

Lancashire County Council

Health Scrutiny Committee - Steering Group

Minutes of the Meeting held on Monday, 18th July, 2016 at 2.00 pm in Scrutiny Chairs' Room, B18b, 1st Floor, County Hall, Preston

Present:

County Councillor Steven Holgate (Chair)

County Councillors

M Brindle Y Motala
Mrs F Craig-Wilson

1. Apologies

None.

2. Notes of the last meeting

Resolved: Notes from the last meeting agreed as an accurate record.

3. Updates from Lancashire Care Association and NWAS

Paul Simic from the Lancashire Care Association (LCA) and Dave Rigby from the North West Ambulance Service (NWAS) were welcomed to the meeting to provide an update to the group.

The group highlighted the need to obtain data from health colleagues particularly in light of recent events at Chorley Hospital and the temporary closure of A&E.

Dave Rigby, Business Support Manager, advised the group that NWAS is data rich in information that could be shared depending on the confidentiality levels. It was reported that data which could be shared included:

- Handover times from the ambulance service to the hospital including comparisons over different time periods.
- Information included in the monthly report from the Ambulance Liaison Coordinator.
- In relation to the Chorley A&E temporary closure, data could be provided to identify changes to handover times as a result of increase in patient numbers attending other A&E's such as Royal Preston Hospital.

NWAS were reported to be working closely with hospitals on handover times. In addition, an updated version of the electronic system used was due to be released which would allow for information to be sent straight to the hospital prior to arrival.

In relation to mental health patients, the group were advised that NWAS linked in with the police depending on the type of call out and were working with partners to identify where the most appropriate place would be to treat mental health patients (although the default would be A&E). In addition a conveyancing protocol was reported to be in place to ensure mental health patients were transported appropriately and included a timeframe of what would be achieved.

It was reported that the fire service now deal with gaining entry access (rather than the Police) and mental health teams liaise with them rather than the police which has assisted with response times.

The group were advised that there are still ongoing issues around the linking up with the different services across the NHS but there are a number of smaller services in place to assist with demand and to mitigate changes. But it was recognised that although there are many good initiatives in specific areas, they are not necessarily replicated across Lancashire.

It was highlighted that the 'Frequent caller' team has now linked in with the police for a multi-disciplined approach. This was reported to be a good initiative which has shown results. In addition, through the wellbeing initiative, any cases of potential social isolation would be referred to the wellbeing team to then link into support services.

Paul Simic, CEO for LCA, reported that there has now been a care home in the North West which has been awarded as outstanding by CQC. It was felt that although it would be appropriate to look at what this home does well, it would not necessarily provide the evidential impact required to use this as an example in a potential good practice event. But it highlighted to the group that there was a need for the sharing of best practice across care homes.

The group were advised that the biggest age group for falls is the 75 plus age group. A falls service was reported to be available in the Fylde and Wyre area (funded by the CCG) which was highlighted as another example of a good initiative not replicated across the six CCG's. Dave Rigby confirmed that data could be provided from NWAS on falls which could be drilled down to specific care homes, by postcode or timeframe.

Paul reported that workforce remains the biggest issue in care homes with a crisis in nursing, care assistant staff, registered care managers and with staff retention.

In relation to Healthier Lancashire and the strategic overview, it was felt that there was a lot going on but there were concerns around communication. A number of meetings continued to take place which included the Health and Social Care Partnership Forum, Regulated Care Workstream (looking at integration and what it means) and the Pennine Lancashire Group which is due to hold its first meeting on the 21st July (seven full days to look at system design).

Resolved: That

1. Wendy to liaise with Dave Rigby for all future data requirements with NWAS.
2. The Health & Wellbeing Board be asked to consider how health and residential care partners can share best practice across the county.

4. Date of next meeting

Monday 12th September at 2pm, Room B18b County Hall

I Young
Director of Governance, Finance
and Public Services

County Hall
Preston