

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

19 AUGUST 2014

## ATTENDANCE OF THE PORTFOLIO HOLDER FOR ADULT SERVICES

Report presented by Councillor David Brake, Portfolio Holder Adult Services

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### Summary

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

## 1. Background

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

- Adults' Mental Health
- Better Care Fund
- Community care
- Health
- Independent Safeguarding and Review Service (not for this Committee – dealt with by Children and Young People Overview and Scrutiny Committee)
- Older people
- Partnership Commissioning (Adults)
- Public Health (Lead Member), including commissioning of treatment services for drugs and alcohol
- Services for people with learning and physical disabilities
- Telecare/telemedicine

## 2. Adults' Mental Health

2.1. The Medway Council Adults' Mental Health Social Work Team has an active caseload of circa 400 Medway residents with significant

mental health needs. The Social Workers have supported service users, and their families, on their journey of recovery and to achieve good social outcomes such as stability in housing, employment, financial security, social inclusion, community access, supporting access to NHS services to address their physical health and personalisation in their support arrangements.

- 2.2. The feedback from service users, family carers and advocates is that the Medway Council Adults' Mental Health Social Work Team goes from strength to strength in terms of positive outcomes for those who access the service. This positive feedback is triangulated with feedback from colleagues in the NHS, voluntary sector and providers; and importantly from feedback from staff working in the service who are highly motivated and say that they are well supported by their managers. In particular, it is worth us highlighting the significant contribution of the Principal Officer for Mental Health and the Commissioner for Mental Health, who have worked over recent years to shape the Medway Council Mental Health Service in response to the needs and aspirations of our local community. They have done a marvellous job and created a Council service that Medway can rightly be proud of.
- 2.3. Against this back drop of Medway Council achievement there have been, and remain, challenges in the NHS Mental Health services locally. I have actively challenged NHS Commissioners and the provider, Kent and Medway Partnership Trust, at the most senior level and will continue to champion the needs of Medway residents with mental health needs, their carers and families.
- 2.4. The Health and Adult Social Care Overview and Scrutiny Committee have played a key role in scrutinising NHS Mental Health services locally and I am grateful for your support in a cross party approach to tackling such an important issue for our community. I welcomed the recommendations of the Member Task Group on Mental Health and supported the report and recommendations through Cabinet.
- 2.5. In my role as Portfolio Holder I have met with service users, carers, staff and I have visited the range of services that support Medway people. I have met with people who report that they have been well supported by Medway Council staff and I have met with some people who feel let down by NHS Mental Health services. There continues to be a clear narrative of concern from people using NHS Mental Health services and this does need to be addressed. We are ready to assist in any way we can. I remain convinced that Medway residents require acute beds and services in Medway and not be subjected to moves around the county and beyond.
- 2.6. I suspect that Mental Health will continue to be an area of focus for the Committee in the year ahead. It will certainly continue to be a priority area for me until we achieve the outcome that the people of Medway need and deserve.

### **3. Better Care Fund**

- 3.1. In my role as Portfolio Holder I have worked with officers and Clinical Commissioning Group (CCG) partners throughout the year to shape and develop Medway's Better Care Fund plan. The plan was highly commended by NHS England and the Local Government Association who evaluated all the plans as part of the assurance process.
- 3.2. Medway is now well placed to benefit from the alignment of commissioning strategies to create more support in the community, out of hospital, and the pooled budget will ensure that the public funding involved goes the extra mile, through the Council's commissioning channels to deliver excellent value for money.

### **4. Community Care**

- 4.1. Safeguarding vulnerable adults has been a key focus over the last year and I have reviewed safeguarding with senior officers and frontline staff on a frequent basis to ensure that practice is ever improving to keep vulnerable adults safe from harm. Whilst we cannot eliminate all risk, the improvements over the last year and openness in terms of audits and reports demonstrate that improvements continue to be made.
- 4.2. Adult Social Care officers have worked closely with Inspectors from the Care Quality Commission, sharing intelligence, planning unannounced inspections on schedules that ensure good use of inspection resources and taking action together where necessary to ensure standards of care are met and sustained.
- 4.3. Medway Council's Occupational Therapy Service introduced Fast Track Assessments which have been warmly welcomed by service users and have made a significant impact.
- 4.4. A wide range of services are offered across Medway, funded by Medway Council, delivered by a range of partners including the community and voluntary sector, to ensure that we are able to meet the needs of Medway residents at home and in the community. Even in these tough economic times we sustained additional funding to the voluntary sector this year. This funding assists people before they need social care services and plays an important role in prevention and enablement. My thanks to the many charities across Medway who fulfil a key role in this regard.
- 4.5. Great progress has been made in delivering Extra Care Housing – a great alternative for single older people and couples. The model and provision in Medway will be branded Flexicare Housing in response to feedback from residents that this better reflects the flexibility of support available on-site 24/7 and our balanced community model. Medway now has three Flexicare Housings schemes up and running. More schemes are in development and it is our intention to offer this right across Medway.

