Cambridgeshire County Council (CCC)
Adult Social Care Forum

Shire Hall Committee Room – Kreis Viersen, Shire Hall, Cambridge CB3 0AP

Minutes of the meeting held on Tuesday 17 July 2018, 2.00 – 4.00pm

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<th>Present</th>
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<tr>
<td>Heather Davison (HDav), Engagement Manager, Healthwatch Cambridgeshire &amp; Peterborough</td>
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<tr>
<td>Andy Jarvis (AJ), Safeguarding Boards Service Manager (Adults Lead)</td>
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<td>Elspeth Jones (EJ), Speak Up Spectrum Leader</td>
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<td>Graham Lewis (GL), Partnership Development Manager, Healthwatch Cambridgeshire &amp; Peterborough</td>
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<td>Gavin Moulton (GM), Community Transport Officer, CCC</td>
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<td>Sean Nightingale (SN), Speak Out Council Leader</td>
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<td>Lynne O’Brien (LOB), Commissioner – Adults (Older People), CCC</td>
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<td>Amanda Roach (AR), Commissioner – Adults (Learning Disability), CCC</td>
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<td>Mick Scadden (MS), Chair, Physical Disability and Sensory Impairment Partnership Board</td>
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<td>Brian Walker (BW), Chair, Older People’s Partnership Board</td>
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<tr>
<td>Anne Wigglesworth (AW), Service User Engagement Facilitator - Adult Mental Health, SUN Network</td>
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<td>Carol Williams (CW), Strategic Development Manager, Adults and Safeguarding, CCC</td>
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Guests:
Karen Andrew (KA), Locality Manager (Eastern), Skills for Care

1.0 Welcome and apologies for absence

1.1 CW welcomed everybody to the meeting.

Apologies were received from:
Helen Duncan (HD), Adult Principal Social Worker / Head of Safeguarding, CCC/PCC
Sue Honour (SH), Chair, Carers Partnership Board
Lee McManus (LM), Commissioner – Adults (Disability / Carers), CCC
Bess Sayers (BS), Public Transport Business Manager, CCC
Lois Sidney (LS), Executive Director, SUN Network
Sandie Smith (SS), Chief Executive, Healthwatch Cambridgeshire & Peterborough
Chris Swarbrick (CS), Speak Out Council Co-ordinator, VoiceAbility
Janet Warren (JW), Assistant Commissioner – Mental Health (with Older People remit), CCC/PCC

2.0 Skills for Care presentation and questions

2.1 Karen Andrew, Locality Manager (Eastern), Skills for Care, gave a presentation to Forum members on the work of Skills for Care, explaining the support that the organisation offers to the Adult Social Care sector and how Forum members and their networks could be involved in Skills for Care’s activities.

Action: CW to send out the presentation to Forum members.  

CW
During her presentation KA covered:

- Background to who Skills for Care are.
- What they do, i.e. practical tools and support for adult social care leaders, managers and employers to recruit, develop and lead their staff and retain them.
- Publications and reports.
- Information and news.
- How people can get involved in Skills for Care’s work.

2.2 Forum members then commented on the information provided by KA and asked questions. This included discussions about:

- The National Minimum Data Set for Social Care (NMDS-SC) online data collection tool which can be used by managers to record information about their workers, track records and plan for the future.

- Whether people on the autistic spectrum could be involved with a Skills for Care co-production working group related to developing a guide for social workers supporting people with a learning disability and a mental health condition – KA confirmed that yes, people with autism can take part in this.

**Action: Further information about the working group to be sent to EJ and CS.**

- The consultation on new guidance around conversational assessment.

- A Health Education England commissioned project, linked to Transforming Care, focussing on the Midlands and East.

- GL asked a question on behalf of the Carers Partnership Board about the funding process for individual employer funding for people who employ their own care and support. GL gave feedback that people found the current application process to be quite complicated to use, and individual employers found that it didn’t always fit with their Direct Payment set-up or timescales for when individual workers were being recruited.

KA explained that the funding comes from Government and is distributed via Skills for Care. The funding is made available by Skills for Care once it is released by Government and this date can vary each financial year. The current funding period runs until the end of February 2019. The funding is allocated on a first come, first served basis. Individual employers can apply for up to five lots of training each year and a decision is usually made within two weeks of application. This can include funding for travel costs and also for a replacement personal assistant or backfill costs whilst the employee is at the training. The money for the training is then paid directly to the individual employer.

CW asked for clarification that an individual employer could go back during the year to apply for further lots of training – i.e. they didn’t have to apply for all the training in one go. KA confirmed that the five lots of training could be applied for throughout the funding period.

AR asked if individual employers can reapply to the funding year on year and KA confirmed that this was possible.
CW asked if the funding has ever run out before and KA said no, not that she was aware of.

CW asked if there was a maximum amount that an individual employer can apply for (related to training) and KA said there was no maximum figure that she was aware of. Applications were considered on a case-by-case basis and Skills for Care is likely to fund any training, development or qualifications that shows value for money and meets the care and management needs of the individual employer and their PAs.

