

## Adults' Standing Overview Group

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The Adults' Standing Overview Group (ASOG) of the People's Scrutiny Committee meets bi-monthly to review performance/service matters relating to adults' safeguarding and social care services respectively. At the last session on **2 March 2017**, with Councillors Hannaford (Chair), Hosking and Randall Johnson in attendance, the following issues were raised:

### Carers Contract Re-Procurement

- The service for support to carers, co-ordinated by Westbank is currently going through a re-tendering exercise. The tender is being launched in July 2017, ahead of the new service beginning in April 2018.
- The service is now in touch with approximately 20,000 carers; 7 years ago it was 6,000. Devon is doing well, however it is estimated that there are 80,000 carers in the County as identified through the census.
- The new contract will have a greater focus on peer support and volunteer networks.
- Early Help is a key area and the need to embed young carers earlier in the support system.
- GPs have a critical role in identifying carers.

### Residential / Nursing Homes Commissioning Plans

- The average care home size in Devon is 19 beds, and 42 beds for a nursing home. Existing provision in the County is dominated by small / medium homes, many of which are not purpose built.
- Devon has fewer care homes rated as poor or inadequate by the CQC than its statistical neighbours.
- Devon does not have any of the large national care home providers. It is crucial to get fees right and be an attractive model for investment.
- Concern about the difficulty recruiting and retaining staff.
- Devon has fewer people in long term care than its statistical neighbours.
- An online bed vacancy system will show all bed vacancies in each home. This would be a major development as care managers have in the past spent a huge amount of time looking for a bed, and have in certain instances had to pay a premium where there has been limited availability.
- There is work to be done in terms of agreeing a strategy for spot purchasing placements for short term care and step-down rehabilitation beds.

### Performance Framework / Indicators

- Members felt the performance narrative could be reduced to provide a more succinct take on how Adult Social Care (ASC) is performing with fewer indicators focussing more on what 'Good' looks like.
- That ASC does more to foster members' interest in their local community services early in their tenure on the County Council.
- The need to strengthen the relationship between Scrutiny and the Devon Safeguarding Adults Board.
- Focus on delayed transfer of care as this is a key indicator and performance needs to improve.

**Cllr Rob Hannaford**  
Chair