



# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

18 JANUARY 2022

## 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 Adult Services include:

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

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

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## 2. Our response to Covid19 pandemic

- 2.1 **Localities and Occupational Therapy (OTs):** We continued to fulfil our statutory responsibilities for safeguarding and assessments under the Care Act 2014. Assessments were managed virtually via telephone or online wherever possible, in line with risk to the individual. Assessment visits were undertaken where necessary following risk assessment in line with government guidelines, including the use of appropriate PPE.
- 2.1.1 Throughout the pandemic the OTs continued to complete essential home visits particularly for assessments relating to moving and handling with our most vulnerable clients, to support them and their Carers. These cases were always risk assessed to ensure the safety of the service user and staff member and PPE used according to the guidelines. Other works including assessments for equipment and home adaptations were done remotely where possible.
- 2.1.2 Medway's Deaf Services Team support the deaf, hard of hearing or deafblind residents of Medway. We focus on maintaining and promoting independence. Due to the lockdown, we were not able to meet face to face in service users' homes, so we communicated via Facetime, WhatsApp or by appointment to the office. From 1st April 2020 - 31st March 2021 we spoke to approximately 180 clients.
- 2.2 **Direct Payment (DP) employed Personal Assistants (PA's):** The Self-Directed Support team ensured that employed and self-employed PA's working for Direct Payment users were accounted for and recognised as essential key workers and had access to the vaccination and covid testing programmes. The SDS team supported DP employers to understand and implement measures to protect the PA workforce during a pandemic, including individual health and workplace risk assessments. The team ensured that both PA's and DP employers received timely information regarding updates to government guidance during the pandemic. The team are developing an online database that will facilitate the recruitment of PA's and ensure better communication with PA's on all topics relevant to the PA workforce.
- 2.3 **Supporting Providers:** Medway Council's approach, supported by partners, has been to ensure all providers have been supported to manage the challenges of COVID-19. As well as care homes, this includes supported living providers, domiciliary care providers, extra care providers as well as personal assistants, who are employed directly by individuals with care and support needs.
- 2.3.1 Our operational response has been co-ordinated at a local level and has included daily calls with system partners across the Medway and Swale Health and Care Partnership to escalate provider concerns and request mutual aid.
- 2.3.2 We implemented a comprehensive communication structure to enable providers to have access to information, advise and support in a format they

found most relevant. This is now business as usual and explained more fully in section 7.

- 2.4 **Community Resource Centre - 147 Nelson Road:** The Community resource Centre at 147 Nelson Road, Gillingham provides centre-based support six days a week to adults who have social care needs in relation to their mental health. The Centre works with people on both a short-term basis providing enablement following an acute episode of poor health and long-term basis for people who require sustained support.
- 2.4.1 In March 2020, in response to Government's guidance on Covid the centre was closed. During the closure regular contact was made with all Service Users. Support was provided via telephone contact and activity sets were sent to those who wanted them to provide meaningful activity.
- 2.5 **Community Support Outreach Mental Health Team (CSOT)** continued to provide face to face visits throughout, seeing the most vulnerable service users, following all COVID guidance. The team adapted to many challenges and changes to help and support other teams where necessary including Public Health, Rough Sleepers' Initiative (RSI). The staff team were able to help the ASC localities with carers assessments and made regular phone calls to maintain contact with all service users and their families during lockdown. The team were able to source some extra funding to enable some of the service users who were clinically shielding and who had become more isolated due to the pandemic to have some tablets /mobile phones where the service user could communicate and keep in contact with the outside world and family and professionals with them. CSOT built upon and strengthened their partnership working with multi agencies and made many new partners.
- 2.6 **Birling Avenue** remained open and operational throughout the pandemic, continuing to support some of the most vulnerable service users. Due to covid regulations the number of people able to have respite was reduced for periods during lockdowns. Staff made welfare calls to all service users and their families during this time and assessed their need to access urgent respite breaks which provided essential support and reduced the risk of family carer breakdown.
- 2.7 **Flight Supported Living** staff supported 4 service users living at Flight, plus an additional 20+ people living within the community outreach service. This essential support was maintained at the same level and enabled service users to continue to learn and maintain their independence with self-care, home care, shopping and helping them to understand the covid restrictions and supporting them to follow the guidance.
- 2.8 **Quality Assurance** staff during the pandemic were used as a point of contact for the provider market. The team contacted all providers regularly and kept data around infection control, monitoring outbreaks and PPE distribution. They were there to support providers understand the covid regulations as the government changed them. They continued to maintain contact with CQC with regards to any concerns within our local provisions.