TC asked whether there was any type of training that was regularly agreed to (or declined) by this funding stream – she explained that she was interested from the perspective of people’s Direct Payments. KA reiterated that each application was looked at on a case-by-case basis.

2.3 CW thanked KA for her time. KA said that she was happy to hear from Forum members with other queries and it was agreed to send out her contact details to Forum members.

**Action:** KA’s contact details to be sent to Forum members.  

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**Action:** KA’s contact details to be sent to Forum members. 

### 3.0 Minutes of the last meeting and matters arising

#### 3.1 The minutes of the previous meeting of 17 May 2018 were agreed as an accurate record.

#### 3.2 Matters arising:

##### 3.2.1 Cambridgeshire and Peterborough Safeguarding Boards overview and future engagement (item 2.5)

GL said that he was unsure whether he had received Angela Harbour’s contact details related to her visiting the Adult Social Care Partnership Boards about the work of the Safeguarding Boards.

**Action:** CW to discuss with GL about this information.  

AJ said that he had not yet arranged with CS to visit the Speak Out Council.

**Action:** AJ to contact CS about arranging a visit to the Speak Out Council.  

H Dav said that Healthwatch wished to improve its links to the Safeguarding Adults Board’s work and so her colleague Caroline Tyrrell-Jones was leading a piece of work on this.

**Action:** CW to ask Caroline Tyrrell-Jones for further information about this work.  

CW said that she would check with Helen Duncan if she had been able to meet with Shauna Torrance (CCC Commissioning Directorate) to discuss whether the Council could include Healthwatch’s contact details on letters for other services undergoing large scale enquiries where the Council is asking for people’s feedback (i.e. not just for home care services).

**Action:** CW to contact HD about this matter.  

**3.2.2 Issues around the delivery and quality of home care (item 3.2.1)**

AR confirmed that she had raised the issue of bus pass usage time restrictions as
part of the review work taking place regarding supporting adults with learning disabilities into employment and she would keep the Forum updated on any developments on this matter.

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<th>4.0</th>
<th>Care and Support Assessments – data reporting and practice guidance</th>
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<td>4.1</td>
<td>CW welcomed Teresa Cockette, from the Council’s Quality Governance and Practice Development Team, to the meeting. CW explained that at the last Forum meeting it had been agreed that the Forum would look at some of the practitioner factsheets used by Council staff related to the care and support assessment process and that TC had agreed to attend the meeting to talk through the relevant factsheets and answer questions. CW said that two practitioner factsheets had been chosen to look at:</td>
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<td></td>
<td>• Needs Assessment</td>
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<td>• Care &amp; Support Planning</td>
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| 4.2 | TC explained the content of the Needs Assessment factsheet and outlined the rationale for why the content was included, linked to the Care Act 2014. TC said that the practitioner factsheet was a snapshot of the information about the subject and that practitioners would also look at more detail such as the Care Act, the Mental Capacity Act and relevant safeguarding information. HDav asked whether the factsheets could be shared with other professionals such as her Information and Signposting colleagues at Healthwatch. TC said that she couldn’t see a reason why this should be a problem, as the information included in the factsheets is based on the Care and Support Statutory Guidance for the Care Act. However, TC and CW reiterated that the factsheets being discussed at the meeting were intended for use by practitioners and not for use by the public. |

| 4.3 | TC then explained the content of the Care & Support Planning practitioner factsheet. LOB pointed out that the original reason why the Forum had discussed care and support assessments was linked to two reasons: 1) Waiting times for assessments and reviews (especially related to older people) 2) The quality of the assessments and reviews taking place. Therefore, she asked that if it turned out that an assessment appeared not to be following the guidance outlined in the Council’s practitioner factsheets then what could a professional or an individual do about this. TC answered that in the first instance they could talk to the social worker about it and secondly people can always give feedback by the Council’s comments, compliments or complaints process (which can be done by a variety of methods – online form, e-mail, telephone or by completing a paper form and sending it to the Council). CW said that there were also other methods that people could use. For example, people can talk to the voluntary and community organisations that are supporting them and they can pass that feedback on to the Council. Also, people can raise concerns via groups such as the Partnership Boards, SUN Network, the Speak Out Council and the Adult Social Care Forum. |

| 4.4 | GL then said that he was aware that in some instances where there was a family carer and a cared for person, they would often struggle to distinguish between what each one of them gets and this can make the process more confusing and difficult to |
### 4.5
**GL asked TC if somebody from the Council would be willing to speak to each Partnership Board or a special meeting (where any Partnership Board member could attend) about this topic.**

TC said that the Council would be happy to do this.

**Action:** GL to speak with the Partnership Board chairs about whether their Boards would find this useful and come back to CW/TC about this.  

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### 4.6
**AW asked if the Mental Capacity Act is covered by the practitioner factsheets.**

TC said yes there was Mental Capacity Act factsheet information available (such as Mental Capacity Act Assessment & Best Interests Decision Making).

