

# Health and Adult Social Care Overview and Scrutiny Committee – Supplementary agenda no. 1

**A meeting of the Health and Adult Social Care Overview and Scrutiny Committee will be held on:**

**Date:** 19 January 2021

**Time:** 6.30pm

**Venue:** Virtual Meeting

## Items

- 6 Attendance of the Portfolio Holder for Adults' Services (to follow) (Pages 3 - 36)**

This report details the areas covered by the Portfolio Holder for Adults' Services which fall within the remit of this Committee.

*The Chairman is asked to accept this as urgent business in order that the Portfolio Holder may attend the Committee in January at his scheduled slot in the Committee's work programme.*

For further information please contact Michael Turner, Democratic Services Officer on Telephone: 01634 332817 or Email: [democratic.services@medway.gov.uk](mailto:democratic.services@medway.gov.uk)

Date: 12 January 2021

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## **HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE**

**19 JANUARY 2021**

### **ATTENDANCE OF THE PORTFOLIO HOLDER FOR ADULTS' SERVICES**

Report presented by	Councillor David Brake, Portfolio Holder – Adults' Services
Authors:	Ian Sutherland, Director of People - Children and Adults' Services Jackie Brown, Assistant Director - Adult Social Care James Williams, Director of Public Health

#### Summary

This report details the areas covered by the Portfolio Holder for Adults' Services which fall within the remit of this Committee. The areas within the portfolio are listed each time a Cabinet Member is invited to attend any of the Overview and Scrutiny Committees to be held to account.

#### 1. Background

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Adult Services include:

- Community Care
- Adults' Mental Health and Disability Services (including Learning and Physical Disabilities)
- Older People
- Public Health – Lead Member, including Health and Wellbeing Boards
- Adults' Partnership Commissioning (25+) and Better Care Fund
- Health and Health Partnerships

This links directly to the Council's strategic plan priorities outlined in the Council Plan.<sup>1</sup>

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## 2. Coronavirus Pandemic

- 2.1 This year has been a very difficult and challenging year because of the Coronavirus Pandemic. Both Public Health and Adult Social Care have been busier than ever, supporting Medway's residents and ensuring that Service Users remain at the heart of everything we do. We have worked closely with partners, continuing to support the hospital to safely discharge patients and I would like to thank all of our providers, especially those who are providing care to some of the most vulnerable residents of Medway.

## 3. Community Care

- 3.1 The Council provides community care services in a range of ways. These can be summarised as the provision of:

- Information and advice
- Adults Safeguarding
- Assessment of social care needs
- Support planning
- Direct provision of support services
- Commissioning of support services from external organisations
- Provision of equipment and home adaptations
- Ongoing monitoring of quality and service review
- Provision of services through direct payments

- 3.2 Adult Social Care and Health Teams work across three localities in Medway following a restructure in late 2017. This has allowed for greater integration between services and coordination of care with a range of clients across all client cohorts, that is, older people, adults with mental health issues and adults with disabilities (including learning and physical disabilities). These three localities are:

- Locality 1: Rainham & Gillingham
- Locality 2: Chatham & Walderslade
- Locality 3: Strood, Rochester & Hoo

- 3.3 We have developed our Local Account (Appendix one), which is an annual review of Adult Social Care that informs people living in Medway about the services we offer, our key achievements and priorities for the service. It explains how much we spend on Adult Social Care, the breakdown of what we spend money on, what we are doing to support Medway's residents and how we are progressing against our six strategic priorities.

## 4. Adult Safeguarding

- 4.1 One of our most important statutory responsibilities is Adult Safeguarding. Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at

the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

4.2 The aims of adult safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities, alongside professionals, play their part in preventing, identifying, and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- address what has caused the abuse or neglect

4.3 The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.

## 5. Adults' Mental Health and Disability Services (including Learning and Physical Disabilities)

5.1 In order to better manage our duty to assess people who are in crisis and may need to be detained under the Mental Health Act (1983) we established a small, specialist team of AMHPs (Approved Mental Health Professionals) in January 2019. We also employ additional AMHPs who work in the locality teams, to provide additional capacity as part of the AMHP duties.

5.2 Medway's Community Mental Health Support Team (CSOT) supports service users with mental health problems who live in their own homes in the community. This includes early intervention, with the aim of preventing people from developing significant mental health issues and supporting those who have more complex needs to recover and remain well. The duration of support varies according to each individual need and type of intervention, but the range of involvement is between a week and several years.

5.3 The Community Resource Centre at 147 Nelson Road, Gillingham provides centre-based support to adults with social care needs in relation to their Mental Health.

- 5.4 Medway Council remains vigilant in our support for residents and service users with Mental Health needs. In December, Cabinet agreed that over the next six months work will take place with service users, residents, partners and voluntary organisations to identify how our mental health service will be developed to ensure the provision of good quality support in the community.
- 5.5 Better healthcare and support mean that, thankfully, more children with very complex needs are living to become adults.
- 5.6 The number of adults aged 18-64 with a moderate or severe learning disability likely to be in receipt of adult social care services is predicted to increase by 7.9% by 2035.
- 5.7 With life expectancy continuing to rise, there is also a predicted increase of 37% of people over the age of 65, with a moderate or severe learning disability in Medway, against an expected national increase of 32.6% by 2035.
- 5.8 Transforming care is all about improving health and care services so that more people can live in the community, with the right support, and close to home.
- 5.9 Work is being undertaken as part of the Transforming Care Programme to support people with learning disability and autism who are currently placed in NHS Assessment and Treatment Units to be supported in the community in less restrictive settings.
- 5.10 As at 31/03/2020, Adult Social Care was supporting 632 people with a primary support reason of learning disability and of these 582 are aged between 18-64. 72% live in their own home or with their family and 222 use Direct Payments to purchase their own support, for example by employing their own personal assistants (PAs). This helps individuals to have greater control over the way that they live their lives.
- 5.11 Users of Direct Payments receive support from the Council's Self-Directed Support Team. In addition to providing general information and advice, the service assists people with employer related issues such as recruitment and payroll. During 2019, a prepaid card system was introduced which makes it easier for service users to access funds, as there is no need for them to set up a dedicated bank account in order to receive Direct Payments.
- 5.12 The Shared Lives Service offers the opportunity for clients with a learning disability, older people with dementia, mental ill health or young people transitioning from children's services to live in a home in the community as part of a family. This is a very cost-effective service that is significantly less expensive than a supported living placement and achieves great outcomes for service users. The service is currently running a project to expand its approved carer base. As at 30/9/20, the service has 42 shared lives carers, supporting 27 service users in a long-term placement, 13 receiving respite and 10 being supported in day care.

