

**MINUTES OF ACCESS & ASSESSMENT BRANCH LEADERSHIP TEAM MEETING
(EXTENDED)**

DATE: THURSDAY 5th MARCH 2009, ROOM 5 WESTMINSTER HOUSE

Present:

Rick O'Brien	Head of Service
Breda Dutton	Principal Manager - Homecare
Pete Gosling	Principal Manager – Wallasey Locality
Peter Tomlin	Principal Manager – Birkenhead Locality
Anne Bailey	Principal Manager - Home Care Reablement
Phil Gilroy	Principal Manager – West Wirral Locality
Chris Taylor	Service Manager - Mental Health
Dave Carroll	Service Manager - OT/VIT/IDT
Sheila Hillhouse	Deputy Director - Strategic Partnerships
Ruth Page	(Minutes) Secretary

These notes reflect a full meeting and detailed discussion. Should you require further information or clarification on any matter, please contact any of the Leadership/Management Team who attended.

Circulation:	SLT, BLT, Tom Ryan, Sandra Thomas,
Commissioning:	Heather Rimmer, Jennifer McGovern, Debbie Mayor,
Service Managers:	Paula Neate, Dave Carroll, Chris Taylor,
Team Managers:	Pat Harris, Dave Powell, Amanda Kelly, Sarah Grice, Julie Pimblett, Mo Burns, Frances Tordoff, Chris Smith, Sue Costain, Neil Charlton, Ade Churm, Jeanette Hughes, Kathy Postlethwaite, Mary Webb, Carole Woodland, Jo Yuregir, Pam Shearwood, Sheila Finnegan-Jones
Mental Health:	Suzanne Proctor, Liz Clement, Wayne Connor-Scahill, Martin Dodd, Peter Evans, Peter Ferguson, Angela Halsey, Sandra Hancock, Bill Kelly, Paula Potter, Jane Woods, Gail Holden, Neil Maycox,
HART:	Jean Elliot, Lin Harvey, Ann Bolton

1.	Minutes of Last Meetings/Matters Arising	Action
	<p>Minutes agreed subject to amendment to Item 4 – the Implementation Planning Group which had an overall focus on Localities.</p> <p><u>Circulation list</u> RP had updated – some further amendments to include Pam Shearwood and Suzanne Proctor. RP to re-group names into localities.</p> <p><u>Peter Tomlin</u> – Noted that Peter had now taken up operational responsibilities for Birkenhead locality.</p> <p><u>Assessment and Support Officer Post</u> – in excess of 90 applications received will require full week for interviews. Interview panel to consist of 2 Team Managers and 1 Rehabilitation officer. RO'B stressed the importance of right skills and qualities for the posts. PMs to fully brief panel members.</p> <p><u>IT Asset Register</u> – Noted that this had been circulated to Admin managers. AB to follow up completion.</p> <p><u>Care Services Viability project. Engagement Methodology</u>– RO'B gave feedback that this had been well received and a group identified and trained to undertake assessments in care services.</p> <p><u>Adaptations</u> – PGos noted that meetings with Regeneration were arranged for negotiation and setting timetable for implementing of new arrangements. To b/f for next meeting and progress report</p> <p>RO'B noted interest and concern from CSCI and that improved target would be required for major adaptations. Revisited target required for 2009/10 – PGo to supply.</p> <p><u>Complaints</u> – PGos noted high incidence of complaints requiring response within a few days of information being passed to him. Discussion followed re protocol, processes and appeals issues. Agreed RO'B to clarify with Dave Jones and raise concerns re time scales and establish whether reestablishment of reporting system is possible.</p>	<p>RP</p> <p>RP</p> <p>PM's</p> <p>AB</p> <p>PGo</p> <p>RO'B</p>
2.	SLT Update	
	<p><u>Cabinet Report</u> – RO'B noted key decision required on fees reduction and noted that following Cabinet approval it was imperative not to make placements into homes that do not accept these. Discussion followed re:</p> <ul style="list-style-type: none"> • Supported Living Fees • Domiciliary Care – FACS issues and 2009/10 Budget • SIL – management of issues and legal requirement to continue to place 	

