

# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE AGENDA**



**Thursday 10 January 2019**

**at 10.00am**

**in Committee Room B,  
Civic Centre, Hartlepool**

**MEMBERS:** ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Brewer, Hamilton, Little, McLaughlin, C Richardson, Thomas and Young

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

- 3.1 To receive the Minutes and Decision Record in respect of the meeting held on 6 December 2018 (*for information as previously circulated*).

**4. BUDGET AND POLICY FRAMEWORK ITEMS**

No items.

**5. KEY DECISIONS**

No items.

**6. OTHER ITEMS REQUIRING DECISION**

No items.

**7. ITEMS FOR INFORMATION**

- 7.1 Accessable – Accessibility Guide – *Director of Adult and Community Based Services*  
7.2 Preventative and Community Based Services – *Director of Adult and Community Based Services*  
7.3 Capital Investment in Care Homes for Older People – *Director of Adult and Community Based Services*



8. **ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

**FOR INFORMATION**

Date of next meeting – Thursday 7 February 2019 at 10.00am in the Civic Centre,  
Hartlepool



# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

## **MINUTES AND DECISION RECORD**

**6 DECEMBER 2018**

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool

### **Present:**

Councillor: Stephen Thomas (In the Chair)

Councillors: Lesley Hamilton, Sue Little, Mike McLaughlin (Vice-Chair), and Carl Richardson.

Also present: Ann Baxter, Independent Chair, Tees-wide Safeguarding Adults Board  
Pam McNeice, Clinical Lead Learning Disabilities, South Tees CCG  
Dan Maddison, Commissioning Lead, Learning Disabilities and Mental Health, Hartlepool and Stockton-on-Tees CCG

Frank Harrison (National Pensions Convention/Years Ahead Forum),  
Judy Gray, Hartlepool Healthwatch  
Gordon and Stella Johnston

Officers: Jill Harrison, Director of Adult and Community Based Services  
Neil Harrison, Head of Safeguarding and Specialist Services  
David Ward, Head of Finance, Child and Adult Services  
David Cosgrove, Democratic Services Team

### **39. Apologies for Absence**

Apologies for absence were received from Evelyn Leck.

### **40. Declarations of Interest**

Councillor Stephen Thomas declared a personal interest as; an employee of Healthwatch Hartlepool, a Member of the Tees-wide Safeguarding Adults and the Health Action Sub Group.

Councillor Richardson declared a personal interest.

### **41. Minutes of the meeting held on 15 November 2018**

Received.

## **42. Tees-wide Safeguarding Adults Board Annual Report 2017/18 and Strategic Business Plan 2018/19**

*(Director of Adult and Community Based Services and Independent Chair of Teeswide Safeguarding Adults Board)*

### **Type of decision**

Non key decision.

### **Purpose of report**

To present to the Adult and Community Based Services Committee the Tees-wide Safeguarding Adults Board Annual Report 2017/18 and Strategic Business Plan 2018/19.

### **Issue(s) for consideration**

The Chair of the Tees-wide Safeguarding Adults Board (TSAB) addressed the Committee setting out the Board's annual report and business plan for 2018/19. The annual report was in a new format, on which the Chair of the Board sought comments, and had been redesigned to make it more interesting for readers.

The Chair of the Tees-wide Board highlighted the following key points to the Committee –

- Prevention was a key activity; raising awareness among the public and professionals.
- The Board's website had over 10,000 visits – a mix of public and professionals.
- The 2017/18 annual survey had been completed by 640 people with 86% of the public feeling safe from abuse and neglect and 86% of professionals feeling well informed.
- The key priorities for 2018/19 were: -
  1. Develop the approach to early help and prevention
  2. Improve awareness of how people can protect themselves
  3. Focus on breaking down barriers to reporting abuse and neglect.
- There had been an increase in activity for the Board with a 27% increase in safeguarding concerns and enquiries between 2016 and 2018. This could be seen as either a bad thing or a good thing with people knowing how to raise concerns they hadn't felt able to in the past.
- The Board was concerned at the rise of 37% in Section 42 enquiries – action taken or instigated by the Local Authority in response to a reported concern that abuse may be taking place.
- The majority of cases were reported by care homes (30%) with nearly half (46%) of abuse cases occurring in care homes. The majority of these reports related to neglect and acts of omission.
- Where there were very serious issues around safeguarding a Safeguarding Adults Review was undertaken and the last one in the area had been the Carol review after the murder by two teenagers. The report had been published in June 2017 and had now had over

2000 reads on line.

- In 2018/19 the Board was looking towards shifting the balance towards early care and prevention as a means of stopping issues becoming serious. There was an acknowledgement of the budgetary issues being faced by all local authorities in the Tees Valley and how this may impact on reporting.
- There would also be a focus on under-reported issues and those communities that under reported.
- The Board would also continue to work collaboratively with the Children's Safeguarding Board though were aware of the changes to the children's safeguarding arrangements with the Hartlepool and Stockton Boards amalgamating.

A Member queried the number of responses (640) and asked how the survey was issued. The Director of Adult and Community Based Services commented that the survey was circulated very widely and available on the Board's website – a set number of surveys wasn't issued. The Member asked if it was possible to drill the results down to a local level. The Director commented that that would be unlikely as there were a lot of professionals that had responded to the survey who worked across Local Authority areas while the public would provide very localised responses.

A Member commented that it would be useful to have comparisons with previous results and asked if there was any correlation between increasing reporting of abuse and the economic situation; the Member specifically highlighted domestic abuse. The Director indicated that previous year's annual reports were available on the Board website for comparison and the Board Chair commented that, unfortunately, there was a link between major sporting events and domestic abuse and the Police considered domestic abuse as one of their major concerns in the Tees Valley.

The Vice-Chair questioned the repeat reporting of abuse and the concerns around that. The Director agreed that there were concerns around repeat reporting as it could indicate that the issue had not been resolved in the first instance. In relation to care home settings there could be repeat reporting associated with instances of missed medication or incidents between residents, particularly those living with dementia. The Vice-Chair asked if the numbers of physical abuse were, therefore, much lower. The Director stated that that conclusion couldn't be drawn from the numbers but her experience led her to believe the repeat incidences tended to be the less serious low level incidents that had less impact on individuals.

A Member raised concerns with the changes to the Children's Safeguarding Boards. The Independent Chair of TSAB shared those concerns but highlighted that responsibility was now being shared across the local authorities, Police and health agencies. The Director of Adult and Community Based Services stated that the statutory requirements in relation to Safeguarding Adults Boards were contained within the Care Act, and there was no indication that changes were forthcoming.

