

EXECUTIVE MEMBER REPORT TO COUNCIL 24 January 2018

Adult Social Care

Occupational Therapy, Prevention and Postural Management Pilot.

1. The preventative model of work in Care Homes has proved to be beneficial. Particularly in improving the quality of life, wellbeing, mood and dietary intake and appetite of the residents. Their posture has improved and contractures have reduced.
2. The staff have been given the knowledge and tools to manage the needs of their residents in relation to posture management through training and advice.
3. Partnership working has been valuable throughout this project working with Physiotherapy services, Wheelchairs Services, Seating companies, Tees Community Equipment Services and Nursing colleagues. A Research Trial was also undertaken with Symmetrikit, a company who we worked in partnership with exploring the benefits of the use of sleep systems in the management of an individual's posture. This trial provided good outcomes for residents and increased our knowledge around postural management for the future. The report has been written up with the findings and shared nationally to improve practice in Postural Management.
4. There is a need for services to be delivered in a more innovative way in response to the postural problems and associated health issues experienced by residents in care homes. The evidence demonstrated that people are benefitting from 24 hour posture care management and taking a proactive approach is cost effective and beneficial to both the individual and care establishment.
5. Therefore it has been agreed that this proactive preventative approach to delivering the health and wellbeing of the residents in Middlesbrough Care homes is to continue and work through the other care homes in Middlesbrough.

Community Care Inform Update

6. By Middlesbrough becoming an Enterprise Partner, we have the opportunity to engage in partnership working to develop the resource further to meet the strategic objectives and specific service issues moving forward. Our first "Topic of the Month & Action Learning Set"; "Assessing Mental Capacity" which will be implemented using the timeline as detailed below, is a direct result of the Hartlepool (SAR).
 - 17th & 18th January four CCinform workshops to be delivered to all license holders.
 - Staff will be informed of the Topic of the Month & Action Learning Set.
 - (Safeguarding Adults Review Hartlepool) will be discussed and TSAB requirements for assessing and upskilling staff in relation to MCA.
 - Last week in January **first test** - knowledge assessment to gather baseline data

- First week in February Topic of the Month Launched, staff signposted to Links for Learning Resources
 - Last week in February **second test** – to compare against base line data
 - First two weeks in March – knowledge gaps identified across service
 - Last two weeks in March - additional learning resources identified
 - March / April supervision / electronic care management recording to assess impact on Practice
7. This approach partnered with the delivery of an in house model of Learning and Development as detailed below shows Middlesbrough have robust resources and plans in place to ensure as far as is practicably possible that our workforce is competent and effective in its Mental Capacity Assessments.

Mental Capacity Act / Deprivation of Liberty Safeguards (MCA/DoLS) – Awareness / Refresher Training

8. The aim of the MCA/DoLS training has been to ensure all staff within adult social care have an understanding of their role and responsibilities under this legislation that informs all areas of daily practice, staff from Tees Esk and Wear Valleys Trust (TEWV) have also attended training sessions.
9. The training covers;
- **MCA** - Background - 5 key principles – Assessment of Capacity – Best Interest Decisions – Least Restrictive Options
 - **DoLS** - Cheshire West Judgement - Acid test – Restraint and Restrictions – Authorisation Process – safeguards
 - **Related issues** – Covert Medication – Conditions –objections – Advanced Decisions/lasting Power of Attorney.
10. Monthly training sessions have been in place since September 2017 and will continue throughout 2018. To date 60 individuals have attended, 56 from social care including student social workers and qualified and unqualified social work staff and 4 nursing/social work staff from TEWV. 56 attendees completed evaluation forms and rated the training as positive in meeting their needs.
11. The success of this training is due mainly to the planning, development and presentation by In House staff using the vast array of knowledge, skills. Expertise and experience that exists within adult social care. The main benefit of an In House model of approach is that the focus is on local need and practice which nurtures a sense of ownership that staff can identify and relate to within their working role.
12. Applications to attend the MCA/DoLS training sessions can be registered at Middlesbrough Learns website
13. 2018 plans, using the In House model, include the planning and development of;
14. Appropriate Information Sharing and Recording Skills Training.

Public Health

National Award – Cervical Screening

15. The locally developed Screening Saves Lives campaign has been Highly Commended in the 2017 Cervical Screening Awards awarded by Jo's Trust, the leading national charity for cervical screening awareness. Our local approach including raising community awareness based on insight with local women, engagement of GP practices and the development of 'No Fear' practices and the Salons for Screening campaign with bespoke magazines received excellent feedback by the judges who were impressed with the range of work undertaken, the results and the enthusiasm.
16. The Cervical Screening Awards were created in 2010 to identify and reward the UK's best local cervical screening campaigns and provide opportunities to share best practice with other health professionals. It is a really good opportunity to highlight the work we are doing across South Tees on a national platform.

Salons for Screening magazine

17. The fourth edition of the locally produced magazine – Beautiful Inside and Out - has been distributed to the 100 salons engaged in the Salons for Screening campaign and various community settings across South Tees to promote key messages about screening, other health features and real life stories in a relatable, non-clinical way. The magazines have proved to be an effective tool in communicating important messages to the target audience and we hope that it proves useful to staff within the salons to start conversations around screening and cancer.



