

## HEALTH AND SOCIAL CARE SCRUTINY PANEL

2 December 2020

Meeting commenced: 10.00 a.m.

Meeting ended: 11.37 a.m.

PRESENT: Councillor Margaret Morris - in the Chair

Councillors Sammie Bellamy, Jim Dawson, Karen Garrido, Jane Hamilton, Stephen Hesling, Jim King, Sophia Linden, Arnold Saunders, John Warmisham and Michael Wheeler

### CO-OPTED MEMBERS:

J Ahmed - Healthwatch Salford  
Bruce Poole - Salford CVS  
Kate Simpson - Healthwatch Salford

### INVITEES:

|                        |   |
|------------------------|---|
| Councillor Jim Cammell | Executive Support Member for Social Care and Mental Health            |
| Steve Dixon            | Chief Accountable Officer, Salford Clinical Commissioning Group (CCG) |

### OFFICERS:

|                   |  |
|-------------------|--|
| Janice Lowndes    | Assistant Director People & Communities                  |
| Catherine Connors | Principal Officer (Welfare Rights & Debt Advice Service) |
| Mike McHugh       | Senior Democratic Services Officer                       |

## 1. WELCOME AND INTRODUCTIONS

Councillor Morris welcomed members and officers to the meeting of the Health and Social Care Scrutiny Panel. She extended a warm welcome any members of the public listening to the broadcast.

## 2. APOLOGY FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Damian Bailey.

## 3. DECLARATIONS OF INTEREST

Councillor Arnold Saunders declared a personal interest as Chaplain of the Newlands Care Home in Salford.

Councillor Jim King declared a personal interest (item 7) as the Chair of the Salford Credit Union.

4. MINUTES OF PROCEEDINGS

The minutes of the meeting held on 7 October 2020 were approved as a correct record.

5. MATTERS ARISING

There were no matters arising.

6. HEALTH AND CARE RESPONSE TO COVID-19

Steve Dixon gave a presentation which provided details of the Greater Manchester Health and Care system response to the COVID-19 pandemic, including details, as follows -

- INTRODUCTION AND CONTEXT

Structure

- National, regional and system level response to the announcement of a National Emergency in March 2020;
- GM COVID Governance arrangements;
- Work done at a system-level to support the response to COVID;
- Approach to supporting people to recover from the impacts of COVID19 in the short, medium and long term;
- Preparations for winter and beyond.

- INTRODUCTION AND CONTEXT

Context

- Level 4 National Incident – announced by NHS on 30th January 2020;
- GM COVID19 Emergency Committee and Strategic Coordination Group advised establishment of Command and Control structures of GM workstreams.
- On 24th March, NHS England released a similar directive to all Integrated Care Systems to form Command and Control structures.
- In Greater Manchester, a Hospital Cell and Community Coordination Cell were established, reporting to NHSE North West Regional office and the GM Core Leadership Group.

- CELL FUNCTIONS

- HOSPITAL CELL

Key Functions

- Securing general and ICU bed capacity in NHS hospitals to deal with projected Covid-19 Numbers;
- Securing overflow bed capacity in other settings;
- Securing workforce capacity;
- Securing necessary ventilation and other equipment;
- Coordinating the use of independent sector capacity;
- Protecting capacity for other urgent services;
- Managing mutual aid arrangements across hospitals within the Integrated Care System in conjunction with the clinical cell who will be managing mutual aid across the region.

- COMMUNITY COORDINATION CELL

Key Functions

- Creating capacity in community settings;
- Overseeing the management of hospital discharge process to achieve targets set;
- Monitoring capacity pressures and managing infection risks in Community services with Primary Care and Social Care, via real-time Situation Reporting;
- Identifying problems and escalating to Regional Incident Director;
- Supporting the SCG in particular their vulnerable people and shielding arrangements.
- Facilitating mutual aid
- Enabling the system to work collaboratively to de-escalate issues before they arose.

- TEST & TRACE

- PRIMARY CARE

- ADULT SOCIAL CARE

- Support to care homes and care at home services
- Primary care support
- Covid-19 Testing
- Clinical support
- End of life care
- Greater Manchester discharge pathway
- community multidisciplinary rapid response
- Workforce
- PPE

- emotional resilience
- data, digital and technology
  
- HOSPITAL RESPONSE
  - The GM Provider Federation Board (PFB) & The Hospital Cell
  - PFB Membership
  - Phase 1 achievements
  
- COVID-19 PHASE 2 CONTINUED MANAGEMENT OF RESPONSE & CAPACITY PLANNING
  - GM & NORTHWEST COVID-19 CONTEXT
  - PHASE 2 ACHIEVEMENTS
  
- URGENT & EMERGENCY CARE
  
- MENTAL HEALTH
  
- PHASE 3 RECOVERY & RESTORATION
  - RECOVERY & RESTORATION – GM CHALLENGES
  - RECOVERY & RESTORATION – GM APPROACH
  - INEQUALITIES
  - SUPPORT FOR VULNERABLE PEOPLE

Discussion took place in respect of a number of issues, including -

- work being undertaken during wave 2 of the pandemic and the possibility of a third wave at the start of 2021
  
- roll out the current vaccination and the probability of the other vaccines being made available early in 2021.
  
- issues relating to the ‘anti vax’ views in Salford and across the UK
  
- the need to ensure clear communications to the public regarding the vaccinations.
  
- the process by which mass vaccination would be undertaken.
  
- the organisational and staffing issues relating to the mass vaccination programme
  
- issues relating to non-covid operations being cancelled and the implications this would have for patients. Specific concern was also raised about individuals not presenting in the normal way if they showed symptoms of cancer.

