

## MIDDLESBROUGH COUNCIL

### ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL

<p style="text-align: center;"><b>Setting the Scrutiny Panel's Work Programme 2019/2020</b></p>
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**30 JULY 2019**

#### **PURPOSE OF THE REPORT**

1. To invite the Adult Social Care and Services Scrutiny Panel to consider its work programme for the 2019/2020 Municipal Year.

#### **REVIEW OF 2018/2019**

2. The topics considered by the Adult Social Care and Services Scrutiny Panel in 2018/2019 are listed below for Members' information:

##### Full Reviews:

- Social Care Support for Older Carers – Full Review (currently ongoing); and
- The Lesbian, Gay, Bisexual and Transgender (LGB&T) Community and Elderly Care – Full Review with Final Report.

##### Updates:

- Adult Social Care: Financial Issues/Future (updates provided as part of wider discussion);
- Director of Public Health Annual Report 2018;
- Integration of Health and Social Care;
- Learning Disabilities Respite Review;
- Middlesbrough Voluntary Development Agency (MVDA) – Community Connect Service;
- Overview and Scrutiny Board (i.e. items that had been considered by the Board);
- Suicide Prevention Skills Training (opportunity for Members);
- The Nursing Care Home Market/Care Home Development in Middlesbrough; and
- Transgender Day of Remembrance (TDoR).

### Topics Agreed in 2018/2019 – Not Investigated:

- Intergenerational Housing (Task and Finish Group); and
- Previous Scrutiny Review: Reducing Loneliness and/or Social Isolation in Later Life (Update).

## **BACKGROUND**

3. At the start of every Municipal Year, Scrutiny Panels discuss the topics that they would like to review during the coming year.
4. Work programmes are useful as they provide some structure to a Scrutiny Panel's activity and allow for the effective planning and preparation of work.
5. As part of the process for establishing the work programme, Democratic Services Officers gather information/views from a number of sources. Below is a list of topics which are anticipated to be of particular interest to the Adult Social Care and Services Scrutiny Panel. Members are advised that the list of possible topics is not exhaustive and that additional topics can be added and considered at the Scrutiny Panel meeting.

### **Topical issues**

<b>Topic</b>	<b>Details</b>
Care Homes and Personalisation	<p>In 2016, NHS England published an updated guidance document entitled 'Personalised Care and Support Planning Handbook: The Journey to Person-centred Care' (NHS England, 2016b). The document provides practical guidance, case studies and theory on how care and support planning can be introduced.</p> <p>In 2017, the Social Care Institute for Excellence (SCIE) published a resource to summarise information, advice and guidance to support care home owners and managers as they developed a person-centred (or personalised) approach to care in their homes. Training videos are available on the SCIE's website, together with case studies and other downloadable support materials. A training video entitled 'Care Home Action Plan' was added in 2019.</p> <p>In February 2018, researchers found that training staff to deliver personalised care in care home environments reduced residents' distress and improved their quality of life. It was highlighted that spending one hour per week talking to dementia patients about their lives and interests, and tailoring activities to the things that they enjoy, has a profoundly positive impact upon their lives (NHS Choices, 2018).</p>
Enhancing Health and Wellbeing in Care Homes	<p>In 2016, NHS England published 'The Framework for Enhanced Health in Care Homes (EHCH)', which discusses the six EHCH vanguards; the principles of a successful EHCH care model; care elements and sub-elements; national adoption of the EHCH care model; partnership/joint working; and the integration and sustainability</p>

