

Adult Social Care and Health Select Committee

A meeting of Adult Social Care and Health Select Committee was held on Tuesday, 23rd November, 2021.

Present: Cllr Evaline Cunningham (Chair), Cllr Clare Gamble (Vice-Chair), Cllr Luke Frost, Cllr Lynn Hall, Cllr Mohammed Javed, Cllr Steve Matthews, Cllr Tony Riordan (sub for Cllr Jacky Bright), Cllr Paul Weston

Officers: Emma Champley, Carol Malham, Peter Otter (A&H); Patti Sanderson (CS); Darren Boyd (FD&BS); Gary Woods (MD)

Also in attendance: Jennie Metcalfe, Colin Wilkinson (Healthwatch Stockton-on-Tees); Dan Maddison (NHS Tees Valley Clinical Commissioning Group); Sarah Gill, Tracey Whitelock (Tees, Esk & Wear Valleys NHS Foundation Trust)

Apologies: Cllr Jacky Bright, Cllr Ray Godwin

ASH 35/21 Evacuation Procedure

The Evacuation Procedure was noted.

ASH 36/21 Declarations of Interest

There were no declarations of interest.

ASH 37/21 Minutes of the meeting held on 12 October 2021

Consideration was given to the minutes from the Committee meeting held on the 12th October 2021.

In relation to the Minutes from the meeting held on 20 July 2021 item, it was noted that an update regarding the Piper Court admissions embargo would be provided at this meeting as part of the Care Quality Commission (CQC) Inspection Results - Quarterly Summary (Q2 2021-2022) item.

AGREED that the minutes of the meeting on the 12th October 2021 be approved as a correct record and signed by the Chair.

ASH 38/21 Healthwatch Stockton-on-Tees - Annual Report 2020-2021

The Committee considered the Healthwatch Stockton-on-Tees – Annual Report 2020-2021. Local Healthwatch organisations are required to produce an Annual Report setting out their aims and achievements, and this latest document, presented by the Healthwatch Co-ordinator, included the following:

- Message from our Chair
- About us
- Highlights from our year
- Theme one: Then and now (hospital discharge)
- Theme two: Then and now (mental health and wellbeing)
- Responding to COVID-19
- Volunteers
- Finances
- Next steps and thank you
- Statutory requirements

Reminding the Committee that the period of this Annual Report included the peak-times of COVID-19 which had led to a switch to home-working for staff and a significant impact on its usual statutory duties, detail was provided around the two themed pieces of work undertaken during 2020-2021. In relation to hospital discharge, the findings of Healthwatch's patient engagement saw North Tees and Hartlepool NHS Foundation Trust (NTHFT) promote the Integrated Single Point of Access (ISPA) to further support patients / relatives during and post-discharge, and introduce Quick Response Codes (QRC) that direct people to relevant materials about hospital discharge and the ISPA. The Trust also developed processes that support patient information, belongings and medication during discharge from hospitals.

Regarding the second theme, Healthwatch supported people to have their say about how the pandemic had affected their lives, particularly their mental health and wellbeing. The intelligence informed NTHFT development of a recovery plan for re-starting routine appointments and Clinical Commissioning Group (CCG) development of plans for accessing health services in recovery following the pandemic. This work also highlighted the need for further engagement with unpaid carers during the pandemic (which was subsequently undertaken), a specific group of people who were experiencing difficulties with their own mental health and wellbeing.

The top areas that people contacted Healthwatch about were noted (care homes, dentistry, GP practice and vaccines), as was the Healthwatch Champion Network (currently involving 19 Champions who work with a wide range of service providers within Stockton-on-Tees and are in regular contact with the public, especially those of harder-to-reach groups). The work of the much-valued Healthwatch volunteers was also outlined.

As expressed during the presentation of the 2019-2020 version last year, Members again complimented Healthwatch on the layout of the Annual Report, though were disappointed not to see the Committee's work on hospital discharge (also undertaken during the 2020-2021 reporting period which included contributions from Healthwatch) referenced. The Committee welcomed the work undertaken by Healthwatch despite the challenges posed by the pandemic, and noted that Councillors shared a number of the concerns which had been highlighted, particularly around family / carer input. Restrictions around dentistry access was also a growing issue.