	<p><u>CSCI</u> – RO'B gave positive feedback from yesterday's meeting. Availability of information and amount of work completed was excellent – RO'B thanked all for their contribution. Performance Indicator improvements noted and also areas of concern. Reviews highlighted and process and recording issues were discussed. Agreed CT, DC and PT to take up issues re MH & LD and Review Team respectively and advise ROB of progress.</p>	<p>CT DC PT</p>
3.	Budget Reports	
	<p>Report noted. Discussion followed re:</p> <ul style="list-style-type: none"> • High cost packages and possibilities of over-commissioning of services. • Continued monitoring of decisions • Principal Manager sign off process and evidencing increased packages • Panel process • LD Reviews • Review of Health components of care packages and time scale issues. RO'B discussed possibility of back-dating funding. • Links to future joint working and contractual arrangements. SH noted that Health input into contractual meetings had not been invited • Feedback from Domiciliary Care providers re health related tasks • Immediate actions required to address cost and demand pressures in the system <p>Agreed SH to meet with Principal Managers re commissioning and care package issues and SH, RO'B to meet with Tina Long re historical LD Panel and domiciliary care cases.</p> <p>RO'B noted need to review stabilisation plan re 2009/10 budget. PGos agreed to assist.</p>	<p>SH Principal Managers RO'B/SH/TL</p> <p>RO'B PGos</p>
4.	Restructuring	
	<p>Localities</p> <p><u>Progress Report Principal Managers</u> – PGil updated on progress to date. Key areas for discussion were:</p> <ul style="list-style-type: none"> • Principal and Service Managers in post • Temporary cover arrangements made for LD Team Manager post • Team Manager posts advertised – closing date 13.3.09 • EVR arrangements notified • 3 Social Workers appointed to specialist posts – accommodation, funding and temporary status of posts discussed and to be confirmed. • CEO sign off still awaited re EVR – potential appointment to Team Manager vacancies discussed. • ASO applications as above – redeployment list to be taken into consideration. 	

	<ul style="list-style-type: none"> • Accommodation – Some IT issues remaining and co-ordination of staff movement necessary. APH accommodation cost issues discussed. • Communication Plan to be developed with Reform Unit • Admin Review – Level of allocation of admin staff still unknown and causing concern. ROB will raise <p><u>Governance Structures/Plans</u> – RO'B noted SLT discussion re wider locality plans. PT agreed to draft ideas paper for further discussion with RO'B and health. TL has offered assistance of Ken Cooper NHS Wirral if required</p> <p><u>NHS Wirral Developments</u> – SH updated on the following key areas:</p> <ul style="list-style-type: none"> • Local Authority lead for NICE guidance – SH to take up with Reform Unit • Need for agreement re communication with Nursing Homes – SH to provide further feedback from Nursing Provider Forums • Strategic Health Authority assessment on CHC processes by consultancy and resource implications following the need to follow action plan recommendations <p><u>DASS branch restructure Implementation plan</u></p> <p>Outstanding.</p> <p><u>Staff Movement Report</u> – RO'B followed up previous request for report on the co-ordination of staff movement. PGos noted that the Implementation Group were working on a spreadsheet of agreed placements but that time scales were an issue at present.</p> <p><u>Lead Officers</u> – Pro forma circulated for completion re areas of responsibility. Agreed RP to liaise with secretaries and collate information re meetings attended and bring forward to next BLT 19.3.09. Consideration to be given to focussed tasks for Team Managers</p> <p><u>HoS Meetings – Team Managers/Staff</u>- PGil suggested quarterly Branch Management meeting with Team Managers. Agreed PGil to arrange with first meeting to take place in April. RP to arrange for RO'B to visit locality team meetings.</p> <p><u>Change Priorities – CADT/EDT</u></p> <p><u>CADT</u> – PGos outlined report relating to proposed changes to current service and impact of team being asked to complete assessment documentation. Proposals discussed were:</p> <ul style="list-style-type: none"> • Disbanding of current CADT team • enhanced capacity in the corporate call centre • Scaled down work of completion of assessment documentation to initial key information prior to passing referral to locality teams. 	<p>RO'B PT</p> <p>SH</p> <p>SH</p> <p>RP</p> <p>All</p> <p>PGil RP</p>
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<ul style="list-style-type: none"> • Need to agree level of completion by different agencies and information sharing • Finance - Admin function no longer required which would fund increased capacity in call-centre. • Issues with CYPD re current joint funding arrangements • Staffing issues – Contracts, SLAs re call targets, training and equipment. Applications from this team for ASO posts. • Corporate customer access strategy and dealing with calls at point of contact 	
<p>Agreed RO'B to put on SLT agenda for further discussion</p> <p><u>EDT</u> – PGos outlined report completed jointly with CYPD. Key issues for discussion were:</p> <ul style="list-style-type: none"> • Budget – need to move towards an out of hours service offering continuity with day service provision • Increased level of work from CYPD • Need to continue joint process for next 12 months while DASS develops services • Risk issues with current processes and transfer of calls • Lack of systematic rota system 	<p>RO'B</p> <p>All</p>
<p>Agreed to bring this item forward to next meeting for further discussion following further consideration of the report</p> <p>Health</p> <p><u>Wirral Discharge Planning and Review Group</u> – AB gave feedback from the meeting. Key issue was DASS response to out of hours cover and update on improvements. Agreed PGos/Jeanette Hughes to cover. AB to advise health reps.</p>	<p>PGos/JH</p>
<p>Operational</p> <p><u>Director/Councillor Visits</u> – Agreed AB to arrange with Jan Johnson for Cllr McLaughlin to visit to HART. Further arrangements to follow for visits to the Hospital Teams.</p>	<p>AB</p>
<p><u>Place of Safety</u> – Agreed this was largely an issue for commissioning but linked to DAAT services. Agreed RO'B to attend, diary permitting.</p>	<p>RP</p>
<p><u>Restart Service Report</u> - Noted</p>	
<p><u>AMPH Rota</u> – Issues discussed re two rotas for OP/MH and duty manager function and responsibilities of CWP employees. Agreed a separate meeting with CWP was necessary to agree way forward. CT also to attend Implementation Group.</p>	<p>CT</p>
<p><u>Brokerage Cover</u> – Agreed BD to oversee brokerage function</p>	
<p><u>Carers Action Plan</u></p>	<p>BD</p>

