

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

17 JANUARY 2019

ATTENDANCE OF THE PORTFOLIO HOLDER FOR ADULTS' SERVICES

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| Report presented by | Councillor David Brake, Portfolio Holder – Adults' Services |
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Summary

This report details the areas covered by the Portfolio Holder for Adults' 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 covered by the Portfolio Holder for Adult Services include:

- Social care services for
 - Older People
 - Adults with mental health problems
 - Adults with physical, sensory and learning disabilities
- Adult Safeguarding
- Assistive equipment and telecare
- Adults' Partnership Commissioning (25+) and Better Care Fund
- Public Health
- Sustainability and Transformation Plan

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

¹ https://www.medway.gov.uk/downloads/file/2145/council_plan_2017-18

2. Adult Social Care Services

- 2.1 The Council's strategy for Adult Social Care, "Getting Better Together", was published in 2016 and sets out our vision for the service:

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.

- 2.2 A diagnostic assessment of the service was also undertaken in 2016 to assist the Council to identify opportunities to manage increasing demand with more limited resources. A transformation programme, designed to deliver our "Getting Better Together" strategy as well as related service improvements and savings has been underway since then.
- 2.3 The Programme has already achieved major, positive change and yielded substantial savings and progress against our strategy remains on track.
- 2.4 As is the case nationally, Medway's adult social care service is managing greater service demands than ever before and demographic trends mean that these pressures are set to increase.

3. Demographic Pressures

3.1 Older People

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.

- 3.2 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

- 3.3 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.

- 3.4 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.

4. Adults with Learning Disabilities

- 4.1 The number of adults with a learning disability in the age group 18-24 is predicted to fall by 2030. However, better healthcare and support has meant that larger numbers of people with very complex needs are living to adulthood. Added to this life expectancy continues to rise, with a predicted increase of about 500 people with learning disability in Medway who are over 65, by 2035. Added to this is the current work being undertaken as part of the Transforming Care initiative to move people with learning disability and autism from NHS Assessment and Treatment Units. This offers the people concerned the opportunity to live in less restrictive settings or even to have a home of their own. This has, however, also led to increasing pressure on social care resources.

5. Medway Adult Social Care Services

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

- Information and advice
- 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

5.2 Council Adult Social Care Teams

Medway Adult Social Care Teams comprise Social Workers, Occupational Therapists, Social Care Officers and (social care) Nurses. The teams:

- Complete assessments in line with the Care Act
- Arrange and review services to ensure that they meet assessed needs
- Provide direct support
- Undertake adult safeguarding

6. Service Development and Change

- 6.1 As part of the Getting Better Together transformation programme Adult Social Care have rolled out the “3 Conversations”, strengths based practice model. 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 from community resources.

- 6.2 By working in this way, the model supports people to be as independent as possible and, thereby, reduces their need for adult social care service input.
- 6.3 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.
- 6.4 Conversation 2 seeks to support people in a crisis, with short term interventions designed to reduce levels of need.
- 6.5 Conversation 3 focuses on long term outcomes and planning, built around what a good life looks like to the citizen and how best to mobilise the resources needed and the community assets available.
- 6.6 In December 2017 Adult Social Care teams were restructured with a move away from specialist services for specific user-groups to generic, locality based teams.
- 6.7 The new structure has generally worked well, enabling us to be more flexible and to increase and broaden the skill levels of our staff.
- 6.8 Further refinements to the structure have recently been implemented – moving to a single line of operational management for each of the 3 locality teams, where in the past they were split between Early Help and Long Term support. These further changes will avoid unnecessary “hand-offs” between teams, will improve management accountability, whilst supporting greater collaboration with the NHS.
- 6.9 Despite the demographic challenges described above, the overall number of people supported during the year by adult services decreased from 2764 in 2016/17 to 2723 in 2017/18. The number of support packages and care home placements also decreased. This decrease demonstrates the effectiveness of the 3 conversations strength based practice model in enabling people to be as independent as possible.

7. Services for Older People

- 7.1 The Council is currently supporting 977 older people (65+) to live in their own homes with a package of care – a reduction from 987 in 2017/18 and 1062 in 2016/17.
- 7.2 During 2017/18 the Council supported 578 older people to live in care/nursing homes – a reduction from 589 the previous year.

7.3 Enablement

Medway Enablement services work with older people to enable them to regain independence that they may have lost - for example as a result of a fall, a period of illness or a hospital admission. Interventions, led by Occupational

Therapists, include programmes of rehabilitation, making use of assistive equipment where needed.

7.4 Extra Care Housing

During 2018, the Council worked with Optivo Housing and London Care to launch a new Extra Care Housing development at Rogallo Place. This will be followed by Atlas Place in February 2019. This brings the total number of Extra Care housing units in Medway to 239, across five schemes.

7.5 The new purpose built developments feature self-contained, accessible flats and communal facilities, including on-site restaurants. There are also carers on site night and day. The Council has 38 nominations at each of the two new schemes.

7.6 The new Extra Care schemes are projected to save the Council £250K, whilst supporting residents to continue to live in independent settings rather than in residential or nursing homes.