A Member raised concerns regarding the provision of support to people with mental health issues and learning disabilities in court settings. There were concerns that individuals were not always being supported appropriately through court intermediaries and witness preparation. The Independent Chair of TSAB commented that the issue had been raised with the courts as there had been issues of vulnerable people not getting justice due to the Crown Prosecution Service not considering them to be 'credible witnesses'. The Director indicated that there were schemes available around the appointment of appropriate adults and supported witness programmes but acknowledged that there did appear to be gaps in the services.

A Member questioned the instance of medication administration issues mentioned by the Director and whether these were increasing or decreasing. The Director stated that in Hartlepool a lot of work had been undertaken with care homes and an Enhanced Pharmacy Support service had been commissioned from the Better Care Fund Pooled Budget. This service gives providers access to training, advice and support around medication through dedicated pharmacist and pharmacy technician input.

The Chair thanked the Committee for their comments and questions and thanked the Independent Chair of TSAB for her attendance at the meeting. The Annual Report showed that work was progressing which reflected the significant work being undertaken by the board and staff in the local authorities.

### **Decision**

That the Tees-wide Safeguarding Adults Board Annual Report be received and the Strategic Business Plan 2018/19 be endorsed.

## **43. Learning Disability Mortality** (*Director of Adult and Community Based Services*)

### **Type of decision**

Non key decision.

### **Purpose of report**

To provide an update on learning disability mortality and local uptake of annual health checks, cancer screening and flu vaccination.

### **Issue(s) for consideration**

The Head of Safeguarding and Specialist Services reported on national evidence on avoidable early deaths among adults with a learning disability and highlighted major concerns about health care for this client group. Evidence shows that the average age at death was 13 years younger than the national figure for men and 20 years younger for women. The most common certified underlying cause of death were heart and circulatory

disorders (23%), respiratory diseases (17%) and cancers (13%). With regard to the local position, the Head of Safeguarding and Specialist Services reported that data regarding the health needs of adults with learning disabilities in Hartlepool was collected using the RAIDR (Reporting Analysis and Intelligence Delivering Results); a healthcare intelligence tool developed in conjunction with GPs. A summary of current data was submitted as an appendix to the report.

As part of the local implementation of NHS England's programme for Enhanced Services under the Direct Enhanced Scheme, the CCG requires that GPs undertake a programme of Annual Health Checks, cancer screening and flu vaccination for people with additional needs. This enhanced service was designed to encourage practices to identify all patients aged 14 and over with learning disabilities; to maintain a learning disabilities register; and to offer people an annual health check, which included producing a health action plan together with subsequent health screening and vaccination.

Under the enhanced service GP practices should invite in all patients on their learning disabilities register, on an annual basis, for a review of their physical and mental health. Where problems or concerns were identified, practices were expected to address them as appropriate through the usual practice routes or via specialist referral if required.

As a minimum, the health check should include a collaborative review with the patient and carer (where applicable) of physical and mental health with referral through the usual routes if health problems are identified.

The Head of Safeguarding and Specialist Services drew Members' attention to the statistics set out in Appendix 2 to the report which showed the comparator numbers of people with learning disabilities across Hartlepool (656) and Stockton (856) and the health conditions they were recorded to have.

The Head of Safeguarding and Specialist Services also drew Members attention to the statistics for health check screening in Appendix 3 which revealed that flu vaccination uptake needed to be addressed.

The Commissioning Lead for Learning Disabilities and Mental Health, Hartlepool and Stockton-on-Tees CCG indicated that a significant amount of work was being undertaken with GPs to identify health inequalities across the CCG area. It had to be acknowledged that some learning disabilities did cause earlier death rates but there was general evidence that the age at death statistics were improving. Improving screening rates was one particular route to that improvement and there were two specific cancer specialists who went out into the community to improve screening rates in general.

There were now 'champions' for people with learning disabilities in each GP surgery and it was hoped they would assist in improving the screening

rates for these patients as there had also been some additional funding allocated to assist in this process.

The Clinical Lead Learning Disabilities, South Tees CCG commented that it was recognised that the issues around the health screening and general life expectancy for people with learning disabilities weren't just a local issue but a national one but there was no specific national policy relating to the health care of people with learning disabilities. Locally the rate of people with learning disabilities was 2% when the national figure was 0.52% which was a significant difference that needed to be understood.

Learning Disability Mortality Reviews were key to understanding what interventions should have been undertaken and when they could have made a difference. This learning could then be built into individual Health Action Plans to be followed through with patients and shared across the service. A mobile app was also being developed to help share information.

Members commented that the figures for breast and cervical screening were very low. The Commissioning Lead commented that work was underway in developing some simple videos that would explain what the screening process was and why it was being undertaken. Members asked if the screening venues were adapted to the needs of people with learning disabilities. The Commissioning Lead conceded they could be improved. The Clinical Lead, Learning Disabilities indicated that there were adjustments that could be made to facilitate their screening and having the individual plans that set out their needs clearly would help through this process. Information for their families was also important.

There was concern at the numbers that missed screening altogether as well as those that only attended once and had a bad experience that made them refuse to go again. The sharing of information with the patients and their families at a very early stage could only help 'ease' people with learning disabilities through these screening processes.

The meeting discussed more general issues around improving screening rates for people with learning disabilities and the more routine sharing of health information with them. Members touched upon issues around support for those living in the community, education for those in care home settings around healthy eating, sexual health and the disparity in the numbers of people with learning disabilities in Hartlepool. In relation to the numbers the Director of Adult and Community Based Services commented that the figures came from those registered by their GP as having learning disabilities. That could reflect a positive approach by GPs to identify these patients and ensuring services were properly identified for them.

The Chair thanked the representatives for their very informative report and presentation. The Chair had asked that an additional recommendation be included within the report to refer this issue to the Health and Wellbeing Board. As the Health and Wellbeing Board provided a venue for all the



appropriate partners in providing health and social services, it was appropriate to refer the matter there for their consideration as part of the wider work being done around the issues of health inequalities in the general population and building into that specific work for people with learning disabilities which would go some way to starting to reduce the gap in mortality rates.

### **Decision**

1. That the current position in relation to learning disability mortality be noted;
2. That the report be referred to the Health and Wellbeing Board to raise awareness of this issue and to encourage other partners to take action to improve the health outcomes of adults with learning disabilities within Hartlepool.

## **44. Strategic Financial Management Report as at 30 September 2018** *(Director of Adult and Community Based Services and Director of Finance and Policy)*

### **Type of decision**

For information.

