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Progress Update – Review of Care Homes for Older People

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Care Homes for Older People
Link Officer/s:	Emma Champley
Action Plan Agreed:	July 2020

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 2:	That the importance of personalised care be promoted through all contacts the Council and partners have with Care Homes; in particular the development and deployment of a varied activities programme tailored to individual needs and co-ordinated by a designated member of staff.
Responsibility:	Yvonne Cheung / Julie Nisbet / Lisa Cummings
Date:	March 2021
Agreed Action:	5) Implement “Henpower” project across identified care homes and evaluate impact with a view to next steps across the entire market. 6) Work with Leisure Services Team to build on the Funky Feet programme across the care home network. 7) Re launch the SID with an accurate and comprehensive database of community activities on offer to all homes. 8) Grow the Activity Coordinator network and links with Tees Active and other partners to share good practice and expertise. 9) Work with stakeholders to develop and share models of care, support and activities which ensure safe social distancing and meet guidelines for Covid-19.
Agreed Success Measure:	<ul style="list-style-type: none"> • Evaluation of Henpower project. • Number of hits on SID post launch and feedback from providers / users as to its benefits. • Provider feedback on activity Network. • PAMMs and CQC Assessment evidence.

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Evidence of Progress (May 2021):	<p>5) HenPower Project started at Mandale House Care Home in 2019 and achieved positive outcomes. It was featured in BBC News and the Alzheimer’s Society website.</p> <p>Roseworth Lodge Care Home and Aspen Gardens Extra Care Sheltered Housing Scheme have signed up, although progress has been postponed due to COVID (both subscriptions have been extended until 2022 to allow them to continue to participate (with continued support from the Council).</p> <p>6) The Funky Feet coordinator met managers at Leadership & Peer Support networks and the Provider Forum which gave care home staff the opportunity to speak to the programme coordinator and arrange a session at their individual care home.</p> <p>Several Care Homes have invited the Funky Feet programme into their care homes to interact with residents.</p> <p>At the start of lockdown, the programme continued virtually. Support for activity coordinators in the care homes allowed them to prepare residents for participation from their own rooms, or in communal areas, owing to social distancing guidelines.</p> <p>7) CMT had decided to include the review of SID in the wider website development project. This project has been delayed due to the COVID pandemic and it is anticipated that it will be completed by the end of the year. It is expected that the relaunch will happen in 2022.</p> <p>8) The first Activity Coordinator Network took place in December 2019 and was attended by 15 care home activity coordinators. Following further discussions with managers, the second Activity Coordinator Network was held in March 2020, in which 28 care home activity coordinators were present.</p> <p>As a direct result of these initial meetings, Coordinators shared email addresses and created an informal network where they could share ideas outside of the formal meetings. Ongoing communications and offer of support from Tees Active and other partners offered in the March 2020 meeting, and any subsequent offers of activity / support emailed to coordinators.</p> <p>9) Updated guidance around all aspects of care home activity was coordinated through the Care Home Protection Operational Group (CHPOG) and communicated to the homes via newsletters and standalone emails containing any new or updated national guidelines or local messages. Any questions around conducting various activities in the home was raised through the CHPOG and the responses provided ASAP.</p> <p>Support was given in the early stages of the pandemic around providing iPads and smartphones into the care homes, to allow extra resources for communicating with family, the community or accessing any virtual activities. Any activities that were deemed suitable for residents while still</p>
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	<p>adhering to guidelines, was shared via newsletters or within the Leadership & Peer Support Network.</p> <p>Care homes also shared ideas of activities they had introduced after risk assessments were completed, that were then shared with other care homes in the network.</p>
<p>Assessment of Progress (May 2021): (include explanation if required)</p>	<p>2 (On-Track)</p>
<p>Evidence of Impact (May 2021):</p>	<p>Mandale House has secured £10k from the Big Lottery Fund to further invest into the project as a direct result of the support from HenPower.</p>
<p>Evidence of Progress (December 2021):</p>	<p>5) HenPower Project continued at Mandale House Care Home.</p> <p>6) At the start of lockdown, the Funky Feet programme continued virtually. Support for activity coordinators in the care homes allowed them to prepare residents for participation from their own rooms, or in communal areas, owing to social distancing guidelines.</p> <p>The Leisure Services Team are now providing CPD training to Activity Coordinators in the care homes, to give them the skills and experience to deliver Funky Feet sessions within their own home.</p> <p>The programme explores how Funky Feet complements/achieves outcomes relating to the Statutory Framework for EYFS. Participants will be provided with the skills to be able to deliver sessions back in their setting. Participants will explore how Funky Feet can be delivered and developed within a setting. Participants will explore how Funky Feet can be adapted to meet the needs of their children/ residents.</p> <p>There are 11 Activity Coordinators booked onto the programme (as of 23.11.21)</p> <p>7) CMT had decided to include the review of SID in the wider website development project. The launch of the new website is scheduled for 28 February 2022. Once the website is live, work will begin on the scope of the SID project and timescales will be agreed at this point.</p> <p>8) The Activity Coordinator Network continued virtually through the pandemic, allowing Activity Coordinators to come together via Microsoft Teams to discuss challenges and solutions.</p> <p>The most recent meeting took place on 17th September and attracted 19 coordinators.</p> <p>From this last meeting, a smaller sub-group was formed of four care home coordinators to discuss issues around encouraging male residents to engage in activities, and about generally encouraging residents to join in,</p>