- 5.13 Shared Lives has its own Facebook account which is used to promote the service and engage with residents.
- 5.14 The Council undertakes adaptations, via the Disabled Facilities Grant Scheme, to enable disabled people to access the facilities within their homes. Examples include - ramps, stair lifts and level access showers. We have received some very positive feedback from Service Users about how this scheme and the support from our teams has changed their lives.
- 5.15 The Council's Deaf Services team support people who are Deaf, hard of hearing or have a dual sensory impairment. Staff are skilled in communicating in British Sign Language (BSL) and Deaf Blind Sign Language. Services include:
- Information and advice (e.g. welfare rights, housing, employment, access to services)
  - Specialist assessment
  - Equipment recommendations and loans
  - Support with accessing interpreters
  - Voluntary registration as Deaf or hard of hearing
  - Awareness raising and staff training
- 5.16 Services for visually impaired people are provided via a Council contract with Kent Association for the Blind. This includes:
- Information and advice
  - Specialist assessment and initial emotional support (e.g. for people with newly diagnosed eye conditions)
  - Rehabilitation and Mobility Training
  - Equipment recommendation and loans
  - Support with accessing low vision aids
  - Support with access computer training and IT equipment
  - Voluntary registration and Severely Sight Impaired (Blind) and Sight Impaired (Partially Sighted)
  - Support with accessing employment, training, and leisure opportunities

## 6. Older People

- 6.1 In line with most parts of the country, the older population of Medway is set to increase significantly in coming years. The most notable forecasted rise will be in people aged over 85 – a rise of 85% between 2015 and 2030.
- 6.2 In Medway the number of people aged 85 and over with dementia is projected to more than double by 2035. The Dementia Strategy highlights that 63% of people with Dementia currently live in their own homes.

*Over 65s predicted to have dementia, by age group projected to 2030*

Age group	2017	2020	2025	2030	2035	% Change 2017-35
65-69	171	162	187	217	224	31.0%
70-74	329	364	332	381	447	35.9%
75-79	467	526	695	636	742	58.9%
80-84	670	751	869	1,164	1,080	61.2%
85-89	683	722	878	1,072	1,428	109.1%
90 and over	539	597	745	980	1,275	136.5%
Total aged 65+	2,858	3,123	3,705	4,448	5,195	81.8%

*Source: POPPI. Crown copyright 2016. Figures may not sum due to rounding*

- 6.3 As numbers of older people increase the number of people living with long term health conditions is also projected to increase by about 1,000 in Medway, over the next five years.
- 6.4 This rise in the number of older people within the local population is likely to lead to further increases in demand for health and social care services and adult safeguarding activity, as well as an increase in the prevalence of social isolation.
- 6.5 Long term care is provided to clients on an ongoing basis and varies from high intensity provision such as nursing care, to lower intensity support in the community such as the provision of direct payments to arrange regular home care visits.
- 6.6 As at 31<sup>st</sup> March 2020, the Council were supporting 809 older people (65+) to live in their own homes with a package of care – a reduction from 966 in 2018/19 and 994 in 2017/18.
- 6.7 As at 31<sup>st</sup> March 2020, the Council were supporting 598 older people to live in care/nursing homes – an increase from 559 the previous year.
- 6.8 These reductions in the number of people requiring long term care and support have been achieved despite the demographic growth highlighted earlier.
- 6.9 This has been achieved because of the use of a strengths-based approach to social care, called “3 conversations”. This focuses on achieving goals agreed with service users and helping them to regain independence and to make the best use of their own resources, including the support of their own family, and community resources.
- 6.10 This approach aims to supports people to be as independent as possible and, thereby, reduces their need for adult social care service input. Conversation 1 is designed to explore a person’s needs and connect them to personal, family and community forms of support. At this stage there is often the potential to

offer people information and advice that enables them to meet their own needs. Conversation 2 seeks to support people in a crisis, with short term interventions designed to reduce levels of need. Conversation 3 focuses on long term outcomes and planning, built around what a good life looks like to the individual and how best to mobilise the resources needed and the community assets available.

## 7. Public Health – Lead Member, including Health and Wellbeing Boards

7.1 The Public Health team have understandably been very busy supporting the whole Covid response, delivering the Medway Covid-19 Vulnerable Peoples Support Hub as well as establishing the track and trace and local testing arrangements. The service has also continued to support local people to improve their health and wellbeing. One of the most important things we can do for our health is to quit smoking, during lockdown public health has used virtual technology to help residents quit, saving local lives. The stop smoking service has achieved an incredible 60% success rate, compared to a previous average of 50%. The team have also been one of the fastest to restore core programmes in the South East. These include important services such as NHS Health Checks that help to identify anyone who might be at risk of a stroke or heart attack. In the first six weeks alone, the team completed more than 200 face to face health checks. They also focussed on helping those who may be more vulnerable for example Black and Minorities Ethnic Groups (BAME). Rounding all this off the public health school health team, have been shortlisted as finalists for a Children and Young People Now national award. This is an outstanding achievement as the shortlisted project focussed on supporting young people to manage their mental wellbeing.

7.2 Public Health also provides and commission a range of other services including:

- 0-19 Child Health service
- Healthy environment
- Dietary intake
- Men in Sheds
- Oral Health promotion
- Physical activity
- Sexual health promotion
- Supporting healthy weight
- Tackling harm caused by alcohol & other substance misuse
- Workforce Development
- Workplace health

## 8. Adults' Partnership Commissioning (25+) and Better Care Fund

8.1 Adult Partnership Commissioning work closely with Medway Clinical Commissioning Group (CCG) colleagues, to ensure health and social care services are fully integrated. The wide range of projects are either funded from

the Better Care Fund, Medway Council social care budget or Medway CCG central NHS budget.