### **Purpose of report**

The purpose of the report was to inform Members of the 2018/19 forecast General Fund Outturn, the 2018/19 Capital Programme Monitoring and to provide details for the specific budget areas for which the Committee was responsible.

### **Issue(s) for consideration**

The Head of Finance, Child and Adult Services referred to the reports submitted to the Finance and Policy Committee highlighting the potential overspend for the financial year, the reasons behind that and the measures being implemented to manage and reduce the overspend.

The Head of Finance indicated that this was the first financial management report submitted to the Committee which included the Community Based budget in line with the Committee's revised remit. The detailed appendices to the report showed a forecast for the department of a nil outturn variance, however, the 2018/19 budget includes £0.5m of non-recurring Improved Better Care Fund grant. This funding would not continue beyond 31 March 2019 and without this the Department would be reporting an overspend position. There were overspends within a number of areas including Libraries; Sport, Leisure and Recreation; and packages of care for adults with a learning disability. These overspends were mainly offset by underspends from incremental drift and staff vacancies. It was still early in the financial year, however, and there may be additional seasonal pressures that emerged in the remainder of the financial year, particularly in budgets that related to services for older people, during the

winter period.

The report also set out details of the Committee's Capital Budget and the Head of Finance indicated that there are no specific items to bring to Members attention.

A Member asked for details of how many agency social workers were being employed by the Council and the level of expenditure. The Director of Adult and Community Based Services stated that there were no agency workers in Adult Social Care but could not confirm numbers for Children's Social Care. The Chair requested that details be forwarded to Members after the meeting.

### **Decision**

That the report be noted.

## **45. Adult Social Care User Survey Results** (*Director of Adult and Community Based Services*)

### **Type of decision**

For information.

### **Purpose of report**

The purpose of the report was to provide the Committee with a summary of the results from the 2018 Adult Social Care User Survey, which contributed to the Adult Social Care Outcomes Framework, identifying how performance compared with previous years and showing comparison data from other Councils in the North East.

### **Issue(s) for consideration**

The Director of Adult and Community Based Services reported that the Adult Social Care Outcomes Framework (ASCOF) was introduced in 2011/12 and aimed to measures how well social care services were delivering outcomes for people, with a focus on the issues that people have identified as being important for themselves and their friends and relatives. Performance and comparison data from the Adult Social Care User Survey had now been analysed. Comparisons were made nationally between the 151 Councils with Adult Social Care responsibilities and regionally between the 12 North East Local Authorities.

Social care related quality of life in Hartlepool, as reported by users of services, was fourth highest in the North East region and ninth highest in the national rankings, and 85.2% of people who responded to the survey report that they had control over their daily lives. This percentage was the highest reported within the region and the highest reported nationally and reflected a long term commitment in Hartlepool to self directed support, personal budgets and direct payments which give people choice and control over how their needs are met.

The proportion of people who use services who had as much social contact as they would like was 52.8% - the third highest performance in the North East and ninth highest nationally. Overall satisfaction of people who use service with their care and support was 67.1% and 80.4% of people who use services found it easy to find information about services (both of which were above the national average). The survey also asked people who use services if they felt safe, and whether the support they receive from adult services made them feel safe. In Hartlepool, 71.1% of people reported that they felt safe, with 92.4% reporting that the services they received made them feel safe. Again, both of these figures are above the national average with the proportion of people reporting that services made them feel safe ranking twelfth in the country.

The Director of Adult and Community Based Services commented that the results of the survey were very pleasing and reflected the hard work of officers and front line staff. Members echoed the comments and asked that their thanks be forwarded to staff. The Chair supported the comments adding that the survey results were a testament to the hard work and dedication of staff.

#### **Decision**

1. That the report and the continued positive feedback from users of adult social care services be noted.
2. That the thanks of the Committee be forwarded to staff.

#### **46. Any Other Items which the Chairman Considers are Urgent**

None.

The Committee noted that the next meeting would be held on 10 January 2019 commencing at 10.00 am in the Civic Centre.

The Chairman extended Christmas best wishes to all Members and attendees.

The meeting concluded at 11.25 am.

**H MARTIN**

**CHIEF SOLICITOR**

**PUBLICATION DATE: 14 DECEMBER 2018**

# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

**10 January 2019**



**Report of:** Director of Adult and Community Based Services

**Subject:** ACCESSABLE – ACCESSABILITY GUIDE

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## **1. TYPE OF DECISION/APPLICABLE CATEGORY**

1.1 No decision required; for information.

## **2. PURPOSE OF REPORT**

2.1 To provide an update to Adult and Community Based Services Committee on the development of an online accessibility guide.

2.2 To make Adult and Community Based Services Committee aware of a proposed launch event on 4 February 2019.

## **3. BACKGROUND**

3.1 AccessAble have been commissioned by Hartlepool Borough Council to undertake access reviews for 200 venues across the Town.

3.2 AccessAble, originally called DisabledGo, was set up in 2000 by Dr. Gregory Burke as a result of his own experiences as a 'wheelchair user and disabled walker'.

3.3 Working alongside over 100 different disability groups the organisation developed its first website in 2002. Since then it has grown and developed, continually meeting and listening to local communities. The website is now used by over 1.5 million people each year to plan a visit or trip out.

3.4 Thousands of people continue to shape the service getting involved in engagement events and social media channels.

#### **4. PROGRESS**

- 4.1 75 detailed access guides have been completed in Hartlepool and the guides are being uploaded to the new AccessAble website. 125 Hybrid access guides have been completed and will be uploaded to the website.
- 4.2 Appendix 1 – final progress report describes the detail of the types of reviews conducted.
- 4.3 A link to the website <https://www.accessable.co.uk/> and a short demonstration will be provided to Committee Members.

#### **5. RISK IMPLICATIONS**

- 5.1 There are no risk implications identified associated with this report.

#### **6. FINANCIAL CONSIDERATIONS**

- 6.1 There are no financial implications identified associated with this report.

#### **7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal considerations associated with this report.

#### **8. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 8.1 There are no family poverty consideration associated with this report.

#### **9. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 9.1 There are no equality and diversity considerations associated with this report.
- 9.2 It is intended that development of an online accessibility guide will encourage and enable people to be better informed about local services.

#### **10. STAFF CONSIDERATIONS**

- 10.1 There are no staffing implications associated with this report.

## **11. ASSET MANAGEMENT CONSIDERATIONS**

- 11.1 There are no asset management implications associated with this report.

## **12. RECOMMENDATIONS**

- 12.1 It is recommended that the Adult and Community Based Services Committee:
- Note the recommendations and progress to date; and
  - Note a proposed launch event on 4 February 2019.