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	<p>who wouldn't usually participate. Work progressed and outcomes in this sub-group will be discussed back with the main Activity Coordinator Network at future meetings.</p> <p>In between meetings, regular emails containing resources and good practice are circulated to activity coordinators and managers.</p> <p>The next meeting takes place on 7th December.</p> <p>9) The Social Care Protection Operational Group continues to meet every fortnight, bringing stakeholders together to look at how they can support the care homes across Stockton. The multidisciplinary group includes colleagues from Quality Assurance team, Public Health, Transformation Team, Environmental Health, North Tees NHS Trust (Infection Control, and Community Matrons), and People First (Advocacy Service)</p> <p>Newsletters are still being produced and circulated every fortnight, and standalone emails are sent to the providers with relevant updates on a regular basis.</p>
<p>Assessment of Progress (December 2021): (include explanation if required)</p>	<p>5) 3 (Slipped)</p> <p>6) 2 (On-Track)</p> <p>7) 2 (On-Track)</p> <p>8) 2 (On-Track)</p> <p>9) 2 (On-Track)</p>
<p>Evidence of Impact (December 2021):</p>	<p>From discussions with activity coordinators, a wide range of activities, both group and one-to-one have been resumed within the homes, considering current guidance and restrictions. Activities are varied and good practice has been shared and is continuing to be shared across the network.</p>
<p>Evidence of Progress (June 2022):</p>	<p>5) Aspen Gardens has restarted their programme and had completed 2 horticultural sessions. Mandale continues to have weekly creative activities supported by HenPower.</p> <p>6) 11 Activity Coordinators across 7 care settings completed the CPD Funky Feet 'train the trainer' programme in December 2021, giving them the necessary skills to lead their own Funky Feet sessions in their settings. The Activity Coordinators have been in regular contact with the facilitator and will be assisted to run the first few sessions in their care homes, before beginning to independently run Funky Feet between their residents and their local schools. Across June and July, we are looking to run further Funky Feet CPD training for more Activity Coordinators.</p> <p>7) The review of the SID is in progress now that the new Council website is live. The Web Strategy team are working with services to redevelop and</p>