## **5. Health**

- 5.1. Medway Council has played its part in support of local Health services. The Hospital Social Work Team has joined with Community Health Services to create an Integrated Discharge Team and I can report that for the whole of 2013/14 there was only one delayed discharge attributable to Medway Council. When Medway Council performance is consistently excellent it would be easy to become complacent but I would like to acknowledge how hard our staff work to ensure that they deliver my commitment as Portfolio Holder that we will do all we possibly can to support our local Health services.
- 5.2. Medway benefits from high quality community health care but there have been significant concerns about our local hospital. As Portfolio Holder I have challenged NHS Commissioners and hospital senior managers to address these concerns. I have worked with Governors to support them to bring good governance to bear on these matters and I have actively engaged, in public and in private, including with Monitor and the Care Quality Commission to ensure they hear the voice of the people of Medway in all the noise that has surrounded our hospital over the last year.
- 5.3. I have instructed officers to do all they can to support our local hospital and in particular we have recently offered direct support and challenge in the area of safeguarding. I will continue to actively engage in driving up standards at our local hospital and to champion the needs of our community for a well performing local hospital.

## **6. Older People**

- 6.1. The largest group of people supported by Adult Social Care is older people and with significant growth in demographics I am delighted to see more people helped to live at home and a significant reduction in the number of people being admitted to care homes and nursing homes over the last year (from 321 in 2012/13 to 237 in 2013/14). What I hear from older people is that they really value their independence and want to live full and active lives. Medway Council is certainly helping them to do just that.
- 6.2. I would like to acknowledge the contribution of the Medway Pensioners Forum and the Medway Older People's Partnership in shaping and influencing local services. I have spent much of the last year visiting groups of older people and meeting with people to listen to their views and feedback on services and support provided. My assessment is that Medway Council is respecting people and supporting resilience in our community. This bodes well for us all in the future.

## **7. Partnership Commissioning (Adults)**

- 7.1. Partnership working with CCG colleagues has strengthened at a time of pressure in public services and some local challenges in health services. Commissioning for health and social care coming together is a significant sign of our commitment becoming a reality and the first year of Partnership Commissioning has been positive and is making a real impact. We are working together to ensure that an artificial gap is not created between health and social care and that the public pound is spent wisely.
- 7.2. Medway Council is fully committed to the partnership and to supporting it to develop further to deliver integrated services for the people of Medway.

## **8. Services for people with learning and physical disabilities**

- 8.1. I am delighted to report that in response to feedback from service users and carers, Medway Council has made some significant changes to the services provided to people with learning disabilities, physical disabilities and their families. A new all-age disability service has been established with three sub-teams offering assessment and support: a 0-25yr Team, a 25yr + Team and a Children's and Adult's Occupational Therapy Team. The 0-25yr Team incorporates the former Children with Disability Team and means that Social Workers can now continue to support young people through the often challenging times of transition, working to ensure that transition is as smooth and successful as possible.
- 8.2. The new service arrangements will support the implementation of the Children and Families Act 2014 and in particular will benefit the development of personalisation in Children's Services from the experience and learning in Adult's Services.

## **9. Telecare/telemedicine**

- 9.1. As Portfolio Holder I have championed the expansion of Telecare in Medway and good progress was made in 2013/14. An example of change is that Telecare is now established as a core offer at the start of engagement with Adult Social Care and demand is rising as people become aware of what modern Telecare can offer them and their relatives.
- 9.2. There is more to be done in regard to Telemedicine and officers are working with CCG colleagues to explore how we can implement this easily in Medway, most likely through the Map of Medicine tool that GPs use. I believe that Telemedicine has an important contribution to make in relation to good health care and the Medway Council infrastructure is very well placed to help make that a reality.