8. Hospital Discharge

8.1 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.

8.2 Medway Council has 16 staff employed as part of this multi-disciplinary team who 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.

8.3 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. Discharge to Assess beds have also been commissioned at Nelson Court. These services have ensured more timely discharges and has resulted in low numbers of delayed discharges from Medway Hospital.

8.4 Hospital discharge services have been further strengthened for winter 2018/19 through the piloting of a Home Care Bridging Service. This enables people to be discharged home with as intensive a package of support as is necessary, whilst their long term care arrangements are being made.

8.5 These services have helped to ensure that Medway has one of the lowest rates of delayed hospital discharges in the country.

8.6 The average number of Delayed Transfers of Care (DToC) in Medway, during 2017/18, was 6.5 days per 100,000 population, of which 1.8 days were directly attributable to the Council. This compared with a national average of

12.3 DToC days per 100,000 population, with 4.3 days attributable to Councils nationally.

- 8.7 During the current financial year, we have achieved further improvements in performance with DToCs falling to 3.5 days per 100,000 population in October 2018, with only 1.5 days attributable to the Council.

9. Adult Mental Health Services

- 9.1 Our locality based Adult Social Care teams deliver the majority of social work for adults with mental health problems. However, 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 will be establishing a small, specialist team of AMHPs (Approved Mental Health Professionals) from January 2019.
- 9.2 The Community Resource Hub at 147 Nelson Road is a building based service that supports adults who have social care need in relation to their mental health. The team provide a structured programme of group activities within the day unit, in addition to 1-1 support in the centre and the community.
- 9.3 The team aims to support service users in mental health recovery by helping them to take up opportunities to develop resilience and life skills, in line with their individual preferences and resources. Those service users who access the main programme are those who are assessed as having more substantial needs (a significant proportion of which are subject to S117 aftercare, a statutory responsibility of the LA).
- 9.4 During the 12 month period between November 2017 November 2018 the service supported 98 service users in a variety of ways, including 6 week reablement programmes, short term support (up to 12 weeks) and long term support.
- 9.5 In September 2018, a Senior Social Worker from Adult Social Services was seconded to work within the Housing Department with homeless people (and people facing homelessness) who have mental health problems.
- 9.6 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.
- 9.7 Examples of the service offered includes: intensively supporting people on discharge from hospital; prompting people to undertake personal care and domestic tasks; supporting people to attend GP visits and other appointments and help with finances and other personal administration.
- 9.8 The team is currently staffed to deliver about 21,000 direct support hours for about 104 service users each year. 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.

10. Services for Adults with Physical, Sensory and Learning Disabilities

- 10.1 The Council supports 1157 younger disabled people (18-65), 570 of whom have a learning disability. Most disabled residents of Medway live in their own home and 491 use Direct Payments to employ their own personal assistants (PAs). This helps them to have greater control over the way that they live their lives.
- 10.2 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 is to be introduced which will make it easier for service users to access funds, as there will be no need for them to set up a dedicated bank account in order to receive Direct Payments.
- 10.3 The Council's Adult Social Care teams provide Social Work and Occupational Therapy to people with physical and learning disabilities, in close partnership with NHS colleagues.
- 10.4 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.
- 10.5 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
- 10.6 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

10.7 The Shared Lives Service offers the opportunity for disabled people to live in a home in the community as part of a family. This is a very cost-effective service that achieves great outcomes for service users and the service is due to be expanded in 2019. During November 2018 the service supported 33 service users.

11. Adult Safeguarding

11.1 The Care Act 2014 placed Safeguarding Adults on a statutory footing, defining the responsibilities of Local Authorities and key partners.

11.2 The Care Act also placed a duty on local authorities to establish a Safeguarding Adults Board (SAB). Medway Council's duty is met through the Kent and Medway Safeguarding Adults Board (KMSAB).

11.3 In addition, the Medway Safeguarding Adults Executive Group (MSAEG), Chaired by Ian Sutherland (Director of People - Children and Adult Services) brings local agencies together to ensure that the specific needs of people in Medway are fully addressed. During 2018 the MSAEG work plan was refreshed and a conference and awareness raising events were delivered as part of Safeguarding Adults Awareness Week.

11.4 In December 2018 an Adult Safeguarding Peer Review Team organised by the Association of Directors of Adult Services (ADASS) returned to Medway. This was the culmination of a two year, sector led improvement exercise. The reviewers were impressed with the work that we have done locally since December 2016. This has included:

- Improvement in performance and practice
- Strengthened links with Police, NHS and other partners
- Roll out of updated policies and procedures
- Greater Medway representation on the KMSAB
- The formation of the MSAEG, ensuring that we fully address local priorities
- Improved governance and management
- Increased take-up of training
- Events to promote services and raise awareness

11.5 Over the past year there has been an increase in safeguarding activity and an improvement in our performance in managing this demand.

11.6 During 2017/18, 1281 adult safeguarding concerns were reported to the Council – an increase from 998 the previous year.

