

## EXECUTIVE MEMBER REPORT TO COUNCIL 6 DECEMBER 2017

### Adult Social Care

#### NHS Perfect Week

1. South tees NHS Foundation Trust held a 'Perfect Week' from 11<sup>th</sup> to 17<sup>th</sup> October 2017 with the aim of 'No Delays in 7 Days'. Adult Social Care supported this initiative by ensuring maximum availability of Social Workers in the Hospital Team for that week and by Senior Managers dialling into conference calls at noon and 5pm to unblock any issues each day of the week, including weekends.
2. The Trust learned many lessons from the exercise, with almost all of the issues uncovered arising from internal hospital processes. The only issue for Adult Social Care was the response times from Residential and Nursing Homes in assessing patients and accepting admissions. A 'Trusted Assessor' model is being explored in an attempt to resolve this, whereby one assessor would assess on behalf of a number of care homes and speed up the process.
3. The exercise is to be repeated, this time over 2 weeks from 17<sup>th</sup> to 31<sup>st</sup> January 2018 to measure progress and ascertain whether lessons have been learned from the week of 11<sup>th</sup> to 17<sup>th</sup> October.

#### Community Care Inform

4. As a part of our commitment to delivering safe and effective services across Adult Social Care and supporting the Continued Professional and Personal Development of our workforce, we have commissioned a new and exciting resource **Open Access to Community Care Inform and Supported Learning**.
5. [Community Care Inform – Adults](#) is a market-leading web based resource, designed specifically for social work professionals and allied professionals involved in the delivery of adult social care. The site offers a wealth of practical guides, updates to legislation and the latest research as well as a range of video and other resources designed to inspire group discussion and enhance practice. It is envisaged that when we make this tool a part of our everyday work, we'll be better equipped to confidently make swifter, evidence based decisions and that staff will feel better supported in their role. By ensuring that our frontline staff have the tools that they need to do their job to a high standard and we've never before had access to such a consistent resource of guidance, case law and best practice. Staff have the opportunity to test their own knowledge and the data collected provides clear management insight.
6. By Middlesbrough becoming an Enterprise Partner, we have the opportunity to develop partnership working to develop the resource further to meet the strategic objectives and specific service issues moving forward

7. As a part of our commitment to workforce development, CC Inform will be available to **everyone** across Adult Social Care in Middlesbrough. With access to Community Care Inform's new Supported Learning Tool we will achieve the following **outcomes**;
- Better support for all staff with access to a wide, trusted and market leading knowledge base
  - Better outcomes for service users
  - Enhanced quality of evidence-based practice
  - Achieving savings - both time and money

## Public Health

### Alcohol Awareness Week

8. A series of events were organised to promote Alcohol Awareness Week, which ran from 13<sup>th</sup> -17<sup>th</sup> November 2017, with the theme of Alcohol and Mental Health. Multi agency promotional events were held at Riverside stadium, Teesside University, Middlesbrough College, Recovery Connexions and James Cook University Hospital to raise awareness of alcohol harms and to encourage drinkers to think about their level of alcohol consumption.
9. At the Riverside stadium former Boro star Steve Vickers launched Alcohol Awareness week and the public have been encouraged to sign up to the Dry January campaign, to pledge to stop drinking alcohol for a month. The week culminated in a successful alcohol free event with entertainment at The Curve Building, Teesside University on Friday 17<sup>th</sup> November.

### Oral Health

10. Starting Well, a new innovative programme to ensure children receive better dental advice, has been launched by the Government, with an event held in Middlesbrough on 5<sup>th</sup> October. Dental Practices linked up with Health Visitors and Early Help staff, to begin discussions about closer working.
11. The programme will help dental teams go out into the community and teach children and parents in high-risk areas about the importance of oral health and encourage parents to take their children to the dentist.
12. Dental teams will offer this through supporting children's centres events, supporting tooth brushing clubs in early year's settings and supporting health fairs and schools parents' evenings where these are not already provided.
13. Nine Dental Practices in Middlesbrough have expressed an interest in becoming involved in the programme, and a Working Party has been set up to develop some innovative ways of working with, in particular, families with 0 – 5 year olds.