- 8.2 The Better Care Fund (BCF) is a national initiative which requires the creation of a pooled budget for the commissioning of integrated health and social care services effective from April 2015. The initiative is targeted to progress the integration of services as determined at a local level. Whilst local areas are required to manage a pooled fund for the delivery of restructured services, the fund represents primarily existing investment.
- 8.3 The BCF is underpinned by a legal agreement under Section 75 of the 2006 NHS Act (a s75 agreement). It is the responsibility of Adult Partnership Commissioning to ensure the s75 is in place.
- 8.4 The team manages various contracts that help facilitate the discharge from hospital and admission avoidance. These including Intermediate Care and Home First.
- 8.5 Throughout the course of this year a range of projects have been commissioned or commenced by the Adult Partnership Commissioning team including:

#### 8.5.1 Support To Live At Home service

This service has recently been commissioned to replace our existing domiciliary care framework from April 2020 and will provide homecare and support to people in their own home and to those living in the five Medway extra care schemes.

'Support To Live At Home' places emphasis on maintaining and improving health and wellbeing, through enablement based care practices, enabling people to live as independently as possible. The design of the service coordinates care provided by local care workers, in a cohesive way with health and social care teams, utilising community assets to provide person centred care and support.

#### 8.5.2 Medway Integrated Community Equipment Service (MICES)

The spectrum of community equipment is vast and plays a vital role in the wider health and social care community. It is essential in supporting people of all ages, with a range of disabilities, and it helps them to live safely and independently in their own home.

Equipment can help to reduce social isolation. It can improve a person's quality of life and help them to retain their dignity. This is especially true at the end of life. Equipment helps to reduce crisis admissions into high cost services and helps to avoid unnecessary stay in hospital or the need to admit people to a care home.

### 8.5.3 Homecare Bridging service

Hospital discharge services were further strengthened for winter 2018/19 and winter 2019/20 through the commissioning of a Home Care Bridging Service. This enables people to be discharged home with a package of support, whilst their long-term care arrangements are being made.

### 8.5.4 Discharge to Assess Pilot

This initiative that started in January 2020 is testing a new discharge pathway for patients who are unable to immediately go home and require, for hospital discharge, a residential/nursing bed to assess their longer term needs and eligibility for health or social care funding support.

### 8.5.5 24 Hour Care at Home model

The intention of this pilot, which started in January 2020, is to support people who have night-time support needs to return home from hospital, instead of being admitted to a residential or nursing care home.

The 24-Hour Care at Home model provides intensive care and support over an initial 72-hour assessment period, which can be extended for up to two weeks. This provides the patient, following an acute episode of care in hospital, the opportunity to have a holistic Health and Social Care Assessment in their own home environment.

### 8.5.6 Carers Strategy

The team have also led on the co-production of our new Carers Strategy.

The Medway Carers strategy sets out how we aim to support carers in Medway and the person they care for, to live full, active lives, to live independently for as long as possible, and to play a full part in their local communities. We aim to recognise and value carers in a timely manner in different health, social care, or community settings and to ensure they are treated with respect, valued, and supported.

The success of implementing this strategy lies firmly in a collaborative and joined up approach which brings together carers, health and social care professionals, and the voluntary sector.

## 9. Health and Health Partnerships

9.1 As Lead Member for Health, I am pleased with the progress we have made this year in encouraging an integrated approach in the planning and delivery of health and social care services.

9.2 Medway Council has provided specialist data intelligence and public health input that has contributed to the development of the five year Strategy Delivery Plan for the health and care system in Kent and Medway, which aims

to support everyone in Kent and Medway to have a great quality life by giving them high-quality care.

- 9.3 We have continued to work with health partners to support the development of an Integrated Care System (ICS) for Kent and Medway, and the Integrated Care Partnership (ICP) for Medway and Swale.
- 9.4 During 2019/20 work has continued to integrate local services. Following a successful pilot in Rainham last year, Integrated Locality Reviews (ILR) have now been rolled out across Medway. This approach ensures that social care staff work jointly with GPs and other NHS colleagues to ensure the best outcomes are achieved for people with complex, long term health conditions.
- 9.5 A key Adult Social Care service is the provision of integrated discharge planning for people who have had a period of hospitalisation. This is provided through the Integrated Discharge Team [IDT] based at Medway Maritime Hospital.
- 9.6 Medway Council staff work as part of a multi-disciplinary team to assess the needs of people who are medically fit to leave hospital and plan appropriate services to enable them to do this, including packages of support within the home, telecare and care home placements.
- 9.7 The Home First and the Intermediate Care contracts have created a pathway for people who no longer need to be in hospital but need further short-term support and rehabilitation. These services have ensured more timely discharges and has resulted in low numbers of delayed discharges from Medway Hospital.

