



HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

12 MARCH 2020

ATTENDANCE OF THE PORTFOLIO HOLDER FOR ADULTS' SERVICES

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 Adults' 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.¹

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

2. Community Care

- 2.1 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
- 2.2 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
- 2.3 One of our most important statutory responsibilities is Adult Safeguarding, and in 2018/19, we received 1387 safeguarding concerns, and investigated 700 of these as section 42 safeguarding enquiries.
- 2.4 We have developed our first Local Account (appendix one), which 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, what we are doing to support Medway's residents and how we are progressing against our six strategic priorities.
- 2.5 We have been identified in a recent issue of "The MJ" management journal for local authority business as one of the 15 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.

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

- 3.1 Better healthcare and support has meant that more children with very complex needs are living to adulthood. The number of adults with a moderate or severe learning disability and hence likely to be in receipt of services aged 18-64 is predicted to increase by 7.9% by 2035. Life expectancy continues to rise, with a predicted increase of 37% of people with a moderate or severe learning disability in Medway who are over 65, against an expected national increase of 32.6% by 2035.
- 3.2 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.
- 3.3 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 have established a small, specialist team of AMHPs (Approved Mental Health Professionals) from January 2019. We also employ additional AMHPs who work in the locality teams, in order to provide additional capacity as part of the AMHP rota.
- 3.4 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 team currently supports approximately 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.
- 3.5 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. We are currently consulting on options for the future of this service.
- 3.6 As at 31/03/2019 the Council was supporting 604 people with a primary support reason of learning disability and of these 557 are aged between 18-64. 71.2% live in their own home and 195 use Direct Payments to purchase their own support for example by employing their own personal assistants (PAs). This helps each individual to have greater control over the way that they live their lives.
- 3.7 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 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.

- 3.8 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.
- 3.9 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
- 3.10 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
- 3.11 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 31st December 2019, the service has 35 shared lives carers, supporting 22 service users in a long-term placement, 19 receiving respite and 21 being supported in day care.
- 3.12 In the last year working with Medway Clinical Commissioning Group we have developed joint Medway health and social care strategies for Learning Disabilities and Mental Health.
- 3.13 The Adult Mental Health Strategy that was approved by the Council's Cabinet on 20 November 2018 sets out our vision for improving outcomes for people with mental health problems in Medway. This strategy sets out how Medway Clinical Commissioning Group, Medway Council and other key partners, will

transform the way we deliver mental health support and intervention in an integrated and holistic way.

- 3.14 The Learning Disability Strategy 2019- 2024 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.

4. Older People

- 4.1 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.

- 4.2 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

- 4.3 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.
- 4.4 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.
- 4.5 As at 31st March 2019, the Council were supporting 966 older people (65+) to live in their own homes with a package of care – a reduction from 994 in 2017/18 and 1068 in 2016/17.
- 4.6 As at 31st March 2019, the Council were supporting 559 older people to live in care/nursing homes – a reduction from 576 the previous year.

- 4.7 These reductions in the number of people requiring long term care and support have been achieved despite the demographic growth highlighted earlier.
- 4.8 This has been achieved as a result 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.
- 4.9 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.

5. Public Health – Lead Member, including Health and Wellbeing Boards

- 5.1 As Chair of the Health and Wellbeing Board, I was pleased with latest annual report from the Director of Public Health entitled ‘Healthy Minds, Healthy People: Wellbeing across the life course Medway’. We have been awarded Time to Change Hub status which is working to end mental health stigma in Medway and officers have signed up to focus in on this within the workplace. The report sets out a number of recommendations to improve partnership working and collaboration between organisations working in Medway and to build community resilience. I have asked officers to take these forward to build on our good work in this area.