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	<p>redesign the content of the current SID and working with the development platform to establish how the new SID will look. The project is in the early stages and anticipated for completion by December 2022.</p> <p>8) The Activity Coordinator network continues to meet every quarter, and emails are sent weekly to the Activity Coordinator mailing list with ideas, suggestions, good practice, webinars and meeting dates. The last meeting was held face-to-face, and coordinators worked collaboratively with our local Sustrans project officer representative in which they discussed a draft version of a handbook designed to teach activity coordinators everything they need to know about leading safe, successful guided walks in Stockton-on-Tees. It was a useful chance for care homes to collaborate and give their experience and insight into barriers to participation and ensure the handbook is fit for purpose.</p> <p>9) The Social Care Operational Group meets fortnightly, and Terms of Reference has just been updated to reflect changes post COVID. The multidisciplinary group includes representation from Quality Assurance team (SBC), Public Health (SBC), Transformation Team (SBC), Environmental Health (SBC), North Tees & Hartlepool NHS Trust (Infection Control, Community Matrons, Care Home Alliance), and People First (Advocacy Service)</p> <p>Newsletters are produced and circulated fortnightly, and standalone emails are sent to the providers with key messages and updates on a regular basis.</p> <p>Provider Forums are scheduled every 6 weeks for care homes and care at home services.</p>
<p>Assessment of Progress (June 2022): (include explanation if required)</p>	<p>5) 2 (On-Track)</p> <p>6) 2 (On-Track)</p> <p>7) 2 (On-Track)</p> <p>8) 2 (On-Track)</p> <p>9) 2 (On-Track)</p>
<p>Evidence of Impact (June 2022):</p>	<p>5) Aspen Gardens has secured £10k from the National Lottery Community Fund to further invest into the project as a direct result of the support from HenPower.</p>
<p>Evidence of Progress (February 2023):</p>	<p>5) Mandale House Care Home and Aspen Gardens Extra Care Sheltered Housing and achieved very positive outcomes. Both were rewarded £10,000 from the National Lottery Community Fund to invest into the activities. 2 spaces remaining, continue to engage care homes to take part. Planning to link with the Activity Coordinator Peer Group to allow</p>

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	<p>officers from other homes to visit Mandale House and observe their activities with Henpower to increase their interest.</p> <p>6) CPD training has been delivered to care home activity coordinators to be able to run Funky Feet sessions independently and confidently in their services. Alongside this, the Funky Feet delivery team are now restarting Funky Feet session in homes again alongside local nurseries and schools.</p> <p>7) The Stockton Information Directory (SID) continues to be updated and is currently undergoing a redesign and a migration onto the GOSS platform. We are taking a modular approach with a phased project plan and taking the opportunity to develop new content and interactive services. It is expected that all services will be live on the new SID by June 2023.</p> <p>8) Activity Coordinators from several homes engage in awareness and taster sessions within Tees Active locations, with the aim of testing and risk assessing activities for their residents. Tees Active and SBC collaboratively delivered a ‘Care Home Legends Games’ in November 2022, alongside 6 care homes, to bring together care homes, a local nursery, a local secondary school and the Prince’s Trust, to deliver physical activity and social interaction.</p> <p>The Care Homes Legends Games will be opened to all care homes in June 2023, and collaborative work continues with Tees Active.</p> <p>9) The Social Care Protection Operational Group continues to meet every month, bringing stakeholders together to look at how they can support the care homes across Stockton. The multidisciplinary group includes colleagues from Quality Assurance team, Public Health, Transformation Team, Environmental Health, North Tees NHS Trust (Infection Control, and Community Matrons), and People First (Advocacy Service) Provider forums booked in diaries for 2023. Newsletters sent monthly.</p>
<p>Assessment of Progress (February 2023): (include explanation if required)</p>	<p>5) 1 (Fully Achieved)</p> <p>6) 1 (Fully Achieved)</p> <p>7) 1 (Fully Achieved)</p> <p>8) 1 (Fully Achieved)</p> <p>9) 1 (Fully Achieved)</p>
<p>Evidence of Impact (February 2023):</p>	