## **13. REASONS FOR RECOMMENDATIONS**

- 13.1 Many people with disabilities find that not having information to hand prior to planning a trip to a venue meant that too often going out became a stressful and anxious experience.

## **14. BACKGROUND PAPERS**

- 14.1 <https://www.accessable.co.uk/> (AccessAble home page)

## **15. CONTACT OFFICER**

Neil Harrison  
Head of Safeguarding & Specialist Services  
Hartlepool Borough Council  
[neil.harrison\\_1@hartlepool.gov.uk](mailto:neil.harrison_1@hartlepool.gov.uk)

| Venue Name                                      | Address1                                       |
|---|--|
| #TAG  | 119 York Road                                  |
| A.C. Lock & Safe Company                        | 121 Park Road                                  |
| Agora Turkish Cuisine                           | 27-28 Navigation Point                         |
| Albemarle Bond                                  | 125 York Road                                  |
| Alice House Hospice                             | Unit 12 Middleton Grange Shopping Centre       |
| Anchor Retail Park                              | Marina Way                                     |
| Aneurin Bevan House                             | 35 Avenue Road                                 |
| Argos   | Unit 6 Anchor Retail Park                      |
| Artrium Gallery                                 | Unit 184 Middleton Grange Lane                 |
| AVenue Ballroom and Cafe                        | Lauder Street                                  |
| Baby Bereavement Support Group                  | 208 York Road                                  |
| Barbershop                                      | 212 York Road                                  |
| Barclays  | 148 York Road                                  |
| Belle Vue Sports Centre                         | Kendal Road                                    |
| Benson's  | 123 York Road                                  |
| Bodycare  | Units 179-180 Middleton Grange Shopping Centre |
| Bonmarché                                       | Unit J Middleton Grange Shopping Centre        |
| Bonnie Babies                                   | Unit 16 Middleton Grange Shopping Centre       |
| Borough Hall                                    | Middlegate                                     |
| Brabiner Carpets                                | 249-251 York Road                              |
| Brewers Fayre Old West Quay                     | Maritime Avenue                                |
| Bridge - Dementia Advice and Support            | Gemini Centre                                  |
| Brierton Community Sports Centre                | Brierton Lane                                  |
| Brighthouse                                     | Unit 133-134 Middleton Grange Shopping Centre  |
| British Heart Foundation                        | Unit 109 Middleton Grange Shopping Centre      |
| British Heart Foundation Furniture & Electrical | Unit 103-105 Middleton Grange Shopping Centre  |
| Burbank Community Centre                        | Burbank Street                                 |
| Camerons Brewery Visitor Centre                 | Stockton Street                                |
| Carphone Warehouse                              | Unit 1a Anchor Retail Park                     |
| Casa del Mar                                    | Navigation Point                               |
| Cash Generator                                  | Unit 50 Middleton Grange                       |
| Castledene                                      | 19 Victoria Road                               |
| Catcote Metro                                   | Unit 100-101 Middleton Grange Shopping Centre  |
| Central Library                                 | 124 York Road                                  |
| CeX   | Unit 93B Middleton Grange Shopping Centre      |
| Changing Rooms                                  | 162a York Road                                 |
| Chilli Cake                                     | 9 Upper Church Street                          |
| CIL   | 1 Havelock Road                                |
| Civic Centre                                    | Victoria Road                                  |
| Clarks  | Unit N Middleton Grange Shopping Centre        |
| Clintons  | Units C & D Middleton Grange Shopping Centre   |
| Comfort Zone                                    | 98 Park Road                                   |
| Contessa Curtains                               | 243-245 York Road                              |

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| Cooplands   | Unit 174a Middleton Grange Shopping Centre     |
| Creative & Distinctive Hair and Beauty                | 35-37 Park Road                                |
| Currys PC World                                       | Unit 5 Anchor Retail Park                      |
| Dance Box   | 41 Park Road                                   |
| Dawson and Sanderson Travel Agents                    | Unit 18 Middleton Grange Shopping Centre       |
| Deichmann   | Unit 142-143 Middleton Grange Shopping Centre  |
| Dental Care and Select Orthodontics                   | 48B Elizabeth Way                              |
| Eco Chic-It   | 161 York Road                                  |
| EE  | Unit E Middleton Grange Shopping Centre        |
| Entertainer   | Unit 106-108 Middleton Grange Shopping Centre  |
| Eurochange  | Unit 26 Middleton Grange Shopping Centre       |
| Forces Support  | Unit 85 Middleton Grange Shopping Centre       |
| Fragrance Shop  | Unit 174b Middleton Grange Shopping Centre     |
| Frankie and Benny's                                   | Anchor Retail Park                             |
| Furniture Express                                     | Unit 126-127 Middleton Grange Shopping Centre  |
| Galleries Coffee Shop                                 | Unit 120 Middleton Grange Lane                 |
| Gibson Cut Price Furniture                            | 149 York Road                                  |
| Glady's Vintage Tea Room                              | 35 The Front                                   |
| Golden Lion   | Dunston Road                                   |
| Golden Scissors                                       | 16 Victoria Road                               |
| Grange Road Community Centre                          | Grange Road                                    |
| Greatham Community Centre                             | Front Street                                   |
| Greenside   | Stockton Road                                  |
| Greggs  | Unit 130 Middleton Grange Shopping Centre      |
| Greig Cavey Commercial                                | 21 South Road                                  |
| Gym   | Harbour Walk                                   |
| H&M   | Units 141-143 Middleton Grange Shopping Centre |
| H.Samuel  | Unit 178 Middleton Grange Shopping Centre      |
| Hart Medical Practice                                 | The General Medical Centre Surgery Lane        |
| Hartlepool Art Gallery and Tourist Information Centre | Church Square                                  |
| Hartlepool Enterprise Centre                          | Brougham Terrace                               |
| Hartlepool Life                                       | 255 York Road                                  |
| Hartlepool Town Hall Theatre                          | Raby Road                                      |
| Hays Travel   | 117 York Road                                  |
| Headland Library                                      | Borough Hall                                   |
| Headland Sports Centre                                | Union Street                                   |
| Healthways Chemist                                    | Unit 38A Middleton Grange Shopping Centre      |
| Heron Foods   | Unit 051 Middleton Grange Shopping Centre      |
| Heugh Battery   | Moor Terrace                                   |
| Holland & Barrett                                     | Unit 194 Middleton Grange Shopping Centre      |
| Home Bargains   | Unit 35-37 Middleton Grange Shopping Centre    |
| Homefair Blinds                                       | Unit 38B Middleton Grange Shopping Centre      |
| HSBC  | 112 York Road                                  |
| Iceland   | Unit 27 Middleton Grange Shopping Centre       |