## **10. Public Health**

- 10.1. Public Health is one of the areas listed within the terms of reference of this Overview and Scrutiny Committee and covered by the Portfolio Holder for Adult Services.
- 10.2. Since 1 April 2013 the Health and Social Care Act 2012 has given Medway Council new responsibilities for public health. This report gives an overview of achievements across the four domains of public health: health improvement, public health intelligence, healthcare public health and health protection.

## **11. Health Improvement**

- 11.1. The work of the Health Improvement Service includes, leading the development and implementation of strategies to improve health and reduce inequalities, as well as development and delivery of specific public health programmes. The Health Improvement Team within the Public Health Directorate is responsible for public health programmes that support the Health and Wellbeing Board's Joint Health and Wellbeing Strategy including tobacco control and smoking cessation, supporting healthy weight, alcohol and substance misuse, sexual health, the healthy child programme (5-19years) and health promotion. Particular achievements and challenges are detailed below.

## **12. Tobacco Control & Stop Smoking Services**

- 12.1. Medway's tobacco control alliance, which unites public sector partners, community groups and individuals, has agreed three areas of priority for Medway – tackling illegal supply, de-normalising smoking and advancing the smoke free agenda. The Alliance has signed off the CLeAR assessment process and has now been completed with an action plan in place to ensure continuous improvement. CLeAR offers a supportive approach to help localities identify their strengths in tobacco control as well as areas they need to improve. It is intended to be part of a dynamic improvement process which can help localities to challenge and develop their performance year on year.
- 12.2. Revisions to the council Smoke Free Policy have now been agreed by Employment Matters Committee and will be adopted across the organisation.
- 12.3. Four schools now completed DECIPHer ASSIST, which is an innovative, peer led intervention to prevent the uptake of smoking by young people. The programme is proven to reduce the prevalence of smoking in adolescents by training influential children in Year 8 (identified by their peers) to become Peer Supporters.

- 12.4. Although nationally the number of people accessing stop smoking services is declining, the Medway service remains in the top quintile for number of quitters per 100,000 population.
- 12.5. Medway Stop Smoking Service has been accredited by the National Centre for Smoking Cessation and Training and is only the second Stop Smoking Service in the country to achieve this status.
- 12.6. Carbon monoxide testing to identify pregnant women who smoke and the 'Risk Perception' intervention has now been implemented at Medway NHS Foundation Trust in order to tackle the high rate of smoking in pregnancy. This will be linked to a CQUIN target for MFT.

### **13. Supporting Healthy Weight**

- 13.1. Medway Breastfeeding Network has celebrated three years of engaging infant feeding peer mentors, with successful volunteer recruitment continuing.
- 13.2. An innovative partnership with Children's Food Trust, public health and early years' teams has been developed to provide food and nutrition training for Nursery and pre-school settings.
- 13.3. Working together with the Schools Food contract team and contractors, public health staff have been supporting the development of a Medway School Food Vision, to encourage schools to align to National School Food Plan, providing fresh food in good quality environments, and increase the uptake of school meals.
- 13.4. The first Medway Obesity Summit took place in June, which very successfully engaged the wide range of partners who have a part to play in tackling this difficult area. A number of priority areas for action have been identified. The council will be taking the lead on some of these areas, and will be encouraging partners to do likewise.
- 13.5. The range of supporting healthy weight interventions continues, with Tipping the Balance, Exercise Referral, MEND, FitFix, Health Walks and Cycling groups. This menu of options has been enhanced with the addition of Change4Life club and Let's Talk Weight.
- 13.6. The team is currently conducting a review of the outcomes of the Fit Fix programme which was launched during the year and is aimed at adolescents. This will include customer feedback.
- 13.7. Medway Grows campaign which supports residents to grow their own fruit and vegetables was launched in Medway Matters offering starter packs to residents and 18 Medway Grows workshops have been booked throughout the year.

13.8 The Health and Wellbeing Board endorsed an asset based approach to map Medway-wide assets which promote physical activity and healthy eating with the aim of linking assets to deficits identified within the JSNA. Phase 1 of the asset mapping project is now complete and Phase 2 of the project is currently being scoped.

