

ADULT AND COMMUNITY BASED SERVICES COMMITTEE

MINUTES AND DECISION RECORD

17 DECEMBER 2020

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

Present:

Councillor: Sue Little (In the Chair)

Councillors: Amy Prince, Carl Richardson and Stephen Thomas.

Also present: Darren Best, Independent Chair of Teeswide Safeguarding Adults Board
Councillor Tony Richardson

Officers: Jill Harrison, Director of Adult and Community Based Services
John Lovatt, Assistant Director, Adult Social Care
Gemma Ptak, Assistant Director, Preventative and Community Based Services
Neil Harrison, Head of Safeguarding and Specialist Services
Trevor Smith, Head of Strategic Commissioning (Adults)
Susan Hurst, Head of Service – Promoting Independence
Leigh Keeble, Head of Community Hubs and Wellbeing
David Cosgrove and Jo Stubbs, Democratic Services Team

9. Apologies for Absence

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

10. Declarations of Interest

Councillor Carl Richardson declared a personal interest in Minute No. 13.
Councillor Stephen Thomas declared a personal interest as an employee of Hartlepool Healthwatch and during the discussions at Minute No. 15 declared a further personal interest.

11. Minutes of the meeting held on 23 October 2020

Received.

12. Teeswide Safeguarding Adults Board Annual Report 2019/20 and Strategic Business Plan 2020/21

(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 Teeswide Safeguarding Adults Board Annual Report 2019/20 and Strategic Business Plan 2020/21.

Issue(s) for consideration

The Director of Adult and Community Based Services presented the TSAB Annual Report and Business Plan for 2020/21, both of which had been delayed in their presentation to the Committee by the pandemic. Since the annual report had been prepared, the past TSAB Independent Chair Ann Baxter had stood down and a new Independent Chair had been appointed, Darren Best. Mr Best was present at the meeting and addressed Members. Members welcomed Mr Best to the role and paid tribute to Ann Baxter for her work as the past chair.

Members questioned when the impact of the Covid-19 pandemic would be seen. The Director stated that the report presented was now relatively historic covering the year until the end of March 2020 when the pandemic had only just begun; the next report would start to reflect the Covid-19 impact.

Members raised questions around the rising numbers of Section 42 referrals and Deprivation of Liberty Safeguard (DoLS) applications as reported in the performance data; the work to protect the vulnerable from scams and fraud and the learning from reviews. The Director stated that there was regular discussion through TSAB and the Board Sub Groups to understand performance data and trends and also to capture the learning from Safeguarding Adult Reviews and Lessons Learned Reviews. In relation to scams and fraud there had been a lot of good work developed recently by Adult Services and Trading Standards on cold callers and telephone scams.

Members raised concerns that the figures around DoLS looked unbalanced for Hartlepool when compared with other Local Authority areas with higher populations. The Director stated that there had been a lot of proactive work with care homes in Hartlepool in relation to DoLS including training packages delivered to staff.

Members sought a breakdown of the statistical information for Hartlepool only and officers undertook to provide this.

The Chair welcomed the annual report and commended the work of the Board and in particular the joint working with officers here.

Decision

That the Teeswide Safeguarding Adults Board Annual Report 2019/20 be noted and Strategic Business Plan 2020/21 endorsed.

13. Care Home Update (*Director of Adult and Community Based Services*)

Type of decision

For information only.

Purpose of report

To provide the Adult and Community Based Services Committee with an update in relation to care home provision for older people, and particularly the effects of the COVID19 pandemic on care home provision in Hartlepool.

Issue(s) for consideration

The Head of Strategic Commissioning (Adults) provided the Committee with a detailed update on the position with care homes in Hartlepool outlining statistical information around capacity and vacancies. Details of the major issues highlighted through the Covid-19 pandemic were also set out including; provision of Personal Protective Equipment (PPE), Covid Premium Payments, Infection Control Fund; support to Care Home Providers / Managers, the management of Covid-19 outbreaks and staff and resident testing.

