

REVIEW OF ADULT CARE SERVICES DURING COVID TASK AND FINISH GROUP

2:00pm - Friday, 11 March 2022
Via Microsoft Teams

PRESENT – Councillor Holroyd (in the Chair); Councillor Mrs. Culley, Councillor Curry and Councillor Layton.

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

The following issues were discussed:-

- Members were advised that the Strategic Commissioning Manager had liaised with the two primary Commissioned Services providers to gain an insight as to the best approach and the best timing in terms of circulating the Survey, and to encourage 'buy in' from Commissioned Staff.
- It was reported that the two primary providers were very supportive of the opportunity for their staff to feedback to Adults Scrutiny Committee, and that both had agreed to offer their staff access to a computer within their registered office base in Darlington to enable them to complete the survey on-line.
- Members entered into discussion on when best to circulate the Survey, and to determine how long the Survey would remain 'live' for. It was agreed that the Survey would go on-line on Monday, 21st March 2022, and be available for completion up until Monday, 2nd May 2022, with a reminder circulated around Monday, 18th April 2022.
- Discussion ensued on whether the Survey could be circulated to staff's personal e-mail addresses, and to staff who had recently left the service/profession. Members were also keen that the Survey was sent to all providers once again, not just the two primary providers and all care homes.
- Members entered into discussion on the best way to distribute the 'End User Survey', given the fact that individual e-mail addresses were not collated for End Users.
- It was agreed that an article, with a link to the Survey, should be placed in the 'One Darlington' magazine (May/June 2022), with a suggestion that those who do not have access to a computer or smartphone could access the survey via the library, or by contacting their local Councillor. It was also suggested that the 'End User Survey' be promoted via social media.
- The initial questions of the Survey should include reference to whether the individual completing the Survey was an End User, or a Carer. It was also suggested that there be a breakdown on the basis of age.

IT WAS AGREED – (a) That the deadlines for the next ‘One Darlington’ magazine be established and circulated.

(b) That the End User Survey be reviewed once again prior appearing in the ‘One Darlington’ magazine.

(c) That the ‘ASC Commissioned Staff Survey’ be circulated to the two primary providers, all other providers and all Care Homes on Monday, 21st March 2022, with a closing date of Monday, 2nd May 2022.

(d) That a reminder be e-mail to the two primary providers, all other providers and all Care Homes on, or around, 18th April 2022.

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