

# Health and Social Care Scrutiny Commission

Thursday 27 February 2020

7.00 pm

Ground Floor Meeting Room G01A - 160 Tooley Street, London SE1  
2QH

## Presentations

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6.	<b>Lay Inspectors</b> Age UK Lewisham and Southwark have provided a summary of Lay Inspector work for the previous year 2019/20 and plans for 2020/21, in the enclosed letter, alongside a description of the Lay Inspectors work.  Commissioners will provide an outline of current and future funding arrangements with Age UK Lewisham and Southwark.  Proforma from Age UK used by Lay Inspectors when visiting care homes and two example reports used by volunteer Lay Inspectors when visiting care homes. The reports on care homes are contained in the closed agenda as they identify individuals.	1 - 3
7.	<b>Review: Care Homes quality assurance - follow up briefings</b> This item will cover:  A summary of current and future commissioning arrangements for care homes in Southwark for older people.  Proforma used by monitoring officers when visiting Care Homes and the last 6 months care home monitoring reports from officers. The reports on care homes are contained in the closed agenda as they identify	4 - 14

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Date: 15 April 2020.

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# Lay Inspectors update

February 2020



# Review of current arrangements

- Team of 12 volunteers – Lay Inspectors
- Coordinator employed by Age UK 2 days per week to oversee this function
- Lay Inspectors, in groups of 2/3 conduct 3 visits (2 day time & 1 night time) per year to each of six Care Homes in Southwark
- Produce reports that are submitted to Southwark Council
- No recent active engagement between Contract Monitoring and the Lay Inspectors

# Next steps

- Meeting with Age UK to redevelop the scope and role of the Lay Inspectors and vitally to **establish closer working relationships and joint working**
- Focus of Lay Inspectors to **complement contract monitoring activities, rather than duplicate** by focusing on the areas that contract monitoring officers may not get the same outcomes – eg speaking with residents to get their views
- **Lay Inspectors will focus on seeking the views of service users, family and staff** to obtain feedback, rather than formal inspections
- Scope of involvement **to be expanded to include Care at Home**
- **Visits will be coordinated in line with the overall contract monitoring schedule** and regular meetings will take place to share intelligence and agree plans
- **Training and development** in line with development of Young Inspectors roles

# Nursing Home Commissioning

The role of residents in the procurement

February 2020



# Commissioning of care homes

## **Currently**

- \* Two homes in the borough only 125 beds available due to the second being block booked by Lambeth

## **Commissioning intentions**

- \* Council Plan commitment to open two new nursing homes
- \* Cabinet gave permission for awarding contracts for local provision
- \* Tender with three bidders to award contracts for high quality care

# Engagement Group

The core group co-ordinating this programme of work come from both the public and voluntary/community sector:

- \* Healthwatch
- \* Age UK
- \* Commissioning Manager
- \* Professional Engagement and Consultation Staff from both Southwark Council and Southwark CCG

# Initial Programme of Engagement

## Early engagement – Summer 2018

- \* targeted audience was small but involved those with experience of nursing care.

## Activities:

- \* A series of workshops combining voluntary and community sector with residents and families
- \* Meeting individual residents and families in nursing care home beds

### **Outcome:**

**A set of 'I Statements' held within the draft service specification**

# Second Stage

## September to October 2019

Targeted audience older people who

- May be the future residents of nursing care home
- Are likely to know someone now or in the past who has been in a nursing care home

Talked with

- groups residents at their regular tenants meetings (Extracare and Sheltered Housing)
- Individuals in nursing care beds

# Second Stage

- \* Spoke to over 100 residents and collated their comments/views
- \* Identified 15 themes/areas that these residents felt were key to 'good nursing care and what they would want'
- \* Recruited interested residents interested in getting more involved
- \* Southwark Pensioners Group and Cares Centre also circulated posters and information to enable a wider approach to finding individuals interested in the getting involved

# Creating a Co-Design Group

- \* 14 volunteers
- \* Each member of the group has signed up to the terms of reference for the group and a confidentiality clause
- \* Not all members have been able to attend all sessions but attendance has been good

# The work for this group

- \* Two workshops to discuss priority themes of their selection
  - looking at what good should look like now; and
  - their aspirations for the future
- \* Visits and guided tour of two nursing care homes  
Tower Bridge/Queens Oak both located in Southwark

# Meeting the Potential Providers

- \* One Planning Session for the group to decide how they wanted to meet the providers
- \* They decided on an interview format:
  - They identified their themes
  - Agreed their questions with trigger questions if the provider didn't cover their areas of interest
  - Agreed who would lead on the different themes
  - The commissioners were there to observe and make notes not to take part
  - The chair was from Healthwatch and guided the panel keeping them on schedule and ensuring full coverage of questions
- \* The group have completed their interviews and the notes are being analysed

# Evaluation

- \* The group will come together for one final session to talk about the interviews
- \* Work through their observations and collectively add to:
  - The 'I Statements' within the service specification
  - And the Performance Framework for any measurable priorities that they identify

# Feedback

The Commissioning Manager provides regular updates at the Nursing Care Programme Board about the group's findings so that they can be taken into account during negotiations with the bidders.

It is important that the nursing care co-design group can clearly see their contributions within the contract and understand the influence they have had in developing this.

Therefore a summary of their input into the contract will be tracked and reported back to them.