

EXECUTIVE MEMBER REPORT TO COUNCIL

4 September 2019

ADULT SOCIAL CARE

DECISIONS

1. No formally recorded decisions have been taken since the last Executive Member report

STRATEGIC

2. In September the system wide Peer Review takes place in regard to delayed transfers of care (DToc). DToc peer reviews are a constructive, collaborative and supportive process to help health and social care partners locally improve patient flow and reduce delayed transfers of care. The service has contributed to a self –assessment as part of the pre-planning for the system wide review.

PERFORMANCE

3. The quarter 1 audit of Adult Social Care and Health Integration recording Standards of case files across all teams has been undertaken. This is the first audit since the introduction of the newly updated recording standards. The recording standards require:
 - Case notes to be documented within 1 working day
 - Assessments to be written up within 48 hours of completion
 - Support plans recorded 24 hours before service/ equipment is in place.
4. The audit identified a 76% compliance rate with the newly implemented standards with areas for improvement highlighted, in addition to areas for excellence highlighted. Compliance rates will be monitored as the new standards are embedded.

INVOLVEMENT AND PROMOTION

Community Inclusion Service (CIS) – Cumberland and Pavillion

5. A closed Facebook page is now in place within the Community Inclusion Service (CIS). The focus being to use a social media platform to help promote the varied work that is undertaken with the Community Inclusion Service. We are gradually building up a number of members, which includes service users, carers, staff and outside agency contacts. The Facebook page is closely supervised and monitored by a group of staff within the CIS, they check weekly the content that is on the site so as to help safeguard access, usage and Facebook posts. It is proving to be a great avenue to promote the good work within the service, we have also recently included a customer survey that helps us track our performance.

6. Our learning and development pathway will in September see the promotion and delivery of some training using mobile tablets /apps alongside support through some practical teaching with service users. We have a number of staff now trained who can deliver some teaching sessions, hence we have drafted a three term timetable to deliver this programme over the next year.
7. Work is ongoing with regards looking at the expansion and delivery of improved services for people with autism with a view to seeing some developments and changes in 2020, details of which should start emerging in the next few months.

Independent Living Centre (ILC) – Blue Badge scheme

8. The changes to the ICT and processes associated with the delivery of the Blue badge system in April 2019 have proved to be successful. The scheme is now all being co-ordinated from the one site (ILC), which has been well received by the general public. Comments have included;
9. *“You have been so efficient and so person centred in your approach. You have been very helpful and flexible. You saved me from the stress caused by the .gov website glitches”*
“Thank you so much, that’s an amazing service. The website told us 6-12 weeks so I’m stunned at the speed with which you have turned it around. It will make a big and positive difference to D.... Additionally, it will reduce our stress when we take him out, for which I am also grateful”
10. There will be some further changes due again shortly , which is on the back of central governments broadening the Blue Badge scheme to people with Learning Disabilities , Hidden Disabilities (Re: Autism and Dementia) and people with Mental Health issues , which all being well should start to emerge in September 2019 onwards.

North Ormesby Resource Centre- Internal refurbishment

11. North Ormesby Resource Centre remains in their temporary day care accommodation at MICC, whilst the work continues at North Ormesby Resource Centre to upgrade the facilities for older people. They have settled in well and whilst only temporary have become an integral part of the MICC resource.

Orchard

12. The Orchard continues to work effectively in partnership with TEWV NHS Foundation Trust delivering some excellent services to individuals with complex health and social care needs. The demand for the services remains constant, with each day nearly full. We are having to monitor this accordingly as increasing demand for places remains high. It is likely we will be reaching our daily capacity in the next couple of years.
13. We are having to consider how we will cope with the demand, which includes having to consider any added alterations to the building, albeit that this would also increase the need for more staffing to support the demand.

Living Life

14. This commissioned service through MIND remains at the forefront of rehabilitation services for Adults with Mental health in Middlesbrough. Council staff work alongside staff from MIND to deliver a variety of services to on average 380 people every three months. Individuals in receipt of services may have low to high mental health needs hence services are very much centred on individualised needs.