Medway Stop Smoking Service

- 5.2 The national ambition is to reduce smoking prevalence to 12% or less by 2022. This is supported locally through tobacco control and stop smoking initiatives. This objective is currently on track with smoking prevalence in Medway having recently reduced from 17.6% (2017) to 14.7% (2018), which is the lowest since records began and are now in line with the England average of 14.4%. The targeted work in specific groups such as routine and manual workers are now at 23.9% and maternal smoking rates are also at record low levels, with smoking at time of delivery recorded as 14.8% in the last quarter.
- 5.3 The Stop Smoking service has an annual target to achieve 1,258 successful 4 week quits 2019/20. The service is on track to achieve this. In 2018/19, Medway had more successful quitters proportionately than the England and 19 other South East local authorities averages. This consistent performance is as a result of a wide range of individual projects and targeted interventions.

These include the following: specialist targeted work to support women to stop smoking during pregnancy, a high street shop location in Chatham providing instant free support, support at the Medway Maritime hospital trust and specialist advisors in a wide range of GP surgeries, and Pharmacies across Medway. The service now also offer 3 types of digital interventions such as text, mobile app and online advisor appointments to smokers. Work is also carried out in conjunction with Trading Standards to reduce the availability of illicit tobacco.

NHS Health Checks

- 5.4 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.
- 5.5 The team achieved the 2018/19 annual target of 6,485 check, with 7,815 completed. Performance in 2019/20 is currently on target with 5,735 checks delivered by quarter 3.
- 5.6 Medway Council secured a significant European Intereg investment to build on the existing social prescribing work. Recruitment is currently underway to recruit new link workers who will be supporting older people to be less socially isolated across Medway. This service builds on some excellent work with commissioned partners working across the system, to deliver the 5 year social prescribing plan ambitions that has been co-produced by Public Health and Medway CCG colleagues. This programme of work is creating a large amount of partnership working with the voluntary sector organisation including the partnership with Medway Voluntary Action to produce a directory of community services. The Simply Connect system went live in December 2019 and already listed over 900 community activities that residents can access and be referred to.
- 5.7 The Better Medway Together Chatty Bench Tour visited a number of different locations that included Chatham, Hoo, Rainham and Strood. It consisted of using a wooden bench that was commissioned from Men in Sheds. The bench was a metaphor / a prop and prompt to start a conversation and raise awareness of the impact on health and wellbeing of loneliness and social isolation. In total, 320 people were spoken to and offered advice on stopping smoking, nutrition and health checks. There has been engagement with Arriva bus company to explore the introduction of the 'Chatty Buses' initiative. This is in response to the National Loneliness Strategy to help raise awareness of social isolation and loneliness. Arriva staff will also be offered training around raising awareness of loneliness and social isolation. Recent engagement with businesses and partners has included inputs to staff at the National Grid, RBLI, Carers First, Age UK Medway, and Megan CIC, on the impact on health and wellbeing of loneliness and social isolation.

5.8 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

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

6.1 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.

6.2 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.

6.3 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.

6.4 The team manages various contracts that help facilitate the discharge from hospital and admission avoidance. These including Intermediate Care and Home First.

6.5 Throughout the course of this year a range of projects have been commissioned or commenced by the Adult Partnership Commissioning team including:

6.5.1 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.

6.5.2 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.

6.5.3 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.

6.5.4 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.

6.5.5 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.

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

6.7 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.

7. Health and Health Partnerships

- 7.1 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.
- 7.2 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.
- 7.3 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.
- 7.4 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.
- 7.5 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.
- 7.6 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.
- 7.7 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. 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.
- 7.8 These services have helped to ensure that Medway has one of the lowest rates of delayed hospital discharges in the country.

- 7.9 The average number of Delayed Transfers of Care (DToC) in Medway, during 2018/19, was 4.7 days per 100,000 population, of which 1.8 days were directly attributable to the Council. This compared with a national average of 10.3 DToC days per 100,000 population, with 3.9 days attributable to Councils nationally.
- 7.10 Medway has maintained positive levels of performance through 2019/20, with the published data from October 2019 giving figures of 5.7 days of which 4.7 were attributable to the NHS, 0.9 to Medway Council and 0.1 attributable to both the NHS and the Council.
- 7.11 I recently visited the hospital and it was great to see, in person, the effective discharge arrangements and all the dedicated hard work that our Integrated Discharge Team has committed to ensuring that this has been a great success.

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Appendices

Appendix 1 - Medway Adults' Service Local Account 2019/20

Background documents

None.