	<p>of health and social care provision.</p> <p>In January 2018, Sutton Clinical Commissioning Group (CCG), as one of the six EHCH vanguards, published a document entitled 'Enhanced Health in Care Homes: Low Cost High Impact Learning Guide'. This resource presents a range of initiatives in a simple and accessible format to showcase examples of best practice.</p> <p>According to Kingsfund (2019), the support provided to independent care homes by Local Authorities and the NHS is vital to the health and wellbeing of residents. However, further work is needed in terms of understanding how these organisations can best work together to achieve this.</p>
<p>Mental Health Services for Older People</p>	<p>'The Five Year Forward View for Mental Health' report, published in 2016 by the independent Mental Health Taskforce to the NHS, highlights that "<i>one in five older people living in the community and 40 per cent of older people living in care homes are affected by depression.</i>" The report indicates that diagnosis of depressive symptoms can be difficult, and there has been debate in the medical profession around the successful treatment of depressive symptoms in older people.</p> <p>A report by the Royal College of Psychiatrists, entitled 'Suffering in Silence: Age Inequality in Older People's Mental Health Care' (2018), examines the issue of age discrimination and its impact upon the treatment of mental illness in older people. Key areas including diagnosis, treatment, mental health strategies, funding and delivery are discussed.</p> <p>Information provided by NHS England (2019) highlights the underrepresentation of over-65's accessing support services, despite work around Improving Access to Psychological Therapies (IAPT). Supplementary statistics indicate that:</p> <ul style="list-style-type: none"> <li>• Of those aged 65-plus, the majority accessing services are under the age of 75, and very few are over the age of 90;</li> <li>• An older person is more likely than their working age counterpart to complete a treatment programme (42% and 37% respectively); and</li> <li>• In terms of positive outcomes of IAPT treatment, older people perform well, sometimes surpassing their working age counterparts. Data from 2014/2015 indicates, for example, that 56% of older people over the age of 65 demonstrate reliable recovery following psychological therapy, in comparison to 42% of their working age adult counterparts.</li> </ul>
<p>Physical Activity for Older People</p>	<p>The health and wellbeing benefits associated with physical activity and exercise in older adults, over the age of 65, is well documented.</p>

	<p>The World Health Organization (2019), for example, indicates that there is strong evidence to suggest that these benefits include:</p> <ul style="list-style-type: none"> <li>• Higher levels of functional health, cognitive functioning, cardiorespiratory and muscular fitness;</li> <li>• Healthier body mass and composition; and</li> <li>• Lower rates of all-cause mortality, high blood pressure, type 2 diabetes, coronary heart disease, colon cancer and breast cancer.</li> </ul> <p>‘Exercise As You Get Older’ information/guidance issued by NHS England (2018) indicates that adults in this age group tend to spend, on average, 10 hours or more sitting or lying down each day, with inactivity leading to higher rates of falls, obesity, heart disease and early death, in comparison to the general population. Moderate physical activity, such as walking, light gardening and recreational sport, should be undertaken for at least 150 minutes each week.</p> <p>Middlesbrough Council’s ‘Middlesbrough Prevention Strategy: Adults and Older People 2016-2020’ document highlights the significance of prevention work in relation to physical activity, and its impact on physical and mental health, as well as its role in recovery and independent living.</p>
<p>Social Care Support for Refugees and Asylum Seekers</p>	<p>In 2015, the SCIE published a guidance document entitled ‘Good Practice in Social Care for Refugees and Asylum Seekers’.</p> <p>In 2016, the Home Office reported that Middlesbrough continued to home the highest proportion of asylum seekers in the UK, with a ratio of one asylum seeker to 152 residents. This was subsequently reported by various local and national media sources (e.g. Evening Gazette, 2016a).</p> <p>The Local Government Association (LGA) (2018) provides an online one-stop resource for Councillors and Council Officers, entitled ‘Council Support: Refugees, Asylum Seekers and Unaccompanied Children’.</p> <p>There are support programmes and services currently being operated, such as the North of England Refugee Service’s Health Access for Refugees Programme (HARP) (2018), which is funded by the Department of Health. The programme currently operates in six areas: Middlesbrough, Doncaster, Hull, Leeds, Sheffield and Wakefield, and aims to train volunteers to undertake a variety of work, including supporting newly arriving refugees and asylum seekers in accessing health and social care services.</p> <p>In January 2019, the Evening Gazette reported that Teesside has, and continues to have, a high proportion of asylum seekers</p>