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| Integrated Youth Support Service | Windsor Offices                              |
| Jacksons Wharf                   | The Highlight                                |
| JD                               | Unit 176 Middleton Grange Shopping Centre    |
| Johnstons Flooring               | 165 York Road                                |
| Jump 360                         | Unit B1 and B2 Sovereign Park                |
| Keith Walker Optical Boutique    | 28 Victoria Road                             |
| Kilmarnock Road Community Centre | 44 Kilmarnock Road                           |
| Larry's Lanes Bowling Alley      | 14 The Front                                 |
| Little Nancys Baby Boutique      | 109 York Road                                |
| Lloyds Bank                      | 128-132 York Road                            |
| Lloyds Pharmacy                  | Surgery Lane                                 |
| Lloyds Pharmacy                  | 79 Park Road                                 |
| Lounge Hair and Beauty           | 14 Victoria Road                             |
| M Whitfield Pharmacy             | Birkdale House                               |
| Mark Lloyd Goldsmiths            | The Clock                                    |
| Market Cross Jewellers           | Unit 191 Middleton Grange Shopping Centre    |
| Matteo's                         | 8 The Front                                  |
| Mecca Bingo                      | The Lanyard                                  |
| Middleton Grange Shopping Centre | Middleton Grange                             |
| Milgreen Memorials               | 167A York Road                               |
| Mill House Leisure Centre        | Raby Road                                    |
| Mister Twisters                  | Unit 23 Park View Industrial Estate          |
| Morrell & Sons                   | 171 York Road                                |
| Mumbai Majestic Indian Dining    | Best Western Grand Hotel                     |
| New Look                         | Units K & L Middleton Grange Shopping Centre |
| Newcastle Building Society       | 133-135 York Road                            |
| Next Step                        | 12 Victoria Road                             |
| Northrop Florist                 | 233 York Road                                |
| O2                               | Unit 91 Middleton Grange Shopping Centre     |
| Oakmoon and Geekcave             | 116 York Road                                |
| One77                            | 177 York Road                                |
| Open Jar                         | 23 Navigation Point                          |
| Owton Manor Community Centre     | Wynyard Road                                 |
| Owton Manor Community Library    | Wynyard Road                                 |
| Pagan & McQuade                  | 115 York Road                                |
| Pandora                          | Unit 193 Middleton Grange Shopping Centre    |
| Park Estates                     | 170 York Road                                |
| Pavers Shoes                     | Units A & G Middleton Grange Shopping Centre |
| Peacocks                         | Unit 9a Middleton Grange Shopping Centre     |
| Personaleyez                     | 184 York Road                                |
| Pets at Home                     | Unit 2 High Point Retail Park                |
| Place in the Park                | Ward Jackson Park                            |
| Pools Surplus Store              | 72 Park Road                                 |
| Popadoms                         | Britannia House                              |

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|---|---|
| Poppys Hairdressing   | 20 Victoria Road                            |
| Portals Place   | Neptune House                               |
| Post Office   | Unit 186a Middleton Grange Shopping Centre  |
| Poundland   | Unit 185 Middleton Grange Shopping Centre   |
| Premier - Burn Valley Stores  | 253 York Road                               |
| Premier Inn   | Maritime Avenue                             |
| Protein Superstore  | 200 York Road                               |
| Raby Arms   | Front Street                                |
| Ramsdens  | 3 Jubilee House                             |
| Regent Travel   | 153 York Road                               |
| Registry Office   | Victoria Road                               |
| Rift House Community Building   | Masefield Road                              |
| River Island  | Unit 189 Middleton Grange Shopping Centre   |
| RSPCA   | Unit 1 Jubilee House                        |
| Salvation Army  | Unit 4 Jubilee House                        |
| Sam's Snooker & American Pool   | 76-86 Park Road                             |
| Scrivens  | Unit 98 Middleton Grange Shopping Centre    |
| Seaton Carew Golf Club  | Tees Road                                   |
| Seaton Carew Library  | Station Lane                                |
| Select  | Unit 141 Middleton Grange Shopping Centre   |
| Sheesh Mahal  | Seaton Reach                                |
| Shelter   | Unit 40-42 Middleton Grange Shopping Centre |
| Shoe Zone   | Unit 139 Middleton Grange Shopping Centre   |
| Smooth Vapourz  | 158 York Road                               |
| Specsavers  | Unit 136 Middleton Grange Shopping Centre   |
| Sports Direct   | Unit 183 Middleton Grange Shopping Centre   |
| Spotted Cow   | 31 The Green                                |
| St Hilda's Church and Visitor Centre  | Church Walk                                 |
| Stag & Monkey   | Brenda Road                                 |
| Star Centre   | 198 Flint Walk                              |
| Steron Locksmiths   | 168 York Road                               |
| Sue Ryder   | Unit 61-62 Middleton Grange Shopping Centre |
| Summerhill Country Park   | Summerhill Lane                             |
| Summerhill Country Park Visitor Centre                                      | Summerhill Lane                             |
| Supercuts   | Unit 110 Middleton Grange Shopping Centre   |
| Supernews   | Unit 9 Middleton Grange Lane                |
| Talk Mobile   | 174 York Road                               |
| Tea @ Hart  | 102 York Road                               |
| Thai Village  | 3A Navigation Point                         |
| Thomas Cook   | Unit 190 Middleton Grange Shopping Centre   |
| Three.  | Unit F2 Middleton Grange Shopping Centre    |
| Throston Grange Library   | Glamorgan Grove                             |
| Tilly Bailey & Irvine Law Firm - Main Reception Office                      | 137-139 York Road                           |
| Tilly Bailey & Irvine Law Firm - Wills & Probate and Private Clients Office | York Chambers                               |

|                                 |   |
|---------------------------------|---|
| TK Maxx                         | Anchor Retail Park                            |
| Travellers Rest                 | 357-359 Stockton Road                         |
| Travelodge                      | Metropolitan Park                             |
| TS Grooming                     | 1 Gainford Street                             |
| TUI                             | Unit 186b Middleton Grange Lane               |
| Tweddle Farm                    | Fillpoke Lane                                 |
| Vape Sololutions                | Unit 195 Middleton Grange Shopping Centre     |
| Vaporized                       | 121 York Road                                 |
| Virgin Money                    | 129A York Road                                |
| Vodafone                        | Unit 192 Middleton Grange Shopping Centre     |
| Vue Hartlepool                  | The Lanyard                                   |
| W A Smith Insurance Brokers Ltd | 99 York Road                                  |
| Wallis & Co Bar & Kitchen       | 12a Navigation Point                          |
| Ward Jackson - JD Wetherspoon   | 3-9 Church Square                             |
| Warren James                    | Unit 97, Middleton Grange Shopping Centre     |
| Well Pharamcy                   | 107 York Road                                 |
| West View Community Centre      | Miers Avenue                                  |
| WetRockNRide                    | 210a York Road                                |
| White House                     | Wooler Road                                   |
| WHSmith                         | Unit 186 Middleton Grange Shopping Centre     |
| Wilko                           | Unit 115-117 Middleton Grange Shopping Centre |
| Works                           | Unit 86 Middleton Grange Shopping Centre      |
| Wynsors World of Shoes          | Unit 3 Highpoint Retail Park                  |
| Yorkshire Bank                  | 118 -120 York Road                            |
| Yorkshire Linen Company         | Unit 32 Middleton Grange Shopping Centre      |
| Yours                           | Unit H Middleton Grange Shopping Centre       |

# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

10 January 2019



**Report of:** Director of Adult and Community Based Services

**Subject:** PREVENTATIVE & COMMUNITY BASED SERVICES

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## **1. TYPE OF DECISION/APPLICABLE CATEGORY**

1.1 No decision required; for information.

## **2. PURPOSE OF REPORT**

2.1 To provide Committee with information regarding Preventative and Community Based Services, and work that is underway to strengthen links with Adult Social Care.

## **3. BACKGROUND**

- 3.1 From September 2017 a new corporate management structure has been implemented within the Council which created the Director of Adult and Community Based Services role. The new structure brings together adult social care and a range of community based services that support the wider prevention, wellbeing and community inclusion agendas including Community Hubs, sport & leisure services and Summerhill.
- 3.2 The restructure also created a new post of Assistant Director for Preventative and Community Based Services and Gemma Ptak was appointed to this post in March 2018.

## **4. PREVENTATIVE & COMMUNITY BASED SERVICES**

- 4.1 The key service delivery areas within Preventative and Community Based Services are:
- Community Hubs incorporating a library offer; information and advice; and access to a range of health and employment support.
  - Leisure Centres (Mill House Leisure Centre, Brierton Sports Centre, Headland Sports Hall and Grayfields Recreation Ground);

- Learn to Swim Programme;
- Carlton Outdoor Education Centre;
- Summerhill Outdoor Activity Centre;
- Sport & Physical Activity Team;
- Exercise on Referral programme (H.E.L.P.); and
- Strategy Development and Implementation (Playing Pitch Strategy, Indoor facilities Strategy etc).

4.2 Key priorities within Preventative and Community Based Services include:

- Increasing participation in sport and physical activity;
- Supporting people to manage long term and limiting conditions through increasing physical activity and positive lifestyle changes;
- Supporting children to be able to achieve 25m attainment through schools and community swimming lessons;
- Providing access to a wide range of fit for purpose facilities / services;
- Increasing people's confidence and readiness to make positive lifestyle changes and signposting to appropriate services;
- Providing access to outdoor education and activities;
- Providing access to environmental and heritage programmes and delivering targeted programmes of activity for individuals and groups;
- Providing access to library and archive services;
- Supporting people to access a broad range of services and support within local communities through Community Hubs;
- Providing training, education and development opportunities for volunteers, coaches and leaders; and
- Improving the mental, physical and social well being of individuals through engagement in positive activity.

4.3 Preventative and Community Based Services perform well and deliver positive outcomes for local people. Some highlights from the last year include;

- 1,222 children completed the Summer Reading Challenge.
- 539 people received a home library service in 2017/18.
- Retention of Gold Standard AHOEC at Carlton, Green Flag at Summerhill and Quest at all Leisure Centre sites.
- 7,642 people accessed Exercise for Life Programme with 89% reporting maintenance of an active lifestyle 6 months later; 23.5% reducing their visits to GPs and 8.5% reducing reliance on medication.
- Footfall at Summerhill was 130,500 (doubled since 2011).
- Over 10,000 free swims were accessed in summer 2018.
- Over 9,000 community swimming lesson attendances and 16,000 school swimming lesson attendances.
- £68,000 secured to extend Feel Good in Hartlepool (Yr 4).
- 362 people participated in Big Lime Series.
- Volunteering Programme currently has 45 active volunteers with 21 completing a minimum of 1 hour per week.
- Secured external Sport England Families Fund Grant of £280,000 over four years.

## 5. DEVELOPMENT OPPORTUNITIES

5.1 Successful and productive links have developed between Adult Social Care and Preventative and Community Based Services in recent years, and particularly in the past 12 months, which provides a solid foundation for further opportunities to be taken forward. Examples of positive developments to date include a joined up approach to the development of the falls service and development of the home library service as an initiative to tackle social isolation.

5.2 Areas that are being explored for the future include:

### 5.2.1 Centre for Independent Living

There are opportunities for the Centre for Independent Living to provide a community hub offer, alongside the current day opportunities service, maximising use of the building and strengthening links with the local community. This would enable the existing 'wellbeing' offer within the Centre to be further developed, and links to be made with other Community Based Services such as Summerhill and Leisure Centres. People accessing the Centre would benefit from access to a wider health and wellbeing offer, which is particularly relevant when considering the health inequalities between people with learning disabilities and the population as a whole.

### 5.2.2 Carers

The Council already has a range of services in place to support informal carers, including the service commissioned from Hartlepool Carers, and closer working with Preventative and Community Based Services could further enhance this offer and strengthen the focus on supporting the health and wellbeing of carers, who often experience high levels of stress and may neglect their own health and wellbeing due to the impact of their caring role.

### 5.2.3 Drug & Alcohol Services

It is well recognised that physical exercise and meaningful activity can have a significant impact on physical and mental health and, for people accessing drug and alcohol services, such activities can also support success in terms of treatment outcomes and abstinence. Options are being explored to build closer links between Preventative and Community Based Services and Community Development work within drug and alcohol services to ensure that resources are used effectively to achieve the best possible outcomes.

### 5.2.4 Mental Health Services

A review of adult mental health services has identified the need for an increased focus on prevention and low level support. A more detailed report, which will include the outcomes of the Working Together for Change event held on 12 December 2018, will be provided to Committee in February 2019 identifying significant opportunities for closer working between service areas. The report will also be considered by the Hartlepool Mental Health Forum.

## **6. RISK IMPLICATIONS**

- 6.1 There are no risk implications identified associated with this report.