15. The service has recently been externally audited, which has resulted in a very positive profile being produced of the services it provides.

Mental Capacity Act Training

16. Mental Capacity Act training has been delivered to staff within a large range of Residential and Nursing home establishments across the town, this was well received. The evaluation to the training has been positive and further programme will be planned in the future.

Homecare & Repeat Medications

17. The clinical commissioning group is making changes to process for ordering repeat medication. From the 1st September individuals will no longer have the facility to order repeat medication through pharmacies. All repeat medications must be ordered through their GP. This will have implications for some members of our communities and homecare providers delivering care have been supporting people to link with their GP's to ensure they remain under the previous scheme if they are unable to attend their GP surgery to regularly order their repeat medication. The purpose for this change is to minimise the amount of stockpiled medication and unnecessary ordering of repeat medication.

Family Support Model

18. Since the last Executive Member update a scheme has been formally contracted at James Cook University Hospital. The organisation Care Home Selection has been appointed jointly by Middlesbrough Council and South Tees Clinical Commissioning Group to support families in sourcing a residential or nursing home placement for their family member when they are ready to be discharged from hospital. The service will assist in arranging visits to homes, and will also support and accompany them on visits. In addition the staff support the discharge process and can also assist patients with their discharge direct to their home. The service is also developing a Trusted Assessor model to support assessment direct to care homes to reduce the time taken for discharge.

PUBLIC HEALTH

DECISIONS

19. There have not been any key decisions since the last Exec member update.

STRATEGIC

20. The service continues to deliver the strategic priorities for 2019/20 and regular updates will be provided through this report.
21. Following discussions between NHS South Tees Clinical Commissioning Group, Adult social care, James Cook University Hospital and public health, plans are now in place to ensure there is provision for alcohol liaison within the hospital. This service will provide support for patients presenting with alcohol related needs at the hospital and ensure that on discharge their care and support is continued in the community.
22. A multi-agency debrief session was carried out to review the management of the Marton Country Club Fire. The debrief identified that a robust response to the incident was mounted by the different agencies and there was very good inter-agency working to protect public safety and property. A report is being finalised and the recommendations will be presented to the Cleveland Local resilience Forum. The Council's Emergency

Management and response team will take forward the Council's recommendations and actions.

PERFORMANCE

23. The quarter 1 performance clinic highlighted good progress in delivering the key performance indicators and achieving financial balance. Areas of concern are as follows:

- The continuing rise in drug related deaths. This is an issue nationally and was covered extensively in the press. In Middlesbrough we have appointed a preventing drug related deaths post and a multi-agency work programme is in place.

INVOLVEMENT AND PROMOTION

South Tees Affordable Warmth Partnership

24. The South Tees Affordable Warmth Partnership aims to reduce the incidence of fuel poverty across Middlesbrough and Redcar & Cleveland. Fuel poverty is when a household is unable to meet its reasonable heating costs within the household income. The impacts of fuel poverty are significant and include poor physical and mental well-being, lower educational attainment and increased social isolation. The most recent government figures (2017) show that 15.4% of households in Middlesbrough are in fuel poverty, against a national average of 10.9%. It is a complex issue that needs a multi-agency response, including improving the energy efficiency of the housing stock, maximising household income and helping residents to manage their energy usage well.

25. Middlesbrough has had an Affordable Warmth Partnership since 2009, chaired and managed by Middlesbrough Environment City; this has now been extended to include Redcar & Cleveland. Partners include South Tees Public Health, relevant Middlesbrough Council departments, Citizens Advice Bureau, Cleveland Fire Brigade, housing associations and voluntary sector partners. A new action plan is being finalised, which is due to be published in the autumn.