- the impact of the pandemic on mental health issues across the population
- issues relating to GP consultations being carried out by telephone and by
- the current campaign reminding members of the public that health services were still available should they be required
- the work being undertaken on the Care Homes Task and Finish Group
- work being undertaken to allow visits to take place at Care Homes
- the health and wellbeing of staff within the health care services

RESOLVED: (1) THAT the presentation be noted.

(2) THAT update reports in respect of the matters contained within the presentation be considered at future meetings of this Panel.

## 7. WELFARE RIGHTS AND DEBT ADVICE SERVICES - UPDATE

Catherine Connors and Janice Lowndes gave a presentation to update the Panel relating to the work of the Welfare Rights and Debt Advice Service (WRADAS).

### - WRADAS AIMS

WRADAS aims to reduce poverty and health inequalities with activities aligned to the City Mayor's Tackling Poverty strategy;

- Improving support for people who are living in poverty now
- Preventing people from falling into poverty in the first place.
- Influencing the government and other national organisations to get a better deal for Salford people.

### - THREE TEAMS PROVIDING PERSON CENTRED HOLISTIC ADVICE & CASEWORK

- Specialist Welfare Rights Officers identify missing / incorrect benefits and tax credits, submit claims, and appeals using a range of remedies. We provide appeal representation to the First and Upper Tier Tribunal.
- Specialist Debt Advisers advise on complex, multiple debt focusing on citizens with priority debts. We represent in court possession proceedings to prevent homelessness, advise on bankruptcy and as Approved Intermediaries arrange Debt Relief Orders.
- Charging Assessment team undertake fair charging assessments for non-residential care and based in WRADAS to ensure a seamless service where missing benefits are identified.

- ADVICE PATHWAYS FOCUS ON HEALTH INEQUALITIES

Direct appointments for patients of the following GP practices:

- Mosslands Medical Practice
- Lower Broughton Health Centre
- Newbury Green Health Centre
- Langworthy Medical Practice
- Ordsall Health Surgery
- Silverdale Medical Practice
- Springfield Medical Centre

And for:

- People supported by secondary mental health services
- Carers following a Carer's assessment
- People receiving Direct Payments
- Children, Young People and Adults with a Learning Disability

- WORK IS CROSS CUTTING & CONTRIBUTES TO A RANGE OF LOCAL STRATEGIC PRIORITIES INCLUDING....

- Salford Health and Social Care Locality Plan and GM Strategic Plan for Health and Social Care Devolution
- Homelessness Strategy
- Early Help Strategy
- Suicide Strategy
- Financial Inclusion
- Inclusive Growth
- Affordable Warmth
- Thriving Families
- Adult Safeguarding
- Complex Safeguarding including Modern Slavery
- Domestic Abuse
- Community Safety Strategy
- Fairer Charging
- Salford Employment and Skills Strategy

- NATIONAL CONTEXT PRE COVID19

- 2017 IPPR Report: 946,656 UK households experiencing an "income crisis" unable to meet two bills e.g. mortgage or rent, energy costs, water rates, or council tax
- 84% were unable to save £10 or more per month
- 27% of people on a low income have taken out a high interest loan – more than 1 in 5 to pay a household bill
- Two-thirds of working age families in poverty are in work
- Sainsbury's Living Well Index; 1 in 4 parents feel intensely worried about money or debt

- NATIONAL CONTEXT POST COVID19
  - The coronavirus outbreak has had profound effects on the UK economy and consequences for household finances
  - Government made a number of changes to the rules and operation of the benefits system, among other measures such as the Coronavirus Job Retention Scheme
  - Most of these changes, such as increases to benefit levels and the suspensions of work-related conditionality, face-to-face meetings at Jobcentres and disability benefit reassessments, are temporary.
  - Some measures were withdrawn over the Summer of 2020, but others have been extended or remain under review for example the additional £20 a week for Universal Credit claimants.
  
- SERVICE OUTCOMES POST COVID19
  - DWP figures show 30,561 UC claimants in Salford (October 2020) compared to a total of 15,462 in February 2020.
  - 1,620 residents have received welfare rights advice since 23 March 2020
  - 378 individuals have received debt advice which is a 64% increase on the same period in 2019.
  - Trends show a mix of people approaching/referred into the service - many had existing benefit and debt issues and growing number of enquiries are people experiencing income reductions as a result of COVID19 job loss / furlough

Discussion took place in respect of a number of issues, including -

- How the service identifies people experiencing poverty
- the increasing number of referrals to the service during the period of the COVID-19 Pandemic
- communications to promote the work of the service
- work with a number of local GP practices who make referrals to the service
- referrals to the service from health visitors
- the issue of 'illegal money lenders' operating in the city
- older people living in poverty and the support available to them
- individuals who had fallen outside of the financial support provided by Government during the COVID-19 Pandemic

RESOLVED: (1) THAT the presentation be noted.

(2) THAT a Task and Finish Group be established to support the areas of work being provided by the Welfare Rights and Debt Advice Service.

(3) THAT the membership of the Task and Finish Group be -

Councillor John Warmisham (Chair)  
Councillor Sammie Bellamy  
Councillor Jim Dawson  
Councillor Karen Garrido  
Councillor Sophia Linden  
Councillor Arnold Saunders  
J Ahmed

8. CARE HOME TASK AND FINISH GROUP

RESOLVED: THAT this item be deferred for consideration at the next meeting of this Panel.

9. WORK PROGRAMME

RESOLVED: THAT the updated work programme be noted.

10. ANY OTHER BUSINESS

There were no items of any other business.

11. DATE AND TIME OF NEXT MEETING

RESOLVED: THAT the next meeting of this Panel be held on Wednesday 6 January 2021 at 10.00 a.m.