2.9 **Shared Lives** provided 30+ people with care and safe places to live throughout the pandemic, there were no covid infections in carers homes in 20/21. The team maintained contact with carer households, using Teams/Zoom calls, making doorstep drops of PPE, emergency groceries and medication when necessary. They maintained contact with all service users and their families during lockdowns. Carers provided doorstep drops of craft supplies, activity packs and virtual day activity sessions when permitted they made doorstep visits and took people out walking, which acted as welfare checks for the service user and their families. Whenever possible the service has continued to provide respite.

### 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
- 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

3.2 Adult Social Care 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 One of our most important statutory responsibilities is Adult Safeguarding, and in 2020/21, we received 1623 safeguarding concerns, and investigated 600 of these as Section 42 safeguarding enquiries.

3.4 We have developed our Local Account for 2020/2021 (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.

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

- 4.1 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.
- 4.2 Work is being undertaken as part of the Transforming Care Programme to support people with learning disability (LD) and autism who are currently placed in NHS Assessment and Treatment Units to be supported in the community in less restrictive settings. During 2020/21 Medway supported 669 people with a long term package of care with a primary support reason of LD, 634 were aged between 18-64.
- 4.3 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). We also employ additional AMHPs who work in the locality teams, in order to provide additional capacity as part of the AMHP rota. 466 Mental Health assessments were completed in 2020/21.
- 4.4 Medway's Community Support Mental Health Team supports service users with people to promote recovery from mental ill health. The team provides both short and long term support on both a group and individual basis. We are currently developing a strength-based outcome focused model of community support.
- 4.5 As at 31/03/2021 the Council was supporting 633 people with a primary support reason of learning disability and of these, 602 are aged between 18-64. 76% live in their own home and 212 use Direct Payments to purchase their own support for example by employing their own Personal Assistants (PAs). This helps each person to have greater control over the way that they live their lives.
- 4.6 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. A prepaid card system is used which makes it easier for service users to access funds, as there is no need for them to set up a dedicated bank account to receive Direct Payments.
- 4.7 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. The number of DFG adaptations completed between April 2020 and March 2021 was 94 for

owner occupier, Housing Association and private tenants and a further 22 for Council Tenant approvals.

4.8 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

4.9 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

4.10 Shared Lives offer the opportunity for people with a learning disability, mental ill health or other needs to receive the care and support while living as part of a family. Shared Lives offer a cost-effective alternative to supported living that provides people with a real home. Shared Lives carers provide placements to young adults who they support in learning the skills needed to live independently and develop networks in the community. It is significantly less expensive than a supported living placement and also achieves great outcomes for service users. The service is currently running a project to expand its approved carer base. At the end of the financial year 2020/21, the service had 42 Shared Lives Carers. 28 of those were approved as Long-Term Shared Lives Carers and 29 people were being supported long term.

## **5 Older People**

5.1 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.

- 5.2 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%
<b>Total aged 65+</b>	<b>2,858</b>	<b>3,123</b>	<b>3,705</b>	<b>4,448</b>	<b>5,195</b>	<b>81.8%</b>

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

- 5.3 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.
- 5.4 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.
- 5.5 As of 31<sup>st</sup> March 2021, the Council were supporting 910 older people (65+) to live in their own homes with a package of care – a reduction from 978 in 2019/20 and 994 in 2017/18.
- 5.6 As of 31<sup>st</sup> March 2021, the Council were supporting 486 older people to live in care/nursing homes – a reduction from 598 the previous year.