	<p>Discussed and agreed PGil to liaise with Cathy Gill re Access & Assessment Branch actions</p> <p><u>E-Monitoring</u> – Agreed to bring forward to next meeting when Mal Price could attend to discuss.</p> <p><u>Elumos Action Plans</u> – RO'B noted level of completion, those who had not already done so agreed to complete asap.</p>	<p>PGil</p> <p>RP</p>
5.	Safeguarding/Mental Capacity Act	
	<p><u>Audit/SWIFT Update</u> – Quarterly monitoring sheet to be updated by Simon Barrett circulated for managers to check. RO'B issued deadline of 13.3.09 for return of information for inputting into SWIFT. Agreed PT to follow this up as lead for Safeguarding. Discussion followed re:</p> <ul style="list-style-type: none"> • Process issues and system for managing • Capacity issues within Safeguarding Team • Access & Assessment ownership of safeguarding issues – Safeguarding Team to oversee processes <p>Agreed PGil to request Julie Pimblett to offer support for interviewing on her return from leave.</p> <p><u>DoLS Conference</u> – Agreed DC to confirm availability to attend 10.3.09</p> <p><u>Revised Safeguarding Policy</u> – Amanda Kelly to be invited to discuss</p> <p><u>Case J-H</u> – Capacity issues and need for co-ordination from Safeguarding in this case discussed. PGil to discuss with Simon Barrett tomorrow. Lead roles for safeguarding within localities discussed.</p>	<p>All PT</p> <p>PGil</p> <p>DC</p> <p>RP</p> <p>PGil</p>
6.	Human Resources	
	<p><u>Formal Absence Capability Interviews</u> – Noted circulation of these documents. RP to bring forward for further discussion at next meeting following discussion between RO'B and Tom Ryan.</p> <p><u>TOIL</u> – RO'B noted the need for agreeing and recording TOIL. TOIL not to be used as an extension to Annual Leave without prior agreement. Review of Flexible working and Work Life Balance arrangements and cover issues discussed. Agreed to agenda this item for discussion at April Branch Manager Meeting.</p>	<p>RO'B</p> <p>PGil</p>
7.	Greater Merseyside Care Ambassador Scheme	

	Agreed Senior Hart carer to attend. AB to arrange.	AB
	Any Other Business	
	<p><u>Staff Awards</u> – RO'B reminded managers of e-mail from the Director re nominations.</p> <p><u>Staff Leaving the Service</u> – Agreed Home Carers lunch to include other members of staff leaving Access & Assessment Branch. AB to co-ordinate and book extra places. Managers to supply names.</p>	<p>All</p> <p>AB All</p>

