

REVIEW OF ADULT CARE SERVICES DURING COVID TASK AND FINISH GROUP

**11.00am - Friday, 9 July 2021
Via Microsoft Teams**

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

APOLOGIES – Councillor Layton.

OFFICERS IN ATTENDANCE – Linda Thirkeld, Assistant Director Adult Social Care, and Paul Dalton, Elections Officer (Democratic Services).

The following issues were discussed:-

- Councillor Holroyd referred to the list of questions (Family Valued) circulated on 8th July 2021, and stated that she would amalgamate the two questions highlighted by Councillor Curry, and thanked Councillor Curry for her responses. Councillor Holroyd clarified that the questions highlighted in green were those suggested by the Assistant Director Commissioning Performance and Transformation and the Acting Assistant Director – Adult Social Care, and that those questions in yellow had been tweaked to make them more appropriate.
- The Acting Assistant Director – Adult Social Care stated that she felt that question 17 featured some duplication, and Councillor Holroyd agreed to remove it from the proposed questionnaire.
- Councillor Holroyd proposed that there be a list of seven service areas, from which respondents could select from a 'drop down menu', and the Acting Assistant Director – Adult Social Care agreed, as this would help to orientate respondents.
- Councillor Curry enquired whether the questionnaire would be going to hospices and those services providing end of life care. Councillor Holroyd stated that she felt that it should if they are commissioned by the Council. The Assistant Director – Adult Social Care stated that she felt that there might be a challenge around the parameters, and could look to extend it wider, however Councillor Holroyd was keen to focus on areas where Members could provide influence, and was not sure that Members would find information from contractors useful or relevant.
- Discussion continued about commissioning of end of life care, and Members were advised that this would generally be an area in terms of health. Councillor Holroyd was keen to keep the remit of the questionnaire narrow and focused on Adult Social Care, but perhaps encourage Health and Housing Scrutiny Committee to take up a similar exercise.
- Members entered into discussion on how questions were presented – use of drop down menus and free text boxes. Members also considered asking

whether respondents were Management or Front Line Staff. The Acting Assistant Director – Adult Social Care suggested that Members should remain mindful as to the length of the questionnaire. Councillor Holroyd felt that it might be useful to know whether an individual was Management or Front Line Staff, as she felt Management staff had more control over situations, which might have an influence on stress levels. Managers might be less stressed as they were in a position to influence decisions.

- Councillor Curry felt it might be useful to have a General Box for respondents to provide feedback of their experience - ie. 'Is there anything else that you would like to add?'. The Acting Assistant Director – Adults Social Care felt that this would be an opportunity to collect qualitative data.
- The Acting Assistant Director – Adults Social Care stated that the only question that she had a query about was 'How do you feel?' Please describe positive or negative – felt that we should emphasise that we welcome both positive and negative. Councillor Curry stated that we should also remind about confidentiality.
- It was suggested that the survey should be set up on a formal Council platform, and that the Communications Team be approached to do this.
- Members felt that there was too little focus on end users, and too much focus on staff, though recognised that they were trying to capture staff perceptions – was the service reduced or not meeting needs. The Acting Assistant Director – Adults Social Care felt that it was important to understand the perception of service users, but also important to understand the perceptions of service providers and staff delivery.
- Discussion ensued on a survey for Adult Social Care End Users, and the Acting Assistant Director – Adults Social Care highlighted that any such survey would need to be much simpler. Members stated that they would be interested to know what care/experience end users were receiving, was it reduced during the pandemic, did they receive alternative provision, did they cancel their services of their own volition, did families pick up shortfall, etc. Members discussed how best to structure questions to capture feelings, with Councillor Curry suggesting open questions.

IT WAS AGREED – (a) That Councillor Holroyd would revise the questions for the Commissioned Services Staff Survey in light of the suggestions received, and recirculate to invite further edits or establish final agreement.

(b) That Councillor Holroyd would discuss with the Head of Strategy, Performance and Communications, the best way to produce the Commissioned Services Staff Survey, and establish how best to circulate to Commissioned Services Staff.

(c) That Councillor Holroyd would establish whether any survey of Adult Social Care End Users was undertaken, and bring thoughts back to a future meeting.