26. Successes in the last year have included: working with private sector installers to access around £750,000 of government ECO grants for home energy efficiency measures; providing energy efficiency and fuel tariff switching support to 943 people; increasing understanding of fuel poverty amongst 211 front-line staff through training; and Cleveland Fire Brigade supporting around 100 households with emergency winter heating. The programme has also worked closely with other initiatives such as Middlesbrough Council and CAB's unclaimed benefits campaign, which helps address fuel poverty through maximising household income.

Sustainable Food Cities Silver Award

27. The Middlesbrough Food Partnership, chaired and coordinated by Middlesbrough Environment City, has been awarded the accolade of Silver Award by the Sustainable Food Cities network (SFC). SFC is a partnership of places across the United Kingdom committed to creating a sustainable food network, including working towards providing food that has minimal environmental impact, is healthy and affordable.

28. The Middlesbrough Food Partnership includes representatives from Middlesbrough Council, Middlesbrough College, Teesside University, community organisations and businesses. Middlesbrough has held the Bronze Award since 2017 and is now one of only four places in the UK to hold Silver, the others being London, Bristol and Brighton & Hove. There are currently no Gold award holders.

29. Work around sustainable food has been taking place in Middlesbrough for around ten years as part of the town's One Planet Living programme. Current activities include Growing Middlesbrough, an initiative to encourage catering and retail outlets to use more locally sourced produce and Community Patchwork Orchard which aims to plant and care for more fruit trees across the town. Partners also deliver healthy eating initiatives that contributed to tackling obesity including the Council's Food 4 Life programme. A partnership with Warren's collects food waste and converts it to energy, working with Middlesbrough schools and businesses. Middlesbrough's status as a Fairtrade Town was also a key factor in achieving the Award.
30. The Partnership will continue to work towards a more sustainable food system over the coming years, with the aspiration of reaching the Gold Award.

Specialist Stop Smoking Service

31. Our Specialist team have provided two briefing sessions to 30 health visitors in Middlesbrough to raise awareness around the dangers of smoking and provided tailored advice for them to carry out very brief advice as part of their role. Research suggests that 40% of people will make a quit attempt based on advice from a health care professional so it is vital that our 0-19 services is equipped to deliver timely messages to families wanting to go smoke free. Smoking remains the leading cause of early death and preventable morbidity in England. In July, the team have also delivered stop smoking advisor training to 15 staff from GP, pharmacy and community settings.

Suicide Prevention Transformation Funding – Zero Suicide: Every Life Matters

32. The Government in its response to the Five Year View for Mental Health identified £25million in funding allocated to NHS England to support a national overall reduction in suicide rate by 10% by 2020/21. Public Health South Tees have been successful in utilising this funding for Tees in the following areas:

33. Enhanced mental health training offer to provide further capacity to the commissioned Tees Mental Health Training Hub model to:

- provide additional training based on a training needs analysis to reduce the existing waiting list for specific training
- Increase capacity of trained instructors registered with the hub.
- Delivery of bespoke courses to identified groups informed by suicide audit
- Test new models of training

Small grants to local grass roots organisations

34. The aim of this funding was for voluntary and community organisations to develop and implement community based activities that will have a positive effect on the mental health and emotional wellbeing of **male residents aged 25-65 based on the five ways to wellbeing**, particularly those people who are most vulnerable or isolated within our communities. Grants applications between £1000 and £5000.
35. **19 bids from our community and voluntary organisations across Tees were awarded (8 Middlesbrough Projects)** A wide range of projects are now currently being delivered in Middlesbrough which include; Barbers for Health, Male Carers, Lads Shed, Samaritans Shield – working with gym's, football teams, walking/cycling, Tools for wellbeing – repairing and renovating hand tools, refugee and asylum seeker drop-in etc. A number of the projects will showcase at the Tees Suicide Prevention Annual Partnership event in October. The good news is that NHS England has confirmed year 2 funding to further develop our local plans.

Business support for food premises.