#### **14. Preventing Alcohol Related Harm**

14.1 In 2013/14 240 practitioners were trained to deliver IBA (Identification and brief advice interventions) to tackle the harm caused by alcohol. Those trained include: family workers from children's services, occupational therapists, care managers and members of the youth services team. A focused one-day training event for health visitors and community nurses took place in March with 75 in attendance. An influx in booking has been seen with the successful use of iShare.

14.2 An Alcohol Insight Gathering Project has been undertaken which has provided valuable intelligence about attitudes and behaviours in relation to alcohol in Medway. This insight will inform ongoing local health improvement campaigns to support sensible drinking.

14.3 A hospital alcohol project has been agreed, in partnership with Medway NHS Foundation Trust and Medway CCG and alcohol treatment providers. This will screen patients at A&E and on selected wards to identify those drinking at increasing or higher risk levels, provide extended brief interventions to reduce alcohol consumption and reduce the number of repeat hospital attendances.

#### **15. Sexual Health**

15.1 A sexual health needs assessment has been undertaken and the findings have informed the commissioning of an integrated sexual health service including genito urinary medicine and contraceptive services, due to be tendered later this year.

15.2 Increased activity in the community has resulted in a 39% increase in the number of chlamydia screens on the same time last year. At the beginning of February positive partner notifications were introduced and routine three month follow ups for all those patients who test positive. The team have been set a target of contacting the partners of 30% of all positives and offering three month follow up tests to all those who test positive.

15.3 They have recently been commissioned to provide an HIV point of care testing service to increase early diagnosis of HIV, which improves outcomes.

## **16. Child Health (5-19 years)**

- 16.1 The national PSHE association have been engaged to ensure that the Medway Relationship and Sex Education (RSE) pilot is to accreditation standard. This will be done in time for the new academic year 14/15 and will provide a consistent standard across PSHE and RSE.
- 16.2 A research proposal has been developed to deliver a Risk Avert project in Medway. Risk-Avert offers a targeted early intervention and prevention approach to young people engaged in, or at risk of behaviours which harm health and social functioning. The data from the screening element of the Risk Avert project will provide rich data on the risks to health of young people across Medway including smoking, alcohol, bullying, e-safety etc.

## **17. Workplace health**

- 17.1 The Medway Workplace Health programme successfully engaged with 43 local businesses in the past year supporting employers to create healthy workplaces. The programme is in the process of redevelopment in order to re-launch to the business community, to ensure that we have an effective and sustainable programme appropriate for Medway's range of small and medium sized businesses. In addition a specific programme is being developed for council staff in partnership with internal stakeholders.

## **18. Health Promotion Campaigns and Marketing**

- 18.1 The team has increased awareness of the 'A Better Medway' brand and facilitated a number of health improvement events ensure a high profile is maintained. Events include The Medway Mile, Mascot Race at Priestfields, outreach events in Chatham High Street and MidKent College. In addition we have significantly increased our social media presence.

## **19. Workforce development**

- 19.1 We have now commenced training for the third cohort of A Better Medway (ABM) Champions.. Champions have been recruited from a wide range of partners, including Councillors, Medway Ethnic Minority Forum, Citizens Advice Bureau, Gillingham FC, Parkwood and Woodlands Youth Centres, KCA (drug treatment provider), Pathways to Independence (supporting young people in care during transition to independence), Home-Start (family support), a private catering company and a private equestrian centre. So far there is 100% success rate for achievement of the RSPH qualification of Understanding Health Improvement (Level 2).
- 19.2 A standard benchmarking template has been developed in partnership with the Royal Society for Public Health (RSPH) in order to provide consistency and accuracy when developing public health training packages. This will be an important step in

assessing the quality of our training packages before considering submission for accreditation.

- 19.3 Three priority training packages have been identified to achieve accreditation during 2014-15: Smoking Level 2, Alcohol IBA and Let's Talk Weight.

