

ADULT AND COMMUNITY BASED SERVICES COMMITTEE AGENDA



Friday 23 October 2020

at 10.00 am

in the Civic Centre, Hartlepool.

PLEASE NOTE: this will be a 'remote meeting', a web-link to the public stream will be available on the Hartlepool Borough Council website at least 24 hours before the meeting.

MEMBERS: ADULT AND COMMUNITY BASED SERVICES COMMITTEE

Councillors Brewer, Little, Prince, C Richardson, Thomas, Ward 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 Records in respect of the meetings held on 27 February and 19 March 2020.

4. BUDGET AND POLICY FRAMEWORK ITEMS

No items.

5. KEY DECISIONS

No items.

6. OTHER ITEMS REQUIRING DECISION / FOR INFORMATION

- 6.1 Adult Social Update – *Director of Adult and Community Based Services*

CIVIC CENTRE EVACUATION AND ASSEMBLY PROCEDURE

In the event of a fire alarm or a bomb alarm, please leave by the nearest emergency exit as directed by Council Officers. A Fire Alarm is a continuous ringing. A Bomb Alarm is a continuous tone.

The Assembly Point for everyone is Victory Square by the Cenotaph. If the meeting has to be evacuated, please proceed to the Assembly Point so that you can be safely accounted for.

- 6.2 Shared Lives Provision – *Director of Adult and Community Based Services*
- 6.3 Preventative and Community Based Services Update – *Director of Adult and Community Based Services*
- 6.4 Support Hub Evaluation – *Director of Adult and Community Based Services*

7. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION

Forthcoming meeting dates are set out below. All meetings will be held online.

Tuesday 23 February, 2021 at 10.00 am.



ADULT AND COMMUNITY BASED SERVICES COMMITTEE

MINUTES AND DECISION RECORD

27 FEBRUARY 2020

The meeting commenced at 3.00 pm in the Civic Centre, Hartlepool.

Present:

Councillor: Sue Little (In the Chair)

Councillors: Amy Prince and Stephen Thomas.

Also present:

Frank Harrison and Gordon and Stella Johnston.

Officers: John Lovatt, Assistant Director, Adult Social Care
Danielle Swainston, Assistant Director, Joint Commissioning
Neil Harrison, Head of Safeguarding and Specialist Services
David Cosgrove, Democratic Services Team

48. Apologies for Absence

Apologies for absence were received from Councillor James Brewer, Carl Richardson, Barbara Ward, and Mike Young.

49. Declarations of Interest

Councillor Thomas declared a personal interest as an employee of Hartlepool Healthwatch and a member of the Sensory Impairment Joint Plan Working Group.

50. Minutes of the meeting held on 30 January 2020

Received.

51. Care Homes for Older People *(Director of Adult and Community Based Services)*

Type of decision

For information.

Purpose of report

To provide the Adult and Community Based Services Committee with an update in relation to care home provision for older people.

Issue(s) for consideration

The Assistant Director, Joint Commissioning update the Committee on the recent developments in the residential home sector and reported that both West View Lodge and Warrior Park had moved from 'Requires Improvement' to 'Good' on their CQC ratings. The Warrior Park change had been published since the agenda papers for the meeting had been issued. There now remained only one home, De Bruce Court, which had been inspected since the last report, but remained rated as 'Requires Improvement'. Officers were working with the home towards an improved rating. Details of all the ratings were shown on an appendix to the report.

The Assistant Director highlighted that work to finalise the Quality Standards Framework grades for the coming year had been completed and providers have been notified of their ratings. As in previous years, the grades were linked to fees, with Grade 1 providers receiving the highest rates. The majority of the grades are unchanged but it is positive to note that two homes have improved from Grade 2 to Grade 1. Unfortunately, one home had dropped a rating from Grade 2 to Grade 3 and there was a rapid improvement plan in place to improve standards, with evidence of improvement required within 3 months. Details of grades for each of the homes are attached in an appendix to the report.

The Chair and Members welcomed the report which showed a much improved position over that from only five years ago and congratulated officers on the work undertaken with homes to bring forward this improved position. The partnership approach developed with homes across the town was shown to be working very well as was the improved training of staff in homes, particularly around medication monitoring and record keeping.

A Member did express concerns at the number of vacancies shown in the report – 32 residential beds, 17 nursing only beds and 40 dual registered residential or nursing beds. The number did seem quite high and it was suggested that some work was needed to identify if there were any underlying issues in the local market. Members were concerned that some homes may be running too many vacancies which could potentially affect their long term viability. The Assistant Director acknowledged the concerns and indicated that officers would analyse the information provided by homes on vacancies and include an assessment in the next report to Members.

