



**Minute of Dumfries and Galloway
Integration Joint Board Clinical and Care
Governance Committee meeting held on
11th November 2021**

For Approval

Minute of the Dumfries and Galloway Integration Joint Board Clinical & Care Governance Committee meeting held on 11th November 2021 at 2pm via Microsoft Teams

Voting Members Present:

Elaine Murray	(EM)	Local Authority Voting Member (Chair)
Grace Cardozo	(GC)	NHS Voting Member – Vice Chair
Laura Douglas	(LD)	NHS Voting Member
Andy Ferguson	(AF)	Local Authority Voting Member
Vicky Keir	(VK)	NHS Voting Member

Advisory Members Present:

Lillian Cringles	(LC)	Chief Social Work Officer
Ken Donaldson	(KD)	Registered Medical Practitioner

In Attendance:

Viv Gratton	(VG)	Deputy Head of Strategic Planning and Commissioning
Amber Murray	(AM)	EA to COO/CO
Joan Pollard	(JP)	Associate Director of Allied Health Professionals
Alison Warrick	(AWa)	Governance Officer
Kerry Willacy	(KW)	Planning and Commissioning Manager for Carers
Julie White	(JW)	Chief Operating Officer / Chief Officer

Apologies:

Claire Brown	(CB)	Operations Manager, Third Sector Dumfries and Galloway
Karen Carruthers	(KC)	Local Authority Voting Member
Caroline Cooksey	(CC)	Workforce Advisor to the IJB
Katy Kerr	(KK)	Chief Finance Officer
David Rowland	(DR)	Sustainability and Modernisation (SAM) Programme Director
Alice Wilson	(AW)	Director of Nursing

1. APOLOGIES FOR ABSENCE

Apologies are noted above.

6. PATIENT FEEDBACK – NOVEMBER 2021

JP introduced the report and highlighted that there is a requirement on the NHS Board to prepare and publish an annual report in relation to patient feedback. It has been locally agreed that the Patient Feedback Annual Report will be presented to Healthcare Governance Committee and Board before being formally published on our website. There is also a requirement to share the report with the Scottish Government and Scottish Public Services Ombudsman on approval.

Our average response times continue to go beyond the working day timescales, this is due to staff capacity during the Pandemic and the complexity of cases which impacts on the time taken to close complaints. 27 cases were escalated to SPSO last year.

GC complimented the report and confirmed the report was easy to digest, JP mentioned next year there will hopefully be more granular detail. There is a lot of work to do to catch up and get back to a stable place.

LD mentioned as an IJB we are wanting to ensure Integration from a service users point of view, how can we gather more feedback from the Service Users re the services that are integrated? This needs to be our focus moving forwards.

Committee Members:

- **Noted the Patient Feedback Annual Report 2020 - 2021.**

2. DECLARATIONS OF INTEREST

No declarations of interest were highlighted.

3. MINUTES OF THE PREVIOUS MEETINGS 12th AUGUST 2020

These minutes were approved as an accurate record and all amendments will be made.

4. ACTION LIST AND ROLLING AGENDA MATRIX

AWa confirmed all actions will be updated accordingly and also the outcomes on the Rolling Agenda to be reviewed.

GC asked if Staff Support could specifically reach out to Womens organisations, an approach would be welcomed. LC mentioned she will ask the Lead Officer for violence against woman to scope out and contact the relevant groups.

Action: LC

5. ADULT SOCIAL WORK COMPLAINTS

LC highlighted that Adult Social Work Services welcomes comments, compliments and complaints as they provide important information about services which are working well and identify areas for improvement.

Complaints that are handled well provide an opportunity to improve our service and reputation, last year was a better year for Adult Social Work in terms of numbers of complaints and response times.

14.19 JW attended the meeting

Some complaints have been around timescales and compliance, we continue to meet the high standards. We received 10 compliments which were very important to capture, ongoing work with JP will be had around capturing information for HSCP reporting.

The Integration Joint Board and Health and Social Care Partnership agreed to keep this separate. If the new system is more fit for purpose this could be reviewed.

LD asked if people are aware of how to provide feedback, LC confirmed if a Service User is unhappy they would tend to speak to the Social Worker as a 1 to 1 service. A lot of learning is being reflected in the good conversations our SW staff have with service users. The complaints figure is not extremely high but would be keen to have it lower.

14.30 JP left the meeting

The protection agenda captures issues when someone has a case conference regarding Adult protection, and data is captured from a Multi Agency perspective. When you work with someone with a level of crisis they do not want to prolong the process, a final interview has been established to ask questions which support the learning experience.

Committee Members:

- **Noted the content of the Adult Social Work Complaints Report**

6. PUBLIC PROTECTION UPDATE

LC confirmed the purpose of this report is to provide the IJB Clinical and Care Governance Committee with an update on Public Protection Partnership and Public Protection Committee activity. This provides an overview, this is a joint service and is delivered through the Health and Social Care Partnership and the team is funded both by Local Authority and NHS Dumfries and Galloway.

Public Protection covers child protection, Adult Support and Protection, Violence with Woman and Girls and Multi Agency Public Protection of High Risk Offenders.

In house and peer reviews get undertaken, and sometimes Independent reviewers are pulled in. Each review is also updated to the Care Inspectorate.

Committee Members:

- **Noted the content of the report and the structure of Public Protection governance and activity within Dumfries and Galloway**

7. CARERS (SCOTLAND) ACT 2016 FUNDING

KW attended and confirmed in April 2021 Scottish Government increased funding to support implementation of the Carers (Scotland) Act 2016. This means that there is £222,451 for the year 2021/22 available in Dumfries and Galloway to support Carers.

This paper provides

- an overview of Scottish Government Carers (Scotland) Act funding and how this is allocated locally
- an update on progress to date in making best use of the 2021/22 funding

The two proposals will be submitted in the second round. Successful applicants have been confirmed and assessments are being made. GC asked how organisations apply, KW confirmed this is an open process and information went out to networks for the initial round and communications have gone out today for the second round.

LD asked if the recommended projects will come to the IJB for approval. VG confirmed the agreement with the IJB that if these are funded on a non recurring basis they would not come for approval, if there are any new proposals for recurring funding they will come to the IJB for approval. This funding comes through the Local Authority within the regular funding, these

are tests of change. JW mentioned a Direction would require to be considered if we were looking at utilisation of recurring, revenue funding, it is not necessary at the moment.

EM asked what outcomes are expected in relation to the extension of the Carers Support Worker role, this is extending beyond the Acute Directorate, this is being looked at across the whole system, and there is a work plan around this. VG and KW will arrange for Clark Adams and The Third Sector Organisations to attend and provide an update on Carers.

Action: VG/KW

Committee Members:

- **Noted the overview of the use of Scottish Government Carers (Scotland) Act 2016 funding**
- **Noted the progress to date to make use of the 2021/22 funding**

8. AOCB

No AOCB was noted.

9. Date of next meeting

Meeting dates for 2022 will be circulated following approval at the IJB in November.