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Recommendation 3:	That the benefits of technology for supporting personalised care are championed and promoted to all care homes in Stockton on Tees; in particular, the deployment of electronic solutions for records and medicine management should be supported by the Council.
Responsibility:	Catherine Buller / Rob Papworth / Gavin Swankie / Melanie Smiles
Date:	March 2022
Agreed Action:	<p>10) Develop a vision for the digital care home with key partners and stakeholders.</p> <p>11) Work with Stockton Council delivered care services to ensure they embrace the opportunities that digital technology can offer.</p> <p>12) Work with stakeholders to identify and deploy digital solutions in response to the restrictions imposed by Covid-19.</p> <p>13) Establish a specification for digital care planning and medication management which can be used to develop the offer across contracted care home providers.</p>
Agreed Success Measure:	<ul style="list-style-type: none"> • Agreed shared vision of the digital care home in Stockton on Tees. • Implementation of a new digital solution into Rosedale and Lanark which supports our ambition for personalised care. • Production of key documents and guidance to support the commissioned market in making informed decisions on electronic care planning and medication management.
Evidence of Progress (May 2021):	<p>10) The Council has worked collaboratively with Tees CCG to develop a short-term strategy to deliver positive outcomes for residents through the deployment of digital solutions across care homes in Stockton on Tees. A group was established in July 2021 (Stockton digital care homes group) has focussed on implementing:</p> <ul style="list-style-type: none"> • <u>Digital connectivity solutions</u>: NHS Mail and Data Security and Protection Toolkit; • <u>Information sharing</u>: Deployment of capacity Tracker across all homes; and • <u>Medication Management</u>: Introduction of proxy access for Medication. <p>11) Provider engagement sessions were completed in February 2020 to engage with providers on the potential for a digital care home and how this could best be achieved. To support this, several digital solutions have been promoted in the Leadership and Peer support network meetings with providers of electronic solutions (e.g., Person Centred software and Media Base Direct) demonstrating and engaged providers with their products including electronic care planning, e reception and medication management.</p>

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	<p>12) There has been significant work since March with partners and provider stakeholder to maximise the opportunities of digital technology to support service users care throughout the pandemic. These include:</p> <p><u>Professional engagement and communication:</u> The Council introduced the “Hub”, a TEAMS based information sharing and peer support networking platform for care home managers. It includes areas for people to collaborate and includes NHS services, Tees Training Alliance, Oral Health Team, dementia, DOLS and safeguarding. Click to the introductory video is attached for information:</p> <p>GP’s are also beginning to use digital technology for consultations, but this is not yet standardised. There are further opportunities to use the technology for face-to-face consultations with Acute/Community services and Outpatients to reduce the requirement to transfer people unnecessarily.</p> <p><u>Resident communication:</u> All Home allocated an NHSX iPad to allow residents to talk and see family members. Further, funding was secured for 70 Mobile phones that were given to Care Homes to support connectivity for residents with family and friends, 22 further tablets provided by the Teesside Family Foundation and Catalyst provided Train the trainer support to 5 Care Homes to support residents to access digital technology.</p> <p><u>Health and Care support:</u> All care homes in Stockton on Tees have access to and use the Whizan NEWS solution (National Early Warning score) that allows them to take some clinical reading and log them electronically for health to see and improve diagnosis and health support for residents in care homes. Not only has this continued throughout the pandemic, the number of care homes utilising National Early Warning Score (NEWS) observations has increased significantly, which has helped staff identify a deteriorating person and liaise with health colleagues as required to deliver the best possible care and prevent avoidable hospital admissions.</p> <p>100% of all care homes in Stockton now have a generic NHS email address, that allows them to share information with health of residents directly, and will underpin the deployment of further electronic health solutions including receiving hospital discharge information, proxy ordering of medication and proxy access to primary care clinical notes.</p> <p>13) Although there have been discussions with providers of electronic solutions at the leadership and Peer Support Groups, this has not yet resulted in a specification for what the Council and partners would see as essential criteria for digital solutions for care planning and medication. This will require further work and engagement.</p>
<p>Assessment of Progress (May 2021): (include explanation if required)</p>	<p>2 (On-Track)</p>