It was commented in the meeting that the demand for homes may potentially be affected by the increasing numbers of older people being cared for in their own homes through domiciliary care services. The Assistant Director supported this view and indicated it would be included in

the assessment of vacancies. A Member indicated that a holistic assessment of the care market for older people may be required as the increase in domiciliary care was also leading to older people moving to care homes with more complex needs than in the past.

Decision

1. That the report be noted and the partnership work of officers with the care sector be recognised for the much improved situation of care home standards in Hartlepool.
2. That the next update report to Members in six months include an analysis of the vacancies in care homes and the domiciliary care provision in the town and the inter-relationship between the two and whether this could potentially affect the viability of some care homes.

52. Deputyship Review by the Office of the Public Guardian *(Director of Adult and Community Based Services)*

Type of decision

For information.

Purpose of report

The purpose of this report was to update the Adult Services Committee on the outcome of a recent visit from the Office of the Public Guardian to review practice in Hartlepool.

Issue(s) for consideration

The Head of Safeguarding and Specialist Services reported that the User Property and Finance Team is a specialist team in Adult Services, which carries out the role of Deputyship for Property and Affairs on behalf of the Director of Adult and Community Based Services. A visitor from the Office of the Public Guardian met with the User Property and Finance Team on 8 January 2020 to review team practice and procedures relating to the Corporate Deputyship function, and to audit a number of Deputyship cases on behalf of the Court of Protection. This visit was part of a routine assurance process that is undertaken for all Local Authorities.

Following the visit, an outcomes report was produced. This highlighted some issues with staffing that the department had been aware of and a restructure of the team was underway which it was hoped would address those issues and provide for greater development opportunities for staff. Otherwise the report was very positive with the Office of the Public Guardian and the visitor commending the User Property and Finance team as follows:

“The Department’s management of Deputyship cases is outstanding and the officers we met today were also outstanding in terms of the knowledge they have of their own cases and their general approach, which is completely in-keeping with the ethos of the Mental Capacity Act and in line with the OPG’s Professional Deputy Standards”

The Chair stated that she was delighted to read the Assurance Visit Report and requested that the Committee's congratulations be shared with the User Property and Finance Team. Members echoed the Chair's comments.

A Member indicated that he had wished to see some reference in the report to the equality and diversity considerations the team provided to the most vulnerable residents of Hartlepool. Members with experience of the support provided by the team also spoke very highly of the service they provided. A Member was concerned that the report gave the inference that the annual visits to clients would end with only a paper office review being undertaken. The Head of Safeguarding and Specialist Services stated that the client's social worker would continue their regular visits and should the social worker feel that the annual review of benefits required a visit by a Deputy, that would still happen. The approach would be proportionate to the needs of individual clients. Members also discussed the lengthy training required for Deputies and how a full knowledge of the benefits system was required for the role.

The meeting also discussed the further delay to the new Mental Capacity Act and the potential impacts of the new regulations particularly on Deprivation of Liberty Safeguards (DoLS). The Assistant Director indicated that the new Act had now been put back until April 2021 at the earliest. It was understood there would be a range of impacts from the new Act and the government had advised local authorities not to make any changes to practices or training until the new regulations and code of practice were issued. Preparations were taking place within the authority to prepare for this, for example it was strongly anticipated that increased numbers of advocates would be required and discussions on how to provide those had already started. Further reports would be brought to Members as and when more information came forward.

Decision

That the excellent outcome of the recent visit from the Office of Public Guardian to review the service provided within Adult Services be noted and that the staff in the User Property and Finance Team be congratulated on such a positive review.

53. Sensory Impairment Joint Plan (*Director of Adult and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide an update to Adult and Community Based Services Committee on progress against the Sensory Impairment Joint Plan and to present the

information to be shared with key stakeholders and members of the public at a launch event on 23 April 2020.

Issue(s) for consideration

The Head of Safeguarding and Specialist Services reported that in the spring of 2019 the Council commissioned Hearing Impairment and Visual Impairment Support UK (Hi-Vis UK) a Charitable Incorporated Organisation to support the development of a sensory loss strategy. Throughout 2019 Hi-Vis UK had engaged and consulted with key stakeholders, people with lived experience, carers groups and local organisations. The organisation had held workshops, conducted surveys and questionnaires and consulted with local commissioners. The initial findings and action plan that had been developed would be presented at a launch event on 23 April 2020 at the Centre for Independent Living. The Head of Safeguarding and Specialist Services outlined the key points in a presentation to Members.

Members welcomed the strategy and commended the work of HI-Vis UK. A Member involved in the process indicated that the raising of awareness of these issues both in the authority and with partners was a continuing process. The statistics showed the level of hearing and visual impairment in the wider population and those engaging with services now were only the 'tip of the iceberg'. It was imperative to identify those suffering these impairments, particularly the elderly with dual sensory loss, as this would help with any continuing care they may be receiving or need. Linking with other groups, such as The Bridge, would also help in tackling those living with a dementia and sensory loss of some kind.

