



## **Leicester City Council Scrutiny Review**

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**“Winter Care Plan for Leicester and Particularly Winter  
Planning of Health and Social Care Provision for Elderly and  
Vulnerable People”**

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**A Joint Review by the Health & Wellbeing Scrutiny Commission  
and the Adult Social Care Scrutiny Commission**

**October 2013**

## **Background to scrutiny reviews**

Getting the right topics for scrutiny reviews is the first step in making sure scrutiny provides benefits to the Council and the community.

This scoping template has been designed to assist in thinking through the purpose of a review and the means of carrying out the review. This scoping document needs to be completed by the member proposing the review but advice can be sought from a Scrutiny Officer (contact details below).

In order to be effective, every scrutiny review must be properly project managed. This is to make sure that the review achieves its aims and has measurable outcomes. One of the most important ways to make sure that a review goes well is to ensure that it is well defined at the outset. This way the review is less likely to get side-tracked or be overambitious in what it hopes to tackle. The Commission's objectives should, therefore, be as SMART (Specific, Measurable, Achievable, Realistic & Time-bound) as possible.

This template includes a section for the Department to complete to allow the Scrutiny Commission and OSC to consider any additional factors that may influence the proposed review. It also includes a section on public and media interest in the review which should be completed in conjunction with the Council's Communications Team. This will allow the Commission to be properly prepared for any media interest and to plan the release of any press statements.

Scrutiny reviews will be facilitated by a Scrutiny Officer.

### **Evaluation**

Reviewing changes that have been made as a result of a scrutiny review is the most common way of assessing effectiveness. Any scrutiny review should consider whether an on-going monitoring role for the Commission is appropriate to the topic under review.

**For further information please contact the Scrutiny Team on (0116) 229 8898**

## **1. Title of Proposed Scrutiny Review**

Winter Care Plan for Leicester and Particularly Winter Planning of Health and Social Care Provision for Elderly and Vulnerable People.

**Proposed by** - Councillor Lucy Chaplin, Member of the Health & Wellbeing Scrutiny Commission and Vice Chair of the Adult Social Care Scrutiny Commission

## **2. Rationale**

Members should outline the background to this review and why it is an area worthy of in-depth investigation.

The reasons why this review is necessary:

- 1) This review will seek to investigate if the health and adult social care economy in Leicester have capacity and capability to manage the increase in demand during winter months to address the needs of elderly and frail people in Leicester.
- 2) During the winter months, elderly people are far more vulnerable to illnesses and require increased care and attention from primary health care providers (including social care services) and secondary health care providers.
- 3) Local press headlines have highlighted various cases where elderly people have suffered neglect from health and adult social care services in Leicester. There are also news reports in winter about virus' that close down wards and restrict access to hospitals for the general population.
- 4) Over the last few years the Accident & Emergency (A&E) Department at the Leicester Royal Infirmary has faced capacity and overcrowding issues. The review would like to determine if situation is deteriorating and assess the impact on the general population.
- 5) Healthwatch, Leicestershire have written to the Health & Wellbeing Scrutiny Commission raising their concerns in relation to the capacity of the Leicester Royal Infirmary (LRI) A&E Department to cope with the quality of care for patients.
- 6) With many adult social care services being provided outside of the local authority there is a need to ensure elderly people are still appropriately cared for and safeguarded during the winter months.
- 7) The University Hospitals Leicester (UHL) trust has announced plans to reconfigure the A&E Department in time for next winter 2014.

### **3. Purpose and Objectives of Review**

Members should consider what the objectives of the review are

This reviews objectives are:

- 1) To scrutinise the multi-agency winter care plan for Leicester and to ensure that the A&E Department at LRI, is well prepared to provide quality health care for elderly and frail patients.
- 2) To identify how adult social care services work with health services to offer appropriate care for elderly people once they leave A&E in the winter.
- 3) To identify what plans are in place to support the health and wellbeing of elderly and frail people during the winter period, including preventative actions and access to services.
- 4) To identify future improvements for winter planning of health and social care services for elderly and frail patients in the future e.g. multi-agency forward planning.
- 5) To identify what communications are in place this winter, across the local health and adult social care sector in Leicester to inform elderly people of the services available and how to access them.

### **4. Methodology/Approach**

Members should consider how the objectives of the review will best be achieved and what evidence will need to be gathered from officers and stakeholders, including outside organisations and experts.

Evidence to support this review, will include:

- 1) Site visit to the A&E Frail Unit at LRI
- 2) Input from unions
- 3) Input from UHL
- 4) Input from patient forums e.g. Healthwatch
- 5) Input from Clinical Commissioning Group (CCG)
- 6) Input from elderly forums e.g. Age Concern, Forum for Older People
- 7) Input from Primary Health Care Providers
- 8) Input from Secondary Health Care Providers
- 9) Input from lead officers for health and adult social care services in Leicester
- 10) Consider best practice from other A&E departments in the region

### **5. Expected length of the review**

Members should anticipate the likely length of the review being proposed.

It is anticipated that this review will be completed by December 2013.

## **6. Additional resource/staffing requirements**

All scrutiny reviews are facilitated by Members Support/Scrutiny Support Officers. Members should anticipate whether any further resource is required, be this for site visits or independent technical advice.

Possible additional resources from:

- Health Sector expertise / professionals
- Adult Social Care expertise /professionals

## **7. Risks**

Members should consider whether there are any additional risks to undertaking this scrutiny review, for example whether there is a similar review being undertaken by the Executive or whether a national or local change in policy or service may supersede the need for this review.

There is a risk of duplication of effort/tasks as the County Council and Rutland will be looking at this issue as well. This could lead consultation fatigue with the agencies concerned.

## **8. Further Supporting Evidence**

Members should consider whether they would like to add further information to support the case for a scrutiny review.

None.

**Before approving this scoping document the Scrutiny Commission should ensure the following boxes should be completed in conjunction with the relevant officers:**

## **9. Likely publicity arising from the review**

Members will wish to anticipate whether the topic being reviewed is high profile and whether it will attract media interest. If so, this box should be completed with help from the relevant officer in the Council's PR and Media Team.

This review is likely to attract some media interest because of on-going interest in the A&E department at the Leicester Royal Infirmary.

**Debra Reynolds**  
Media & PR Manager  
Leicester City Council

## **10. Divisional Comments**

Scrutiny's role is to influence others to take action. It is, therefore, important for the Scrutiny Commission and OSC to understand the Division's view of the proposed review. The following box should be completed in sufficient time for the Commission to consider as part of its deliberations whether to proceed with the review.

"Within the timescale and timing identified this review can provide assurance over plans for the winter 2013/14 and potentially identify issues where risks can further be minimised and improvements made. If it is intended that the review influence activity in the early months of 2014 then the report will need to be produced in a timely fashion so that it can do so"

**Rod Moore**

Divisional Director of Public Health and Health Lead Officer for the Health and Well Being Scrutiny Commission

"Winter planning is part of an extensive multi-agency approach to managing the pressures within the health and social care systems, which can be exacerbated during winter months. A review of the plan would provide a further level of scrutiny about organisational preparedness."

**Ruth Lake**

Director, Adult Social Care and Safeguarding

The Department agrees to assist in the proposed review.