Members asked when Healthwatch were planning on re-starting their 'enter and view' programme, as the importance of impartial organisations having robust oversight of health and care provision was now even greater given the restrictions placed on families' / carers' ability to access settings where their loved ones were residing in. The Committee was informed that the plan for the resumption of 'enter and view' visits was unclear at present, but that the Healthwatch Board would be asked to clarify the current and future position. It was also noted that Healthwatch were in the process of trying to appoint another full-time employee to assist with its future work programme.

AGREED that:

- 1) the Healthwatch Stockton-on-Tees – Annual Report 2020-2021 be noted;

2) the presentation slides (which could not be shown due to technical issues) accompanying the Annual Report 2020-2021 be circulated to the Committee

**ASH
39/21** **Care Quality Commission (CQC) Inspection Results - Quarterly Summary
(Q2 2021-2022)**

The SBC Quality Assurance and Compliance Manager presented the latest quarterly summary regarding CQC inspections within the Borough. Six inspection reports were published during this period (July to September 2021 (inclusive)), and specific attention was drawn to the following:

- **Partners4Care Limited:** The care at home provider had been rated 'good' across all domains in this, the first CQC inspection of the newly-registered service, with some minor improvements required around continuity of care staff and dealing with complaints.
- **Five Lamps Home Care (Eldon Street):** Another care at home provider which had also been rated 'good' in all domains, the CQC report was very positive and saw an upgrade in the 'well-led' domain rating compared to the last inspection in 2018. Some care plans required further information – this had been addressed immediately.
- **Rosedale Centre:** As previously relayed to the Committee upon its release, the CQC report in July 2021 had seen the service downgraded from 'good' overall to 'requires improvement' following the identification of two breaches of regulations in relation to safe care and treatment, and good governance. As a result, a Council (the provider) Task and Finish Group had been established to support the Registered Manager and staff, and an Action Plan was in place and was being monitored on an ongoing basis.
- **Butterwick Hospice Stockton (adults) & Butterwick House (children and young people):** Reports had been published after focused inspections in response to ongoing concerns around quality and to follow-up on previously-identified issues which had led to both services being rated as 'inadequate' in March 2020. Although both adults and children and young people provision had restrictions around admissions, each service remains 'inadequate' overall.

As requested at the last Committee meeting, an update in relation to Piper Court was provided. Members were informed that the service was still suspended from the Framework Agreement for Residential and Nursing Care Accommodation within the Borough of Stockton-on-Tees: Accommodation for persons who are aged over 18 years and require nursing or personal care, and would continue to be suspended until it had achieved an improved 'CQC Rating' (as defined in the Framework Agreement) which is published on the CQC website – the CQC are due to re-inspect Piper Court within six months of the previously-published report (by Boxing Day 2021). SBC were providing support via a Quality Assurance and Compliance Officer, and further assistance was being given by the North of England Commissioning Support (NECS) Medicines Optimisation Team. It was reported that the Infection Control Nurse was happy with progress made and that an Infection Control Champion was now in post

and was producing positive work for the home.

Regarding Rosedale, the Committee Chair read out an update which had been provided to the Council's Executive Scrutiny Committee last week:

'Rosedale has come out of the serious concerns protocol after multi-agency meetings with the CQC, SBC (Safeguarding Adults Team, Quality Assurance and Compliance Officers, Adult Social Care) and NHS partners, and is now accepting two admissions per day. An Action Plan remains in place with key officers ensuring that every issue raised is thoroughly investigated, actions are taken, and any specific training or learning is undertaken. Recruitment of extra staff (two Assistant Managers and night staff) has taken place, and the Registered Manager and two Assistant Managers will be attending the next Well-Led Programme. Senior officers continue to offer support, and families / carers and staff are being involved in the plans for the refurbishment of Rosedale which had been delayed due to COVID.'

Attention was then drawn to the PAMMS Assessment Report section (Appendix 3) containing eight inspection outcomes that had been published during the July to September 2021 period. Six of these had resulted in an overall 'good' rating (though both Five Lamps Home Care (Eldon Street) and Victoria House Nursing Home were required to improve elements around 'involvement and information' and 'safeguarding and safety' respectively); the remaining two, Partners4Care Limited (care at home) and The Maple Care Home, were rated 'requires improvement'. In terms of the former, it was noted that the PAMMS inspection took place just a couple of weeks before the CQC's inspection (also reported on within this quarterly update – see above), and that the prompt identification and addressing of concerns following the PAMMS review appeared to have helped the service in terms of the subsequent CQC visit (which led to a 'good' overall rating). As for the latter, issues observed in relation to medication administration and recording had led to a downgrading from the previous 'good' PAMMS rating, and an Action Plan would be completed to address identified concerns.