Members welcomed the work being done and considered that Hartlepool was again leading in the provision of such services. Members were keen to see increased support throughout the community and also in everyday life to help people with a visual or hearing impairment lead as full a life as possible. Simple issues such as assuring there were both touch and audible warnings at road crossings were something the local authority could do to help.

The Chair indicated that she hoped as many elected Members as possible attended the launch event on 23 April 2020 at the Centre for Independent Living and sought assurance that invitations (including electronic calendar invitations) be sent to all Members.

Decision

That the report be noted.

54. Any Other Items which the Chairman Considers are Urgent

The Chair informed the Committee that she had recently visited Carlton Camp in North Yorkshire in her role as lead Member for Community Based Services. The Chair noted that there would be some significant decisions

to be made in relation to Carlton Camp in the forthcoming Municipal Year and she considered, therefore, it would be appropriate for as many Members of the Committee as possible to visit Carlton Camp and assess the facilities before any decisions were made. The Chair suggested that such a visit should be also open to the Members of the Children's Services Committee and the Finance and Policy Committee.

Officers indicated they would be happy to facilitate such a visit and would liaise with the Chair on a suitable date.

The meeting concluded at 3.45 pm.

H MARTIN

CHIEF SOLICITOR

PUBLICATION DATE: 6 MARCH 2020

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

MINUTES AND DECISION RECORD

19 MARCH 2020

Due to exceptional circumstances in relation to the COVID 19 global pandemic, it had been agreed that the meeting be cancelled pending receipt of the national guidance/legislation.

Any reports requiring decision are to be dealt with under the Council's urgent decision provisions and will be reported to a future meeting of the Committee"

H MARTIN

CHIEF SOLICITOR

PUBLICATION DATE: 1ST APRIL 2020

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

23 October 2020



Report of: Director of Adult and Community Based Services

Subject: ADULT SERVICES UPDATE

1. TYPE OF DECISION/APPLICABLE CATEGORY

No decision required; for information.

2. PURPOSE OF REPORT

- 2.1 To provide the Adult and Community Based Services Committee with an update on developments in Adult Services in response to the COVID19 pandemic.

3. BACKGROUND

- 3.1 On 11 March 2020 the World Health Organisation declared that COVID19, was a Global Pandemic. On 20 March 2020, the Cleveland Local Resilience Forum (LRF), which the Council is part of, declared a Major Incident under the Civil Contingencies Act 2004.
- 3.2 On 23 March 2020, the Prime Minister announced the UK lockdown, limiting people's movements, which included working from home where possible. This had a significant impact on Council services, with an immediate suspension of some frontline operations, a reduction in the service model for others and a change in operating procedures for all services.
- 3.3 The pandemic has had a profound impact on the daily lives of people. Coronavirus represents a deadly threat to the health of our nation and community. While the economic and social impacts of the pandemic are significant, the principal impacts are on the health and wellbeing of those it directly and indirectly affects.

- 3.4 In Hartlepool, as in the rest of the country there have tragically been lives lost as a result of the virus and the impact on the lives of local people and on Council services continues.

4. RESPONSE TO THE PANDEMIC

- 4.1 Adult services have been maintained throughout the pandemic although there have been significant differences in how services are delivered. This section of the report provides a summary of some key areas of work and how they have responded to the pandemic to date.

4.2 HOSPITAL DISCHARGE AND INTERMEDIATE CARE

The Integrated Discharge Team and intermediate care services have been managing increased demand and responding to new national guidance requiring discharges to take place 7 days a week, sometimes within 2 hours. Teams have been working weekends and extended hours in order to support safe and timely discharges and the success of this approach has been greatly helped by existing integrated arrangements and a partnership approach with health colleagues.

Beds were block booked in two care homes from April – August 2020 (funded by the NHS) to help facilitate safe and timely discharges. These beds complemented the existing transitional care beds that are block booked at West View Lodge (funded from the Better Care Fund Pooled Budget) and discharge to assess beds. Since this arrangement ended there have been some emerging pressures on care home capacity, which may impact on hospital discharge arrangements over the winter period. Officers are working with NHS colleagues to explore options to manage this situation.

The Council's in house Direct Care and Support Service has continued to provide short term support to people following discharge from hospital, and staff were also deployed to support social care providers at times of extreme pressure including care homes, an extra care provider and commissioned home care services.

4.3 DAY SERVICE FOR WORKING AGE ADULTS

The day service at the Centre for Independent Living continued to operate, with staff supporting a smaller number of people with learning disabilities and complex needs. People who have not been able to access their usual services are being supported through regular telephone or skype contact by the social care teams. Additional support has been put in place where needed and a number of people were also supported with delivery of hot meals from the Support Hub and access to online activities where appropriate.

