

THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

OVERVIEW AND SCRUTINY COMMITTEE ON HOUSING, ENVIRONMENTAL HEALTH AND ADULT SOCIAL CARE - 30 APRIL 2009

OVERVIEW AND SCRUTINY COMMITTEE ON HEALTH – 13 MAY 2009

CABINET MEMBER FOR HOUSING SERVICES, ADULT SOCIAL CARE, PUBLIC HEALTH AND ENVIRONMENTAL HEALTH

CABINET MEMBER REPORT ON CURRENT ISSUES

The purpose of this report is to inform Members of recent policy and practice developments, which are likely to impact on the future work of the Business Group and to update Members on progress of important current projects.

FOR INFORMATION

HEALTH

1. New framework for health and social care services announced¹

- 1.1 A new framework to regulate health and social care services has been announced by the Department of Health.
- 1.2 The Care Quality Commission (CQC)² took up its responsibilities for the quality of health and adult social care on 1 April 2009. It brings together the work of the Healthcare Commission, the Commission for Social Care Inspection and the Mental Health Act Commission.
- 1.3 All health and social care providers will be required to register with the CQC and provide minimum standards of safety and care quality. As well as hospitals, 8,500 GP practices and

¹ The Department of Health's "Response to consultation on the framework for the registration of health and adult social care providers and consultation on draft Regulations" is available at:

http://www.dh.gov.uk/en/Consultations/Liveconsultations/DH_096991 And, the press release "New regulation for health and adult social care providers" is available at: http://www.dh.gov.uk/en/News/Recentstories/DH_097161

² For more information on the CQC their website is at: <http://www.cqc.org.uk/>

9,000 dental practices will be required to register, regardless of whether they provide private or NHS services, or both. Subject to Parliamentary approval, the registration system for GP and dental practices will be introduced from 2010/2011.

- 1.4 The CQC has said primary care trusts (PCTs) and councils should face a common assessment of their commissioning function for health and adult care from 2010-11 onwards.³

2. Acute Commissioning

(a) London-wide

- 2.1 NHS London has named the six primary care trust Chief Executives and six Chairs who will lead commissioning and performance management of hospital services for the whole of London, described by the Health Service Journal⁴ as an "inner cabinet".
- 2.2 The London Clinical and Business Support Agency should provide expert commissioning support on a pan-London basis.
- 2.3 London's 31 PCTs have grouped into six sectors and a Chair and Chief Executive have been appointed for each. Representing the "North West London sector" are Westminster PCT's Chief Executive Michael Scott and Kensington and Chelsea PCT's Chair Peter Molyneux.

(b) North West London Sector Partnership

- 2.4 A North West London Acute Partnership is being formed to commission acute care for all PCTs in the sector - Brent, Ealing, Harrow, Hounslow, Hillingdon, Hammersmith and Fulham, Kensington and Chelsea and Westminster. It will determine a viable provider landscape configuration in the sector, agree acute sector contracts and performance monitor and manage acute sector contracts. The partnership will be overseen by a single Joint Committee of PCTs, a single Chair (Peter Molyneux) and a sector Chief Executive (Michael Scott).

³ From Community Care article "PCTs and councils to face common assessment from 2010" available on the Internet at:

<http://www.communitycare.co.uk/Articles/2008/12/19/110288/cqc-pcts-and-councils-to-face-common-assessment-from-2010.html>

⁴ The HSJ article "London names 'inner cabinet' PCT chiefs" is available at:

[http://www.hsj.co.uk/jsp/tracking.jsp?a=L&p=\\$in_PbpjYyCqTROuU7WRPQPU8tCg5R-2rANqAPkYAFjofY7wkocq2mN7wNa7VN0l1muXGsVE3o8Q\\$](http://www.hsj.co.uk/jsp/tracking.jsp?a=L&p=$in_PbpjYyCqTROuU7WRPQPU8tCg5R-2rANqAPkYAFjofY7wkocq2mN7wNa7VN0l1muXGsVE3o8Q$)

- 2.5 The respective functions of this pan-London and the sector-wide commissioning partnerships will need to be clearly distinct to ensure relationships are complimentary.