#### Lead officer contacts:

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#### Appendices

Appendix 1 - Medway Adults' Service Local Account 2020/21

#### Background papers

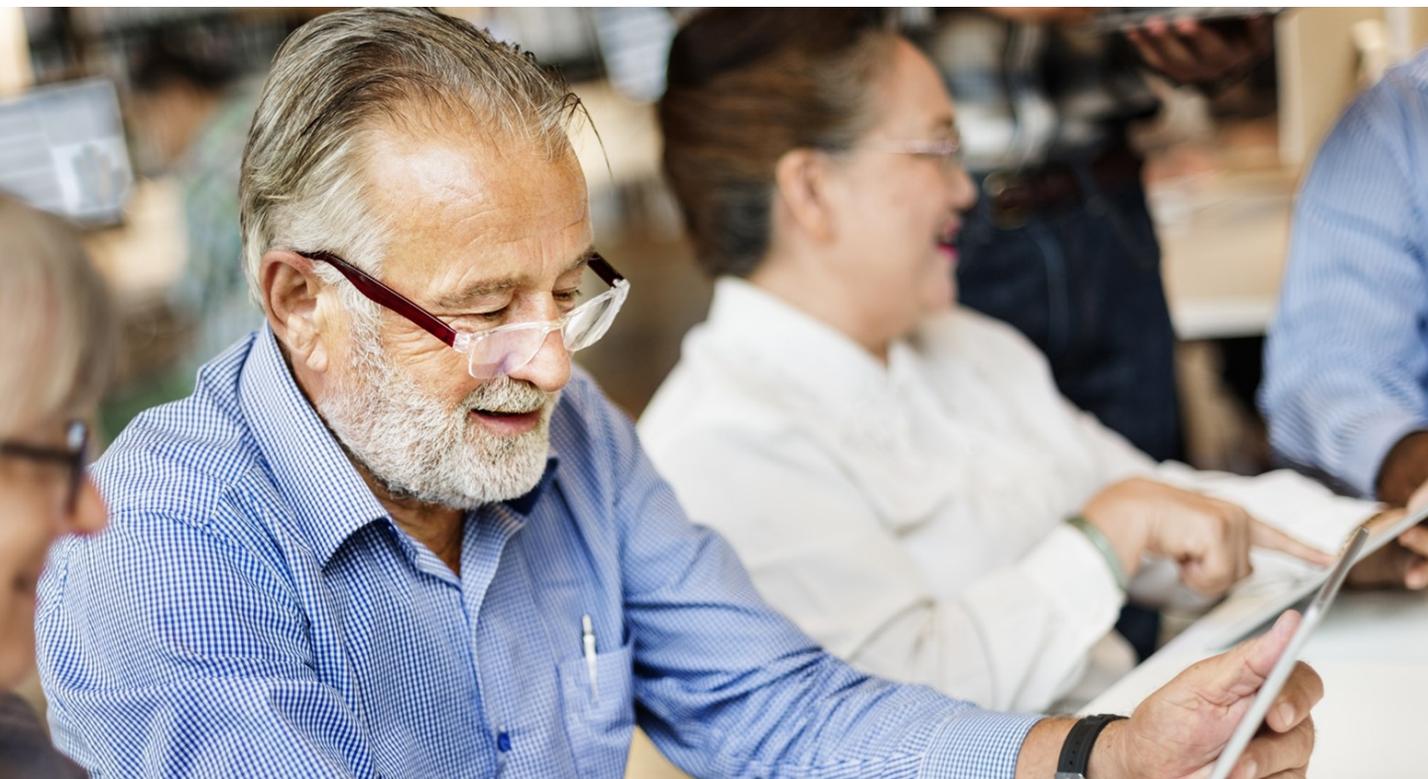
None.

# Medway Adult Social Care Local Account 2020/21



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# Introduction

**By: Cllr David Brake**

Portfolio Holder for Adults' Social Care  
and

**Ian Sutherland**

Director of People – Children and Adult Services



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We are pleased to publish our Local Account for Medway Council Adult Social Care for April 2020 – January 2021. The Local Account is an annual review of Adult Social Care that we have produced to inform people living in Medway about the services we offer, our key achievements and priorities for the service. It explains how much we spend on Adult Social Care, what we spend money on and what we are doing to support Medway's residents.

In 2016 we published our Adult Social Care Strategy, "Getting Better Together", which set out our vision and key strategic aims between 2016 and 2020.

Medway's vision for Adult Social Care is:

*We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.*

This vision is supported by six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding and this Local Account includes a summary of our key achievements against each of these priorities.

Since the publication of "Getting Better Together" we have been working hard with partners to transform our approach to Adult Social Care, and this Local Account lets you know how what we have done to ensure that adults with support needs are protected and are able to live full and valued lives.

We have achieved a significant amount through our transformation programme in recent years however there is still much to do. We will be developing our next Adult Social Care Strategy in the coming year, and we are keen to hear from any individuals or groups who would like to work with us to develop the new strategy.

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# Our Vision

Medway's vision for Adult Social Care is:

***We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.***

Medway Council works closely with partners across the full range of health services, including Public Health, and within the community and voluntary sector to ensure we deliver the best outcomes for our residents. Our vision for adult social care supports the delivery of our Council Plan priorities, in particular 'Supporting Medway's people to realise their potential'; 'Older and disabled people living independently'; and 'Healthy and active communities'.

## Our Values

### Best value

We will make the best use of resources to get maximum value for the people of Medway.

### Quality

We will make sure that people receive appropriate, high quality support, that meets their needs in a way that is timely and safe.

### Co-production and Partnerships

We will ensure that everything we do is developed through the participation of people who use services, and their carers, including the design, monitoring and evaluation of services. We will work with other key stakeholders to ensure that everything we do is designed and delivered in partnership.

### Personalisation

We will ensure we focus on the needs of individuals to achieve best outcomes in a way that support choice and control and ensures a personalised approach to safeguarding.



# Key Facts and Figures – in the last year



Medway has 213,900 adults (aged over 18)



Medway has a growing older population similar to England overall.



Many older people are enjoying longer and healthier lives, which is to be celebrated.



We have received 556 Mental Health Act Assessment referrals



Projections to 2025 suggest that the number of people in Medway aged 65 & over will increase by 7.1% to 48,400 & the number of people over 85 will grow by 11.5% to 5,800. This growth in the older population will inevitably require substantial change in the delivery of health & care services.



1672 hospital discharges supported



3601 people provided with long term care & support of which 2466 were supported in their home & 1135 supported in a care or nursing home



1545 people helped with short term support to maximise their independence



Received 1564 safeguarding concerns and undertook 846 safeguarding enquiries



1523 adults are known carers (October 2020)