4.4 SAFEGUARDING

Work has been undertaken to raise awareness of COVID19 related scams which may impact particularly on the elderly and those living alone and safeguarding services have been maintained throughout. The Teeswide Safeguarding Adults Board has continued to meet, through formal Board

meetings, meetings of statutory partners and the Board's Sub Groups. Activity and performance have been monitored and trends relating to activity since March 2020 are being analysed. It is anticipated that an increase in activity relating to domestic violence may be seen linked to lockdown measures.

4.5 CARE HOMES

The impact of COVID19 on care providers, particularly care homes that support older people, has been significant with the majority of care homes in Hartlepool having confirmed cases. Throughout the pandemic the Council has been in regular contact with care providers and a range of support has been in place, including supplies of Personal Protective Equipment (PPE), advice and guidance and additional funding for care homes for older people. Through this route the Council has had daily updates on suspected and confirmed cases, testing of residents and staff, staffing levels and any other challenges that providers have faced and has been able to respond quickly to requests for additional support. The Council has also worked collaboratively with the NHS partners to support care homes to access testing, additional clinical input and enhanced training on infection prevention and control.

At the peak of the pandemic in April, some care homes had up to 50% of staff self-isolating due to being symptomatic or having tested positive and in one week there were 42 cases confirmed and, tragically 12 deaths reported amongst care home residents. This was clearly incredibly challenging to manage, but the response from care providers was really heartening with providers showing huge commitment and compassion throughout the COVID19 response.

The number of cases in adult social care settings peaked between 20 April 2020 and 4 May 2020 and then reduced steadily until September 2020 with very few cases reported in July and August, indicating that the support being provided had a positive impact and the sector was able to manage outbreaks effectively and minimised further spread.

Unfortunately, in line with increases in infection rates and community transmission that are being experienced across the country, the number of infections in care homes in Hartlepool (of both staff members and residents) has increased during September and October and seven care homes currently have Outbreak Control Plans in place to manage new outbreaks.

4.6 DAY SERVICES FOR OLDER PEOPLE

The day service provided on the Hartfields site was commissioned from an external provider and supported up to 40 older people each day in a relatively compact space. The intention when the service was commissioned was that it would be delivered from a range of sites in communities across the town that are more local to people, but this has not progressed as far as anticipated and the service is still delivered exclusively from the Hartfields site.

The service has not been able to operate since March 2020 due to COVID restrictions, and there is no realistic prospect of a building based service for

this number of older people being able to operate safely at any time in the near future. Social care staff have been in regular contact with all of the people who use the service who are known to us (or their families / carers where appropriate) and have been making alternative arrangements to provide additional support to people where possible. Officers will continue to engage with people to understand what support they require going forward and how they would like to access this support. It has recently come to our attention that some people who are not known to the Council have been accessing support from the day service through private arrangements and we are working with the provider to ensure that these individuals are also involved in any future communications.

The contract for the service ends in October 2020 with no option to extend, and given the issues outlined above it is not feasible to re-tender the service at the present time, or to seek an exemption to contract procedure rules to continue commissioning a service that cannot be delivered. Officers are instead developing alternative ways to support people within the COVID restrictions. At the present time, we are very restricted in what we can do and the main focus is on online activities such as Zoom bingo and online exercise classes, reading groups etc, but as the restrictions are eased again more opportunities will be developed with activities focused around Community Hubs, leisure centres and other community buildings, linking to existing activities delivered by the VCS and partners. This will allow the development of more personalised and responsive ways for older people to be supported during the day without the need to transport large numbers of older people to a single site, with all the difficulties this will pose while COVID remains a risk. This will also enable the Council to maximise the use of existing buildings and services.

There will continue to be a building based day service delivered at Gretton Court for people with dementia, as this service supports a smaller number of people, and the people accessing Gretton Court have a different range of needs that can best be met in the current service. The provider of this service also operates Community Pastimes, a service that supports people in their own homes or to access the community, and this offer is being broadened in response to the COVID restrictions to offer a more personalised service to people with dementia.

4.7 MENTAL HEALTH SERVICES

After an initial decrease in referrals at the start of the pandemic, activity levels have increased to pre-pandemic levels and beyond. Services have adapted to meet need differently with a greater reliance on technology as face to face contact has been more challenging. There will be a report at the next meeting of the Health and Wellbeing Board which will provide further detail on the projected increase in demand for mental health services and how local services, particularly Tees Esk and Wear Valleys NHS Foundation Trust has responded to changes in demand. At a local level, work has continued through the Mental Health Forum and Mental Health Champion to ensure that mental health issues are recognised and reflected in the Council's plans. Virtual activities went ahead for World Mental Health Day and were promoted

in the Middleton Grange Shopping Centre as well as through social media and a pilot has been commissioned which will allow people to access the Brain in Hand app – a digital solution that allows people to access personalised support around the clock – which has shown positive outcomes when used in other Local Authority areas.