In terms of quality assurance, 92% of all care homes in Hartlepool were currently rated as 'Good' by the Care Quality Commission (CQC). 15 of the 16 care homes for older people were rated 'Good' (94%), with only 1 home rated as 'Requires Improvement' and no services rated 'Inadequate'.

The issue of care home visiting was also addressed in the report with officers highlighting that work was ongoing with all homes on the issue of the reintroduction of visiting. It was noted that there were significant requirements of care homes before visiting could be reintroduced and also that any care home with an outbreak (of more than one staff member or resident testing positive) could not allow visiting.

Members noted the weekly updates for Care Homes circulated with the report and asked if these could be circulated to Committee Members each time one was issued; the Director stated that this would be circulated by email to Members in the future.

The meeting discussed the introduction of the lateral flow testing for Covid-19 at care homes and the difficulties that surrounded restarting family visiting with the meeting acknowledging that this was likely only to be small

numbers over Christmas. The Director stated that the focus had to be on the roll-out of the vaccination programme to homes.

Members expressed concern at the mental wellbeing of care home residents who were not receiving family visits and in many cases having their normal activities restricted. The Director stated this was a concern but homes were engaging with residents in different ways and had been using technology to keep in touch with family and friends as far as possible and using window visits and video calls.

Members welcomed the report and extended their thanks to the care home providers and staff for all their work during the pandemic which had placed huge pressures on homes.

Decision

That the report be noted and a further update provided in six months.

14. Hospital Discharge and Intermediate Care – Update (*Director of Adult and Community Based Services*)

Type of decision

For information only.

Purpose of report

To provide the Committee with an update in relation to hospital discharges and intermediate care.

Issue(s) for consideration

The Head of Service – Promoting Independence provided the Committee with a detailed update report in relation to the Community Integrated Intermediate Care model which was a strategic partnership between Hartlepool Borough Council (HBC), North Tees and Hartlepool NHS Foundation Trust (FT) and Tees Valley Clinical Commissioning Group (CCG). This included services provided and commissioned by the partners to support older people in the transition from hospital into the community, and to live more independently in their preferred place of residence.

The update covered the current service model, the policy and operating model for the Hospital Discharge Service, the Enhanced Health in Care Homes (EHICH) model, the ethical care framework and the appropriate risk, legal, staffing and financial considerations. An update on the 'designated settings for people who had tested positive for Covid-19 and who were to be admitted to a care homes was also included though it was reported that at this time there was no such designated setting in Hartlepool and the Council was still in discussion with health partners on this issue.

Members discussed the Discharge to Assess process and it was highlighted that while this had been in development for some time, it had been accelerated due to Covid-19. It was however key that all the appropriate parts of the care package were in place at the right time and it was suggested that representatives of health partners be invited to the next meeting to discuss the Discharge to Assess process. The Chair noted Members comments that an earlier meeting than the programmed next date for the Committee in March would be preferential and agreed to discuss an additional meeting date in February with officers.

Decision

That the report be noted and that representatives from the appropriate health partners be invited to the next meeting of the Committee to discuss Discharge to Assess.

15. Support Hub Update (*Director of Adult and Community Based Services*)

Type of decision

Non key decision.

Purpose of report

To provide members of the Adult and Community Based Services Committee with an update on the work of the Hartlepool Support Hub and how this links to the wider development of Community Hubs.

Issue(s) for consideration

The Assistant Director for Preventative and Community Based Services provided the Committee with an update on the Support Hub activities since the previous meeting. Currently there were 4,883 people within Hartlepool identified as Clinically Extremely Vulnerable (CEV). Of these, 200 had chosen to register with the new national system and 70 had been assessed by the Support Hub as having a high level of support needs. All 4,883 people had been contacted via text message and those who have previously needed support have had a phone call.

