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AGENDA ITEM No. 6

**Minute of the Virtual Meeting of the
East Renfrewshire Integration Joint Board
Performance and Audit Committee
held at 9.00am on Wednesday 22 November 2023**

PRESENT

Councillor Katie Pragnell	East Renfrewshire Council (Chair)
Lynsey Allan	Scottish Care
Jacqueline Forbes	NHS Greater Glasgow and Clyde Board
Anne Marie Kennedy	Non-voting IJB Member
Councillor David Macdonald	East Renfrewshire Council co-opted Member
Anne Marie Monaghan	NHS Greater Glasgow and Clyde Board

IN ATTENDANCE

Lesley Bairden	Head of Finance and Resources (Chief Financial Officer)
Michelle Blair	Chief Auditor (East Renfrewshire Council)
Lesleyann Burns	Assistant Committee Services Officer (East Renfrewshire Council)
Pamela Gomes	Governance and Compliance Officer
Tom Kelly	Head of Adult Services: Learning Disability and Recovery
Julie Murray	Chief Officer – IJB
Margaret Phelps	Strategic Planning, Performance and Commissioning Manager
Steven Reid	Policy, Planning and Performance Manager
Grace Scanlin	Ernst & Young

APOLOGIES FOR ABSENCE

Councillor Caroline Bamforth	East Renfrewshire Council
Rob Jones	Ernst & Young

DECLARATIONS OF INTEREST

1. There were no declarations of interest.

MINUTES OF PREVIOUS MEETING

2. The Committee considered and approved the Minute of the meeting of 27 September 2023.

MATTERS ARISING

3. The Committee considered a report providing an update on matters arising from the discussions that had taken place at the previous meeting, held 27 September 2023.

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The committee noted the report.

ROLLING ACTION LOG

4. The Committee considered the rolling action log, which detailed open actions, and those completed since the previous meeting held on 27 September 2023.

Commenting on the report, the Chief Financial Officer confirmed 3 actions had been closed since reported in September.

The Committee noted the report.

MID YEAR PERFORMANCE REPORT

5. The Committee considered a report providing an update on key performance measures relating to the delivery of the strategic priorities set out in the HSCP Strategic Plan 2022-2025 and included two exception reports providing more detail on measures and trends in relation to reablement and alcohol brief interventions where we are performing well.

The Policy, Planning and Performance Manager noted that despite the ongoing challenges, the HSCP continues to perform well in a number of areas, including CAMHs waiting times, psychological therapies, breast feeding rates, and supporting people affected by domestic violence, amongst others. Results from our iMatter staff survey show improved scores in relation to support for staff wellbeing and absence rates are improving, particularly for our Council employed staff.

There are also areas presenting challenges and these include an increase in admissions and attendances at A&E, however there is an error in the report as the number of attendances also includes minor injuries. Our admissions are 5% lower than pre pandemic levels and our attendances are 6% lower. We are also seeing an increase in admissions from care homes.

Other challenges include a decline in unpaid carer satisfaction and palliative care, as well as a reduction in the uptake of SDS options 1 and 2, however the overall trend is stable and our proportion of SDS is in line with national average.

Anne Marie Monaghan commented that given our strategy is to review levels of support, the reduction could be a good indicator based on our strategy however we need to understand that this reflects the outcomes we are looking for and it was agreed that this would be an exception report for the next meeting of the Committee as suggested by the Chief Officer.

Lynsey Allan noted that the increase in attendance and admissions seemed contradictory to information reported at the recent care home managers meeting. The Policy, Planning and Performance Manager confirmed that the same data is used for reporting however as this report is looking at mid-year data, it is likely due to the timing of reporting. Steven agreed to check data and confirm with Lynsey.

The Chief Officer advised that the HSCP are providing targeted support to those care homes which have higher than average rates of attendance.

Anne Marie Monaghan acknowledged the improvements in performance, particularly in relation to CAMHS and noted that staff should be commended. Katie Pragnell was also pleased to see breastfeeding rates increasing and passed on her thanks to those involved in producing the report.

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Commenting on the admissions and attendances from care homes, the Chair suggested the Committee look at this area at the next meeting and if required an exception report be requested thereafter. The Chair noted her thanks for improvement and format of the graphs included in the report.

Jacqueline Forbes queried why the response rate for iMatter had declined and it was noted that in the past our frontline care at home staff were given paper copies, however this year it changed to mobile links and we will consider the best way to do this next year. There was also recognition that a number of other surveys were happening simultaneously.

The Committee noted the report.

BONNYTON HOUSE CARE HOME INSPECTION REPORT

6. The Committee considered a report providing an overview of the inspection at Bonnyton House which was undertaken by the Care Inspectorate in September 2023.