4.8 OTHER COMMISSIONED SERVICES

Regular contact has been maintained with all commissioned services. Advice and guidance has been provided when required, as well as PPE as needed. Additional funding was agreed for the Befriending Service in recognition of the significant increase in activity that was experienced, and the need to support people who were increasingly socially isolated.

5. RECOVERY PLANNING

5.1 While services continue to respond to the pandemic, planning for recovery is also underway. There is a workstream in the Council's Recovery and Renewal Plan relating to health and social care, and a number of priority areas have been identified including resilience of the social care market, support for carers, support for people who are socially isolated and access to mental health support. The planning in relation to this workstream is at a relatively early stage, as the priority for officers continues to be to respond to the immediate issues and pressures that are being experienced.

5.2 An Adult Social Care Winter Plan was published in September 2020 and there is a requirement that Council's provide assurance by the end of October 2020 that the required actions are being taken locally. The plan has four themes:

- preventing and controlling the spread of infections in care settings;
- collaboration across health and care services;
- supporting people who receive social care, the workforce and carers; and
- supporting the system.

6. RISK AND FINANCIAL CONSIDERATIONS

6.1 There are a wide range of financial considerations associated with the Council's response to the pandemic, which continue to be reported to Finance and Policy Committee, and the full impact cannot yet be quantified.

6.2 There are a number of financial considerations associated with Adult Services, predominantly linked with support for providers during the COVID19 response.

6.2.1 COVID premiums have been paid to commissioned providers of care homes for older people and home care for older people since March 2020. Premium payments were initially based on 5% of the usual monthly payments to those providers. This increased to 10% for care homes for older people for the period May to August 2020 in recognition of the particular pressures being faced in that sector, and then reverted back to 5% as other funding streams were made available. The premium payments reduced to 2.5% for

September following confirmation that the government would provide PPE free of charge until March 2021 and the extension of the Infection Control Fund.

- 6.2.2 Sourcing PPE was a major challenge for care providers in the early stages of the pandemic and Councils intervened to purchase and distribute PPE, to ensure that services could be maintained safely. This resulted in costs being incurred by the Council, although there has been an indication that these costs will be reimbursed now that the national supply system is operational. The Council now receives regular weekly PPE deliveries to support services that are not regulated by CQC (and cannot therefore order PPE through the portal) including people who employ Personal Assistants.
- 6.2.3 The Infection Control Fund was announced in May 2020 and an allocation of £1,194,440 was received for Hartlepool. In line with national guidance, 75% of this funding was passed directly to care homes based on their number of CQC registered beds. This included all registered care homes, not just homes that support older people. The remaining 25% was allocated to other providers that were experiencing increased costs associated with infection control, including home care services, extra care and independent living. It was announced in September that the Infection Control Fund grant would be extended to cover the period October 2020 to March 2021 and a second allocation of £1,061,467 was made available to support providers in Hartlepool. The guidance regarding the second allocation requires Councils to distribute 80% of the funding to care homes and home care providers based on their registered beds or number of registered users and gives Councils discretion regarding allocation of the remaining 20% to support the wider care sector.
- 6.2.4 Funding was made available via the NHS to fund costs associated with hospital discharges for the period 19 March 2020 to 31 August 2020. Anyone who was discharged from hospital during this period who had not previously been receiving social care support, or who needed an increased level of support has been receiving that support free of charge without having been assessed to determine eligibility for NHS Continuing Healthcare funding and without requiring a financial assessment. A significant piece of work is now required to review all of these individuals and ensure that appropriate arrangements are in place for their care, and financial contributions where appropriate, by 31 March 2021. Funding has been allocated to CCGs to support this work, and discussions are underway to ensure that there is a joined up approach between health and social care that avoids duplication, makes effective use of resources and recognises the workforce challenges that organisations will experience in completing this work within the required timeframe.
- 6.3 There are a range of ongoing risks associated with the pandemic response, some of which are difficult to quantify at the present time.
 - 6.3.1 The key risk that has been highlighted nationally and regionally relates to care market sustainability. An exercise is being undertaken through ADASS

(Association of Directors of Adult Social Services) during October to look at Service Continuity and Care Market Review which will result in actions being developed. In the interim, at a local level, regular communications with all care providers are being maintained. Occupancy levels and vacancies are reviewed twice a week, Outbreak Control Plans are reviewed weekly and discussions will take place with any providers who identify particular risks to sustainability.

- 6.3.2 Associated with the sustainability of the care market, there are risks in relation to capacity to facilitate safe and timely hospital discharges over the winter period, particularly if care homes implement temporary closures to new admissions due to outbreaks. If hospital discharges cannot be facilitated, this impacts across the wider health and social care system affecting performance and, more importantly, outcomes for people who are fit for discharge but have ongoing care needs.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations specifically associated with this report. Adult Services continue to operate within the requirements of the Care Act 2014.
- 7.2 Legislation was passed via the Coronavirus Act during the early stages of the pandemic allowing Local Authorities to implement 'Care Act easements' when it was necessary for services to be prioritised beyond what would normally be acceptable. Care Act easements were not enacted in Hartlepool but a regular review of all critical services has been undertaken and recorded to evidence how services have been delivered in response to the pandemic, in line with the Ethical Framework.