900 Deprivation of Liberty Safeguards (DOLS) Assessments

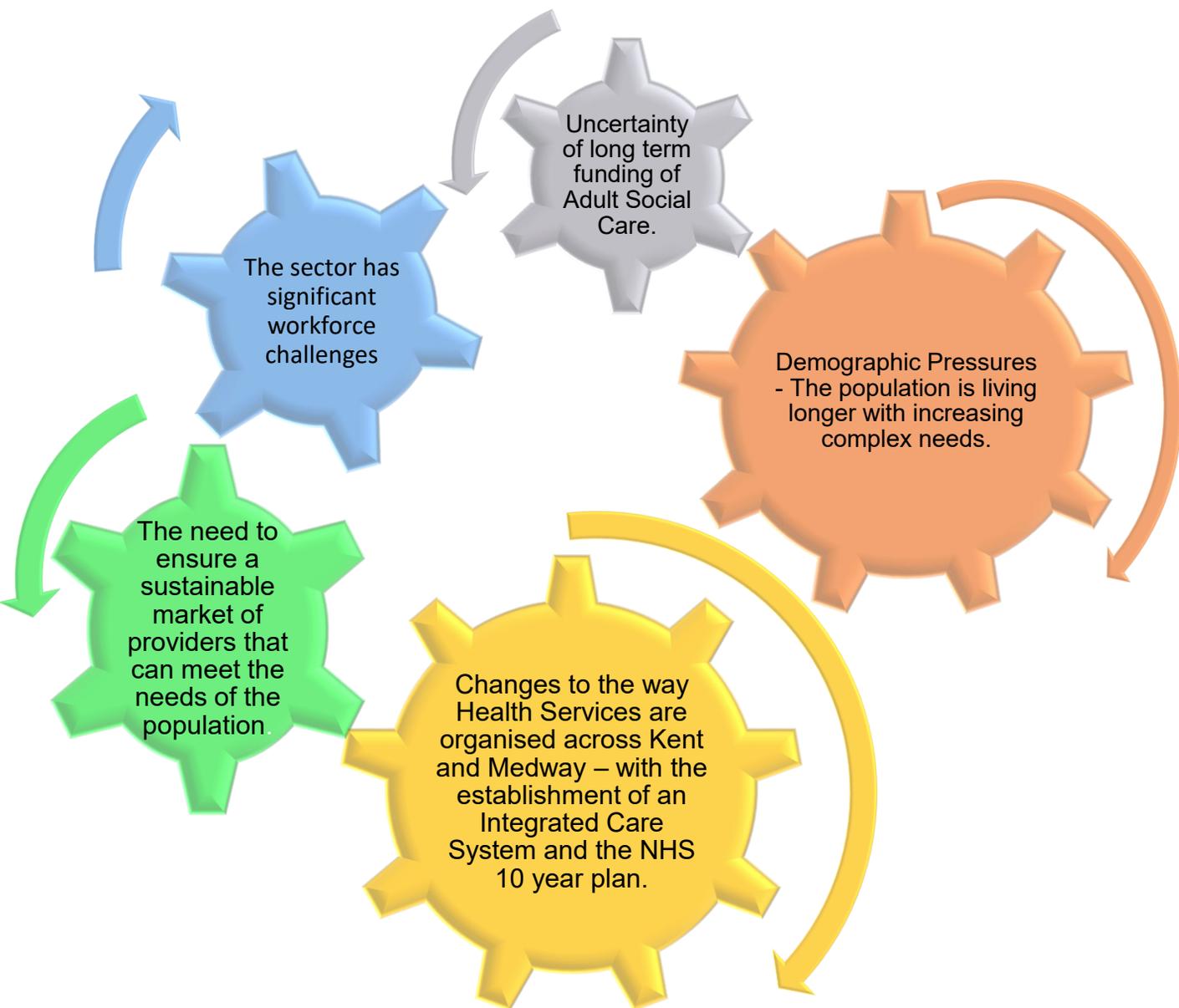
# How we spend our money

The Adult Social Care budget for 2020/21 is just over **£68 million**. The chart below sets out how we spend this money:



# Our Key Challenges

We continue to face a number of significant challenges:



## Population projections for Medway's over 65 population

	Aged 65+	Baseline change (Aged 65+)	Aged 85+	Baseline change (Aged 85+)
2018	44,600	NA	5,100	NA
2019	45,400	1.8%	5,200	2%
2020	46,100	3.4%	5,300	3.9%
2021	47,000	5.4%	5,600	9.8%
2022	47,900	7.4%	5,700	11.8%
2023	49,000	9.9%	6,000	17.6%
2024	50,000	12.1%	6,100	19.6%
2025	51,200	14.8%	6,300	23.5%

# How will Adult Social Care support you?



## ADULT SOCIAL CARE LOCALITY TEAMS

There are three Locality teams in Medway comprising Social Workers, Nurse qualified practitioners, Occupational Therapists and Social Care Officers who deliver our statutory responsibilities under the Care Act 2014.

This includes early help and prevention and enablement support to help individuals to regain and maintain independence, with the aim of preventing, reducing or delaying the need for ongoing long term social care support.

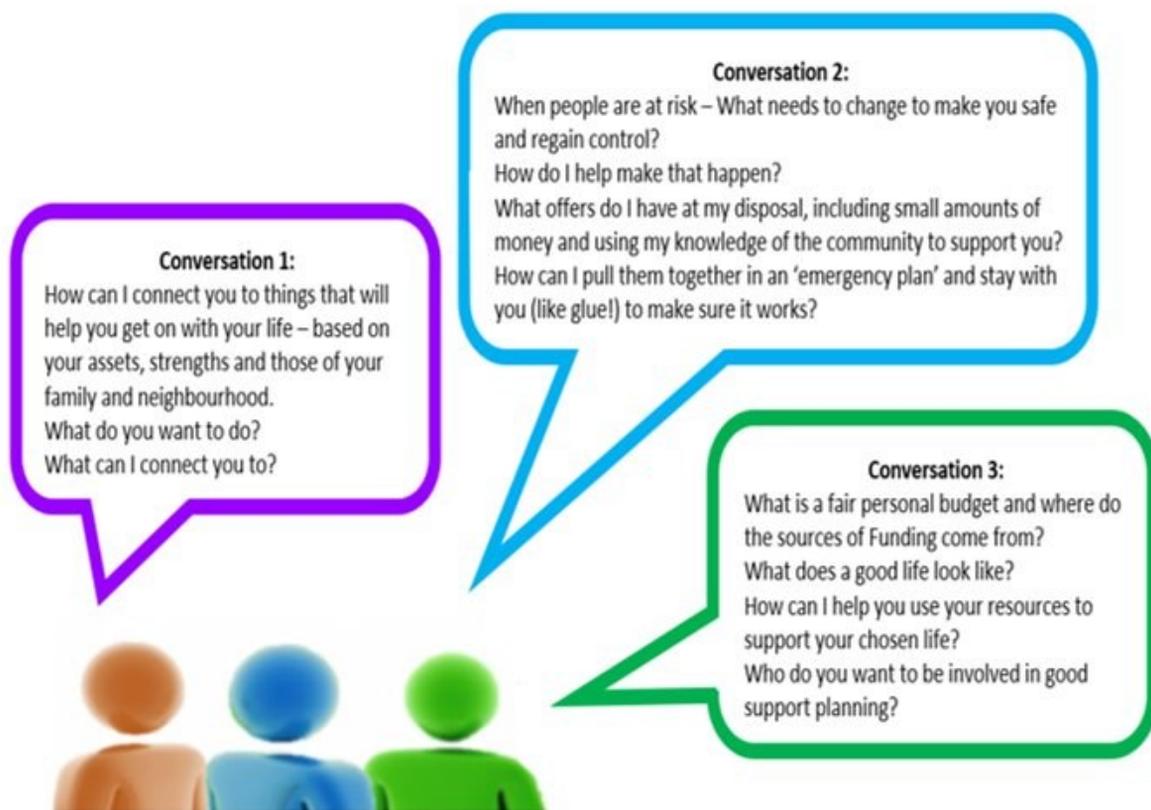
Long Term Support takes many forms - packages of care, day care, supported living, respite care, residential and nursing care and support for carers. Most individuals are supported through a personal budget which is often taken as a Direct Payment which offers more choice & control.

