

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
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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. 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.¹

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 31st 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 31st 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.

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Appendices

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

Background papers

None.