

Questions and Answers

Health and Wellbeing Board

Thursday, 2 May 2024

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Public Questions as specified in the Council's Procedure Rules of the Constitution

Item (A)	Health and Wellbeing Board Meeting on 2 May 2024
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(A) Question submitted to the ICB Executive Director for Berkshire West Place from Paula Saunderson:

“How is the Review of the awarding of NHS CHC within West Berkshire coming along, who is conducting the Review, when will it report please as it is over 3 years since I raised the issues with awarding of Continuing Health Care in West Berkshire and a Review was agreed?”

The ICB Executive Director for Berkshire West Place answered:

Berkshire West Place has consistently reported a conversion rate for standard NHS Continuing Health Care (CHC) eligibility that is lower than the fifth percentile (nationally), when compared with organisations that are like them in terms of overall patient demographics.

In January 2024, four Independent Chairs, who chair Independent Review Panels in the South East Region, were asked via NHS England to undertake an Independent Case Review Audit of Berkshire West Place.

The report was shared with the ICB on 15th April 2024 and will be discussed with NHS England and the three Berkshire West Local Authorities in order to agree a joint approach to implementation of the proposed recommendations.

Paula Saunderson asked the following supplementary question:

“How will that be presented to the Health and Wellbeing Board through which the review was requested? How will the public get to see the results of that review?”

The ICB Executive Director for Berkshire West Place answered:

If it's not already, then we need to have the CHC on the Forward Plan for this Board and we'll make sure that the output from that review and the actions that are being taken as a result are shared as part of that agenda item at a future Health and Wellbeing Board.

Public Questions as specified in the Council's Procedure Rules of the Constitution

Item (B)	Health and Wellbeing Board Meeting on 2 May 2024
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(B) Question submitted to the ICB Executive Director for Berkshire West Place and the WBC Executive Director – Adult Social Care from Paula Saunderson:

“Why are West Berkshire Adult Social Care and the BOB NHS CHC Fast Track Team placing people with Late-Stage Dementia into Care & Nursing Homes that do not list Dementia Care amongst their Services, for example in two BUPA Homes – Bayford House Care Home & The Donnington Care Home?”

The ICB Executive Director for Berkshire West Place answered:

The ICB is unable to comment on placements made by West Berkshire Adult Social Care. Although Paul Coe (Executive Director – Adult Social Care) has prepared a response to the aspect of your question that relates to West Berkshire Council's Adult Social Care Service, he is unable to attend to provide his response today, so we will provide you with this in writing after the meeting.

The ICB Commissioning Team works with a variety of providers when sourcing care for individuals. All providers are asked to undertake their own assessment of an individual's needs in order for them to confirm, as part of their CQC registration, that they are able to meet the assessed needs. Whilst an individual may have a diagnosis of dementia, this may be secondary to their palliative or end of life needs.

The WBC Executive Director - Adult Social Care provided the following written answer:

All care homes undertake an assessment of an individual prior to admission and will only admit an individual if they are confident that they can meet those needs. The Registered Manager is accountable for those decisions and their registration can be affected accordingly. The two homes listed have been rated by the Care Quality Commission as Good in All Domains. Some people have more than one area of need. People's needs can of course change during their stays in a care home and this sometimes necessitates a move.

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Paula Saunderson asked the following supplementary question:

"I would like to know who to write to in order to provide a recent example where somebody was transferred into a care home that doesn't do dementia and died within 36 hours and was unable to be placed in the room horizontally and had to be put in a wheelchair and removed by the undertaker in a vertical position. It was a very unsuitable placing for the final 36 hours of somebody's life. This is not a witch-hunt; I just want to give you information. So that review needs to look at the rooms that you are purchasing and their suitability, especially access and size for somebody on palliative care, because to move somebody in a vertical position from a care home and not to be able to get them out of the emergency exit was quite distressing for everybody involved. That happened to be my mother, last Saturday."

The ICB Executive Director for Berkshire West Place answered:

Thank you, Paula. I'm sorry to hear that. The ICB has a Patient Advice and Liaison Service and a complaints line, and we can ensure that the formal contact details are shared with you. I'm also contactable as the Vice Chair of the Board, so we'll make sure that my contact details are shared with you.

The WBC Executive Director - Adult Social Care provided the following written answer:

I am very sorry to hear of this. Given that your mother's final placement was arranged by the ICB's CHC Team, I think it is appropriate that they take the lead on investigating this situation. As Director of Adult Social Services, though, I will take a very close interest and work with Health colleagues (and others as appropriate) to learn all relevant lessons from this.

Member Questions as specified in the Council's Procedure Rules of the Constitution

Item (C)	Health and Wellbeing Board Meeting on 2 May 2024
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(C) Question submitted to the WBC Executive Director – Adult Social Care by Paula Saunderson:

“What progress is being made with provision of help for dementia carers in West Berks, and specifically how are the WBC Dementia Friendly West Berks Team interacting with the new Age UK Carers Partnership service to improve provision, especially for those in domiciliary care with late stage dementia?”

The WBC Executive Director – Adult Social Care provided the following written answer:

Dementia Friendly West Berkshire is delivered by Age UK Berkshire. A Dementia Friendly West Berkshire Coordinator is employed by Age UK (commissioned by Public Health and Wellbeing). This delivery model ensures a coordinated approach, a key benefit of delivery by one organisation. Age UK also deliver a carers programme which includes a range of activities and services to support carers. Support includes information, advice and peer to peer support groups. A programme of events is scheduled during Dementia Action Awareness Week from 13th – 19th May, including walks, drop ins, afternoon tea, arts and mindfulness. A similar programme of events will take place during Carers Week from 10th -16th June.