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Evidence of Impact (May 2021):	With respect to Whizan NEWS solution, we had originally asked care homes to record a NEWS observation once a day for each person to achieve 100% NEWS target for residents. In March 2020 the NEWS score per bed was 57(%) meaning each resident was having observations once every 2 days as opposed to 1. In February 2021 through ongoing support from the Training Alliance and officers in the Council the NEWS score per bed had increased to 255% meaning each resident is having their NEWS score taken 2-3 times per day in care homes.
Evidence of Progress (December 2021):	<p>10) The Council continues to work collaboratively with Tees CCG to implement the short-term goals to deliver positive outcomes for residents through the deployment of digital solutions across care homes in Stockton on Tees including NHS Mail, DTSP and Proxy Medication.</p> <p>Further to this, the Council has outlined its proposed digital priorities for 2022/23 with the OP Care sector and will engage with internal and external stakeholders to ensure these “enablers” support the wider priorities. We are also part of the new NE ADASS Regional technology Network which will allow greater sharing of good practice and joint working across LAs.</p> <p>11) Currently, 16 of our 31 Older Persons Care Homes have implemented Electronic care planning and a further 5 have plans to do so in the coming months. All CQC registered social care providers will be required to have Electronic care planning solutions in place with the ability to be interoperable with this record by 2024. To ensure that homes software is compatible and able to meet this standard, we will be completing a digital survey in early January 2022 and will be exploring solutions to ensure that providers who currently utilise digital solutions will meet the standards required to access the Digital Care Record and to support those homes that are still utilising paper resources to access and implement appropriate systems.</p> <p>12) 90% of our care home providers are now compliant with the Data Security and Protection Toolkit which is the highest in the region. Of those outstanding, further work is being completed to ensure their compliance. By completing the toolkit this demonstrates that our providers meet national standards for information governance.</p> <p>13) As a Local Authority we have been working closely with regional partners and have been exploring options for deployment of technological solutions to support medication management, electronic care planning and the digital care record within our care home settings post COVID. We have also explored what specifications we would be aiming to achieve to support care homes in selecting and implementing technology which will meet required standards and be future proofed in the coming years.</p>
Assessment of Progress (December 2021): (include explanation if required)	10) 2 (On-Track)

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	<p>11) 2 (On-Track)</p> <p>12) 2 (On-Track)</p> <p>13) 2 (On-Track)</p>
Evidence of Impact (December 2021):	<p>10) Take up of enablers (e.g., NHS mail, etc) remains strong across the network.</p> <p>11) N/A</p> <p>12) 90% of all OP, MH and LD care homes are now compliant with DSPT.</p>
Evidence of Progress (June 2022):	<p>10) A new dedicated DSPT and NHS Mail Digital Support Team for adult care homes across the Tees Valley footprint has been implemented. They have been commissioned by Tees Valley NHS Clinical Commissioning Group (CCG), supported by the 5 Local Authorities of the Tees Valley as part of the Care Home Connected Programme. They are there to assist with bespoke training and additional support for any Data Security and Protection Toolkit (DSPT) and NHSmail queries.</p> <p>Representatives from the Council attend the North-East ADASS Regional Technology Network alongside other Local Authorities, allowing us to continue observing good practice to support the implementation of our own priorities.</p> <p>Under the Adult Strategy, a summary of digital priorities is being developed for 2022/23.</p> <p>11) All CQC registered social care providers will be required to have Electronic care planning solutions in place with the ability to be interoperable with the regional Great North Care Record by 2024.</p> <p>We continue to work closely with NHS England Team Better Security Better Health Team regarding the implementation of the DSPT and NHSMail. The Deadline for the DSPT resubmission is 30th June 2022. Update on the results of this will be provided following that deadline date.</p> <p>To date 12 of homes have completed the transition to Proxy medication access. Barriers to this have been highlighted with some homes struggling with NHSMail. The DSPT and NHSMail digital support Team are working to support the homes to overcome this barrier.</p> <p>12) To ensure that homes software is compatible and able to meet this standard, Care Homes are required to complete the Care Home Digital Aspiration Questionnaire by 30th May 2022. The Digital Transformation and Optimisation Service (NECS) will be exploring solutions to ensure that providers who currently utilise digital solutions will meet the standards required to access the Great North Digital Care Record and to support those homes that are still utilising paper resources to access and</p>