The locality teams are aligned with GP and Community Health Services, which means that we work in a joined up way with other local services, to ensure we all work together to help people to achieve better outcomes.

# How will Adult Social Care support you?

## 3 CONVERSATIONS – A STRENGTHS BASED APPROACH

Adult Social Care have adopted a strengths based practice model using a conversations approach. This focuses on helping people to achieve the things that are important to them by listening carefully to what is important to them. This approach helps people to maintain independence, and will consider how a range of community resources can support people in the community.



Our Occupational Therapists support individuals to maintain independence through enablement and the provision of equipment. The Council undertakes adaptations, via the Disabled Facilities Grant Scheme, to support people to remain in their own homes, through a range of significant adaptations, for example, ramps, stair lifts and level access showers.

# How will Adult Social Care support you?

## ADULT SAFEGUARDING

### Safeguarding Adults at Risk

Abuse can happen anywhere including at home, in care homes, at hospital or in public. It could be a single act, or can take place over a long period of time. Some adults are more at risk of abuse than others as they are not able to protect themselves from abuse. This could be because they are elderly, disabled or rely on others to meet their care needs.

### How to raise a safeguarding concern:

Report adult protection concerns during the day on 01634 334466 from 08:30 to 17:00.

Emergency outside of normal hours call anytime on 03000 419191

Or visit our website to find out more information or to complete an adult safeguarding alert form.



# Our work and what we do

## SHARED LIVES

Shared Lives is support for an adult who can't live on their own. Hosts share their home, family and community life. People supported in Shared Lives learn new skills, take part in more activities, make new friends and become more independent. Through sharing a life together both people's lives become enriched.

All sorts of people can benefit from the support of a Shared Lives carer, particularly those with a learning disability, older people with dementia, people with mental ill health, people leaving hospital or who have a long term health condition and young people in transition to adult services.

Maximising independence and wellbeing is central to the Shared Lives ethos. Our carers support people to develop life skills such as literacy, money management, cooking, use of public transport and day-to-day living skills. Although for some people, the aim is to maintain their skills and help manage the things they find difficult to do without help.

### **I'd like to share my life – what should I do next?**

We are looking for more shared lives hosts, who want to welcome someone into your home, give them your support and share your everyday life. You will receive a fee for the support you provide, up to £2000 per month and will receive comprehensive training, so you don't need any formal qualifications or previous experience. What you do need is a caring attitude and personal qualities like warmth, kindness, patience and energy.

People wishing to use the service and potential carers are carefully matched to ensure a successful relationship.

For further information visit our website via the following link:

[Become a Shared Lives Carer](#)

Or give us a call on: 01634 337100

We have also produced a video that tells the story of a number of our shared lives families. You can see the video via the following link:

[Medway Shared Lives video](#)

# Shared Lives – Case Study

Fiona and Callie – Medway Council Shared Lives Scheme.

Fiona has always been passionate about caring for others. She is a qualified social worker and as well as working full time, has been supporting a gentleman with disabilities for the past ten years. Fiona decided to become a Shared Lives carer in 2019, after working within a Shared Lives Scheme and being inspired by the work that the carers did.

**Fiona said 'I was introduced to Callie through the matching process in August 2020. The intention was for me to provide respite to Callie for two weeks; however, I found that myself and Callie quickly formed a bond and the two weeks turned into three weeks and then four weeks. Then I decided to invite Callie to stay on a more permanent basis with me, and I was very pleased when Callie decided that she would like this.'**

Callie said that she first heard about the Medway Shared Lives Scheme from her social worker. Callie said **'I was unhappy living with other young people in supported accommodation and when I told my social worker this, she suggested I think about Shared Lives as it would allow me to live with a carer in a family home.'**

Although Callie has only lived with Fiona for three months, she said that she already feels like part of the family and is involved in all aspects of family life. Callie likes the one to one time she gets with Fiona every day and likes sharing household tasks. Callie and Fiona feel that they have an honest relationship, and any problems are talked through and sorted out quickly. There is a lot of good-humoured banter in the home.

**Callie said 'We love listening to music together. We like being 'crazy', and we dance around the kitchen. We go shopping together and Fiona has helped me to learn how to use the oven and microwave so that I can make my own dinners.'**

Callie feels that her **life has improved significantly** since moving in with Fiona and she is very happy that her new home is near to her school, which means she can travel on the bus independently to and from school each day. Callie's confidence has grown, and she has recently become a school prefect.

**Callie said 'Shared Lives is brilliant, and I would recommend it to other young adults.'**

**Fiona said that being a Shared Lives carer is an exceptionally rewarding role and is of mutual benefit to both herself and Callie.**

# Our work and what we do

## SENSORY SERVICES

### Visually Impaired Service

Kent Association for the blind provide support that includes:

- Information and advice
- Specialist assessment and initial emotional support (e.g. for people with newly diagnosed eye conditions)
- Rehabilitation and Mobility Training
- Equipment recommendation and loans
- Support with accessing low vision aids
- Support with access computer training and IT equipment
- Voluntary registration and Severely Sight Impaired (Blind) and Sight Impaired (Partially Sighted)
- Support with accessing employment, training and leisure opportunities



### Deaf Services

Medway's Deaf Services Team support the Deaf, hard of hearing or deafblind residents of Medway. We focus on maintaining and promoting independence. We provide a range of services including:

- Statutory specialist assessments if you're deaf, hard of hearing or deafblind.
- Support for welfare rights, housing and employment issues.
- Equipment recommendations and equipment loans.
- Supporting with use of interpreters and equal access to services.
- Voluntary registration as deaf or hard of hearing.
- Educating colleagues and external agencies about hearing issues.
- Raising awareness of the barriers that deaf and deafblind people face.
- A drop-in service available twice a week:

Referrals can be made by the person, family, friend or professionals.

