

EXECUTIVE MEMBER REPORT TO COUNCIL

19 OCTOBER 2016

Adult Social Care

North Ormesby Resource Centre

1. A project is currently underway at North Ormesby Resource Centre to re-develop the dementia day care service. Work has been ongoing within a Service Development group to consider a new model of delivery to enhance the quality and delivery of dementia services within the unit and to shape a service that fits with the Middlesbrough Council's Dementia Friendly commitments.
2. To Support this several of the staff recently participated in a sponsored walk which raised £2,350, which was added to by a kind donation from North Ormesby Working Men's Club who donated a further £1,200. The money is to be used in conjunction with Carers and Service Users to re-design aspects of the unit.

Independent Living Centre

3. A new Co-ordinator has recently been appointed to oversee and manage the Independent Living Centre on Corporation Road. The intention is to develop and provide a variety of prevention and enablement services that help individuals maintain their independence within the community. Besides offering services such as the Blue Badge assessments, Seating, Bathing and Fall prevention clinics, services will be developed, marketed and provided in conjunction with partner agencies across a range of areas which will support the prevention agenda and provide valuable information and advice to the public.

The Connect Service

4. The Connect service can now deliver a service without having a landline ("No landline – No problem"). The Connect service means that individuals do not have to worry as help is always available, with 24/7, 365 days a year monitoring and emergency response service. The service is committed to supporting people across Middlesbrough helping them to remain safe and independent in their own homes.
5. Over the last 12 months Connect has responded to 1386 clients who had fallen. This resulted in 124 ambulances being called and 116 clients taken to A&E; of the 1386 clients, 1269 remained safe at home without the need for A&E.

Occupational Therapy – Progress Report

6. There has been significant progress made over the last year in the delivery of Occupational therapy services. The progress made has reflected the main themes of the Care Act 2014. These are: promoting a person's wellbeing, maximising a person's independence and the focus on prevention and advice and signposting to relevant services.

7. Referrals for Occupational Therapy remain high with an average of 274 new referrals being received each month. The waiting time for an OT assessment in July 2015 was 16 weeks, this has now been reduced to 4 weeks and the waiting time continues to be reduced. This has been achieved through a range of methods including simplifying the assessment process, telephone assessments for straightforward interventions, setting up bathing and seating clinics, addressing any blocks in the system, additional capacity with some staff working on a weekend and a change in allocation procedures.
8. The changes described above have enabled much more timely assessments and interventions to take place which can support the individual to maintain their independence and support their carer and/ or family members to reduce the need for on-going care.
9. An additional OT has just been appointed for a 12 month period to work in the Children's service, addressing rising demand in this area.
10. A service user satisfaction survey was completed in February 2016 in respect of OT services. The questions related to the person's satisfaction with the OT service they had received and whether they could manage in and around their home easier as a result; whether their carers were supported; and their quality of life had improved as a result of the intervention. On average 96% of the responses to these questions were positive and the following comments from the service users were noted.
 - "We received an excellent service. The lady who came out was very helpful"
 - "I would like to thank you, you have made my life easier"
 - Three responses indicated that they were not sure what other services were available from OT, this prompted a review of the information on the OT service available to the public.
11. The Human Support Group was appointed as the external provider for reablement, the service started in March 2015. Occupational Therapy is closely linked with this service, screening referrals, monitoring, and working closely with Social Worker colleagues to increase and promote the use of reablement with the aim of helping recovery, regain independence and maintain the individual's maximum level of function.
12. The Postural Management and Prevention for Residents in Care Homes project has two Occupational therapists currently undertaking work in five care homes in Middlesbrough as part of a pilot project which will run for one year. The objectives of the project are as follows:-
 - To prevent health problems such as joint contractures, poor skin integrity and respiratory problems occurring and in doing so reduce the need for admissions to acute hospital.
 - Early identification of residents in care homes who are at risk of poor postural management and associated problems.
 - Implement early assessment and management plans for residents with postural / immobility needs.

- Advise and educate care home staff in identifying risk factors and the importance of preventative measures or early referral to therapy services.
- Work with care homes moving and handling coordinators to embed protocols for management of “at risk” residents.

13. Reviews have been undertaken by two Occupational Therapists of all care packages where two care staff are in place to complete moving and handling tasks with an individual. A detailed moving and handling risk assessment has been completed to identify how many staff are required to complete the care tasks and alternative equipment and techniques to manage a task have been considered. Primarily this means that instead of two carers providing support to a person there is a reduction, where appropriate, to the use of one carer and a piece of equipment. A number of these care packages have been reduced. In the first 9 months of the project, £105,000 of savings have been achieved. The responses from the service users who have been through this review process have been predominantly positive. In some cases the reduction has empowered individuals and enabled them to carry out some of the elements of the task themselves. It has reduced the level of intrusion in an individual's life and home and enabled a single carer to focus more on the individual thus supporting the maintenance of their dignity.

Adult Health

Stoptober

14. In Middlesbrough, the Public Health team is continuing to support Stoptober. Now in its fifth year, Stoptober is the national 28 day stop smoking campaign that encourages smokers to stop smoking. Nationally, nearly a million people have taken part in Stoptober and over 2,600 locally in Middlesbrough. In Middlesbrough smoking prevalence has fallen from 24.9% in 2012 to 20.8% in 2015. This October, activities are taking across the town to raise awareness about the dangers of smoking and offer free support to quit. There are many benefits to quitting smoking from saving money, to improved health and well-being. Now more than ever, there are many ways to stop smoking such as mobile apps, text alerts and support from the local stop smoking service. We are also launching a Stoptober challenge to encourage health professionals to refer smokers for support

15. For more information and support on stopping smoking, call the Middlesbrough, Redcar and Cleveland Stop Smoking Service on 01642 383819 or visit www.nth.nhs.uk/stopsmoking

Workplace accident convictions

16. Environmental Health Officers investigate workplace accidents to identify causes, to work with businesses to improve their health and safety procedures and to generally protect the health of the workforce. In some cases where there are clear breaches in health and safety legislation, legal action is taken. One such workplace accident investigation carried out by Middlesbrough Environmental Health Officers has led to a successful prosecution resulting in hefty fines and costs of more than £75,000.

17. An employee of Poundworld Retail Limited was injured when she became trapped in a compactor/ bailer machine (pictured), causing serious crushing injuries to her arm.

The incident happened at the company's store in Captain Cook's Square in December 2013.

18. As a result of the incident the employee was left scarred and suffered severe pain and bruising. Two companies were held accountable for this accident – the injured person's employer Poundworld Retail Ltd and Easy Recycling Solutions Ltd, which supplied and maintained the compactor equipment.
19. Poundworld Retail Ltd was charged with failing to ensure the safety of its employees by providing equipment and work procedures that were unsafe and a risk to health. Easy Recycling Solutions Ltd was charged with conducting their business in such a way that people not employed by them were exposed to risks to their health or safety.
20. The case was first heard by Teesside Magistrates Court where both companies pleaded guilty. However, due to the serious nature of the incident the case was referred to Teesside Crown Court for sentencing. Poundworld Retail Ltd was fined £60,000 and ordered to pay costs of £4,874. Easy Recycling Solutions was fined £10,000 with costs of £4,084.



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