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	<p>implement appropriate systems. This will also feed into the broader regional digital offer to care homes.</p> <p>13) Work on the specification will be refined once the results of the digital questionnaire have been compiled.</p>
<p>Assessment of Progress (June 2022): (include explanation if required)</p>	<p>10) 2 (On-Track)</p> <p>11) 2 (On-Track)</p> <p>12) 2 (On-Track)</p> <p>13) 2 (On-Track)</p>
<p>Evidence of Impact (June 2022):</p>	<p>10) Draft strategy document in place.</p> <p>11) Evidence of good progress for electronic take up of homes in Stockton on Tees in comparison with other homes neighbouring LA areas.</p>
<p>Evidence of Progress (February 2023):</p>	<p>10) The dedicated DSPT and NHS Mail Digital Support Teams continue to work alongside the Transformation Managers in support of care homes, and meet regularly to ensure that Stockton care providers are compliant. A digital plan has been developed, aligned to the four priorities in the Adult Social Care Strategy 2021-2025.</p> <p>11) A digital plan has been developed, aligned to the four priorities in the Adult Social Care Strategy 2021-2025. To support this, the Transformation Team will be facilitating Digital Care Networking meetings across 2023 to share best practice and offer guidance and support. There will be recruitment of Digital Champions across the care sector, to empower and support other care staff and services to implement digital and tech within the care homes.</p> <p>12) Significant work has occurred since COVID to maximise the opportunities of digital technology to support service users care. These included iPads and smart phones into care homes for residents to communicate with family, video conferencing with care providers via GP surgeries, TEAMS 'Hub' channels with managers to continue conversations and support around staff wellbeing, National Early Warning Scores (NEWS) to monitor health of residents. We've also seen more homes adopt electronic care planning, thereby increasing efficiencies within the homes. Activity Coordinator Networks and Leadership and Peer Support Networks have also been used to discuss and engage managers in the benefits of digital solutions, with managers across services providing support to each other.</p> <p>13) In partnership with health, the Council is deploying Digital Social Care Records across all regulated providers in Stockton on Tees using a framework of accredited suppliers (currently 10) developed nationally. We are targeting 80% take up by March 2024. A framework for electronic meds management will be put forward as part of the programme for 23/24.</p>

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Assessment of Progress (February 2023): (include explanation if required)	10) 1 (Fully Achieved) 11) 1 (Fully Achieved) 12) 1 (Fully Achieved) 13) 1 (Fully Achieved)
Evidence of Impact (February 2023):	10) 95% of all homes have completed DSPT and the majority have NHS Mail. Digital Opps team at NECS continue to support roll out. This status has supported the Proxy meds team to implement in the homes/ have the homes prepared for implementation. Homes are now in a position of being GDPR compliant which will support further implementation of the Health and social care digital strategy. 11) Homes are now in a much better position both in regard to technology and skills to engage with future Digital programmes across Health and Social Care.

Recommendation 5:	That the Council works with all stakeholders to promote and improve the local standing of careers in adult social care.
Responsibility:	Rob Papworth
Date:	March 2022
Agreed Action:	16) Work with providers through the leadership and peer support group to understand some of the barriers in social care recruitment and retention. 17) Identify solutions with colleagues in EGDS, Communications and external partners to address these issues locally.
Agreed Success Measure:	<ul style="list-style-type: none"> • Feedback from Social Care providers and other key stakeholders.
Evidence of Progress (May 2021):	16) Through the Leadership and Peer Support Network, providers from our local care homes and care at home services, gave some feedback on their recruitment and retention barriers, and gave some thoughts on how this could be better supported: <ul style="list-style-type: none"> a. Negative perceptions of care work; b. Low paid; c. Reality of care work different to expectations; d. No career progression or further opportunity; and e. Portal / pathway from colleges or 'academy' delivering education and training around health and social care. 17) The Council has worked actively across several different groups to support the development of the sector as a positive career choice for