8. CHILD AND FAMILY POVERTY

- 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. Where there are changes to service that may have equality and diversity considerations and equality impact assessment is completed.

10. STAFF CONSIDERATIONS

- 10.1 There are no staffing considerations specifically associated with this report. The pandemic has impacted on staff in a range of ways.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are no asset management considerations linked to this report.

12. RECOMMENDATION

- 12.1 It is recommended that the Adult and Community Based Services Committee note the information presented within this report, and the significant impact that COVID19 has had, and continues to have, within Adult Services.

13. REASON FOR RECOMMENDATION

- 13.1 To ensure that members are provided with information on the impact of COVID19 on Adult Services, and the response that has been provided.

14. CONTACT OFFICER

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ADULT AND COMMUNITY BASED SERVICES COMMITTEE

23rd October 2020



Report of: Director of Adult and Community Based Services

Subject: SHARED LIVES PROVISION

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non key decision.

2. PURPOSE OF REPORT

2.1 To seek approval from the Adult and Community Based Services Committee for a partnership to be established with Durham County Council to develop Hartlepool Shared Lives provision.

3. BACKGROUND

3.1 Shared Lives is a family based way of supporting adults. Shared Lives schemes support adults with learning disabilities, mental health needs, physical disabilities and other needs that make it harder to live on their own independently. The scheme matches someone who needs care with an approved carer. The carer shares their family and community life and gives care and support to the person with care needs. Some people move in full time with their shared lives carer, while others have different arrangements such as daytime and overnight visits.

3.2 A report was presented to the Adult and Community Based Services Committee on 11 October 2018 which set out what Shared Lives provision looked like and the benefits this approach can offer to individuals with care needs. At this time Hartlepool Borough Council had worked with Durham to spot purchase placements for Hartlepool residents.

4. PROPOSAL

4.1 The spot purchasing of placements with Durham County Council has worked well with a small number of individuals accessing Shared Lives provision. The majority of these are looked after children with additional needs where foster

carers wished to continue to care for young people when they turned 18 years old. Foster care regulations do not allow this therefore the foster carers have become Shared Lives carers following an assessment process. Four long term shared lives placements have been agreed within the last two years.

- 4.2 Shared Lives provision can support lots of individuals with full time care or short break care and officers are keen to explore this as an option to support a much greater number of people.

- 4.3 Examples of Shared Lives placements and the process can be found at <https://www.durham.gov.uk/sharedlives>

- 4.4 Feedback on how it has changed people's lives from the Durham Shared Lives scheme includes:

"From first arriving here all those years ago I have felt safe and comfortable, completely at home and part of a real family."

"I have been involved in the care of adults all of my life, as many of my family members were carers. "I love being able to give someone a proper family life. Our lives and home would certainly feel very empty without Dawn."

- 4.5 There are a number of YouTube clips that show the difference it has made for individuals which includes Shared Lives Carers and those that are now living with carers. The link below sets out the whole journey:
https://www.youtube.com/watch?v=4JwSTDjW7ws&feature=emb_rel_pause

- 4.6 Officers have reviewed options to further develop Shared Lives provision in Hartlepool as set out below:

(i) Continue with spot purchasing as needed

A lack of upfront investment means that it has not been possible to further develop the scheme as initially envisaged, which means that current placement availability is very limited. This is therefore not seen as a viable option.

(ii) Develop an in house Shared Lives provision

The staff resource needed to develop a scheme is significant as this would include: being fully compliant with the Care Quality Commission (CQC) regulations, becoming a member of the national Shared Lives scheme, appointing a registered manager, identifying or employing workers to undertake assessments, managing the marketing of the scheme and promoting the recruitment of carers (this list is not exhaustive). The fact that Hartlepool is a small local authority means that the costs that would be incurred to set up this infrastructure would be significant and would mean that the unit costs of placements would be very high. This would cost in excess of £200,000 for infrastructure costs and in addition the council would also need to fund carers costs. On this basis, this is not considered a viable option.

- (iii) Develop a long term partnership agreement with Durham County Council for them to deliver a Shared Lives scheme on behalf of Hartlepool.

Durham County Council are an accredited Shared Lives provider which means that a partnership with them enables Hartlepool to gain from the economies of scale that Durham provide e.g. one registration with the CQC and a single registered manager. Discussions with Durham have been very positive and the scheme that is proposed fits with Hartlepool's requirement to further develop a scheme to provide short break opportunities alongside full time placements.