3. Corporate Objectives 2009-10

- 3.1 NHS Kensington and Chelsea's Corporate Objectives for 2009-10 are: -

1. To become the recognised health advocate for all residents in Kensington and Chelsea
2. To make progress towards world class commissioning status through a sound understanding of the provider landscape and knowledge of the market
3. To benchmark K&C residents health risk and develop programmes to improve health status and reduce health inequalities
4. To set up a cultural change programme
5. To ensure that PCT can achieve and demonstrate value for money in all services it commissions and investment decisions it makes
6. To build into the commissioning cycle the concept of commissioning for quality and establish a clinical governance function.
7. To achieve a rating of 'excellent' and 'excellent' with the Care Quality Commission

- 3.2 These seven high level objectives and the PCT's Operating Plan 2009/10⁵ were agreed by the PCT Board on 31 March.

ADULT SOCIAL CARE

4. Learning Disabilities: a summary of national reports and guidance March 2009

- 4.1 In recent years, a series of reports have revealed poor or unsafe services for people with learning disabilities particularly relating to healthcare, specialist inpatient care, and safeguarding. In light of this, in 2008 the Commission for Social Care Inspection (CSCI), the Healthcare Commission (HC) and the Mental Health Act Commission (MHAC) undertook a joint review of services for people with learning disabilities and complex needs (the most severe conditions or multiple disabilities) in nine areas.

⁵ The PCT's Operating Plan 2009/10 is available at: <http://www.kc-pct.nhs.uk/corporate/meetings/documents/2.1.2CorporateObjectivesapx2OperatingPlan.pdf>

- 4.2 The review found signs of progress, with commitment from senior managers and staff trying hard to make a difference. Where person-centred approaches were being implemented, people's lives were transformed. Progress had been made in outcome-based contracts, housing, and day centre activity.
- 4.3 However, the review also found that the pace of change was too slow, and much more needed to be done to deliver comprehensive person-centred support and services. Specific areas requiring improvement include person-centred planning, direct payments and individual budgets, advocacy and involvement, strategic planning, healthcare and support for carers.
- 4.4 A sobering context to this review is the report by the Health Service Ombudsman into six investigations into complaints referred by Mencap on behalf families of people with learning disabilities who died between 2003-2005 while in NHS or local authority care. This report highlights areas also identified as requiring improvement by the joint review – healthcare, child to adult transition and advocacy – but in this case these reflect service failure and maladministration rather than shortcomings.
- 4.5 The Department of Health's updated guidance on health action planning and facilitation is a timely publication which sets out detailed action for strategic health authorities, PCTs, local authorities and partnership boards to improve all aspects of healthcare for people with learning disabilities.
- 4.6 Both the joint review and Ombudsman's reports recommend that local authorities and NHS bodies evaluate their learning disability services in light of their findings. They provide a useful check at this time of transition for learning disability services, with the new cross-government strategy Valuing People Now, the transfer of responsibility for commissioning all social care transferring from PCTs to local authorities, and the new joint complaints system.

5 CSCI Inspections

- 5.1 Each year the Commission for Social Care Inspection (CSCI) inspect all registered residential and homecare providers. Piper House residential home for people with a learning disability was inspected in January 2009 and has maintained its two stars (good) status. The building redevelopment to be undertaken later this year will support progress towards

achieving three star (excellent) status. Thamesbrook residential home for older people has been awarded three star (excellent) status again. In August 2008, the homecare service provided at Burgess Field extra care sheltered accommodation for older people, maintained its two star (good) status. The recently appointed manager is working towards securing three star status at the next inspection. The in-house homecare service was awarded two star (good) status last year. Results of the recently completed inspection are expected by the end of April.