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	<p>people working in care, young people entering the job market and people looking to return to the job market. This includes:</p> <ol style="list-style-type: none"> a. Working collaboratively with ADASS and other NE Councils as part of the Market Intelligence Task Group (with a focus on workforce development); b. The Council promoted and worked collaboratively with local care providers to maximise the impact of the Governments “<i>Every Day Is Different</i>” recruitment campaign; and c. Partnership working with colleagues in EGDS and ensuring we build on their networks including the work of the Tees Valley Local Enterprise Partnership.
<p>Assessment of Progress (May 2021): (include explanation if required)</p>	2 (On-Track)
<p>Evidence of Impact (May 2021):</p>	
<p>Evidence of Progress (December 2021):</p>	<p>16) Further engagement with providers has been undertaken to consider options for the investment on the Workforce Recruitment and Retention Fund which has identified opportunities to maximise the impact of this resource.</p> <p>17) ISD transformation team are working with the Economic Growth Team regarding support for the care sector around recruitment and retention. Currently consideration of a Care Academy style model has been developed. We are working closely with Providers and the Learning and skills team to develop Sector based work academies to recruit and upskill new candidates to the sector. A suite of support has been established to support those already working in care including training, Leadership and peer support groups, one to one support and wellbeing resources. We are working closely with the National Careers network around sourcing candidates and the development of webinars to demonstrate the potential of a career in care.</p>
<p>Assessment of Progress (December 2021): (include explanation if required)</p>	<p>16) 2 (On-Track)</p> <p>17) 2 (On-Track)</p>
<p>Evidence of Impact (December 2021):</p>	N/A
<p>Evidence of Progress (June 2022):</p>	<p>16) Money from the Workforce Development Fund (WDF) was used to purchase 20 laptops and 20 iPads for the Employment and Training Hub to support applicants access information from Providers about their care services and to complete any applications or training necessary for the job roles. A portion of the money was also used to develop a Facebook social</p>

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	<p>media campaign which promoted the care sector and the sector-based work academy programme, led by Learning & Skills team.</p> <p>17) Following attendance at CMT, permission was granted to commence a six-month pilot focussing on recruitment and retention in the care sector. This pilot was broken down into four key areas: recruitment of new care staff in the sector, retention of care staff in the sector, health & wellbeing of care staff, and a communications agenda. At this stage, an interim evaluation is underway and will be used to refine the pilot over the coming months. Following completion of the final evaluation, this will be taken back to the Senior Leadership Teams for direction on how to progress future work.</p>
<p>Assessment of Progress (June 2022): (include explanation if required)</p>	<p>16) 2 (On-Track)</p> <p>17) 2 (On-Track)</p>
<p>Evidence of Impact (June 2022):</p>	<p>The pilot is currently at mid-point, and has so far seen some positive progress, with several recruitment events having taken place and a sector-based work academy programme being completed. Areas of success include outcomes and employment of the first cohort of the sector-based work academy programme.</p>
<p>Evidence of Progress (February 2023):</p>	<p>16) Relationship with Skills for Care developed and agreed that Stockton Providers who complete the work force data set can access the Workforce Development fund. Those that do not complete it must pay for courses. All course made available via the Care Academy Website and Skills for Care website. Currently educating and engaging Providers around completion of the data set, Progression towards including this in the contract as a requirement to be completed in 2024.</p> <p>17) SWAP and recruitment via the Employment and training Hub fully deployed. SWAPS being conducted every 6 weeks with good recruitment and retention rates. Care Academy Website due to go live at the end of Jan 2023 with support available to those working in the sector, Well Led, Leadership groups, training opportunities and Wellbeing resources,</p>
<p>Assessment of Progress (February 2023): (include explanation if required)</p>	<p>16) 1 (Fully Achieved)</p> <p>17) 1 (Fully Achieved)</p>
<p>Evidence of Impact (February 2023):</p>	<p>16) Opportunities for engagement with the Workforce development fund available to all providers. Good relationship developed with Skills for care, continuing to roll out Workforce Data set to Providers.</p> <p>17) SWAPS continue to deliver excellent rates of employment. Most recent SWAP recruited at 100%. 50 staff employed into the sector via the Recruitment and Retention programme. Care Academy will be the central point to coordinate information to providers that has been disseminated through other pathways prior to its creation.</p>