It is therefore proposed that a formal partnership agreement is developed with Durham County Council for them to deliver a full Shared Lives scheme for Hartlepool residents.

5. RISK IMPLICATIONS

- 5.1 It is important individuals with a range of care needs are offered choices regarding how their care needs are met, whether this is for full time care or short breaks. Shared Lives offers individuals the opportunity of a family life which is a principle that is supported and promoted in Hartlepool. There is a risk that failing to further develop Shared Lives will limit choice for individuals and may mean that people don't receive the care that best meets their needs.

6. FINANCIAL CONSIDERATIONS

- 6.1 There is an agreement in place currently allowing spot purchase of placements. The total annual cost has been £17,058 over the period covered by this arrangement, based on the four placements that have been made. The proposed new partnership agreement will have an annual value of £76,200 which will cover all infrastructure costs. It is acknowledged that this is more than the previous costs, however this will enable carers to be recruited and a significant number of placements to be agreed. Shared Lives placements have been evaluated as being very cost effective compared to more traditional services such as residential care and building based short breaks, so there is potential for the investment in Shared Lives to deliver longer term savings from placement budgets.
- 6.2 This is an invest to save proposal. Current placements for adults with learning disabilities range from £68k to £230k per year. It is hoped that a number of future residential placements will not be needed as the individual will be able to be supported by families through Shared Lives.
- 6.3 It is proposed that the Council enters into an agreement with Durham County Council for 3 years initially with the option to extend for a further 2 years if the scheme develops as intended.

7. LEGAL CONSIDERATIONS

- 7.1 Hartlepool Shared Lives provision will be delivered through a partnership agreement with Durham County Council, an accredited Shared Lives provider. The agreement will be in place for 3 years with an option to extend for 2 further years depending on successful delivery.

8. CHILD AND FAMILY POVERTY

- 8.1 There are no child and family poverty implications. The service will be available to those individuals that have assessed eligible needs under the Care Act 2014.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 The service will be offered to those individuals that have assessed eligible needs under the Care Act 2014.

10. STAFF CONSIDERATIONS

- 10.1 There are no staffing considerations for the Council.

11. ASSET MANAGEMENT CONSIDERATIONS

- 11.1 There are no asset management considerations.

12. RECOMMENDATION

- 12.1 For members to approve the development of a partnership agreement with Durham County Council to establish Hartlepool Shared Lives provision.

13. REASON FOR RECOMMENDATION

- 13.1 To ensure that adults with learning disabilities, mental health needs, physical disabilities and other care needs that makes it harder for to live on their own independently have choice in where they live and how their needs are met.

14. CONTACT OFFICER

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ADULT AND COMMUNITY BASED SERVICES COMMITTEE

23rd October 2020



Report of: DIRECTOR OF ADULT AND COMMUNITY BASED
SERVICES

Subject: PREVENTATIVE AND COMMUNITY BASED
SERVICES UPDATE

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information; no decision required.

2. PURPOSE OF REPORT

2.1 To provide members of the Adult and Community Based Services Committee with an update on developments within Preventative and Community Based Services in response to the COVID19 pandemic.

3. BACKGROUND

3.1 On 11 March 2020 the World Health Organisation declared that COVID19, was a Global Pandemic. On 20 March 2020, the Cleveland Local Resilience Forum (LRF), which the Council is part of, declared a Major Incident under the Civil Contingencies Act 2004.

3.2 On 23 March 2020, the Prime Minister announced the UK lockdown, limiting people's movements, which included working from home where possible. This had a significant impact on Council services, with an immediate suspension of some frontline operations, a reduction in the service model for others and a change in operating procedures for all services.

3.3 The pandemic has had a profound impact on the daily lives of people. Coronavirus represents a deadly threat to the health of our nation and community. While the economic and social impacts of the pandemic are significant, the principal impacts are on the health and wellbeing of those it directly and indirectly affects.

4. PREVENTATIVE AND COMMUNITY BASED SERVICES

- 4.1 A presentation will be shared with members of the Committee to update on:
- how services have been impacted by the COVID19 pandemic and the associated lockdown;
 - how services are currently operating and plans for the future; and
 - progress with some key developments within Preventative and Community Based Services.

5. RISK IMPLICATIONS

- 5.1 There are ongoing service risks in relation to COVID 19 that are being managed through risk mitigation plans and business continuity plans.

6. FINANCIAL CONSIDERATIONS

- 6.1 There are significant financial considerations associated with the impact of COVID19 on Preventative and Community Based Services, predominantly related to loss of income. This will be covered within the presentation.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations identified in relation to this report.

9. CHILD AND FAMILY POVERTY

- 9.1 There are no child and family poverty implications specifically associated with this report. Preventative and Community Based Services have supported children and families throughout the pandemic, particularly through the Support Hub.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 There are no equality and diversity considerations specifically associated with this report. Preventative and Community Based Services aim to be accessible to everyone within the local community, regardless of any protected characteristics.