## **6 Public Health – Lead Member, including Health and Wellbeing Boards**

- 6.1 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 build community resilience. I have asked officers to take these forward to build on our good work in this area.

### **6.2 Medway Stop Smoking Service**

- 6.2.1 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 14.1% (2019), which is the lowest since records began and are now in line with the England average of 13.9%. The targeted work on maternal smoking rates are also at record low levels, with smoking at time of delivery recorded as 13.4% in the last quarter.

- 6.2.2 The Stop Smoking service core team over achieved their 4 week quit target in the last year supporting 461 residents to quit. This was done despite all the social distancing and staffing challenges that COVID presented us. 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 offers digital interventions such as text and online advisor appointments to smokers.
- 6.2.3 The team also continue to work successfully on the tobacco control agenda which includes limiting the accessibility of illicit tobacco in Medway. Our partnership work with the police on Operation Ignite work with the police force saw us win the Partnership Award for 2021 Kent Police Problem Solving Awards. These Awards are internal ones awarded when Kent officers have worked reduced demand and resolved long standing issues. The category details where officers have worked with external partners to achieve a positive outcome in the community.

### **6.3 NHS Health Checks**

- 6.3.1 The challenges on the NHS system saw a lower uptake than usual in the NHS Health Checks programme, however, the Public Health team delivered a high quality and targeted outreach health check programme after the first lockdown period. The service was restored with inequalities at the heart of the programme with a targeted focus on people living in areas of deprivation and specific ethnicity groups who we have had lower access from in recent years. Despite many COVID challenges faced by the team, 1,618 NHS Health Checks were delivered to 40-74 year olds last year
- 6.3.2 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
  - Social Prescribing
  - Supporting healthy weight



- Tackling harm caused by alcohol & other substance misuse
- Workforce Development
- Workplace health

## **7 Adults' Partnership Commissioning (25+) and Better Care Fund**

- 7.1 Adults Partnership Commissioning work closely with Kent and Medway Clinical Commissioning Group (KMCCG) 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 KMCCG central NHS budget.
- 7.2 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.
- 7.3 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.
- 7.4 The team manages various contracts that help facilitate the discharge from hospital and admission avoidance. These including Intermediate Care and Home First and the Medway Integrated Community Equipment Services.
- 7.5 The communication actions taken whilst in response to COVID-19 continue as business as usual
- 7.6 Operationally there is daily direct communication with all Medway social care providers through daily e-mail bulletins and an interactive Provider Portal which highlights any new guidance or information that requires the attention of providers. The portal offers providers easy access to national guidance and local health and social care information, advice on accessing PPE, advice on workforce issues, outbreak control, and details of Medway Council's financial support offer. Survey data from our providers has confirmed that the majority of providers have found this information useful, and they are mostly happy with the amount of information being shared.
- 7.7 Monthly virtual provider forum meetings are held, and direct feedback from our providers has been positive about the support that has been provided. The service has been in regular contact with the regional CQC lead to ensure that intelligence is shared and acted upon as appropriate.
- 7.8 Data returns from providers are monitored through the national Care Home Tracker and responses are provided to issues raised through these routes, including outbreaks.