It was now proposed that the Support Hub be maintained on a permanent basis as a core part of the Community Hub and Wellbeing Service, which already had an established core offer including library provision, health and wellbeing services, Community Connectors, financial advice, social activities and education.

The Support Hub will be relaunched on 2 January 2021 from the newly refurbished Central Hub and will take on a new role as the first point of contact for people requiring adult social care support. The role of the Support Hub will be to explore community solutions that keep people involved and connected before any formal social care assessment is undertaken. This is an essential element of implementing Community Led Support and will also involve close working with VCS partners. The library

offer is being refined and refreshed based on learning from the pandemic response. There will be an increased focus on digital inclusion, learning from experiences during the pandemic and how digital solutions can be used to support people who are socially isolated.

These proposed developments and an associated staffing restructure that creates additional capacity for the Community Hub offer will allow a greatly enhanced service to be developed that will include: an extended digital offer; additional community kitchens and Chatty Café sessions; regular sessions focused on hobbies and activities that bring people together; one off events and celebrations; individual support for people; health and wellbeing activities; steady feet sessions for people prone to falls. This will be fundamental in replacing building based day services for older people that cannot be provided in a COVID secure way, and are no longer being commissioned as a result.

Members were concerned that the refinement of the library offer should not be detrimental to the service as the library services was a treasured service for the public. The Assistant Director stated that the library service would be more robust and in line with government guidance. There would still be the 'click and collect' service during the pandemic as well as the extended mobile library service. Members could be assured the hard book offer would be maintained but the service did need to adapt to the differing needs of different demographics. Where physical stock was moved on, there was clear justification for that.

Members supported the community kitchen and chatty café offers and requested an update on these at a future meeting.

Decision

1. That the current position and the positive work that continues through the Support Hub be noted.
2. That the plans for the further development of the offer as outlined in the report be approved.

16. Community Led Support Update *(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 a progress update regarding the implementation of Community Led Support.

Issue(s) for consideration

The Director of Adult and Community Based Services and Head of Community Hubs and Wellbeing provided the Committee with an update on the implementation of Community Led Support (CLS) as requested at

the previous meeting. The report outlined progress since the summer of 2019 including the delivery of training to staff within the Council and partner organisations.

Through NDTi (National Development Team for Inclusion), Adult Services have undertaken further work with Raj Singh, a key figure in the implementation of CLS in Somerset. The Somerset team had developed the Community Lens audit tool which was rolled out to all staff across Adult and Community Based Services in September 2020 to understand how staff approach the development of community solutions and to identify key priorities for the future.

222 members of staff completed the audit tool and analysis of responses is underway. Early findings are positive with:

- Over 80% of respondents rating the VCS services in the town either good or very good.
- 55% of respondents reporting that they had replaced a paid service with a community service for someone in the past 12 months.
- 77% of respondents confirming that they would routinely consider community solutions to address isolation and loneliness.

The next steps in progressing CLS were outlined which included a review of the Partnership Group, further analysis of the Community Lens data and the development of a CLS Champions Network across the department. In addition, a network of micro-enterprises will be developed that will provide grassroots solutions to addressing social care needs. Supporting the development of a locally rooted micro-enterprise network will help Adult Services to meet the care and support needs of the local population while stimulating an infrastructure that thinks creatively about wellbeing, social care provision and community.

Members welcomed the new initiative and thanked the Head of Community Hubs and Wellbeing and her team for their work in bringing this forward. The Chair commented that the pandemic had brought forward many new ways of working in a very short space of time and had led to a greater tailoring of services around the individual.

Decision

That the report and the achievements to date be noted and the planned further development of Community Led Support be supported.

17. Active Hospitals (*Director of Adult and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide members of the Adult and Community Based Services Committee with information regarding the Active Hospitals Programme.

Issue(s) for consideration

The Assistant Director, Preventative and Community Based Services provided an update on the Active Hospitals Programme as requested at the previous meeting. Active Hospitals aims to change the culture of physical activity behaviours in hospitals and enable patients to be more active. As part of the Moving Healthcare Professionals Programme Public Health England and Sport England created an Active Hospitals Feasibility and Acceptability programme which was then developed and tested by Oxford NHS Foundation Trust.