The Chief Officer advised that the inspection focused on 2 areas and gradings remained unchanged and were rated as good. Unfortunately we missed out on a 'very good' as we didn't have an activity coordinator in place due to long term absence however we are now recruiting to this post. There are also plans for some refurbishment work.

She noted that overall we were pleased with the report which included some nice quotes from residents. She also noted that the Manager retired last month and we will look at recruitment alongside the wider redesign of intensive services.

Katie Pragnell expressed her appreciation of the staff and the positive inspection was a nice retiral for the Care Home Manager. Anne Marie Monaghan was pleased to see improvements and consistency with past inspections.

Councillor MacDonald asked whether there had been a change in the overall capacity compared to before covid and it was confirmed that although the overall capacity remains the same the configuration has changed; there has been a reduction in the number of long term beds to provide more capacity for short term rehabilitation.

The Committee noted the report and asked that their thanks be passed to all staff in the service.

AUDIT SCOTLAND REPORT: ADULT MENTAL HEALTH

7. The Committee considered a report which provided an overview of the Audit Scotland report on adult mental health in Scotland, published in September 2023 and sets out the local context in relation to the recommendations for Integration Joint Boards, NHS Boards, Councils and the Scottish Government.

The Head of Adult Services: Learning Disability and Recovery gave a broad overview of the recommendations and any local impact including work across NHS Greater Glasgow and Clyde. He noted that the recommendations were reflective of lived experience feedback.

He further added, that locally, we have improved data capture through planning groups and the development of a dashboard, which shows levels of activity in terms of new demand and discharges.

An area of challenge remains around recruitment and retention and local mitigation includes succession planning as part of our workforce plan.

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Commenting on the report, Katie Pragnell noted it was great to see that we are already doing some of the work in East Renfrewshire.

The Committee noted the report

AUDIT UPDATE

8. The committee considered a report providing an update on audit activity relating to the IJB and HSCP since last reported to the committee in September 2023, and summarising all open audit recommendations. Accompanying the report was a series of appendices providing further detail.

The Chief Financial Officer Bairden advised there hadn't been a huge amount of activity since last reported in September however was pleased to report that 5 actions had been verified as closed through internal audit follow up work therefore Debtors and Environment audits would no longer feature in future reports.

She further added that from the 13 new audit recommendations from the audit of Thornliebank Resource Centre, 11 were considered closed pending verification.

Jacqueline Forbes noted that some of the actions refer to instruction to staff but there is no further detail in terms of the follow through to ensure this is actually in place.

It was confirmed that when internal audit undertake follow-up work, this includes fresh sampling to ensure recommendations have been actioned, however further consideration will be given as to how the HSCP undertake spot checks and report on this, without duplicating audit work.

The Head of Adult Services: Learning Disability and Recovery commented on the importance of audit recommendations and that consideration will be given to ensure this is a standing item on service management meetings.

The Chief Auditor advised that Internal Audit are currently undertaking follow up work of Payroll and Business Operations and Partnerships audits, meaning the number of recommendations will hopefully reduce in the next report to this Committee.

The Committee noted the report.

IJB STRATEGIC RISK REGISTER

9. The committee considered an update report on the Integration Joint Board Strategic Risk Register. A copy of the risk register accompanied the report. The Chief Financial Officer noted that since last reported to the committee in September, no new risks had been added and no existing risks had been removed.

The Chief Financial Officer reiterated that financial sustainability remains red post mitigation and is likely to remain so for some time, and that further discussion would take place at the Integration Joint Board on our financial position. She added that on a more positive note care at home absence rates have significantly reduced.

Anne Marie Monaghan reiterated that financial sustainability has been a known major challenge for some time so comes as no surprise and wished to put on record that this is not about poor financial management as we are doing a tremendous job, but is due to lack of funding. This is a difficult position, and the reality is we don't have enough money.

Katie Pragnell echoed the comments.

The Committee noted the report.

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CALENDAR OF 2024 MEETINGS

10. The Committee considered a report proposing the Committee dates for the calendar year 2024.

Commenting on the report, the Chief Financial Officer noted that some meetings will be held in the afternoon to accommodate statutory deadlines where meetings clash with other IJBs. She advised that diary invites would be issued for the year.

Anne Marie Kennedy asked whether there are plans to hold any future meetings in person as she felt discussion opportunities were lost on Teams Meetings in comparison to in person.

Anne Marie Monaghan recognised how efficient online meetings are and this is a better use of time and advocated for online meetings to continue. She also noted that given winter is approaching this may not be the best time to move to in person and this could be considered in spring.

The Chief Officer advised that the HSCP do not have the capability to appropriately service hybrid meetings and do not have the funding to invest in this at this time. She also reminded the Committee that Health Board non-executive members often incur significant travel.

DATE OF NEXT MEETING

11. It was reported that the next meeting of the committee would be held on Wednesday 27th March 2024 at 9am.

CHAIR

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