	<p>comparative to other areas in the UK. The following statistics show the number of asylum seekers in Middlesbrough and neighbouring areas (as at 30 June 2018):</p> <p>Stockton - 847 (second highest nationally);  Middlesbrough - 597 (fourth highest nationally); and  Redcar and Cleveland - 67.</p>
The Recruitment and Retention of Care Workers	<p>In February 2019, Matthews-King reported that, due to the increasing number of older patients, an additional 650,000 social care workers will be required by 2035. However, nationally, according to both Matthews-King and Skills for Care (2019), between 390,000 and 400,000 care workers currently leave the sector annually (over 1,000 every day), which equates to a 30.7% turnover rate (twice the national average). Matthews-King reports that social care funding pressures and limited opportunities for training and career progression are key contributing factors to this, with issues around Brexit and the filling of roles currently occupied by staff from overseas (1 in 6) also being highlighted.</p> <p>Between 12 February and 7 April 2019, the Department of Health and Social Care (DHSC) carried out a national recruitment campaign. Entitled 'Every Day Is Different', the purpose of the campaign was to help fill the 110,000 vacancies that are available in the Adult Social Care sector (DHSC, 2019). Skills for Care reported in June 2019 that, following an evaluation, a second national campaign has been approved to run in 2019/2020.</p>

## Suggestions

Suggestion	Details
Access to Wheelchair Services	<p>Submitted by External Organisation</p> <p><i>“There is likely 3,000 people living with a neurological disorder in Middlesbrough.</i></p> <p><i>Since wheelchair services were coordinated from a North East central point there has been a tenable decline in how people know about or gain access to wheelchair services. This has become even more acute since CCG’s withdrew access to a Personal Health Budget for anyone unless CHC is involved (April 2019) and have yet to instigate the process for access to a Wheelchair Personal Budget. The NHS voucher system is unworkable because no organisation will accept the voucher when it takes a year to recoup the money from the NHS.</i></p> <p><i>The neuro client group fare particularly badly in this situation. Just 11% of people have a care plan whilst</i></p>

	<p><i>there are just four conditions, out of a total 320+ with established routes for accessing a wheelchair through acute services, Multiple Sclerosis, Motor Neurone Disease. Spinal injuries and Parkinson's disease. People without a clinical specialist nurse for reference such as with Progressive Supranuclear Palsy, Huntington's, Ataxia, chronic co-morbidities or Dystonia have considerable difficulty in finding someone to help secure a wheelchair.</i></p> <p><i>With the recent Neurological Alliance report quantifying poor outcomes for people with neurological disorders, we see daily the struggle people have to access knowledgeable support and appropriate skilled services. Many GP's do not even know how to access a wheelchair for a patient or understand the nature of deteriorating neurological conditions that will eventually require a wheelchair."</i></p>
Palliative and End of Life Care	<p>Submitted by External Organisation</p> <p><i>'At present the system is disjointed with no clear strategy. National data tells us that many people are unable to die in the place of their choosing, South Tees NHS have issues around how they identify patients with palliative care needs, the NHS community services are stretched and this organisation is facing both increasing demand and a significant budget deficit. The funding allocations for this area of healthcare will be worthy of scrutiny and I'd be very happy to make specialists available to support and give evidence to the review team.'</i></p>
Social Care Support for Adults With Autism	<p>Submitted by External Organisation</p>
Social Exclusion of the Elderly in South Middlesbrough (exploring not only services and provision available to the over 65's, but the accessibility, including those with a disability)	<p>Submitted by a Councillor</p>
Trans Inclusion and Issues Faced Within Our Town and Services	<p>Submitted by External Organisation</p> <p><i>'Having had the recent news about gender neutral toilets in council buildings I feel it would be an area for the scrutiny panel to look into; not the toilet issue per say, more a case of trans inclusion and issues faced within</i></p>

	<p><i>our town and services.</i></p> <p><i>I understand this may well be "niche", though by association, it covers many more people than is first considered.'</i></p>
Use of Deprivation of Liberty Safeguards (DOLs) in Middlesbrough	Submitted by External Organisation

**Updates**

In respect of previous reviews, the Scrutiny Panel can request updates on the progress made with the implementation of Scrutiny recommendations. The Panel is yet to receive an initial update in respect of:

- Reducing Loneliness and/or Social Isolation in Later Life; and
- The LGB&T Community and Elderly Care.