BAME Women's Health Conference

18. The Public Health team as part of Migrant Health work stream organised the first BAME women's health conference on the 15th of December at the Riverside Stadium (Middlesbrough Football Club). The aim of the conference was to raise awareness around some of the key health issues that affect this group and increase knowledge of services that are available to work and support BAME Women with their health and well-being. The health outcomes for this group is often markedly different from the wider population. Speakers covered various subject areas like Cancer, Best Start in Life, Smokefree Families, Domestic Abuse, Sexual Health, Exercise and Mental Health. 90 people from a variety of organisations and backgrounds attended the event and took part in workshop discussions around Mental Health, Sexual Health and Dementia. It is hoped that the partnerships formed from the event will help to reduce the health inequalities BAME women in Middlesbrough face through more collaborative working.



Enforcement action update

19. As part of a multi-agency week of action Trading Standards and Environmental Health Officers from the Public Protection Service, with the assistance of the Police and a tobacco detection dog, carried out inspections at businesses in the Newport Ward to tackle illicit tobacco, food safety, hygiene, and health and safety matters. Officers from the Cleveland Fire Authority and the Council's Environmental Enforcement Team were also involved in the operation.
20. The coordinated action resulted in the seizure of illicit tobacco from two premises, a breach of point of sale and warning notices for tobacco at one premises and breaches of food hygiene laws at three premises. At one food premises, Rotana, a restaurant in Parliament Road, there were serious breaches of food hygiene laws, with conditions found which presented a risk to health and the business was ordered to close. Enforcement action was also taken by the Fire Authority and Environment Enforcement Officers in relation to health and safety and waste issues during this operation.
21. Multi agency action helps to maintain high standards in the town, and protect legitimate businesses, and promote a fair trading environment to support a thriving business community.

Protecting the vulnerable from rogue traders and scams.

22. Public Protection staff recently joined forces with the Police to provide a swift multi-agency response to protect the health, wellbeing and security of a vulnerable elderly couple who were being taken advantage of by rogue builders.
23. Middlesbrough Police were alerted by local bank staff who were concerned that an elderly couple were withdrawing unusually large amounts of cash for work on their home. At the same time, neighbours of the same couple reported to the Public Protection Service that workmen were removing and breaking up asbestos sheets from a shed at the couple's property.
24. Environmental Health Officers and the Police arrived at the property and two men were arrested on suspicion of committing fraud against the elderly couple. The condition of the damaged asbestos sheeting was considered to be a potential risk to public health. Environmental Health Officers served a legal notice on the builders under the Environmental Protection Act 1990 and default works were carried out immediately to remove the asbestos materials and decontaminate the property. The men arrested are currently subject to a criminal investigation by the Police.
25. The case highlights the successful multi-disciplinary role and of the Public Protection Service, the Police, local banking staff and residents in protecting public safety and the vulnerable from scams.
26. Middlesbrough Trading Standards Officers are already progressing important work with the Police and the National Trading Standards Institute to implement a banking protocol as part of their local scams prevention project. This banking protocol aims to raise the awareness of banking staff to suspicious withdrawals by vulnerable clients, especially if accompanied by persons purporting to be builders or similar, and require them to alert Police.

Car trader fined over false claims

27. Trading Standards Officers recently took court action to protect local consumers and legitimate businesses from unfair trading practices. Lisa Cave pretended to be a private individual selling cars from home, when in fact she was actually trading and involved in the sale of a number of cars. By acting in this way she tried to restrict a consumer's right to a refund or other redress.
28. On 4th December 2017, at Teesside Magistrates' Court, Lisa Cave of Forber Road, was found guilty of offences under The Consumer Protection from Unfair Trading Regulations 2008 in relation to making false claims about her trade. She was fined £200, and in addition a compensation order for £1,910 was given to a consumer for a faulty car.
29. The case related to a BMW car which had been sold by Cave to a consumer and on the same day it had broken down and had to be recovered by the AA. An inspection of the vehicle found that the seatbelt pre-tensioners were no longer operative and the air bags had been removed.
30. The District Judge rejected Ms Cave's explanation that she was merely selling cars for friends. She had given different accounts in her evidence at court and there were links to the same phone numbers on all car adverts.

Action by Responsible Authorities to Review of Alcohol Licences.

31. Licensing reviews were instigated by the Trading Standard Service following multi agency operations including HMRC, Licensing and the Police. These reviews, supported by both the Police and Public Health, were brought after concerns were raised about the source of alcohol on sale and management standards within a number of premises and their failure to uphold the licensing objectives. Officers presented these concerns to Licensing Committee and Members made the decision to revoke the licences of two off licence premises in Newport ward: Newsmarket, 123 Parliament Road and Lifestyle Express, 345 Linthorpe Road and imposed 22 conditions on the licence of Hifza News, 5 Beaumont Road, North Ormesby.
32. The supply of illicit alcohol is linked to organised crime and has a negative impact on alcohol related crime and disorder and health inequalities. It also provides the premises with an unfair competitive advantage against other traders in the town who are trading responsibly.
33. The review of premises licences ensures that the licensing objectives, in particular the prevention of crime and disorder, are upheld. This action contributes to the multi-agency delivery of the priorities in Middlesbrough's Alcohol Strategy to reduce alcohol related crime and health harms and to promote a safe, night time economy. It supports the regeneration of the town by promoting responsible retailing of alcohol.

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