

REVIEW OF ADULT CARE SERVICES DURING COVID TASK AND FINISH GROUP

**3.30pm - Friday, 21 May 2021
Via Microsoft Teams**

PRESENT – Councillor Holroyd (in the Chair); Councillors Curry and Heslop.

APOLOGIES – Councillor Layton.

OFFICERS IN ATTENDANCE – Christine Shields, Assistant Director Commissioning Performance and Transformation; Linda Thirkeld, Assistant Director Adult Social Care and Hannah Fay, Democratic Officer (Democratic Services).

The purpose of the meeting was to discuss the process, as detailed in the Quad of Aims, and next steps for the review.

The following issues were discussed:-

- Members agreed that the review should seek to identify any services that residents would have liked to have access to during the pandemic but were not available.
- Members agreed that operational frontline staff and provider organisations, care homes, domiciliary care and mental health services should be invited to participate in the review. It was suggested that an invitation be extended to representatives from the care home provider forums. Members were informed that the majority of mental health services were voluntary sector organisations; that these organisations had service user feedback available in respect of the pandemic and that a number of these organisations had adapted how they delivered their services.
- Members questioned the impact of NHS TEWV services on adult social care as a result of the pandemic and whether there had been an increase in referrals to adult social care that would have ordinarily been dealt with by NHS; and agreed that staff from mental health services should be invited to participate in the review to provide their experience from a frontline perspective.
- The Assistant Director Commissioning Performance and Transformation made reference to the counselling services provided by TEWV for frontline care staff during the pandemic.
- Following a question in respect of services which were stopped completely during lockdown, the Assistant Director Adult Services advised Members that no services were stopped completely but were adapted, risk assessed and managed. Day services were paused whilst risk assessments were completed and some interventions were successfully implemented via Teams/telephone. Reference was made to the challenge around public confidence to start home visits again.

- Members entered into a discussion on the next steps of the review including a staff questionnaire and a workshop/feedback session. Reference was made to the adult social care staff survey and that this should be used as a basis for a questionnaire for providers; and that Managers be requested to provide an appraisal of adaptations made to services including mental health, care homes, domiciliary care, day services, respite, DAD direct payment support services and personal assistants.

IT WAS AGREED – (a) Questions from the adult social care staff survey be obtained and circulated to Members.

(b) That the Assistant Director Adult Social Care and Assistant Director Commissioning Performance and Transformation provide a detailed breakdown of changes/adaptations made to key areas of adult care services.

(c) That a further meeting to be arranged to discuss the staff survey questions.