

## EXECUTIVE MEMBER REPORT TO COUNCIL

**EXECUTIVE MEMBER:** Executive Member Adult Social Care & Health Integration

**DATE OF MEETING:** 10 September 2025

The purpose of this report is to provide an update to members on areas of activity within my portfolio including performance against strategic priorities.

### COUNCIL PLAN PRIORITIES

Safe and Resilient Communities – Creating a safer environment where residents can live more independent lives

#### 1. HIGHLIGHTS

##### Update

##### 1.1 Care Quality Commission (CQC) Update

Following the CQC Inspection, and the resulting grading of “Requires Improvement” in February 2025 work has been progressing with regard to the Directorate improvement Plan. The comprehensive action plan covers not only improvements identified by CQC, but also those identified as part of the transformation journey and business as usual changes. Work to date has included:

- Commencement of the development of a 10 year Adult Social Care Vision & Strategy
- Completion of two innovation sites on strength based practice – which will be rolled out to the full directorate in October 2025
- Trial of magic notes technology to both improve efficiency in the service with regard to administrative tasks and more accurate recording for the individuals we support. Wider roll out taking place in September 2025
- Progression of a workforce strategy
- Investment into a partnership to support co-production, to ensure the people we support have active involvement in strategic decisions.

The action plan is governed by the directorate improvement board, with regular monitoring undertaken by the DHSC. We recently submitted our third performance report to DHSC with no issues identified.

#### 2. Executive Member Site Visits

Having recently received this portfolio I have developed an annual programme of site visits to services across Adult Social Care to speak with front line staff to both acknowledge and appreciate the significant work being undertaken and also to identify where there are any changes that need facilitating.

My first visit took place on the 4<sup>th</sup> August in which I attended Cavendish House, and spoke to many staff concerning the multitude of services being delivered from there.

Cavendish House based on Marton Road is the primary site for our prevention services across Adult Social Care referred to as our **Middlesbrough independent Living Services**, their aim is to help older, vulnerable and disabled people to *Stay Safe, Stay Warm, Stay Well and Stay Connected* this includes:

## **2.1 Staying Put Agency**

The Staying Put Agency is Middlesbrough's home improvement advice and repair service. They help older, vulnerable, and disabled people to maintain, adapt, and improve their homes and to live more independently for longer

## **2.2 Connect & Assistive Technology Service**

Connect and Telecare provide a 24-hour monitoring and response service. They offer support to older, disabled, and vulnerable people who live in their own homes, helping them to keep living independently and safely. Telecare provides safety equipment which can detect falls, inactivity, smoke, flooding, gas, or extreme temperatures, and send an alert that you need help. Connect lets you call for help from anywhere in your home, if you have an emergency or need support.

## **2.3 Contact Centre**

Our Contact Centre is 24 hours monitoring service for our Connect/ Assistive Technology customers and also offers out of hours support to the residents and businesses of Middlesbrough.

## **2.4 Staying Included**

Staying Included is a person-centered community focused service that helps older, disabled and vulnerable people gain more control over their lives. The service supports people to live healthier, become more active, form new friendships and regain independence at home and in accessing community activities.

## **2.5 Rekindle Digital Inclusion Project**

Supports older and disabled people to improve their ability to access the internet and to give people the skills and confidence to get online and use digital technology to improve their lives. Decreasing the likelihood of loneliness and social isolation through an introduction to social networks and remote connections with family and friends.

## **2.6 Independence Hub and Blue Badge**

The Independence Hub is based in Middlesbrough Council's Cavendish House, opposite James Cook University Hospital. With a focus on prevention, the hub offers a variety of services aimed at supporting people to remain safe and independent within the home, when accessing the community and when using the internet. Residents can visit the demonstration room to see and try out various pieces of equipment which can help support independence and safety.

## **2.7 Sensory Loss**

The Sensory Support service supports Middlesbrough residents with low vision, low hearing, Deaf/deafness, and Deaf blindness. We can help you to live independently at home and be an active member of your community, as well as supporting your wellbeing.

## **2.8 Community Reablement Team**

Reablement is a personalised, home-based service which helps you to live as independently as possible. Our staff work with you to assess service user needs, and provide therapy and short-term support to help achieve their goals. The team helps to learn, or re-learn, daily living skills which may have been lost through a deterioration in health or a change in circumstances. We support people being discharged from hospital and a care home, as well as those who have become unwell or suffer from a condition which has made it difficult to cope at home.

## **2.9 Occupational Therapy Team**

The Occupational Therapy (OT) team work with service users who are having difficulties in their own home or in a care setting due to a disability or condition. We assess for equipment and adaptations to meet the person's needs and enable them to live their lives as safely and independently as possible. This can involve minor adaptations working with the handy person service or major adaptations working with our colleagues in the staying put agency or with housing associations e.g. Thirteen. As part of our work with housing associations we also complete assessments of a person's housing needs when they are looking to move home due to their current property not meeting their needs. We do this via a clinic at Cavendish House or through a home visit if required for the person's needs.

We assess and advise on moving and handling, working with care agencies and provide moving and handling equipment often in urgent situations to prevent or support a hospital admission /discharge.

I had the pleasure of talking with staff and seeing examples of the amazing work being undertaken to support the residents of Middlesbrough. In the course of these discussions we identified the need for better information and awareness raising among fellow members and therefore we will be arranging a series of short briefings as refreshers regarding the support available, the first of these will be on the Blue Badge process.

Finally during the course of my visit I also attended the Dementia Hub at Woodside and spoke to the staff at the centre, and saw some of the excellent activities available including their equipment promoting interactive engagement. I then had the pleasure of meeting the staff based within the Older Persons Mental Health Team, whom are also based at woodside, which enables them to see clients whilst engaging at the Hub downstairs. The team were clearly passionate in what they do and I spoke at length regarding the demands on their service, work life balance and the improvement plan across the Directorate.

Information on all the services above is on the Council Website, and I am happy to facilitate refresher information sessions on any of the services should these be required.