36. Environmental Health Officers from the Public Protection Service carry out visits to food businesses in Middlesbrough to check compliance with food law – ensuring that food is safe to eat and the consumer can make an informed choice.
37. Food Hygiene Ratings are awarded according to how hygienically the food is handled, the physical condition of the premises and how well the business manages food safety. The rating shows how well the business is doing overall, based on standards found at the time of inspection. Poorly performing premises will receive a food hygiene rating score of 0 (Urgent improvement necessary), 1 (Major improvement necessary) or 2 (Improvement necessary). The display of the rating is not mandatory but all ratings are published on-line at www.food.gov.uk
38. Since January 10 food premises with poor hygiene ratings have been offered additional support to help them to improve their standards. Most premises have much improved standards, five have subsequently been awarded a 4 or 5 rating, three premises are generally satisfactory and two premises are due re-assessments.
39. The feedback from the businesses involved has been very positive and a number are keen to work with the Council to help publicise their hard work to improve hygiene standards.
40. Support is also provided to new food businesses and an advice pack is now available which explains food hygiene laws, including allergen laws, and includes a self-assessment check list to assist them in achieving a good or very good food hygiene rating

Illicit Tobacco sellers sentenced

41. Two of the three people who ran an illegal tobacco operation from a shop on Beaumont Road in Middlesbrough were sentenced at Teesside Magistrate's Court on 6th April. The three people Lokman Kamala, Samantha Richardson and Natalie Kirton were before the Magistrate's for sentencing following an earlier trial.
42. A raid by police and trading standards on 26 April 2018 uncovered 1,700 illicit cigarettes and 1.1kg of rolling tobacco at the store. A second raid on 6th June uncovered a further 2,500 incorrectly labelled cigarettes and another 1.25kg of counterfeit hand-rolling tobacco. Further to this Lokman Kamala was pulled over by Police on the 2nd July in his car and a search revealed further cigarettes and tobacco.
43. In total there were 7,960 illegal cigarettes and 4.1kg of rolling tobacco seized. Some were counterfeit, some were smuggled and some were found to be unsafe.
44. Samantha Richardson received a 12 weeks prison sentence reduced to 8 for guilty plea which was suspended for 12 months. She also received 15 Rehabilitation Activity Requirement (RAR) days and costs of £809 with a Victim surcharge of £115.
45. Natalie Kirton received a 9 weeks prison sentence reduced to 8 weeks which was suspended for 9 months. She also received 9 RAR days and costs of £809 with a victim surcharge of £115.
46. The sentencing of Lokman Kamala was adjourned until the 20th August.

Potentially unsafe lighters and toys removed from sale.

47. Officers from Trading Standards responded to a complaint about the sale of illicit cigarettes from a shop. Officers identified and a small number cigarettes which were counterfeit and did not comply with labelling requirements were seized. However, whilst in the shop, officers found soft toys such as dogs, frogs and panthers as well as baby dolls and squishies which, under examination, the labelling was found not to be compliant with the relevant safety requirements. Advice was given on seeking the correct labelling and the shop owner was advised to remove the toys from sale until assurances could be sought from the supplier and the correct labelling supplied. Retailer must take the relevant steps to ensure that the products they sell are safe.
48. There were also over 100 lighters, which bore the Registered Trademarks of football teams such as Liverpool, Tottenham Hotspurs and Leeds and brand logos of Gucci, Louis Vuitton and Dolce & Gabbana (D&G). 30 'grinders' were also seized which bore the Jack Daniels registered logo. Photographs of these items were sent via email to the relevant trademark holders who confirmed that they were not genuine products.
49. Trading Standards Officers will remove any items for sale in Middlesbrough which breach intellectual property rights or are a safety risk to the consumers in Middlesbrough. Awareness raising was carried out through social media on the purchasing of items and the requirements for toys so that consumers can conduct their own quick check to ensure they are legitimate and, most importantly, safe

Councillor Dorothy Davison
Executive Member for Adult Social Care & Public Health