- 7.9 A dedicated email inbox is monitored daily in order to address any issues or concerns, including issues relating to PPE or workforce.
- 7.10 The availability of PPE was a significant challenge for a number of providers, with many at some point reporting that their normal supply chains have been unable to supply sufficient or timely PPE. Despite these challenges, Adults Partnership Commissioning supported all care providers to access urgent stocks of PPE where their own supply chains have failed. Prior to the establishment of mechanisms to access PPE through the government portal, Medway Council worked with local system partners to secure access to urgent PPE through Mutual Aid from local health providers.
- 7.11 Local intelligence and data has been used to prioritise staff and resident testing, particularly to support care homes that are struggling to contain an outbreak or have had difficulties with infection control.
- 7.12 System partners work closely together to identify and support care homes requiring additional support. These homes, once identified have targeted support in areas such as medicine management, safeguarding, end of life care, PPE, IPC and swabbing. The KMCCG has an Infection Prevention and Control (IPC) lead who provides training and support to care homes. A super trainer at KMCCG is providing swabbing and infection control training to staff and residents deemed more in need.
- 7.13 Medway Community Healthcare are also trained in IPC processes and support our providers who suffer an outbreak with IPC retraining.
- 7.14 Care Providers are regularly reminded how to access health and wellbeing support services that are offered by Public Health and KMCCG.
- 7.15 Adults Partnership Commissioning are established as the main conduit for distributing information to the homes. They also liaise with Public Health in regard to outbreaks, can quickly establish a status on vaccination rates, outbreaks, and workforce issues.
- 7.16 Adults Partnership Commissioning work with Finance to passport various government grants to the care sector including Infection Control Fund (ICF) and Work Force Development funding. The ICF was passed directly to care providers in line with government guidance with 75% of the funding being passed directly to Care Homes. The majority of the discretionary element of the funding (25%) are passed directly to other local care providers, for example domiciliary care providers and supported living providers, to ensure they are also able to fund infection control initiatives.
- 7.17 Adults Partnership Commissioning worked closely with the KMCCG provide all Care Homes with iPads and improved internet connections in homes (available to homes who are on the NHS capacity tracker). Medway Council are working with KMCCG colleagues to ensure the iPad can facilitate social care assessments, as well as health assessments, and delivery of public health programmes.

- 7.18 These arrangements will continue to be developed and built on in response to provider need and to ensure they reflect all areas of government guidance.
- 7.19 Although the focus for Commissioning has been supporting discharge, through the course of the year a range of projects have been commissioned or commenced by the Adult Partnership Commissioning team including:

## **7.2 Support To Live At Home service**

- 7.2.1 This service was commissioned to replace the former domiciliary care framework from April 2020 and provides homecare and support to people in their own home and to those living in the five Medway extra care schemes.
- 7.2.2 '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.

## **7.3 Medway Integrated Community Equipment Service (MICES)**

- 7.3.1 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.
- 7.3.2 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.
- 7.3.3 The service mobilised in September 2020

## **7.4 Homecare Bridging service**

- 7.4.1 Hospital discharge services were further strengthened for winter 2018/19, 2019/20 and 2020/21 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 Health and Health Partnerships**

- 8.1 As Lead Member for Health, I am pleased with the progress we have made in encouraging an integrated approach in the planning and delivery of health and social care services.
- 8.2 Medway Council has provided specialist data intelligence and public health input that has contributed to the development of 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.

- 8.3 The introduction of the Hospital and Community support operational policy saw the Discharge to Assess (D2A) model become standard practice. Medway were fortunate to have introduced a pilot D2A process in winter 2019 so services were already
- 8.4 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.
- 8.5 The Integrated Discharge Team community team assess the needs of people who have been discharged from hospital, and if eligible for Adult Social Care support, ensure they are receiving appropriate services this, including packages of support within the home, telecare, and care home placements
- 8.6 **Discharge To Assess - Pathway 3 Team:** Medway Council's Social Work team manages the discharge to assess Pathway 3 service on behalf of health. Pathway 3 is in place for people who require bed-based 24-hour care. It includes people discharged to a care home for the first time plus existing care home residents returning to their care setting.
- 8.6.1 Health & Social Care Systems work towards an ambition whereby no person is transferred to a care home as a permanent placement for the first time straight from an acute hospital bed. However, where this type of placement does occur, this transfer cannot happen without the involvement and agreement of the Local Authority

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#### Appendices

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

#### Background documents

None