The Committee focused its questioning on the two 'requires improvement' PAMMS reports, and asked if the findings at The Maple Care Home would lead to a referral to the CQC for a full inspection. It was stated that the PAMMS reviews would not automatically trigger a CQC inspection (unless something very alarming was raised), but it would form part of their intelligence-gathering that feeds into their risk assessed inspection process. Referencing the new electronic care planning system the provider had recently started to use, Members reiterated concerns around the electronic medication prescribing system advocated by the provider in the past, and felt such developments may require future follow-up. Officers re-affirmed that, whilst residents may require time-specific medication (to be given at set times), any system used by a service should be flexible enough to factor in risk management of medication.

Noting that, on the CQC inspection briefing report, Partners4Care Limited (care at home) had not participated in the Well-Led Programme, Members queried if the Council encouraged care at home providers to sign-up to the programme. It was confirmed that staff from such services would be on the next cohort, though had not participated in previous programmes.

Unvaccinated staff and impact upon care homes

As part of this agenda item, the Committee Chair had requested an update regarding the situation with care homes and unvaccinated staff (now the 11th November 2021 Government deadline for the second COVID-19 jab had passed). The SBC Assistant Director – Adult Strategy and Transformation stated that a total of 25 staff from the Borough's care providers had left the sector, but that this had not adversely impacted any one setting as the 25 individuals were spread across a large number of separate services – providers had therefore absorbed their departures through overtime for existing staff or by recruiting additional personnel.

Members asked how many of the 25 had refused to be vaccinated (as opposed to being unable to receive a vaccination on medical grounds) and were informed that this was assumed to be the total who had simply refused a jab. A query was also raised around any potential requirement for COVID-19 booster jabs for care sector staff, though it was noted that, whilst the Department for Health and Social Care (DHSC) was looking into this, the law did not currently require care staff to receive booster jabs.

During discussions around the official reasons for dismissal, the Committee was reminded that it was Government policy for care home staff (both frontline and other support personnel) to have received the COVID-19 vaccination (two doses) by the required deadline (something highlighted in recent Council job adverts) – without this, people were deemed to not be able to fulfil their duties. It was also noted that this was not a requirement for care at home staff.

AGREED that the Care Quality Commission (CQC) Inspection Results – Quarterly Summary (Q2 2021-2022) report be noted.

**ASH
40/21**

Scrutiny Review of Day Opportunities for Adults

Evidence-gathering for the Committee's review of Day Opportunities for Adults continued at this meeting, with contributions from SBC Children's Services and key health partners, Tees Valley Clinical Commissioning Group (TVCCG) and Tees, Esk & Wear Valleys NHS Foundation Trust (TEWV).

Tees Valley Clinical Commissioning Group (TVCCG)

The TVCCG Mental Health Commissioner informed the Committee that, whilst TVCCG did not directly commission day services for adults, it does have places and opportunities that people are able to access. As well as commissioning TEWV itself, TVCCG commission with TEWV, and the ongoing programme of community transformation (with funding available) was noted – this has encouraged the voluntary sector to inform TVCCG where they want support, and TVCCG welcome further views from the Committee on closing any potential gaps in relation to this scrutiny topic.

Tees, Esk & Wear Valleys NHS Foundation Trust (TEWV)

Led by the TEWV Head of Adult Learning Disability Services (Tees Locality), a presentation was given to the Committee which detailed the following:

- Current provision: There are no TEWV-led day services within Stockton-on-Tees, but TEWV are involved in multi-disciplinary work (offering direct therapy whilst service-users are present) at Allensway, Vision 25 and

Ware Street. TEWVs Speech and Language Therapy (SaLT), Occupational Therapy (OT), Physiotherapy and Dietetics offer also allows people to be seen for therapy as well as delivering staff training.

