

# Health and Adult Social Care Policy and Accountability Committee Minutes

**Wednesday 15 November 2023**

## **PRESENT**

**Committee members:** Councillors Natalia Perez (Chair), Genevieve Nwaogbe, Emma Apthorp, and Amanda Lloyd-Harris

**Co-opted members:** Lucia Boddington, Jim Grealy (H&F Save Our NHS) and Keith Mallinson (Healthwatch)

**Other Councillors:** Councillor Ben Coleman (Deputy Leader and Cabinet Member for Health and Social Care)

## **Guests**

Mike Howard (Safeguarding Adults Board Chair)  
Susan Elden (NHS England)  
Carla Hobart (Specialist Registrar NHSE)  
Kevin Driscoll (Imperial College Healthcare NHS Trust)  
Lucy Rumbellow (NHS North West London ICB)  
Anne Tunbridge (Immunisations commissioner NHSE London)

## **Officers**

Linda Jackson (Strategic Director of Independent Living)  
Jo Baty (Director of Independent Living, Strategy, Standards and Regulation)  
Dr Nicola Lang (Director of Public Health)  
Tahirah Chaves (Head of Child Public Health)  
Ceri Gordon (Safeguarding Adults Board Manager)  
David Abbott (Head of Governance)

## **Also in attendance**

Merril Hammer (H&F Save Our NHS)

## **1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Ann Rosenberg and Victoria Brignell.

The Chair formally welcomed Councillor Emma Apthorp to the Committee.

## **2. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **3. MINUTES OF THE PREVIOUS MEETING**

### **Matters arising**

In reference to Item 4, Councillor Ben Coleman (Deputy Leader and Cabinet Member for Health and Social Care) asked if there had been any updates from the Government or the NHS about the allocation of funding for the rebuilding and refurbishment of local hospitals. The Chair said no progress had been reported. Jim Grealy suggested the Committee should invite NHS representatives to a future meeting to discuss the implications.

In reference to Item 5, Jim Grealy noted that the engagement document on palliative care options would not be released with enough time for H&F residents to read and digest before the scheduled engagement session. Merrill Hammer felt another H&F engagement session should be organised so as not to disadvantage H&F residents. Linda Jackson (Strategic Director of Independent Living) said the Council could request the session was delayed.

### **RESOLVED**

The minutes of the meeting held on 19 July 2023 were agreed as an accurate record.

## **4. SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2022/23**

At the start of the item the Chair noted that a video had been circulated for members to watch prior to the meeting, summarising learning from the Alison review: <https://www.youtube.com/watch?v=5jWEbFDSVo4>

Mike Howard (Safeguarding Adults Board Chair) addressed the Committee and introduced the Safeguarding Adults Board Annual Report 2022/23. He was joined by Ceri Gordon (Safeguarding Adults Board Manager).

Mike Howard presented the report and highlighted the following points:

- The importance of multi-agency working and the contributions from all partners, including the Council.
- The improving understanding of fire risk and response.
- The new guidance produced on Safeguarding Adults Reviews for family, friends, carers, and professionals.
- The work done by the Board and partners to ensure people felt safe in their homes.

Keith Mallinson noted the housing issues in the report and asked what the Board could do, particularly with regard to the private rented sector. Mike Howard said there was a serious case of mould where the coroner wrote to the Minister of State for Housing, Planning and Building Safety. The Board had discussed the issue and had received updates on repairs from Housing

colleagues at the Council. Linda Jackson (Strategic Director of Independent Living) added that the Council had an improvement programme for its own housing stock and a licensing scheme for private sector housing. Members suggested the Board ask for a progress update from housing providers. Mike Howard agreed. Linda Jackson suggested an update on damp and mould in public and private housing be added to the agenda for Safety Advisory Board.

**ACTION: Mike Howard / Linda Jackson**

Dr Nicola Lang (Director of Public Health) noted that an easy read guide to housing for professionals had been published in February 2022. The guide explained the role of the new housing safety team and what they could do in response to issues with private sector or social landlords.

Jim Grealy noted the issues of self-neglect and isolation highlighted in the report and asked how services could ensure continuity through one point of contact to help build trust and confidence.

Linda Jackson said the Health and Social Care Partnership Board had agreed for partners to work together in neighbourhood teams and discuss who should be the lead professional for each case.

Councillor Emma Apthorp asked if frontline staff were trained in fire safety. Linda Jackson said all Adult Social Care staff were offered training to do fire safety risk assessments, in partnership with the fire service. The Housing team were also doing training around fire risk assessment. But she added that there were challenges when it came to choices made by residents and how to mitigate those risks.

