

ARUN DISTRICT COUNCIL COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES

Report to Housing & Wellbeing Committee – 06 October 2022

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| Name of Meeting: | Arun Local Community Network Update |
| Date of Meeting: | 08 September 2022 |
| Report by: | Councillor Alison Cooper |
| Committee: | Housing & Wellbeing Committee |
| <p>Aim and purpose of Arun Local Community Network is to work with local partners to “address local health and wellbeing inequalities in the Arun district”. A broad range of partners are involved ranging from: Arun District Council, Public Health, Primary Care, Citizens Advice, Community and Voluntary sector and WSCC.</p> <ul style="list-style-type: none"> • From September 2022, new chair appointed - Cllr Alison Cooper. • Arun LCN has been actively involved in identifying and assessing the local community impact of cost of living pressures through a dedicated work group, led by the council’s Wellbeing & Communities Manager. Partners involved include Citizens Advice, Voluntary Action Arun & Chichester, Health, AgeUK, WCCC and council officers. The output of this collaborative close working has laid a strong foundation to take forward partnership responses to help residents, particularly for informing local communities where and how they can access cost of living advice and support. • The Local Community Network adopted a targeted ‘place based’ approach in recognition there are specific areas in the district that experience higher health inequalities. One of these key areas is in Wick where a local partnership working group, chaired by Dr Laura Smyth is progressing well. Examples include co-location of different community services from their GP surgery in Wick e.g. Citizens Advice increasing access to much needed support and advice and enabled Mind to provide regular mental health support sessions from Chilgrove House for the local community. • The Local Community Network is a natural local ‘home’ for a broader range of health inequalities partnership working, supporting closer partnership working with primary care network colleagues and others to increase community reach and impact. This includes: <ul style="list-style-type: none"> ○ Raising community awareness to increase cancer screening uptake in targeted area where it is low ○ The Arun Wellbeing Team working alongside GP surgeries and social prescribers to increase residents accessing their health programmes e.g. weight management courses and help to stop smoking. ○ Arun & Chichester Food Partnership responses which includes local work to address food insecurity e.g. supporting local food banks. | |

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- Arun & Chichester Financial Impact Group that monitors and flags economic and debt issues for local communities/ financial impact working group so early intervention partnership responses can be adopted to prevent escalation.
- There will be a formal review of the Local Community Network partnership priorities to inform a refreshed action from January 2023.
 - Arun LCN update report is on the Housing & Wellbeing Committee work programme for 25 January 2023

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| Name of Meeting: | Health and Social Care Committee Meeting |
| Date of Meeting: | 23 September 2022 |
| Report by: | Councillor Alison Cooper |
| Committee: | Housing & Wellbeing Committee |

The main agenda items were:

FINANCIAL ASSESSMENT IMPROVEMENT PLAN

A report on the progress of the Financial Assessment Improvement plan was received. This report included anonymous responses from a survey sent out to Adult Social Care recipients in May 2022 to 7,181 customers in which 1101 responses were received.

The results were a stark reminder of instances where the service fell short, however it was completely transparent and showed clearly the steps already taken and those still needed to bring customer experience to the high level expected by members, officers and stakeholders.

Improving communication and interaction was the overriding message along with a customer focused approach. Staff training to ensure disability awareness has been completed and increased reporting to the committee for quality assurance is already underway along with a focus on a learning culture assisted by staff monitoring by regular audits to ensure best practice.

Recommendations were made to:

The committee to have a further update at an appropriate time when more is known about the charging reform.

To support the plan for progress, and the improvements made so far.

To look for more ways to engage with the public and receive feedback.

To receive further information on disability related living costs

To know the principles of how we deal with debt recovery and financial challenges faced by customers

To have an indication of the level of complaints and appeals

To have clear response targets for all methods of communication from customers in receipt of Adult Social Care.

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**RESPONSE BY UNIVERSITY HOSPITAL SUSSEX NHS FOUNDATION TRUST
TO THE CARE QUALITY COMMISSION (CQC) INSPECTION - Dr Rob Haigh**

Following the merger of Western Sussex Hospitals with Brighton and Sussex University Hospitals Trust in April 2021 the trust now incorporates 7 Hospitals in Sussex, including the RSCH in Brighton and the main district general hospitals in Haywards Heath, Chichester and Worthing.

In September 2021 a visit by the CQC was made to all UH Sussex maternity services as well as the surgery service in RSCH Brighton. A number of issues were raised and resulted in required improvements to be made and their ratings were downgraded.

A routine re-inspection happened in April 22 plus a further unannounced inspection was made of Urgent and Emergency Care at RSCH Brighton.

In July 22, the results were published of improvements and plans to further improve all services.

Dr Haigh reported that the trust were confident that maternity services are on their way to regain their previous rating when they are next formally inspected but recognise there is still work to do as well as for surgery and emergency care at RSCH.

It was important to recognise that these are primarily related to issues such as environment and staffing pressure due to sheer demand rather than the efforts of the staff.

It was also pleasing to note that the inspectors recognised dedication of staff and praised colleagues for the care they provide in every service.

Significant in Maternity the trust also welcomed the NHS England Ockenden Review visits that have returned excellent feedback. Inspectors also noted significant improvements at each of the Maternity sites.

In Surgery an increase in staffing levels have reinforced safety standards and reduced the number of patients waiting for operations.

The comprehensive list of improvements already made and actions yet to be completed is available in the full report on the WSCC website.

Members asked questions regarding the new hospital at Brighton which is due to come on line in February 2023, which was explained would not directly impact Maternity or Emergency services initially but will benefit the whole trust in varied ways.

Questions also probed the drop in ratings, but assurances were given that does not mean the services are poor and that the trust is satisfied that services are on a rapid improving journey.

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**REPORTS RECEIVED ON QUARTERLY PERFORMANCE AND RESOURCES
REPORT (END OF JUNE) ADULTS SERVICES AND PUBLIC HEALTH**

Cllr Jupp reported that high demand had led to an increase in waiting times and West Sussex had a 46% increase in waiting times. Staff pressures continued to contribute to this, improved pay and rewards have been brought in to address staff shortages as well as some social workers being recruited from overseas. The whole sector is fragile nationally we are lobbying hard to central government for more funding. The Social Care reform is also a significant factor that we still need to know the details for. Requests were made for information on barriers to working adults and also information on falls prevention.

Cllr Lanzer reported that there had been some great work in the Children of Alcohol Dependant Parents Innovation Fund which had provided a new service with some very positive results even expanding the therapeutic services to encompass parental drug use. These results will help to contribute evidence to commission services and improve outcomes for children and families affected by alcohol use. Further information was requested on this when available.

The pharmaceutical Needs assessment has been completed and is with him for sign off.

The Integrated Care System for Sussex is up and running and the first meeting was held, the changes will strengthen our commitment to working closely with partners to improve the health and wellbeing of people in communities across the the County.

KPI's were discussed in both portfolio's and assurances given that pathways were in place for poorly performing measures and that to date many had significantly improved.

There were concerns raised around the budgets of both portfolios and delivering savings and the time scales of those given the increased demand. Savings will be delivered over a 2 year period and will result in a balanced budget.

Some adjustments were requested to some of the figures to more accurately represent some of the the measures and show a correlated journey.

THE WORK PROGRAMME

In addition to the published work programme Dentistry and SEACAM Ambulance response times were added. Assurances were given that a workshop was being convened to outline the scope of Dentistry for the committee and that we are in the process of gaining a report on response times for ambulances across Sussex as this had already been discussed at East Sussex County Council so should be simple to arrange.

Next Meeting 23/11/22 at 10.30am

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