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### 4.7
**CW thanked TC for attending the meeting. It was agreed that the two practitioner factsheets discussed would be sent out to Forum members for their information.**

**Action:** Two practitioner factsheets to be shared with Forum members.

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### 5.0
**Adult Social Care Forum Action Log and Watching Brief list**

#### 5.1 Action Log

**Quality of assessments for people with learning disabilities and autism (action log 48)**

At the last Forum meeting CS said that a meeting had been arranged with Jill Johnson to get operational agreement on the purpose for the training video. GL said that at the June Learning Disability Partnership Board meeting CS had said that the meeting with Jill Johnson was due to take place on 4 July.

**Action:** CW to contact CS to see if the meeting happened and, if it did, the outcomes agreed.

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#### 5.2 Personal Independence Payment process concerns (action log 52)

CW gave a brief update about this item and said that an internal meeting was happening in August to discuss next steps on this issue.

AJ said that the introduction of Universal Credit would only put more pressure on local capacity to support people with completing their benefit applications.

EJ gave an example of how much time staff working in local supported living projects had to spend on helping people to complete applications.

EJ then raised a query about what would happen for people involved in the tribunal stage of an Employment and Support Allowance appeal when Universal Credit was introduced.

**Action:** CW to check this query with the Council’s Welfare Benefits Team.

LOB asked whether local individuals or voluntary organisations could contact their local MP to take the wider capacity issue up on their behalf.
CW said that this suggestion had been discussed previously at the PIP working group and it was agreed that external organisations and individuals were able to campaign on this but that the Council could not.

### 5.3 Problems with the Blue Badge process (action log 53)

CW confirmed that BS had checked with her colleague Kim Shaw about the guidance around timescales for issuing Blue Badges. Kim had confirmed that:

‘If an applicant is eligible for a Blue Badge under the automatic criteria, i.e. in receipt of a benefit, the badge will be issued in line with the expiry date of the benefit or for three years where the benefit is for an indefinite period or for life. Each renewal the proof will be re-requested.

For discretionary applications badges are issued for a maximum of three years.’

It was agreed by the Forum that this action log item could be closed.

**Action: Action log item to be closed.**

### 5.4 Types of conversation held as part of the care and support assessment process (action log 56)

It was agreed by the Forum that this action log item could now be closed (following on from the earlier agenda item 4).

**Action: Action log item to be closed.**

### 5.5 Time taken by the Council for care and support assessments / reassessments (action log 57)

It was agreed by the Forum that as the Business Intelligence Team were unable to attend the meeting to discuss data reporting requirements this action log item would remain open.

### 5.6 Problems with LGSS providing accessible information (action log 58)

GL gave a brief update on this item. He explained that the issue had been discussed at the June Learning Disability Partnership Board and Board member County Councillor Adela Costello had said that she was going to raise this matter at the Adults Committee.

The Forum then discussed Watching Brief list items (if there was current activity happening or fresh information).

### 5.7 Watching Brief list

**Transport issues (watching brief list 1)**

CW gave a brief update about the recent announcement made about the saving from closure of some rural bus routes which had been at risk (a topic which had been discussed at earlier Forum meetings).

**Action: CW to send the link to the report on the County Council website.**

MS asked about why there were no bus services to Hinchingbrooke Hospital on Sundays. GM said that this would be a commercial service run by Stagecoach and the reason may be that there was not enough interest in the service to make it viable to run on Sundays.
GL said that there was a Cambridgeshire Bus Users group and this issue could be raised with them if MS wished.

**Action:** GL to discuss with MS about the Cambridgeshire Bus Users group.  

### 5.8 Concerns about the Wheelchair Service (watching brief list 6)

GL updated the Forum about the latest Wheelchair Users’ Forum (WUF) meeting held on 25 June. He said that the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) representative leading on the retendering process for the Wheelchair Service attended and they discussed the recent CCG engagement activity (such as a survey and feedback events) related to the development of the service specification for the new service.

Also, following a query raised at the Physical Disability and Sensory Impairment Partnership Board meeting, Healthwatch had e-mailed the CCG to find out if the wheelchair voucher scheme was still running in the Cambridgeshire and Peterborough area and they had confirmed that it does, if it is mentioned as part of a GP referral.

CW asked whether the WUF would be involved with the Invitation to Tender process for the new Wheelchair Service, for example by creating and evaluating a method statement question for the tender process.

GL said that the WUF would be happy to be involved with this but had not been approached to take part.

**Action:** CW to pass on this feedback to the CCG.

### 6.0 Practice issues/concerns raised by Forum members

- **6.1** HDav said that Healthwatch Cambridgeshire & Peterborough were often copied into correspondence from local people about their concerns about their health and social care services and in light of the recent data protection law changes, Healthwatch were looking at the best way to deal with this information in future.

### 7.0 Any other business

- **7.1** EJ told the Forum about an open evening being held at the Russell Street supported living accommodation.

- **7.2** HDav reminded the Forum about Healthwatch Cambridgeshire and Peterborough’s AGM which was being held on 18 July in Ely.

### 8.0 Date of Next Meeting

- **8.1** Tuesday 25 September 2018  
  2.00 - 4.00pm  
  Meeting rooms 1 and 2, Sackville House  
  Sackville Way  
  Cambourne  
  CB23 6HL