

**Questions and responses from agenda items from the Governing Body Meeting
Tuesday 26th November 2013**

Paper: GOV/13/11/13 Health and Social Care Integration

Dear Sirs,

I would like to ask a question at the meeting of the Wilts NHS CCG Governing Body Meeting on 26th November. My question relates to the agenda item listed as GOV/13/11/13 Health & Social Care Integration.

The papers before the Governing Body relating to item GOV/13/1/13 Health & Social Integration state that there is a "clear national mandate for integration of health and social care services" and, in the accompanying report to the Wiltshire Council Health & Well-being Board meeting on 21st November 2013, there is reference to adopting "a joint approach to assessments and care planning."

This aim seems on the face of it admirable. However, a survey and a public consultation conducted by the Bradford on Avon Area Seniors Forum, which respectively published their results in March and July this year, found that a significant number of people using social services provided by Wiltshire Council had encountered serious problems. People reported serious delays in getting Wiltshire Council to undertake social care assessments.

Others reported being discharged from hospital only to discover that no social care package had been put in place by Wiltshire Council. Although some participants in the consultation and survey told us that they were very satisfied with the social care provided by care companies contracted by Wiltshire Council others complained of poor time-keeping by carers and frequent unannounced changes of carers. Problems were also reported by people living in care homes and sheltered housing provided by Wiltshire Council - wardens and other assistance had been withdrawn and no alternative help, assistance or compensation offered to residents.

In view of these reported shortcomings and delays on the part of Wiltshire Council highlighted by the survey and public consultation undertaken by the Seniors Forum I wish to ask the Wiltshire NHS CCG Governing Body what measures will the CCG be putting in place to insure that similar failures and shortcomings of provision do not occur under the new arrangements when the provision of health and social care become the joint responsibility of the CCG and Wiltshire Council? What assurances can the CCG offer people living in Wiltshire that when the responsibility for providing both health and social services passes from the CCG alone to being the joint responsibility of the CCG and

Wiltshire Council that health services will not start to suffer from shortcomings similar to those already apparent in the some of the social care provided by Wiltshire Council?

Yours sincerely

Michael Darlow
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Response:

We are working with the council on a range of projects, and believe that integration of health and social care services is very important, particularly to support people coming out of hospital, or to avoid the need for hospital in the first place, when it is not medically necessary.

We would expect that closer working will make both organisations more effective and more efficient, which should mean fewer delays in getting the right services to people who need them. Furthermore, we are working closely together on designing the future governance and performance reporting arrangements which should enable us to focus on areas where we might do even better.

We have shared your specific comments with Wiltshire Council, and will inform you of their point of contact should you wish to discuss any specific issues with them.