### Bowel Screening consultation

14. As part of a local drive to improve uptake of bowel screening locally, the public health teams across Middlesbrough and Redcar and Cleveland are working with the local Bowel Screening Hub based at North Tees Hospital to carry out insight work with local people to find out more around attitudes to taking part in the home test screening and to see what work needs to be done to remove barriers to taking part. A number of

focus groups have taken place and an online survey is currently live which has had over 400 responses to date. The information gathered will be collated and analysed and a localised campaign developed to respond to the local need.

### **Changing perceptions of cancer #Smallchanges – LMT support**

15. As part of the ongoing Reduce Your Risk campaign – aimed at changing perceptions of cancer locally and raising awareness of the links between lifestyle and cancer risk, the #smallchanges campaign is getting people to make their pledge to one small change they can make to reduce their risk. So far, we have had over 160 pledges which are being shared via social media to inspire and encourage others. At a recent meeting, members of LMT were asked to support the campaign and make their pledge (see attached photo).

### **Changing North Ormesby – Public Health Action Plan**

16. The public health team have developed an action plan based on insight with the local community themed around 6 key priorities; healthy eating, changing attitudes to health and wellbeing, family based support, men's health, physical activity and mental health. A range of activity has been planned to improve health and wellbeing for the people living in the community.

Key updates:

- All residents visited as part of the Selective Licensing scheme property checks, will be given an information pack with key information about health and wellbeing services and key messages. In response to an increasing issue around occupants not being at home at the pre-arranged visits, the letter sent to arrange the inspection has been revised to make it less enforcement driven and more a focus around the importance of ensuring the landlord's responsibility for providing a safe and quality living environment.
- The Fresh fruit and veg voucher scheme providing families with a weekly voucher to be spent at the market, supported by advice and support around how to cook healthy meals has been rolled out to St Alphonsus school following a successful cohort at North Ormesby Primary Academy
- The free swimming voucher scheme that took place over summer was really well received. Vouchers were given out at community hubs across target wards in East Middlesbrough. This translated into 313 adult swims and 875 child swims being taken up. Note this wasn't just targeted in North Ormesby but in other target wards too. Given the success it was repeated in October half term with lower uptake rates.
- Cancer Research UK have started regular sessions on a Tuesday at the Trinity Centre where people can drop in to ask advice around health and lifestyle. This follows a similar model to the sessions being delivered in the town centre currently and have seen positive response.
- As part of the HeadStart/CAMHS Transformation Programme, both schools in North Ormesby are working towards the Headstart quality standard. Both schools are accessing the pastoral leadership Workforce Development pathway

to upskill school staff, supporting the mental health of pupils. Both schools have access to Tootoot digital reporting in-line system.

## HeadStart and CAMHS Transformation



17. As part of the transformation of children and adolescent mental health the HeadStart programme is being rolled out to all schools in Middlesbrough following a successful pilot phase. HeadStart aims to giving all Middlesbrough's children and young people the necessary support to build resilience to achieve good emotional health by providing support at an early stage and to prevent the onset of common mental health conditions.
18. The HeadStart school offer is funded through the Council's Public Health Budget, Middlesbrough Achievement Partnership and South Tees CCG.
19. The outcomes for the HeadStart school offer are to increase emotional resilience in young people; workforce development to enable early identification and respond to the needs of children through an overall systems change; appropriate, accessible, innovative and joined up services reducing the need for high level interventions and improved attainment, attendance and behaviour.



*Trinity Catholic College HeadStarters*

20. A quality standard, developed in partnership with schools, has been introduced to support schools to audit and evidence their whole school approach to support emotional well-being. Achieving the requirements of the standard gives school the opportunity to access a HeadStart grant to make further improvements.

## Stop Smoking Service see record numbers

21. Stoptober campaign saw a record number of smokers access the stop smoking service over a two month period. In September, **230** smokers accessed the service while during October **178** people accessed the service. Of those **143** and **160** set a quit date in September and October respectively.
22. The specialist stop smoking service also attended a number of events and hosted stalls to promote Stoptober and the smoking cessation advice available from them. These events took place in a variety of settings such as Jobcentre Plus, Middlesbrough; South Tees CCG AGM; Albert Park Run; September Spectacular; Easterside Hub; Middlesbrough Holiday Inn. A total of 93 people had their Carbon

Monoxide (CO) levels measured and were provided with brief advice on stopping smoking at these events. Smoking remains the single preventable cause of ill-health and premature deaths in Middlesbrough and Public health is committed to ensuring support is available for anyone wanting to quit for good.