## **7. FINANCIAL CONSIDERATIONS**

- 7.1 The gross budget for Preventative and Community Based Services is £3.5m. A significant element of the gross spend is offset by fees and charges and there is a contribution to the service from the Public Health Grant, meaning that the net budget for the service area in 2018/19 is £1.4m.
- 7.2 There are a small number of service areas within Preventative and Community Based Services which are currently funded on a non recurring basis from reserves. The current cost of these services is £175k per annum and it is not sustainable to maintain this level of funding from reserves after 2019/20. If alternative funding cannot be identified to maintain the current provision, there is a risk that these services will cease to be provided from April 2020. Further information regarding these services will be provided to a future meeting of the Committee.
- 7.3 There are financial pressures within Preventative and Community Based Services in 2018/19 predominantly linked to the Carlton Outdoor Education Centre and achievement of income targets within sport and leisure centres. Based on outturn projections at the end of Quarter 2, the pressure in the current financial year is expected to be approximately £100k. There is also a pressure of £50k within the budget for library services linked to a proposal to rationalise branch library provision which has not been implemented.
- 7.4 Work is ongoing to identify whether there are options available to manage these pressures within existing budgets but scope to do so is limited. Once this work is completed any remaining pressures will be included in future Medium Term Financial Strategy Reports.

## **8. LEGAL CONSIDERATIONS**

- 8.1 There are no legal considerations associated with this report.

## **9. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 9.1 There are no family poverty considerations associated with this report.

## **10. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 10.1 There are no equality and diversity considerations associated with this report.

**11. STAFF CONSIDERATIONS**

- 11.1 There are no staffing implications specifically associated with this report.

**12. ASSET MANAGEMENT CONSIDERATIONS**

- 12.1 There are asset management implications associated with Preventative and Community Based Services, but none specific to this report.

**13. RECOMMENDATIONS**

- 13.1 It is recommended that the Adult and Community Based Services Committee note the update provided.

**14. REASONS FOR RECOMMENDATIONS**

- 14.1 The remit of the Adult and Community Based Services Committee has expanded to encompass new areas of service delivery and it is important that Members are informed about these areas and the work that is being undertaken to maximise opportunities across the Directorate.

**15. CONTACT OFFICERS**

Jill Harrison  
Director of Adult and Community Based Services  
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Assistant Director – Preventative and Community Based Services  
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# **ADULT AND COMMUNITY BASED SERVICES COMMITTEE**

**10 January 2019**



**Report of:** Director of Adult and Community Based Services

**Subject:** CAPITAL INVESTMENT IN CARE HOMES FOR  
OLDER PEOPLE

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## **1. TYPE OF DECISION/APPLICABLE CATEGORY**

1.1 No decision required; for information.

## **2. PURPOSE OF REPORT**

2.1 To provide the Adult and Community Based Services Committee with an update in relation to the use of Improved Better Care Fund capital funding to improve care home provision for older people.

## **3. BACKGROUND**

- 3.1 As reported in February 2018 Councils were given allocations from the Improved Better Care Fund to address issues including sustainability of the local care market. An element of the funding received for Hartlepool has been used to increase care home fees and providers received an additional 3.4% uplift backdated to April 2017.
- 3.2 The majority of the funding provided is not available on a recurring basis and it was identified that a proportion of the funding for Hartlepool would be used to support capital investment in care homes to improve the care home environment.
- 3.3 Care homes were offered a notional allocation based on the number of registered beds within the home to deliver improvements that had demonstrable benefits to residents. Providers were also asked to identify any improvements that were directly linked to feedback from CQC inspections.

#### 4. PROGRESS UPDATE

- 4.1 Proposals were submitted by care homes with many focussing on creating dementia friendly environments, and all plans aiming to improve the experience of residents. Plans included:

- Sensory gardens
- Conservatory
- Dementia friendly designed furniture
- Improved dining experience
- Replacement of lighting for brighter environments
- Replica village through wall decoration
- Interactive sensory equipment

A more detailed summary of the work completed to date is attached as **Appendix 1**.

- 4.2 A number of care homes have been unable to complete planned improvements to date. In some cases this is linked to a change of care home manager, as the care home manager is key in ensuring oversight of any work undertaken within a home and also knows the residents and how to ensure disruption is kept to a minimum.
- 4.3 In one home the provider is awaiting planning permission to complete a conservatory, which will then lead to enhancements to the surrounding garden area. In another home redecoration incorporating dementia friendly design principles is underway and completion is expected by late December.
- 4.4 All homes have been able to demonstrate how this significant capital investment has positively impacted on the home and residents. Care home managers have been very appreciative of the continued support from the Local Authority and have enjoyed being able to carry out capital works that go above and beyond general maintenance within their homes.
- 4.5 Officers continue to monitor progress in the homes where works are not yet completed and also review the impact of improvements through regular quality monitoring processes.
- 4.6 Care homes were asked to provide photographs of the work completed, and some examples are provided in **Appendix 2**. In some cases, the photographs do not fully reflect the impact of the improvements that have been made, and Members are welcome to visit care homes to see the works that have been undertaken.

#### 5. RISK IMPLICATIONS

- 5.1 There no specific risks associated with this initiative; funding has been allocated on a one off basis and expenditure has been verified by officers against invoices provided.

## **6. FINANCIAL CONSIDERATIONS**

- 6.1 There are significant financial considerations associated with the issue of care home provision, including the fair cost of care and implementation of the National Living Wage. This initiative has enabled the Council to further support care homes for older people in line with Care Act duties while also demonstrating a continued commitment to care home residents, who are some of the most vulnerable people within the town.
- 6.2 To date the expenditure incurred is approximately £217,000, it is expected that the full allocation identified for capital investment will be utilised within the next 6 months.

## **7. LEGAL CONSIDERATIONS**

- 7.1 There are no legal implications associated with this report.

## **8. CHILD AND FAMILY POVERTY CONSIDERATIONS**

- 8.1 There are no child and family poverty considerations associated with this report.

## **9. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 9.1 There are no equality and diversity considerations associated with this report.

## **10. STAFF CONSIDERATIONS**

- 10.1 There are no staff considerations associated with this report.

## **11. ASSET MANAGEMENT CONSIDERATIONS**

- 11.1 There are no asset management considerations associated with this report.

## **12. RECOMMENDATIONS**

- 12.1 It is recommended that the Adult and Community Based Services Committee note the contents of this report.

### **13. REASONS FOR RECOMMENDATIONS**

- 13.1 The Adult and Community Based Services Committee has identified care home provision for older people as a priority owing to the role of care homes in supporting vulnerable older people.