Two TEWV-led day opportunities services outside the Borough which offer a mixture of health and social interventions were highlighted – Kilton View, Brotton (a 20-place traditional day service), and The Orchard, Middlesbrough (traditional day provision in partnership with Middlesbrough Borough Council (MBC)).

- Impact of COVID-19: As with many other organisations, the initial stages of the pandemic led to the temporary closure of existing services due to increased risks, and this had a significant impact on families / carers. Since the social elements could not be offered, a decision was subsequently made to focus on providing health interventions only (where families were happy to receive these), and a temporary outreach function was developed.

Services had gradually reopened in-line with infection prevention and control (IPC) guidance, though challenges remain around those families who had declined the COVID-19 vaccination and the need to establish appropriate IPC arrangements for this particular cohort.

- Future state: Project group (including family / carers) in place to review current day provision with the aim of considering how to modernise the service model and move away from traditional models of care, how to support the varying needs of individuals (age / capacity / ability to either experience, participate, or contribute) and their families, how to engage and work with the community sector more meaningfully, the use of personal health budgets, and transportation (looking to promote the use of volunteers with this, not just health staff).

TEWV was also developing an enhanced physical health team, a focused piece of work around managing individuals more effectively.

- Good practice: TEWV representatives visited Amsterdam learning disability services in 2019 and observed areas of good practice in the delivery of meaningful day opportunities (the findings of which would be shared with the Committee following this meeting). The set-up was based on the experience-participate-contribute ethos and incorporated innovative roles and responsibilities including the maintenance of a local forest (Government-commissioned), restoration of cars (which developed into work with other machinery), and liaising with local businesses to create safe spaces. This approach developed a real sense of community, something that TEWV would like to take forward itself.

The Committee queried why TEWV had a day opportunities partnership with MBC and not SBC, and was informed that this had evolved not by choice and was something TEWV were looking to expand to other areas. It was also asked how TEWV had become aware of those who had not been vaccinated and heard that this was ascertained through the positive relationships the staff teams had developed with families which meant individuals were comfortable in relaying their vaccination status.

Members noted that some Stockton-on-Tees residents who could potentially use day opportunities are placed outside the Borough, and assurance was given that these individuals (and their families / carers) were acknowledged and included in any thinking around future service provision.

SBC Children's Services

A paper was presented to the Committee by the SBC Disabled Children Team Manager following a request for information on the needs of young people transitioning into Adult Services, the information available about day services and how this is shared, and what young people and their families / carers value about day opportunities (how this is ascertained and whether this was reflected in the current adults offer). Supported by the SBC Learning Disability and Mental Health (Adults) Service Manager, key aspects were as follows:

- People aged 18-24 accessing Adult Social Care: 163 individuals accessing Adult Social Care in 2020-2021 (compared to 195 in 2019-2020 and 156 in 2018-2019), with 15 individuals accessing the Council's in-house day opportunities for adults or services commissioned by the Council (compared to 27 in 2019-2020 and 33 in 2018-2019). In addition, 35 people aged between 18-24 were using a direct payment to access day opportunities as of November 2021.
- Educational pathways as an alternative to day opportunities for people with an EHC plan: As of November 2021, there were 133 young people with an Education, Health and Care (EHC) Plan accessing educational provisions post-19 (year 14 onwards) – of these, 68 were under the Special Educational Needs (SEN) category of Cognition and Learning (including moderate and severe learning difficulties), 40 were under the category Communication and Interaction (including autism spectrum disorders and speech, language and communication needs), 16 were under the category Social Emotional and Mental Health, and 9 were under the category Sensory / Physical Disability (including visual and hearing impairment).

These young people, who would have previously transitioned into day services after education, now have a wider range of options to continue in education post-19, including specialist education provision, supported internships, and supported apprenticeships. Having other options available has meant a likely reduction in the number of young people with SEN accessing day opportunities provided by Adult Social Care, and an increase in individuals remaining in education and / or training to work towards their individual aspirations.

- Information and support through transition: Younger people expected to transition in to Adult Social Care and who may access adult day opportunities were supported by the Council's Disabled Children Team. The role of the Team was outlined, as was the support it provides via two Transition Workers who start working with a young person around the time they turn 16 years-old. The Team can also facilitate visits and trial days at a day service to help inform a person's decision-making, and throughout the transition process, multi-agency transition meetings are held on a regular basis to help identify and plan the support required once the young person becomes 18 years-old.