North Tees and Hartlepool Foundation Trust alongside Sheffield Children's Foundation Trust and Northumbria Healthcare Foundation Trust were identified as Active Hospitals as part of a pilot programme to further develop the integration of physical activity within the healthcare system. There would also be key links with the local voluntary and community sector and local authority partners would support and facilitate at a local level alongside engagement of Hartlepower and Park Run who were established partners with the Trust.

Members welcomed the involvement in the pilot programme and asked if it would involve social prescribing through GP surgeries. The Assistant Director stated the pilot was at the very early stages and engagement with wider social prescribers would be involved. The aim was to provide the evidence base for future 'joined up' service development. Members supported the pilot though did feel that future funding of such an initiative would be the main challenge for the future.

The Chair welcomed the pilot project and requested a further update to the Committee potentially including some participant feedback.

Decision

That the report be noted.

18. Brain in Hand Pilot (*Director of Adult and Community Based Services*)

Type of decision

For information.

Purpose of report

To provide members of the Adult and Community Based Services Committee with further information regarding a 12 month pilot of the Brain in Hand application.

Issue(s) for consideration

The Head of Safeguarding and Specialist Services reported that 'Brain in Hand' was a professional digital support system which helps people to make decisions, manage anxiety and deal with unexpected situations.

Brain in Hand was for anyone whose day can be knocked off track by anxiety, unexpected events, or the need to make decisions under pressure. Brain in Hand is not condition specific and should be better thought of as an aid for people who find it hard to remember things, experience anxiety, or have difficulties with executive function: for example, planning and organising, initiating tasks, and responding to unplanned situations. These challenges are common to many conditions, notably autism, a range of mental health difficulties and some learning difficulties.

Brain in Hand combines the benefits of technology and the potential of people's support networks to help them develop and deploy strategies to tackle everyday tasks and challenges. Designed for young people and adults with impairments to executive function - such as difficulties with planning, problem solving and initiating tasks - it helps them establish routines, deal with unexpected events, and manage the stress and anxiety that can arise when things go off track. Further details were provided in the appendix to the report.

The Council has entered into an agreement to conduct a 12 month pilot of the application with 20 people. Training on the application and its functionality had commenced and the department was working with Social Workers to identify a cohort of people to test the service and the effectiveness of the application. In addition to support on how to set up and use the application the cohort of 20 people would also receive a personalised plan tailored to their personal requirements, which vary depending on their goals and their support network.

The total cost to the Council for the implementation of the pilot is £28,570. This includes up to 20 licences (which can be reissued), specialist support, an individual annual response service, 3 programme evaluation support days, and 4 project management support days.

The Chair indicated her support for this new pilot as many of the users it was aimed at may find the app easier to relate to than traditional face to face support. Some Members were concerned that the app would require more expensive smart phones to operate and may involve additional charges but the Head of Safeguarding and Specialist Services assured Members that additional costs would be very limited and the identification of users for the pilot would ensure there was no additional financial pressure placed on them. In the future, service users may wish to choose Brain in Hand funded through a Direct Payment. If the pilot is successful there is potential to expand this approach to support an increased number of people.

Decision

That the report be noted and that a further report detailing the outcome of the pilot be submitted to the Committee in due course.

19. Any Other Items which the Chairman Considers are Urgent

None.

Members questioned when proposals on the 2021/22 budget would be brought forward for discussion. The Director indicated that she would raise the question with the Director of Resources and Development.

The Committee noted that the next scheduled meeting would be held on Friday 12 March, 2021 at 10.00 am, though the Chair confirmed that, as discussed earlier the meeting, an additional meeting would be scheduled in February 2021.

The meeting concluded at 12.40 pm.

H MARTIN

CHIEF SOLICITOR

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