ALBERT PARK RUN -23/9/17

## Employment Fair

23. The Public Health team in Middlesbrough organised an employment fair in partnership with the Middlesbrough Employment Network Group. The event took place on the **7<sup>th</sup> of November** at the Live Well Centre, Dundas House, Middlesbrough. **30** staff from 14 different agencies including some employers attended the event to provide information to unemployed and some young people not in education, employment or training (NEET) on the opportunities available in Middlesbrough and across Teesside. Over **150** people attended the event and received an information pack and spoke to a variety of organisations on the day.
24. Employment is an important determinant of health and the public health team continues to support work to remove barriers to employment.





## Food Hygiene Convictions

25. Three food businesses have been convicted under the Food Safety and Hygiene (England) Regulations 2013 for mouse infestation and poor standards of cleanliness.

- On 3<sup>rd</sup> October 2017 Pizza Pizza, a takeaway in Parliament Road was found guilty and fined £195 plus costs of £775 and a £30 victim surcharge.
- On 17<sup>th</sup> October 2017 Mini Foodstore in Clarendon Road was found guilty and fined £3,000, plus costs of £885 and a £100 victim surcharge.
- On 11<sup>th</sup> October 2017 Peri Peri Original and Sweet Treats Dessert Lounge in Linthorpe Road were found guilty and fined £10,000, plus costs of £1,700.
- On 24<sup>th</sup> October 2017 Chunki Chicken, a takeaway in Linthorpe Road was found guilty and fined £1600, plus costs £913, plus £40 victim surcharge

## **Food Hygiene Closures**

26. Three town centre food businesses were closed using emergency closure powers after Environmental Health Officers found conditions that presented an imminent risk to health. The closures were confirmed by Court Order at Teesside Magistrates Court and investigations into the conditions found are ongoing.
- Hot Wok Chinese restaurant in Linthorpe was ordered to close on November 13 due to poor hygiene standards including evidence of mouse activity and foods at serious risk of contamination.
  - Zan's retail shop in Parliament Road was ordered to close on October 26, due to a serious and widespread mouse infestation and the sale of contaminated foods. During the visit, a concealment of illicit tobacco was also found and seized.
  - Boro Parade Mini Market in Parliament Road was ordered to close on October 24 due to mouse activity and poor standards of cleanliness.
27. Council officers carry out routine inspections of food businesses and offer advice and support to help the business comply with food law. Environmental Health Officers have been carrying out extra visits to a wide range of food premises in the town to provide targeted food hygiene and pest control advice and to help maintain or improve standards in their business. In Middlesbrough (with only 21 food businesses having food hygiene rating of 2 or less) 95% of food businesses have achieved 3, 4 or 5 rating.

## **Health Protection Laws breached**

28. The operator of Manjaros Shisha Lounge in Linthorpe Road has been fined a total of £2,638 after allowing customers to smoke in a smokefree premises. When Environmental Health Officers visited the business in March 2017 they observed staff preparing, lighting and serving customers shisha pipes in enclosed areas. Under the Health Act 2006 smoking tobacco or anything which contains tobacco, or smoking any other substance in an enclosed or substantially enclosed premises is an offence.

## **Illicit tobacco Enforcement**

29. On 24<sup>th</sup> October 2017 Trading Standards took part in a multi-agency operation to tackle illicit tobacco sellers which involved the Police and HMRC. The operation resulted in the inspection of three premises located in the Newport ward. Illicit tobacco was found at 2 premises, resulting in the seizure of 6920 cigarettes and 4 Kg of hand rolling tobacco. The operation also identified other crimes of illegal working and a victim of suspected human trafficking who was found in the flat above one of the premises. He is now being offered support while a full investigation is undertaken. This was the third seizure of illicit tobacco from Boro Cash Converters and under the Anti Social Behaviour Crime and Policing Act 2014, Trading Standards successfully obtained a 3 month Closure Order from Teesside Magistrates court to prevent ongoing crime at the premises. This is the second shop linked to illicit tobacco in the Newport area which has been forced to close to prevent associated crime and

disorder. Closure Orders are an effective tool used to tackle those premises which are repeatedly found selling illicit tobacco and completely disregarding the law.

**Councillor Julia Rostron**  
**Executive Member for Adult Social Care & Public Health**