The Chair asked if the safeguarding information leaflet for families and carers was available in languages other than English. Ceri Gordon (Safeguarding Adults Board Manager) said it hadn't been translated yet, but officers were looking at making all resources accessible.

Councillor Apthorp asked if officers had considered making domestic abuse training available to the Council's third sector partners. Mike Howard said the Board worked closely with 'Standing Together', a national charity working with communities to end domestic abuse.

Councillor Amanda Lloyd-Harris proposed a joint meeting with the Housing and Homelessness Policy and Accountability Committee to look at the damp and mould problem in housing in both Council housing and social housing from other providers. She was also interested in the standards for social housing and whether they were the same for all providers. Linda Jackson said all providers were judged against the 'Decent Homes Standard', a technical standard for public housing that set out the minimum conditions for social rented housing in the United Kingdom. She added that the Council had weekly operational meetings looking at housing safeguards including damp and mould.

Councillor Lloyd-Harris asked where the Council stood legally if a vulnerable resident didn't take advice or support and made risky decisions that led to their injury or death. Linda Jackson said if there were serious concerns about a person's ability to make decisions about their care, there were procedures that could be undertaken under the Mental Capacity Act. She noted it was very rare though, and subject to numerous safeguards.

Councillor Genevieve Nwaogbe asked how the Board could ensure all organisations complied with consistent training standards. Ceri Gordon said they sent an assurance template to track compliance and would follow-up if there were any gaps. Mike Howard added that they also would be asking senior representatives about training.

Councillor Nwaogbe asked how young adults with learning difficulties were effectively transitioned between Children's Services and Adult Social Care.

Jo Baty (Director of Independent Living, Strategy, Standards and Regulation) said the Council had a robust transition process and Adult Social Care worked closely with Children's Services and other local partners to identify issues as early as possible and plan for the future. The Chair suggested transitions as a future area of work for the Committee.

**ACTION: David Abbott**

Councillor Lloyd-Harris asked that the easy-to-read housing guides be sent to the Committee for information.

**ACTION: Dr Nicola Lang**

Lucia Boddington asked about the reported increases in vulnerable people in the borough. Linda Jackson said there had been additional pressures since the Covid pandemic. Demand had increased, though she said it was manageable across the Health and Social Care sector. She added that while referrals had increased, the number of referrals that resulted in safeguarding investigations was relatively low. Work was ongoing to ensure partners were aligned on risk management and referrals.

Councillor Apthorp asked how referrals worked when residents moved in or out of the borough. Linda Jackson said if there were concerns about a resident who was moving, officers would speak with their counterparts in other local authorities.

The Chair asked if there were any updates on the reviews since the report was written. Ceri Gordon said officers were now working on an action plan to implement the recommendations. The key areas of learning were around mental capacity, multi-agency communication, neglect, and people with challenging behaviour and the impact on staff.

The Chair noted the decision by the Metropolitan Police to not respond to mental health calls from September 2023 and asked what the impact had been. Mike Howard said the Board had discussed the concerns with police representatives and noted they had given a reasoned explanation for what

they were going to do, and there was an escalation procedure and appeals procedure in place. They had agreed to monitor the impact and raise any issues with the police as part of their evaluation in the Spring of 2024.

Linda Jackson thanked Mike Howard for his leadership of the Board, and Ceri Gordon, for her hard work throughout the year. The Chair also thanked Mike Howard and Ceri Gordon for the report and their work during the year.

## **RESOLVED**

1. That the Committee note and comment on the Safeguarding Adults Board Annual Report 2022/23.

## **5. VACCINATION SERVICES IN THE LONDON BOROUGH OF HAMMERSMITH & FULHAM**

Susan Elden (NHS England) introduced the item on vaccination programmes in Hammersmith & Fulham. She was joined by:

- Carla Hobart (Specialist Registrar NHSE)
- Kevin Driscoll and Lucy Rumbellow (NHS North West London ICB)
- Anne Tunbridge (Immunisations commissioner NHSE London)

From the Council, Dr Nicola Lang (H&F Director of Public Health) and Tahirah Chaves (Head of Child Public Health) attended to provide an update on the borough's plans.

Councillor Ben Coleman (Deputy Leader and Cabinet Member for Health and Social Care) noted the community vaccine locations mentioned by NHSE in the presentation were not in the borough and asked for a commitment that there would be appropriate community locations in the borough. Carla Hobart said the aim was to have community locations in all boroughs. Susan Elden said she could provide the list of locations following the meeting.