HOUSING

6. Westway Travellers' Site

- 6.1 Work is underway to prepare a bid for the Stable Way Travellers' Site to this June's round of funding for Gypsy and Travellers' Sites. Surveying firm Coppard Giles have been appointed to review the site layout, facilities and services and provide a revised plan for the site. Consultation with residents has begun to establish their priorities for improvement. A regular newsletter to provide information to near neighbours and other stakeholders has also begun. The bid is being worked up in partnership with the London Borough of Hammersmith and Fulham who share responsibility for the site, and in consultation with Hammersmith and Fulham Homes, who manage the site. The success of the bid is in part dependent on the long-term sustainability of the site, so the site's management and maintenance is being reviewed in tandem with the development of plans for capital investment.

ENVIRONMENTAL HEALTH

7. Infestations result in closure of bars and burger restaurant

- 7.1 In recent weeks three food premises have been closed by officers due to the imminent risk to health from mouse and cockroach infestations.
- 7.2 On 17 March, Environmental Health Officers visited the Mall Tavern in Palace Gardens Terrace. Besides being in an extremely dirty state, with various matters of disrepair, officers discovered a widespread mouse infestation and consequently took the decision to close the premises. Two days later West London Magistrates' Court upheld the action

taken by the officers and issued an Emergency Prohibition Order. In the same week, on 19 March, officers closed the restaurant/bar and club known as The Troubadour in Old Brompton Road because there was a widespread cockroach infestation, extremely dirty conditions and a failure on the part of the owners to implement food safety management systems. Again, West London Magistrates' Court upheld the officers' action and issued an Emergency Prohibition Order. Both premises have been allowed to reopen after improvements were carried out.

- 7.3 Officers are continuing to witness a significant increase in the amount of food safety enforcement action currently needed when dealing with businesses in the borough. Although it is difficult at this stage to prove any link, the decline in standards may be associated with the current economic climate.

8. Junior Citizen

- 8.1 For over ten years the Noise and Nuisance Service has participated in the annual *Junior Citizen* event, held this year for two weeks in March at the Territorial Army Centre in Adam and Eve Mews. Organised by the Metropolitan Police, it was attended by 1200 children between the ages of 9 and 11, drawn from schools across the Royal Borough. It aims to educate and inform pupils on a variety of important issues, including fire and water safety, 'stranger danger' and community responsibility. It also teaches them good citizenship skills, for both inside and outside their homes and schools.
- 8.2 The Noise and Nuisance team's contribution is traditionally very popular with the children. It educates them about the mechanism of hearing and the measurement of sound, and also demonstrates the potential damage that can be done to their hearing from exposure to loud music, particularly from the use of *iPod* headphones and mobile phones. A shouting competition is used to demonstrate the decibel noise scale and is always extremely popular. Each pupil enters the "shouting booth" to make the loudest noise they can – levels in excess of 125 decibels (equivalent to a pneumatic drill) were achieved by some individuals.

9. Pedal-powered Pest Control

- 9.1 From the beginning of May, the Council's pest control service will begin a trial of a new form of transport, which it is believed will make the Royal Borough the first local authority to deliver pest control services to its residents and businesses by bicycle.
- 9.2 The *Wisper 905* is manufactured in China and is one of the premier brands of electric bicycle on the market. Although primarily pedal-powered, the bike is propelled by an electric motor which can be recharged from any standard 13 amp plug socket giving it a range of about 50 miles. The cost of the machine was £1,500 and, with safety clothing, equipment and training, the full cost of introducing it will be around £2,200.
- 9.3 The introduction of the bicycle will not see an early end to the use of more traditional Pest Control vans, but it is hoped that the *Wisper 905* will contribute to a reduction in the day-to-day use of at least one of the vehicles. A review of the trial of this innovative and alternative form of transport will be undertaken after 12 months and the service will continue to explore other more cost-effective and 'greener' ways of transporting pest control officers around the borough.

FOR INFORMATION

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Background Papers used in the Preparation of this Report: None

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