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Recommendation 6:	That all care homes be required to work towards Dementia Friendly accreditation as part of the new contract arrangements.
Responsibility:	Yvonne Cheung
Date:	March 2022
Agreed Action:	<p>18) Target group of 5 homes are used to act as pathfinders for implementing the dementia guide and to service as ambassadors for other homes.</p> <p>19) Deliver further Positive Approach to Care (PAC) training to reinforce good practice in the dementias guide.</p>
Agreed Success Measure:	<ul style="list-style-type: none"> • PAC post training evaluation. • Review of impact of dementia guide.
Evidence of Progress (May 2021):	<p>18) Following a launch event in November 2019, 6 care homes showed their interest in working towards dementia friendly. Two care homes completed the guide as a baseline and were planning to make more improvement. Although the project has been suspended due to restrictions and change in priorities caused by the COVID-19 Pandemic, 2 additional care homes have started making their homes more dementia friendly.</p> <p>Allison House have made their physical environment dementia friendly and introduced comprehensive falls management plan. Woodside Grange has also made extensive changes to its physical environment. The Manager stated that the residents really enjoy the activities in various newly decorated rooms and staff are happy that they have been involved in the transformation.</p> <p>19) Planning for a bespoke PAC training programme for care homes (shorter sessions for care staff) before the first lockdown. TEWV (provider) has suspended all face-to-face training in March 2020. The development of a virtual training programme is being trialled in Durham and waiting for approval from TEWV and Teepa Snow (training company). Due to limited staff capacity, TEWV needs to deliver the remaining 2 training sessions for SBC staff before starting the training programme for care homes.</p>
Assessment of Progress (May 2021): (include explanation if required)	3 (Slipped)
Evidence of Impact (May 2021):	Allison House recorded significant reduction in number of falls following changes to the environment and introduction of a falls management plan.
Evidence of Progress (December 2021):	18) Homes that originally signed up to implement the Dementia guide have continued to implement the standards. Although Allison House has a new manager in post, they are following the practice and environmental guidelines within the guide. Woodside Grange continue to ensure the environment is dementia friendly.

APPENDIX 1

Progress Update – Review of Care Homes for Older People

	19) PAC training is currently on hold until January 2022. This was due to the impact of COVID, including access to venues and restricted numbers.
Assessment of Progress (December 2021): (include explanation if required)	18) 3 (Slipped) 19) 3 (Slipped)
Evidence of Impact (December 2021):	Allison House: Their Monthly review of Datix, their reporting system for incidents shows slips trips and falls continue at the reduced rate identified in the last review.
Evidence of Progress (June 2022):	18) White House and Allington House are working towards completing the Dementia Guide and achieving the dementia friendly accreditation. 19) Whilst it is anticipated delivery of the sessions will be delayed due to backlog caused by COVID and staffing issues the PAC training programme has now Restarted.
Assessment of Progress (June 2022): (include explanation if required)	18) 2 (On-Track) 19) 3 (Slipped)
Evidence of Impact (June 2022):	18) White House and Allington House have taken their residents to join activities organised by the Stockton Dementia Network during the Dementia Action Week. Feedback from the residents and staff were very positive. Recent visit to the White House showed that all staff have awareness of dementia and they have applied principle of dementia friendly environment around the home. Relatives of 2 residents with dementia in Woodside Grange stated that they have made significant improvement in behaviour since moving into the care home and it is all down to the staff knowing how to work with someone with dementia, the physical environment and a variety of activities offered.
Evidence of Progress (February 2023):	18) White House and Mandale House have been accredited as dementia friendly and the Council is actively working with Highfield, Ingleby and Woodside Grange. 19) PAC training now in place. 2 remaining planned sessions of PAC training programme were delivered to SBC staff in September/December. However, due to staffing issues with TEWV, they have no capacity to deliver the sessions at present. SBC will continue to liaise with TEWV to ensure further sessions are scheduled once staff resources are available.
Assessment of Progress (February 2023): (include explanation if required)	18) 1 (Fully Achieved) 19) 1 (Fully Achieved)

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Evidence of Impact (February 2023):	Several Care homes have taken their residents to attend dementia friendly activities in the community such as the Happy Hippy Shake Tea Dance at ARC and Monthly Sing Along at the Globe.
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Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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