We currently support 75 clients in total and our drop in session last year was used 275 times.



# Our work and what we do

## SUPPORT FOR PEOPLE WHO HAVE BEEN IN HOSPITAL

We offer a range of services, some of which are commissioned jointly with health to support people when they are discharged from hospital

The **Integrated Discharge Team** assess the needs of people who are medically fit to leave hospital and plan appropriate services to enable them to do this, including packages of support within the home, telecare and care home placements



**The Intermediate Care** service supports people in the early stages of recovery from an acute episode of illness through rehabilitation, enablement and mutually agreed goals. The aim is to help people return to their own home after a period of support in a community bed.

A key part of our Intermediate Care Service is **Home First** which supports people back to their own home after a stay in hospital.

This may include a package of care and or appropriate aids and small pieces of equipment to support during recovery. This is put in place for a short period initially but will be reviewed and reduced, increased, or removed in line with your needs.

## Delayed Transfers of Care

A strong partnership approach and investment in a range of impactful and innovative services has helped Medway to achieve and sustain some of the lowest rates of delayed transfers of care in the country.

The average number of Delayed Transfers of Care (DToC) in Medway, during 2018/19, was 6.5 days per 100,000 population, of which 1.6 days were directly attributable to Medway Council. This compared with a national average of 14.2 DToC days per 100,000 population, with 3.1 days attributable to Councils.

# Our work and what we do

## COMMUNITY SUPPORT SERVICES

**WALT & wHoo Cares** are community interest companies based in the ME5 and ME1 areas of Medway. Their aims are to reduce social isolation and to establish innovative and creative models of support for vulnerable people and their carers.

This is achieved through recruiting local volunteers (community support) and matching them with individuals who require support. These volunteers provide a range of services including befriending (telephone & face to face); transport to appointments; introducing people to the existing services in their local area and providing support to access, if required.

The overall aim is to reduce manage and health and social care needs; reduce the need for care and support through early intervention and delay the development of long term support needs and the associated costs to the health and care system over all.



### Support for Carers

Those who provide regular care to an adult, friend or family member are entitled to a carer's assessment to find out if they could get support as a carer. They can get help as a carer if their physical or mental health is deteriorating or is at risk of deteriorating.

There are many possible outcomes and options of support depending on what is identified through the assessment. This could include signposting to carer organisations; services for the cared for person or a Direct Payment for the carer.

An adult carers assessment can be requested by telephoning 01634 334466 or emailing [ss.accessandinfo@medway.gov.uk](mailto:ss.accessandinfo@medway.gov.uk).



# Our work and what we do

## **Medway Community Support Outreach Team:**

The Medway Community Support Outreach Team (CSOT) offers a need's led, flexible and responsive provision, to service users who need support because of their Mental Health. The CSOT operates 7 days a week, 365 days of the year including evening, weekends and bank holidays at times and days that is best suited to the individual.

The team's key aims are to help people to:

- Improve their quality of life.
- Develop, improve and maintain daily living skills
- Increase their self -confidence and self-esteem
- Reduce the need for residential care, acute care provision
- Promote overall wellbeing, equality and social inclusion
- Support service users to rebuild and maintain family and social networks to prevent social isolation.



## **Community Resource Centre**

The Community Resource Centre at 147 Nelson Road, Gillingham provides centre based support six days a week to adults who have social care needs in relation to their mental health. The Centre works with approximately 60 people at any time on both a short term basis providing enablement following an acute episode of poor health and long term basis for people who require sustained support.

We are currently consulting on the future plans for this service and would like to hear from people as part of our consultation which can be accessed via the link below until 5<sup>th</sup> March 2020:

[147 Nelson Road consultation](#)

# Our work and what we do

## **Birling Ave – Short Breaks Service**

Birling Ave Short Breaks Service is a 7 bedded detached house in Rainham, which offers home from home respite breaks for adults with learning disabilities.

Registered with the Care Quality Commission with a current rating of “Good” – the service has been supporting the people of Medway for 20 years.

Each individual receives an allocation of respite nights per year, which can be booked, similar to a hotel bookings system. 24 hour support is provided at the service, as well as full board and a range of activities, both in house and in the community. The service benefits from comfortable bedrooms with TV and WIFI, a large well maintained garden and support from a small and dedicated team throughout the individuals break.

We support people who have moderate – severe learning disabilities and autism, as well as additional health needs including epilepsy & diabetes & specialist diets. We are able to support individuals to manage and administer their medications.

The benefits of the service are a break for both the carer and the individual. Regular breaks support the carer to continue in their caring role for longer and the individual benefits from a home from home supported break with many social opportunities. The service also supports individuals to maximise their independence providing support with budgeting, cooking and making choices.

The service is currently supporting 81 families across Medway as well as providing support in emergency “one off” situations. This includes support for individuals whose main carer is unwell or in hospital, those in a safeguarding situation or a person who is awaiting a new placement to be sourced.



# Our work and what we do



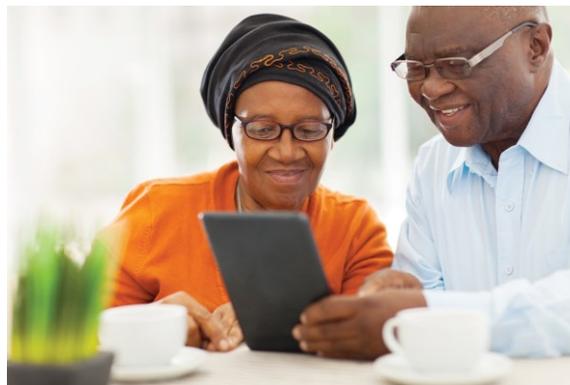
**Direct Payments** are monetary payments made by a local authority to individuals who want greater flexibility and control over how we meet some or all of their eligible care and support needs.

The self-directed support (SDS) team are responsible for supporting individuals through the direct payment process.

Our SDS team works with people, their carers and their families to make informed choices about what their support looks like and how it is delivered, making it possible to meet agreed personal outcomes.