11. STAFF CONSIDERATIONS

- 11.1 Staff were redeployed, training and supervised to undertake different roles in the COVID19 response, which was very positive.

12. ASSET MANAGEMENT CONSIDERATIONS

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

13. RECOMMENDATIONS

- 13.1 It is recommended that members of the Committee note the information presented regarding the role of Preventative and Community Based Services in the Council's COVID19 response and note the impact of the pandemic on service budgets and service delivery.

14. REASONS FOR RECOMMENDATIONS

- 14.1 To ensure that Members are kept informed about the impacts of COVID19 on services that fall within the remit of the Adult and Community Based Services Committee.

15. CONTACT OFFICER

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ADULT AND COMMUNITY BASED SERVICES COMMITTEE

23rd October 2020



Report of: DIRECTOR OF ADULT AND COMMUNITY BASED
SERVICES

Subject: SUPPORT HUB EVALUATION

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information; no decision required.

2. PURPOSE OF REPORT

2.1 To provide members of the Adult and Community Based Services Committee with information and key outcomes in relation to Hartlepool Support Hub.

3. BACKGROUND

3.1 Hartlepool Support Hub was established in response to the COVID19 pandemic to support individuals who were shielding, vulnerable and in self-isolation.

4. HARTLEPOOL SUPPORT HUB

- 4.1 A presentation will be shared with members of the Committee to:
- Summarise some of the key findings, data and outcomes that have been achieved by the Hub throughout its operation.
 - Share feedback from the public regarding the Hub and ward specific information.
 - Advise on sustainability plans for the Hub; firstly to respond to future need in relation to COVID 19 and secondly for continued support to some of the most vulnerable people in our communities.
 - Identify some key developments linked to the Community Hub infrastructure.

5. RISK IMPLICATIONS

- 5.1 There are ongoing service risks in relation to COVID 19 that are being managed through risk mitigation plans and business continuity plans.
- 5.2 There is a risk that if the Support Hub is not sustained some of the most vulnerable people in local communities will be put at risk through not having access to essential items of food and medicine, experiencing social isolation and a detrimental impact on mental and emotional wellbeing. This is not an exhaustive list.

6. FINANCIAL CONSIDERATIONS

- 6.1 The ongoing development of the Support Hub is being resourced through existing service infrastructure and builds on the Community Led Support work that was being progressed within Adult Services prior to the COVID19 pandemic.
- 6.2 Any future mobilisation of the Support Hub will not be resourced by additional funding from central government, which will result in a need to prioritise the Council response. It is anticipated however that, because of the person centred planning conducted as shielding paused, the expected demand on the Support Hub will be significantly lower in response to a second wave and also on an ongoing basis. The expected demand will be linked to wider emotional and mental wellbeing and this is being planned for.

7. LEGAL CONSIDERATIONS

- 7.1 There are no legal considerations identified in relation to this report.

8. CONSULTATION

- 8.1 Consultation has been conducted throughout the Support Hub operation with those accessing the Support Hub, family members and with organisations who worked in partnership with the Council to deliver the Support Hub offer.
- 8.2 Representatives from Hartlepool took part in a national consultation programme with MHCLG because of the extent of work that had been done and the positive feedback that had been received. This was used to inform national planning.

9. CHILD AND FAMILY POVERTY

- 9.1 The Support Hub had a significant impact on child and family poverty. Families were supported throughout the pandemic and there was work

undertaken with young carers, children's social care and schools to support families who were living in poverty throughout this period.

10. EQUALITY AND DIVERSITY CONSIDERATIONS

- 10.1 The Support Hub supported all individuals and families in need and the planning gave full consideration to equality and diversity issues. Some of this detail will be articulated in the presentation.

11. STAFF CONSIDERATIONS

- 11.1 Staff were redeployed, training and supervised to work in the Support Hub throughout the duration of lockdown and shielding arrangements. This was extremely positive and the sharing of knowledge, experience and building of relationships has been invaluable.

12. ASSET MANAGEMENT CONSIDERATIONS

- 12.1 There will be internal works to Community Hub Central to sustain the operation of the Support Hub and respond to the ongoing demand for services that can support the effective health, social, financial and economic recovery of the community.

13. RECOMMENDATIONS

- 13.1 It is recommended that members of the Committee note the information presented and the outcomes achieved through the Support Hub, which was a vital element of the Council's COVID19 response. It is also recommended that members support awareness raising regarding the work of the Support Hub, in order to benefit some of the most vulnerable residents in our communities.

14. REASONS FOR RECOMMENDATIONS

- 14.1 There will be a continued need for community support, intervention and recovery in relation to the COVID19 pandemic.

15. CONTACT OFFICERS

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