6. It should be noted that the suggested topics outlined above are exactly that, suggestions. The content of the Scrutiny Panel's work programme is entirely a decision for the Panel to make. When considering the work programme, the Panel is advised to select topics that are of interest to it, as well as topics that the Panel feels by considering, it could add value to the Local Authority's work.
7. In addition to undertaking the agreed work programme, Scrutiny Panels have also previously responded on an ad hoc basis to emerging issues (such as considering relevant new legislation, guidance or Government consultation documents). This approach occasionally results in further topics being identified for investigation or review throughout the year.
8. On occasion, Ad Hoc Scrutiny Panels may also be established throughout the year to undertake additional investigations, for example: to examine areas of work which overlap more than one Scrutiny Panel.
9. The Scrutiny Panel is also advised that, under the terms of the Local Government Act 2000, Local Authorities have a responsibility of community leadership and a power to secure the effective promotion of community wellbeing. Therefore, in addition to the Scrutiny Panel's generally recognised powers (of holding the Executive to account, reviewing service provision, developing policy, considering budget plans and performance and financial monitoring), Panels also have the power to consider any matters which are not the responsibility of the Council, but which affect the Local Authority or the inhabitants of its area. For example: nationally, Local Authorities have undertaken Scrutiny work on such issues as:

- Flood Defence Schemes;
- Policing Matters;
- Post Office Closures; and
- Rural Bus Services.

### **Scrutiny Work Plan Prioritisation Aid**

10. Members may wish to use the aid attached at Appendix 1 to prioritise issues where Scrutiny can make an impact, add value or contribute to policy development.

### **PURPOSE OF THE MEETING**

11. The Scrutiny Panel is asked to consider and agree its work programme for the 2019/2020 Municipal Year. To assist in this task, Erik Scollay, Director of Adult Social Care and Health Integration, attended the last Scrutiny Panel meeting (1 July 2019) to provide an overview of the main services within the Scrutiny Panel's remit, and to outline the priorities, key issues and challenges for the year ahead.
12. When considering its work programme, the Scrutiny Panel is asked to ensure that topics agreed for inclusion:
  - Affect a group of people living within the Middlesbrough area;
  - Relate to a service, event or issue in which the Council has a significant stake or over which the Council has an influence;
  - Are not issues which the Overview and Scrutiny Board or the Scrutiny Panels have considered during the last 12 months;
  - Do not relate to an individual service complaint; and
  - Do not relate to matters dealt with by another Council committee, unless the issue deals with procedure.
13. It is suggested that the Scrutiny Panel has a mixture of working styles in its programme. This can include detailed and in-depth reviews, shorter topics, or one-off investigations.
14. Once the Scrutiny Panel has identified the areas of priority, the Democratic Services Officer will draw those topics into a programme for approval by the Overview and Scrutiny Board.

### **RECOMMENDATION**

15. That the Adult Social Care and Services Scrutiny Panel identifies topics it would like to include in its work programme for 2019/2020, for consideration/approval by the Overview and Scrutiny Board.

### **BACKGROUND PAPERS**

16. The following resources were consulted during the preparation of this report:



Department of Health and Social Care (2019), '*New Campaign to Recruit Thousands More Adult Social Care Staff*',  
<https://www.gov.uk/government/news/new-campaign-to-recruit-thousands-more-adult-social-care-staff> - accessed July 2019.

Evening Gazette (2016a), '*Middlesbrough Continues to Home Highest Proportion of Asylum Seekers in UK*',  
<https://www.gazettelive.co.uk/news/teesside-news/middlesbrough-continues-home-highest-proportion-11391415> - accessed July 2019.

Evening Gazette (2016b), '*Middlesbrough Tops League for Number of Asylum Seekers and Breaches Government Guidelines*',  
<https://www.gazettelive.co.uk/news/teesside-news/middlesbrough-tops-league-number-asylum-10964217> - accessed July 2019.