11.7 During 2017/18, 491 concerns were fully investigated, as an “enquiry” – an increase from 308 the previous year.

- 11.8 During 2017/18, 60% of enquiries were completed within 90 days – an improvement from 37% the previous year.
- 11.9 During 2017/18, 65% of people who were the subject of a safeguarding enquiry were asked what outcomes they wanted to achieve (in line with Making Safeguarding Personal).

12. System integration

- 12.1 The Sustainability and Transformation Plan (STP) outlines the intention to integrate health and care systems across Kent and Medway.
- 12.2 During 2018 work has continued to integrate local services. Following a successful pilot in Rainham this year, Integrated Locality Reviews (ILR) will be rolled out across Medway by early 2019. This will ensure 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.

13. Telecare/Tele Medicare

- 13.1 During the past year we have increased the use of technology to support people to remain in their own homes longer or expedite their safe and timely discharge from hospital. The main provider of this equipment for Medway is Medway Commercial Group (MCG). MCG has a long-standing and positive relationship with the Council's operational partners such as Medway Foundation Trust (MFT), Medway Community Healthcare and Medway CCG.
- 13.2 The service provides equipment which includes:
- GPS trackers – especially for those with dementia where “wandering” is a risk
 - Wrist worn falls detectors – often used instead of the traditional pendants and alerts the control centre automatically if a fall is detected
 - Automatic medication dispensers which are set and replenished by community nursing staff to ensure that people with poor memory take their medication at regular intervals
 - Telehealth – which monitor vital signs such as oxygen saturation, pulse and blood pressure
 - Speakset – a new innovation which links the person, via Skype, to their GP / District Nurse
- 13.3 Telecare is incorporated into the Home First, and Intermediate Care and Enablement Service.
- 13.4 Telecare also operates with larger providers of supported housing and residential care.

14. Health

- 14.1 Medway Council has been supporting Medway Clinical Commissioning Group with the adult community health services recommissioning process, as this contract is an important element of the health and social care system. Adult community health services support and are supported by GPs and primary care, secondary health services (including urgent care), mental health, social care, and the voluntary and community sector (VCS). Adult community services are defined as those services that help people optimise and maintain their health either in their own home or other out-of-hospital settings. They provide a wide range of care, from supporting patients to manage long-term conditions, to treating those who are seriously ill with complex conditions.
- 14.2 Medway Council has provided specialist data intelligence and public health input to the process, and supported a range of community engagement sessions to ensure residents views are at the centre of decisions. These services have a significant impact on adult social care services, so Medway Council will continue to input to the process.

15. Public Health – Lead Member, including Health and Wellbeing Board

15.1 Medway Stop Smoking Service

The stop smoking service has an annual target to support 1,258 residents to quit smoking in 2018/19. The service is on track to achieve this, with 750 quits by the end of quarter 2. The team also over achieved the 2017/18 full year target by 17%. This consistent performance is a result of a wide range of individual projects and targeted interventions. This includes targeted work to support women to stop smoking during pregnancy, a high street shop location in Chatham providing instant free support and specialist advisors in a wide range of GP surgeries and pharmacies across Medway. The service has also successfully launched the first truly digital stop smoking service in the country offering 3 digital products (text, mobile app and online advisor appointments) to smokers.

- 15.2 The ultimate ambition of the service, supported by the wider tobacco control team, is to reduce smoking prevalence of the population. This objective is currently on track with smoking prevalence in Medway currently at 17.6%, which is the lowest since records begun. The targeted work in groups like routine and manual workers and maternal smoking are also at record low levels, with smoking at time of delivery recorded as 15.5% in the last quarter.

15.3 NHS Health Checks

Medway Council has a statutory responsibility to provide the NHS Health Check service to the eligible population (40-74 year olds). The team deliver this target by coordinating the health check programme in primary care, training the staff involved and funding their activity. The Public Health team also deliver a community outreach service, with the ambition of increasing uptake from groups who do not routinely attend GP surgeries.

15.4 The team achieved the 2017/18 annual target of 6,322 check, with 6,670 completed. Performance in 2018/19 is even further ahead with 6,121 checks delivered by quarter 3, placing us ahead of target for the year.

15.5 Public Health also provides and commission a number 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

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

16.1 The Adult Partnership Commissioning team commission and strategically coordinate a range of projects including:

- Residential and nursing care
- Homecare support packages
- Integrated hospital discharge
- Voluntary and community sector leadership consortium
- Community equipment services
- Domiciliary care
- Mental health
- Learning disability
- Transforming care programme

16.2 The team 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.

16.3 This year the service has successfully commissioned the voluntary community sector and care navigation contracts. These six individual contracts have been linked, so the new providers who will be mobilised by January 2019, to form the Voluntary Community Sector Better Together Leadership Consortium.

16.4 The objectives of the consortium include:

- Greater integration and partnership working
- Better care coordination

- Evidence impact and outcomes
- Optimise resource and reduce duplication
- Identify and address unmet needs
- Build a sustainable and buoyant VCS in Medway
- Build strong and resilient communities

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Appendices

None.

Background documents

None.