Additionally, a number of events including dementia cafes run by Age UK have recently been set up in Hungerford and Lambourn. The events are also for carers and include activities such as monthly singing groups.

Member Questions as specified in the Council's Procedure Rules of the Constitution

Item (A)	Health and Wellbeing Board Meeting on 2 May 2024
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(A) Question submitted to the Executive Portfolio Holder: Children, Education and Young People's Services from Councillor Dominic Boeck:

“What has been the effect on the health and wellbeing of children of being taught in poor-quality classroom accommodation at Falkland Primary School?”

The Executive Portfolio Holder: Children, Education and Young People's Services answered:

The school continues to face significant challenges providing learning for children in the temporary classrooms, which has been an ongoing issue for a number of years now. The school is working with determination to overcome the lack of proper heating, poor ventilation and limited space to teach any 1:1 provision and regulate those children that need it. The property team are working closely with the school and are very aware of the issues and are supporting the school with addressing them. The school remains high priority within the capital maintenance project for 2024/25.

Councillor Boeck asked the following supplementary question:

“I did have a supplementary question, but you didn't answer my primary question - what has been the effect on the health and wellbeing of children been in that environment? Your answer was about progress, which is valuable and I thank you for that, but what about the children?”

The Executive Portfolio Holder: Children, Education and Young People's Services answered:

I don't have any data as such. It's only a general answer that I can give you. We've recognised that there are challenges there, but I don't have any specific data about their health.

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Item (B)	Health and Wellbeing Board Meeting on 2 May 2024
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(B) Question submitted to the Berkshire Healthcare NHS Foundation Trust representative from Councillor Dominic Boeck:

“What is the current waiting time in West Berkshire for a young person’s first appointment with CAMHS after referral? Does this need to be improved?”

The Berkshire Healthcare NHS Foundation Trust representative answered:

We sent over a written response, but I will talk you through it.

We have provided a table of data [set out below], which shows mean and median waiting times for first appointments across all of the CAMHS teams, the average waiting time for a first appointment with the Common Point of Entry for general CAMHS referrals and individual waiting times for specific services that have direct access routes. The majority of referrals go through Common Point of Entry, but some teams have a direct access route, so waiting times vary across teams.

The waiting times have been calculated over the last 6 months (October 2023 - March 2024) looking at the mean waits for all CAMHS teams, it is 5.6 weeks for West Berkshire patients. There is quite a discrepancy between mean and median waits. The median wait is 1.5 weeks across all CAMHS teams. For Common Point of Entry, the mean wait is 8.7 weeks, and the median wait is 9.6 weeks. There are varying waiting times for first appointments across the other teams.

Team	Mean wait in weeks	Median wait in weeks
Across All CAMHS teams	5.6	1.5
CAMHS Common Point of Entry	8.7	9.6
CAMHS Children in Care Service	8.4	6.1
CAMHS Learning Disability Service	2.9	0.9
CAMHS Health & Justice Service	1.9	1.4
Early Intervention in Psychosis (EIP) Service for Children and Young People	1.9	1.9
CAMHS Berkshire Link Team	1.1	1.1
CYP Eating Disorders	1.1	0.4
CAMHS Rapid Response (crisis service)	0.5	0

We recognise that there is a need for further improvement in our waiting times and we are committed to it, and it remains our highest service improvement priority. The crisis service, Early Intervention and Psychosis Service, and Eating Disorders Services, have nationally mandated targets and Berkshire Healthcare is meeting all of those standards. But we have a vision for all

Member Questions as specified in the Council's Procedure Rules of the Constitution

children and young people that come into contact with CAMHS to have their first appointment within four weeks, and we are working towards that. I appreciate that this data is the mean, and is an average over a period of time. Our monthly data shows a downward trend, which we are really pleased with, but we recognise that there is still work to be done. We have been using the Quality Improvement methodology, which is very much part of my role as the Quality Improvement Lead for the service.

Cllr Boeck asked the following supplementary question:

“I am pleased to hear that the wait times are not as high as I anticipated, because like many other elected Members in West Berkshire, I have casework brought to me where families are waiting years rather than weeks for their first CAMHS appointment and I know that the office of our MP, Laura Farris, regularly receives escalations from families with extended wait periods. I guess my question is, is there a cohort of significant outliers in that data, which is seriously troubling families?”

The Berkshire Healthcare NHS Foundation Trust representative answered:

I think sometimes the discrepancy is about what is the first appointment for people. For families, young people, and children, they may see their first meaningful appointment as when they receive therapy or a specific intervention, but the question that came to us was about the first appointment with CAMHS, not the first treatment appointment.

The NHS definition of waiting is the first appointment where support and advice is offered, so families don't always see that this is their first appointment. We appreciate that it's not the most meaningful appointment to them – it's not the appointment that they want that is going to give their child the support and intervention that they need. I think it is the definition of first appointment that is the variation.

There are some teams with wait times much longer than what we would like. These are key teams with focused work happening to reduce waits for those families.

Cllr Boeck asked a further supplementary question:

“I guess I asked the wrong question. Could you come back and let the Board know when do the young people who need that level of support start to receive their treatment?”

The Berkshire Healthcare NHS Foundation Trust representative answered:

There are a few different ways in which we can define it, but yes, we can provide further information on when intervention commences.

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