To understand how parents and carers wanted to receive information, the Team conducted a random sample survey in November 2021 consisting of parents

and carers of young people aged 16 or 17 years of age. 39% (15) of the 38 parents and carers contacted took part, and responses highlighted the importance of written information, with suggestions including welcome packs, letters, emails, newsletters or online information. Some respondents also highlighted the benefit of being able to talk through information.

Running alongside this has been an online survey on the Council webpage. At the time of this paper, there had been seven responses from parents and carers, and final results would be made available to the Committee.

- Needs of young people transitioning into Adult Social Care: As of November 2021, 34 younger people (twenty 17 year-olds and fourteen 16 year-olds) were being supported through the transition process. Services currently accessed by these individuals was listed, the most prevalent being overnight provision (13), direct payments – employment of a Personal Assistant to arrange activities (12), and ROC (Reach Out Care) (11).

Work was ongoing to gather the views of young people about what they want to be available and how they want to be kept up-to-date, and surveys were being conducted at Hartburn Lodge Short Breaks Centre.

- What do young people and their families / carers value about day opportunities services: In the November 2021 Disabled Children Team survey previously referenced, parents and carers were also asked 'what opportunities would your child, or the young person you care for, value if they were to access day opportunities when they have transitioned into adult service'. 53% (8) would like opportunities for their child to continue learning and developing, 53% (8) desired access to the community, 47% (7) mentioned opportunities to develop social skills and socialise with others, and 47% highlighted the importance of providing structure and routine via activities such as arts, crafts, gardening, dance and technology. In addition, 40% (6) wanted their child to have access to suitable volunteering opportunities, and 40% (6) raised the importance of developing independent living skills (e.g. cooking, shopping, bus travel, self-care).

A table showing the number of people aged between 18-24 accessing specific Council-run or Council-commissioned services indicated a drop in usage over the last three municipal years. The reduced 2020-2021 data coincided with the start of the COVID-19 pandemic where some families were no longer working (as a result of the national lockdown) and therefore were able to become the Personal Assistant for their loved one.

A further table detailing the specific day services being accessed by the 35 people aged between 18-24 via a direct payment was included. Vision 25 was the most-used provider (16) – this may be due to the proactive work it undertakes with Abbey Hill school to promote its offer, as well as its strong social media reach.

A query was raised around supported internships and whether these involved only English and maths – this would be followed-up with the SBC Schools and SEN service.

Reflecting on the early results of the Disabled Children Team survey, it was

noted that those parents / carers who had responded seemed to focus more on their aspirations for their young person rather than just service opportunities. In addition to parent / carer views, the need to establish the voice of the young person themselves was also acknowledged.

A key aspect to the data provided within the paper was that a higher percentage of those aged between 18-24 appeared to be accessing day opportunities via a direct payment than using the Council's in-house services – Members wondered if this may be because the direct payments options could be considered more appealing to this age-range. It would also be interesting to know how young people and their families / carers were finding-out about the services on offer across the Borough.

Site Visits

Reference was made to a recent email circulated to the Committee regarding some potential visits to in-house / external providers of day opportunities within the Borough during December 2021. Members were asked to confirm their availability ahead of any visits being finalised (at which point further details would follow), one of which, it was suggested, could be undertaken at Vision 25 considering its popularity.

AGREED that:

- 1) the information presented be noted, and requests for follow-up information be provided.
- 2) TEWV share the findings of their 2019 visit to Amsterdam learning disability services with the Committee for consideration as part of the ongoing Day Opportunities for Adults review.

ASH 41/21 **Work Programme 2021-2022**

Consideration was given to the Committee's current Work Programme. The next meeting was scheduled for the 21st December 2021, and would include consideration of the CQC State of Care Annual Report 2020-2021, two monitoring items (the draft Action Plan for the recently-completed Multi-Agency Support to Care Homes during the COVID-19 Pandemic (Task & Finish) review, and the latest progress update in relation to the previously-completed Care Homes for Older People review), and the final evidence-gathering session for the ongoing Day Opportunities for Adults review.

AGREED that the Adult Social Care and Health Select Committee Work Programme for 2021-2022 be noted.

ASH 42/21 **Chair's Update**

The Chair had no further updates.