### **ACTION: Carla Hobart / Susan Elden**

Councillor Genevieve Nwaogbe asked what officers and partners were doing to tackle the borough's consistently poor uptake of vaccines. Kevin Driscoll said they were making the offer as accessible as possible and promoting it to residents. He said they were fully invested and focused on community engagement.

Councillor Nwaogbe said the report implied that the problem was provision of staff but the Council had venues to offer. She also spoke about the genuine distrust amongst some communities due to past medical abuses and asked what the NHS and partners were doing differently to reach those communities. Kevin Driscoll said he accepted the challenge and said they took issues of lack of trust and structural racism very seriously. He noted their contracts stipulated hiring from within communities and they worked with faith health networks to improve community reach.

Keith Mallinson asked the NHS representatives if they were working with the right people and groups. He noted the report mentioned working with community organisations but the organisation he worked for hadn't received any information on vaccinations. He asked them to look again at who they were working with. Kevin Driscoll said he would take Keith's details. He noted they were building a model of community engagement and had successfully held clinics in food banks.

Tahirah Chaves said some communities were vocal and more engaged. The Council was trying to think about the groups that weren't engaging and think about the contexts where parents would get involved – in the new Family Hubs for example.

Councillor Amanda Lloyd-Harris said she felt the 82% vaccination rate in care homes seemed low. She also raised concerns about the relatively low rate of vaccinations for young people and suggested it may be because some people didn't have access to GPs. Kevin Driscoll said 82% coverage for care homes was very high. They had a team to go into care homes and work with residents and their families to get consent. Regarding access to GPs, Kevin Driscoll noted they had data for unregistered young people and have sent letters to parents in the past to encourage GP registration and other options for vaccinations.

Councillor Lloyd-Harris asked if statistics were available for the number of care home staff who were vaccinated. Officers said they could come back with an update on this.

Merril Hammer and Jim Grealy noted that the report did not go into detail about why the borough's vaccination rates were still relatively low. They also raised concerns that the ICB and partners were not learning lessons from the available data.

Linda Jackson said she felt the lessons learned from the Covid pandemic about working with communities hadn't been internalised by the NHS, noting the roving model was not based on community need. She said the borough already had successful models of community intervention, developed over two and a half years during the pandemic but NHS England had not showed an interest in learning from or building on that work. Kevin Driscoll noted that the outreach model described was about working closer with the communities mentioned.

Councillor Coleman said this was the sixth year in a row with unacceptable vaccination figures for Hammersmith & Fulham and the NHS did not appear to know how to address the problem. He said the lesson from the pandemic was that if we made the vaccine more accessible to people, they were more likely to take it. Allowing children to have vaccines at pharmacies would increase take-up. Kevin Driscoll said that was being considered and a national pilot had begun. Dr Nicola Lang said Hammersmith & Fulham was keen to be a pilot site and had a pharmacy ready to go. Linda Jackson also supported the pilot. She noted that during Covid the pharmacies wanted to do more. They were an important community resource.

Councillor Coleman asked if the borough could be part of the pharmacy pilot. Kevin Driscoll said they supported it in principle but would have to get agreement from regional colleagues. Councillor Coleman asked Kevin Driscoll work with Dr Nicola Lang to take the request forward.

**ACTION: Kevin Driscoll / Dr Nicola Lang**

Councillor Coleman said he was not persuaded that Hammersmith & Fulham was getting the focus needed and asked for a dedicated borough coordinator for vaccinations.

Kevin Driscoll said there was a coordinator working across Westminster, Kensington & Chelsea, and Hammersmith & Fulham. Councillor Coleman said it would be a worthwhile investment and asked how it could be actioned. Kevin Driscoll said Hammersmith & Fulham would have to have conversations locally around finance mechanisms to support a coordinator.

The Chair proposed a working group to look at improving vaccination rates in the borough. The Committee agreed.

**ACTION: David Abbott**

The Chair drew the discussion to a close, thanked attendees for their contributions, and summarised the agreed actions:

- To agree a community vaccine location in the borough.
- To provide a list of vaccine locations following the meeting.
- To take forward the request to be a part of the vaccines for children pharmacy pilot.
- To create a working group to look at improving vaccination rates in the borough.

## **RESOLVED**

1. That the Committee noted and commented on the report and presentation.

## **6. WORK PROGRAMME**

The Chair proposed a working group to look at improving vaccination services in the borough.

## **7. DATES OF FUTURE MEETINGS**

The following dates of future meetings were noted:

- 31 January 2024
- 27 March 2024

Meeting started: 7.02 pm  
Meeting ended: 10.04 pm

Chair .....

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