### **14. CONTACT OFFICER**

- 14.1 Jeanette Willis  
Head of Strategic Commissioning – Adult Services  
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Capital Investment in Care Homes

| Care Home             | Completed Improvements  |
|-----------------------|---|
| <b>Brierton Lodge</b> | <p>Enlargement of the existing garden to provide an accessible sensory environment with areas of stimulation for all residents with dementia friendly areas.</p> <p>Previously unused land now adjoined to enlarge and enhance the existing garden area. Works include a new boundary fence, raised planters, water feature, garden benches including pergola, cherry blossom trees planted and new tarmac footpaths for improved access for wheelchair users.</p>  |
| <b>Clifton House</b>  | <p>The bathroom on level 2 has been adapted to incorporate a walk in shower. Alterations and improvements have been made to the existing laundry room.</p> <p>Blinds for roof and windows of conservatory have been purchased. There had been roller blinds at the windows which had been in place for many years.</p> <p>Four iPads have been purchased for residents to use, to keep in touch with their families, pursue any of their own interests or learn new skills.</p>   |
| <b>Elwick Grange</b>  | <p>Works completed include a “Dementia Friendly Café” in the lounge within the reception of the home where residents and visitors are encouraged to sit and have a hot drink. A post office area has also been created, including type writer, post box and telephone.</p> <p>The lounge upstairs has been converted into a 1940s themed washroom / kitchen which includes an old style clothes horse, ironing board and iron, aprons and tea towels and a selection of old style food packaging and the residents can use this area for doing daily living tasks like washing and cleaning.</p> <p>Another lounge has been converted into an activities room with rummage boxes and shelving containing old style ornaments, crockery, tins, books and games for the residents to interact with.</p> |

|                      |   |
|----------------------|---|
| <b>Gretton Court</b> | <p>More dementia friendly room furnishings have been purchased for all resident's bedrooms. The objective is to enable residents to be more independent in their rooms and be able to look after their own possessions as far as possible.</p> <p>The specification is the Lugano Dementia Bedroom Range in a format suitable for dementia use with cut out drawer fronts and single item hanging spaces. Every bedroom is now using the new furniture.</p>   |
| <b>Lindisfarne</b>   | <p>The outdoor area to the back of the building has been landscaped. Wheelchair friendly and raised planters have been built and new garden furniture purchased.</p> <p>A portable sensory unit has been purchased which includes a projector for images on to the walls or ceiling, karaoke, sensory/colour fish/tubes. This is to be used in communal areas and in individual resident's rooms.</p> <p>The dining room on the first floor has been extended into the adjacent bedroom to open out the dining area (which was very small and difficult to get in /out with wheelchairs). New kitchen units have been created to plate meals.</p> |
| <b>Queens Meadow</b> | <p>Identified that the environment on both the residential and dementia floors needed to be enhanced and brightened.</p> <p>A new floor in the en-suite and communal bathrooms and been completed, along with new lighting in the corridors throughout the home, redecorating in all communal areas and replacement of the wooden windows in the dementia lounges.</p> <p>An indoor garden area has been included in the entrance to the dementia unit and opened up this area to give more of an outdoor feel.</p>   |

|                       |   |
|-----------------------|---|
| <b>Rossmere Park</b>  | <p>A conservatory has been built at the front of the building. It provides a relaxing environment where residents and families can sit in private if they wish to talk alone, meaning residents do not have to have conversations in their bedrooms or in front of others. It also has the therapeutic benefit of being on the main road, where people can watch the world go by without being in the cold outdoors.</p> <p>The conservatory has already been used for many events, it has provided a great space for entertainment acts, and comes in great for fundraising.</p>                                   |
| <b>Sheraton Court</b> | <p>Transformation of the gardens into a sensory environment with areas of stimulation for all residents with dementia friendly areas. This included new laurel hedging to the boundary, new sensory planting, raised planters, slate monolith water feature, feature pergolas, benches/rest stops and additional paved areas.</p> <p>The secondary garden area is located at a higher level and was very narrow and underdeveloped. Consequently this area was under used by residents. The paved area has been extended with new sensory planting, raised planters, feature pergolas and benches / rest stops.</p> |
| <b>Wynyard Woods</b>  | <p>A replica village, complete with shops, a post office, a village green and other familiar scenes, has been built to help people living with dementia who are 'stuck in the past'.</p> <p>Wall wraps creating the replica village, seaside cafe, street theme, bringing the outside in with an indoor garden and a virtual train inclusive of seating area have all been created.</p>   |

## Capital Investment in Care Homes

### Elwick Grange – Post Office



“The post office brings back memories of how things used to be when I was growing up”.

### Rossmere Park – Conservatory



“Lovely addition to the lounge to sit and watch what is going on outside”.



## **Sheraton Court – Dementia Friendly Sensory Garden**



“My room is directly opposite this beautiful garden and it is such a joy to look at on a sunny day”.

## **Sheraton Court – Dementia Friendly Sensory Garden**



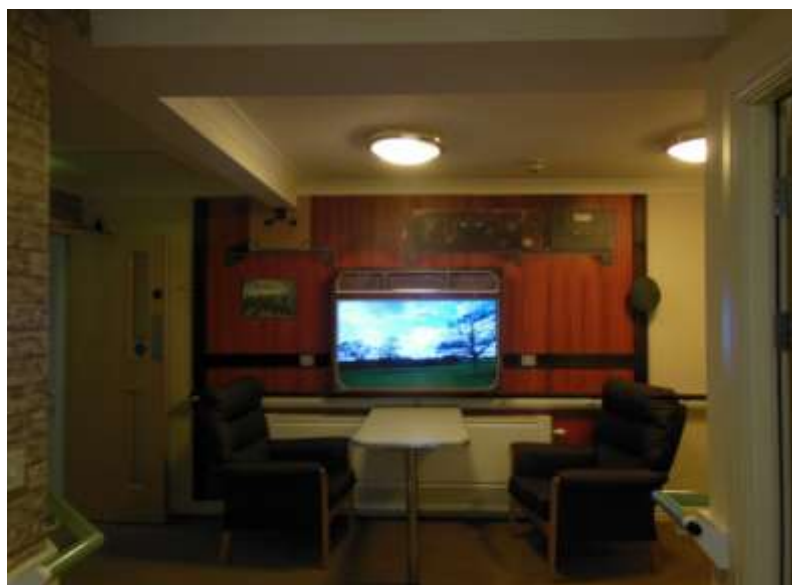
“I will use the garden all the time in the summer. I love to sit with my friends in the home. We are lucky to have this garden”.

## **Wynyard Woods – Replica Village**



“Very good. It’s lovely all the way around and is just enough”

## **Wynyard Woods – Virtual Train**



“Very good – I love it. Brings back memories”.