## **20. Mental Health Promotion**

- 20.1. Between January and July 2014 there have been 4x2 day Mental Health First Aid (MHFA) training courses delivered by Public Health to a total of 52 people from different backgrounds including council social care staff, housing, supported housing, children's centres, youth services, health visitors, voluntary organisations and private business sector. Dates are already set for a further seven (two day) MHFA courses between July and December 2014 which will potentially reach another 84 delegates and a new training option of MHFA Lite has also been added to the PH training portfolio which will improve access to some mental health awareness training where staffing levels might be a barrier to access.
- 20.2 A youth health and wellbeing community has been formed which includes some members of the Youth Parliament. This group of young people have received 'time to change' anti stigma training and will be supporting public health to shape mental health promotion campaigns, social media and resources aimed at children and young people.

## **21. Social Isolation**

- 21.1. This is a Health and Wellbeing Board priority and work has focused on gaining a greater insight into the issues through focus groups and identifying barriers around social isolation in Medway.
- 21.2 An 'Isolation index' using Mosaic data has been created to identify areas with higher predicted rates of social isolation within Medway.

## **22. Dementia**

- 22.1 A one year joint campaign with Public Health, Children and Adults and the CCG to raise awareness for Dementia is underway. This has included a dementia roadshow bus being located in Chatham, a dementia awareness week event.
- 22.2 A range of 'Dementia Friends' awareness sessions have been delivered and including one at the service managers meeting with the aim of managers cascading information to staff.

## **24. Commissioned services**

- 24.1 Drug & Alcohol Treatment services: an integrated Substance Misuse Service Contract was awarded to Turning Point and the service commenced 1 July 2014. There are now two hubs – one in Gillingham

and one in Chatham. The provider is working with Citizens Trust and Air Football around engagement and reintegration for service users.

- 24.2. NHS Healthchecks Outreach service was commissioned to target groups with low uptake of Health Checks via the GP service and commenced in July 2013. 84% of activity reaches at least one key target group – males 40-55, certain identified ethnic groups, certain identified wards. This programme was a finalist in the LGC Awards 2014 in the public health category.
- 24.3 Chlamydia Contract: the chlamydia laboratory service was re-commissioned in 2013. This provided an opportunity to have a more cost effective service for 15-24 year olds. Samples can be posted back to the laboratory and results are provided more quickly through the use of more efficient IT programmes.
- 24.4 MenSheds: this new service was commissioned from Sunlight Development Trust to support men's mental well-being and provide opportunities for men to socialise, build self-esteem and have access to mental health promotion messages and will commence in the summer. Traditionally, men are less likely to seek opportunities to discuss health topics and some groups are at higher risk of suicide.
- 24.5 Community HIV Contract: following a successful pilot, a community HIV testing programme was commissioned from HACO aimed towards but not exclusively for, the black African population. Late diagnosis of HIV can result in worse health outcomes for the patient and their family. The service encourages HIV testing and supports people through the process, early diagnosis and the start of treatment.
- 24.6 Development of SLAs for 2014/15: the annual Primary Care service level agreements were issued to community pharmacies and general practices in March. These cover services for sexual health, NHS Health Checks and smoking cessation. Significant revisions to the specifications and new patient group directions had been developed in the preceding months to support these local services.
- 24.7 Healthy Child Programme: detailed work has been undertaken with the school nursing service since April 2013 to set and monitor service standards and key performance indicators. Together with NHS England, public health co-commissions health visiting service and the family nurse partnership service, in order to prepare for the transition of commissioning responsibility for the Healthy Child Programme 0-5 to the Council in October 2015. A transition steering group monitor both the national health visitor service development programme and the quality of the service provided through key performance indicators. Public health is preparing for the re-commissioning of the Healthy Child Programme 0-19 in April 2016, when current contracts expire.

## **25. Public Health Intelligence**

### **25.1 JSNA**

The JSNA is a web-based resource ([www.medwayjsna.info](http://www.medwayjsna.info)) and is updated on a quarterly basis. The new look JSNA was launched in October 2013.

During 2013/14, new chapters were published on the following topics:

- Mental Health
- Special Educational Needs in children
- Falls
- Air Quality
- Long-term neurological conditions
- Learning disabilities

Updates to the following chapters were undertaken during 2013/14:

- Maternity
- Teenage pregnancy
- Data Inventory

## **26. Annual Public Health Report**

The Annual Public Health Report (APHR) 2012-13 was entitled “The Health of School Aged Children”. The report was presented to Cabinet on 14 January 2014.

## **27. Medway Joint Health and Wellbeing Strategy (JHWS) 2012-17**

Following consultation with key stakeholders and the public, a prioritisation process was undertaken by the Health and wellbeing Board to review key priority actions for the JHWS.

