _____ Date _____
Chair

Signed: _____ Date: _____
Chief Officer