Evening Gazette (2019), '*Major Change Planned for How Teesside's 1,500 Asylum Seekers Are Housed*',  
<https://www.gazettelive.co.uk/news/teesside-news/new-company-deliver-housing-teessides-15665914> - accessed July 2019.

Humphries, R. et al. (2016), '*Social Care for Older People: Home Truths*',  
[https://www.kingsfund.org.uk/sites/default/files/field/field\\_publication\\_file/Social\\_care\\_older\\_people\\_Kings\\_Fund\\_Sep\\_2016.pdf](https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/Social_care_older_people_Kings_Fund_Sep_2016.pdf) - accessed July 2019.

Kingsfund (2019), '*Enhanced Health and Wellbeing in Care Homes: Doing Things Differently*',  
<https://www.kingsfund.org.uk/events/enhanced-health-and-wellbeing-care-homes> - accessed July 2019.

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<https://www.local.gov.uk/topics/communities/refugees-and-asylum-seekers/refugees-and-unaccompanied-children> - accessed July 2019.

Matthews-King, A. (2019), '*Government's £3m Social Care Recruitment Scheme Set to Fall Flat Without Long-delayed Reforms, Experts Warn*',  
<https://www.independent.co.uk/news/health/social-care-recruitment-staff-austerity-reform-learning-disability-elderly-doctors-nurses-a8774411.html> - accessed July 2019.

Mental Health Taskforce (2016), '*The Five Year Forward View for Mental Health*',  
<https://www.england.nhs.uk/wp-content/uploads/2016/02/Mental-Health-Taskforce-FYFV-final.pdf> - accessed July 2019.

Middlesbrough Council (2016), '*Middlesbrough Prevention Strategy: Adults and Older People 2016-2020*', Middlesbrough, UK.

NHS Choices (2018), '*It's Good to Talk, Dementia Study Finds*',  
<https://www.nhs.uk/news/mental-health/its-good-talk-dementia-study-finds/> - accessed July 2019.

NHS England (2016a), '*A Practical Guide to Healthy Caring*',  
<https://www.england.nhs.uk/publication/a-practical-guide-to-healthy-caring/> -  
accessed July 2019.

NHS England (2016b), '*Personalised Care and Support Planning Handbook: The Journey to Person-centred Care*',  
<https://www.england.nhs.uk/publication/personalised-care-and-support-planning-handbook-the-journey-to-person-centred-care/> - accessed July 2019.

NHS England (2016c), '*The Framework for Enhanced Health in Care Homes*',  
<https://www.england.nhs.uk/wp-content/uploads/2016/09/ehch-framework-v2.pdf> -  
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NHS England (2018), '*Exercise As You Get Older*',  
<https://www.nhs.uk/live-well/exercise/exercise-as-you-get-older/> - accessed July 2019.

NHS England (2019), '*Mental Health – Adults: Older People*',  
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<https://www.refugee.org.uk/harp> - accessed July 2019.

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[https://www.rcpsych.ac.uk/docs/default-source/improving-care/better-mh-policy/college-reports/college-report-cr221.pdf?sfvrsn=bef8f65d\\_2](https://www.rcpsych.ac.uk/docs/default-source/improving-care/better-mh-policy/college-reports/college-report-cr221.pdf?sfvrsn=bef8f65d_2) - accessed July 2019.

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<https://www.skillsforcare.org.uk/Recruitment-retention/Recruitment-and-retention.aspx> - accessed July 2019.

Social Care Institute for Excellence (2015), '*Good Practice in Social Care for Refugees and Asylum Seekers*',  
<https://www.scie.org.uk/publications/guides/guide37-good-practice-in-social-care-with-refugees-and-asylum-seekers/> - accessed July 2019.

Social Care Institute for Excellence (2017), '*Person-centred Care for Older People in Care Homes*',  
<https://www.scie.org.uk/person-centred-care/older-people-care-homes> - accessed July 2019.

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World Health Organization (2019), '*Physical Activity and Older Adults*',  
[https://www.who.int/dietphysicalactivity/factsheet\\_olderadults/en/](https://www.who.int/dietphysicalactivity/factsheet_olderadults/en/) - accessed July 2019.

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APPENDIX 1