As a result of the support planning process the SDS team empower individuals to secure a bespoke package of care via a direct payment. Through conversations with individuals the team are able to identify gaps in the provider market or community and work with providers and the community to develop a wider selection of resources. Direct Payments give individuals greater choice and control, enabling them to advocate for themselves.

850 social care customers are in receipt of a four weekly direct payment to meet their eligible needs 480 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.



# How are we doing?

## Complaints and Compliments

Between April 2020 – January 2021 we received 65 complaints. Some of the main reasons for complaint included:

- Financial
- Communication issues
- Delays

We received 9 compliments between April 2020 – January 2021. Some of the main reasons for the compliments included:

- Dedicated Social Workers going the extra mile
- Caring and professional Social Workers
- Help with financial and independent living advice

## Leading the way in Adult Social Care

We were identified last year as being one of the highest performing councils in the country for Adult Social Care for being able to achieve greater than average outcomes from a less than average spend. This means that residents who use social care services are receiving better outcomes and the councils are making best use of public funds. We are committed to providing high quality services to help support our residents. We are investing in areas which help people maintain their independence and live longer in their own homes with support from their local community.

## Adult Safeguarding

11185 concerns have been received up until end December 2020. The same timeframe in 19/20 saw 1205 concerns raised which is a 1.7% decrease, which has been seen due to COVID 19.

37.4% (443) have gone to enquiry so far in 20/21 and for the same period in 19/20 55.7% (672) concerns went to enquiry. Therefore 20/21 has seen a 18.3 percentage point decrease on 19/20.

So far in 20/21 where a risk has been identified in 59.1% the risk has been reduced, 32.1% risk removed and 4.9% risk remains.



# Progress against our strategic priorities

Our Adult Social Care Strategy included six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding. We have summarised our achievements against each of our strategic priorities in the last year below:

## Prevention

- Information, advice and advocacy support in the **community** is now commissioned to form part of our Voluntary Community Sector Consortium arrangements. As part of these arrangements Medway Voluntary Action have developed a directory of voluntary and community organisations here: [Voluntary Sector Directory](#)
- Our equipment service is being recommissioned to ensure we maximise the use of equipment to support people to maintain their independence.
- We have reviewed our support for carers, and co-produced a new Carers strategy, to ensure the Council meets it's statutory requirements to support carers, whilst valuing the amount of unpaid care they provide and understand the impact that caring can have on a carer's health and wellbeing.
- We support a higher proportion of people with enablement than the national average – which means that more people benefit from short term support to help them to maximise their independence

## Personalisation

- We have introduced the pre-paid card scheme which makes it easier for service users to receive direct payments
- We have developed locality teams, which support all people in a geographical location from initial contact, early help and prevention and onto receiving long term support.
- We have introduced “3 conversations” as a way of ensuring that people are supported in a way that is personal to them. By seeking to understand what is important to each individual we can better connect them to appropriate personalised support

# Progress against our strategic priorities

## Innovation

- We have increased the use of digital technology to support people to remain in their own homes, and we are piloting the use of new technology.
- We have introduced mobile working technology across the whole of Adult Social Care, and redesigned our recording systems with more proportionate forms. This is helping our staff to be able to spend more time with residents in the community.
- We are also in the process of upgrading our electronic social care system to improve functionality and capability
- We have invested in growing our Shared Lives service as an innovative and cost effective way of supporting people in the community to achieve great outcomes.

## Participation & Partnerships

- We have begun to review our partnership arrangements, formalising the support for boards and engagement with the wider client groups. We have engaged client groups in the development of key adult social care strategies
- Our Community Support Outreach Team have supported those with mental health conditions gain or maintain employment and we are introducing a number of new initiatives to support disabled people and those with mental health needs into paid employment.
- We have supported WALT and wHooCares to establish innovative and creative models of support for vulnerable people and their carers
- We have worked with Housing colleagues to develop further options for those requiring extra care housing. We now have a total of five schemes in Medway which has increased the opportunity for people to remain independent in their community.

## Integration

- Our level of delayed transfers of care are some of the lowest nationally, and we continue to work with health partners to offer new and innovative approaches to help people to return home as quickly as possible with the right support.
- We continue to work in partnership with health colleagues to support the development of the Kent and Medway Integrated Care System as well as the Integrated Care Partnership for Medway and Swale. This approach will result in greater collaboration in improving population health and wellbeing outcomes.
- We have developed a joint health and social care Mental Health Strategy which sets out our vision for improving outcomes for people with mental health problems in Medway.
- We have developed a joint health and social care Learning Disability strategy, which sets out how we will ensure that people with learning disabilities are identified and supported to access the services that meet their needs and deliver better outcomes. The strategy has been created in partnership with a Learning Disability working group of people with lived experience and other stakeholders
- Care navigators have seen 2423 individuals in the last 10 months and 285 people had mental health as primary reason for referral .These people were provided support or signposted to the right support .

## Safeguarding

- We continue to support the work of the Kent and Medway Safeguarding Adults Board (KMSAB) as a statutory partner to the board. The Assistant Director for Adult Social Care in Medway is the Vice-chair of the Board.
- The board has produced an annual report, which sets out the strategic priorities for the board, and the key achievements in the last year. The report can be found via the following link: [KMSAB annual report](#)
- The Medway Adult Safeguarding Executive Group continues to ensure a specific focus on the priorities for safeguarding adults in Medway.
- Adults continue to be fully involved when a safeguarding concern is raised. They are asked what they want their outcomes to be and they inform any action taken where possible.

# What's next?

We hope that you have found our local account to be useful. We would welcome any views on what you think of it and what we could do to improve it in the future.

We are also starting to plan the development of our next Adult Social Care strategy, to replace our current strategy that runs out this year. We are interested to hear from people about what we should include in our next strategy.

If you have any views or feedback on any of the above, please let us know your views by contacting Healthwatch using any of the following methods;

Website [www.healthwatchmedway.com](http://www.healthwatchmedway.com),

Email: [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

Freephone number 0800 136656 or Text on 07525 861 639. By texting 'NEED BSL', Healthwatch's British Sign Language interpreter will make contact and arrange a time to meet face to face.

Postal address: 5A New Road Avenue Chatham ME4 6BB.