A comprehensive dashboard has been developed by the Public Health Intelligence Team to monitor progress against the Public Health Outcomes Framework as well as the JHWS priorities.

## **28. Health Equity Audit**

Health equity audits have been completed for the Stop Smoking Service and MEND (Mind, Exercise, Nutrition, Do It!) leading to recommendations to increased targeting of specific groups.

## **29. Healthcare Public Health**

Medway Council has a statutory duty to provide specialist public health support to Medway CCG to support it in its role of commissioning health services for the local population. A Memorandum of Understanding is agreed between the Council and CCG on an annual basis. The Director of Public Health is a non-voting member of the CCG Governing Body. Consultants in

Public Health provide input through the CCG Programme Management Groups. The detail of the work done to support the CCG is beyond the scope of this report but during 2013/14 included:

- Health needs assessments on Chronic Neurological Conditions and Osteoarthritis
- Development of model of care and evaluation framework for health input to nursing and residential homes
- Public health support to MFT Mortality Working Group
- Mental health bed redesign: modelling and sensitivity analysis. Monitoring of bed use is continuing on a quarterly basis.
- Maternity services: Support provided to MFT on needs assessment in response to CQC report and support to improving access to maternity services project group.

### **30. Health Protection**

- 30.1. Health protection seeks to prevent and reduce the harm caused by communicable diseases and minimise the health impact from environmental hazards such as chemicals and radiation. The Local Authority's role, delegated from the Secretary of State for Health, is to provide information and advice to relevant organisations to ensure that all parties discharge their roles effectively. This covers both planning for and responding to health protection incidents. The Public Health Directorate works closely with Public Health England in discharging these duties and ensuring that there is an effective public health system locally.
- 30.2. The Kent & Medway Health Protection Committee is co-chaired by the Directors of Public Health for Kent and Medway and provides assurance that there are plans in place to protect population health. It has oversight of population screening & immunisation programmes, surveillance of communicable diseases and reviews other health protection issues.
- 30.3. The Kent and Medway Local Health Resilience Forum (LHRP) is co-chaired by the Director of Public Health, Medway and the Director of Operations, NHS England Area Team. It is a strategic forum to facilitate health sector preparedness and planning for emergencies. Its work includes ensuring that plans are in place to respond to health protection incidents and organising cross agency exercises.
- 30.4. The Medway Extreme Weather Group was established in 2013 with membership from Public Health, Emergency Planning, Social Care, Housing and Health & Safety. The group ensures that the Council's plans for heatwaves and cold weather are up to date and implemented.

## **31. Other noteworthy areas**

- 31.1. Carers – although there was not a national Carers Survey in 2013/14, I instructed officers to undertake a local Carers Survey to track progress on the support we were offering to Carers and to ensure that we continue to make progress for a group that are a real priority for me as Portfolio Holder. I am pleased to note that officers exceeded performance on last year's target for Carer Assessments and Reviews. Even more important than that is the very positive feedback that Carers gave regarding the impact that our support has for them and their families. Carers will remain a priority for me and for officers in the year ahead.
- 31.2. I am pleased to report that the new Electronic Case Record System (Frameworki) was successfully introduced for Adult Social Care, following successful implementation in Children's Social Care. This new system greatly assists Social Care staff working across the directorate. The significant investment by Medway Council in this system will help ensure that our staff have the tools that they need, going forward.
- 31.3. Adult Social Care ended the last financial year within budget, despite significant pressures, and started 2014/15 leaner and fitter for purpose, making back office savings in order to protect frontline care services.
- 31.4. The year ahead will be busy with making preparations for the implementation of the Care Act from April 2015. I will continue to meet with the Director and senior officers on a regular basis to navigate the way ahead. I will also ensure that much of my time is spent directly meeting and listening to people using Adult Social Care services, family carers and frontline staff to ensure that we sustain and even further enhance the quality of social care and support that the people of Medway have come to quite rightly expect.
- 31.5. I would like to thank the people working in Adult Social Care, across the sectors, for the work they do for and on behalf of vulnerable adults in Medway, providing care and support with compassion and dignity. Their contribution to our society is something to be celebrated and I extend my thanks to them all.

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**Background documents - none**