

## **ADULT SOCIAL CARE AND HEALTH SELECT COMMITTEE**

A meeting of Adult Social Care and Health Select Committee was held on Tuesday 21 January 2025.

**Present:** Cllr Marc Besford (Chair), Cllr Nathan Gale (Vice-Chair), Cllr Stefan Barnes, Cllr Carol Clark, Cllr John Coulson, Cllr Lynn Hall, Cllr Jack Miller, Cllr Tony Riordan (sub for Cllr Vanessa Sewell)

**Officers:** Angela Connor, Rob Papworth (A,H&W); Gary Woods (CS).

**Also in attendance:** Adrian Green (Teeswide Safeguarding Adults Board); Selinda Chouhan, Jasmine Tamer (Peopletoo)

**Apologies:** Cllr Vanessa Sewell

### **ASCH/55/24 Evacuation Procedure**

The evacuation procedure was noted.

### **ASCH/56/24 Declarations of Interest**

There were no interests declared.

### **ASCH/57/24 Minutes**

Consideration was given to the minutes from the Committee meeting held on 17 December 2024. Attention was drawn to the following:

- Chair's Update and Select Committee Work Programme 2024-2025: Reference was made within the 'Chair's Update' element to the planned engagement with the elderly population in relation to the forthcoming Stockton and Darlington Railway bicentenary celebrations during 2025. Further clarity had recently been received on what was intended and would be shared with the Committee following this meeting.

As noted within the 'Work Programme 2024-2025' element of this item, Care Quality Commission (CQC) representatives were scheduled to present an overview of the national State of Care Annual Report 2023-2024, along with a reflection on local provision, at the January 2025 Committee meeting. However, the CQC had recently confirmed that it would be unable to fulfil this request due to time and workload constraints. The Committee Chair would be following this up with the CQC in due course.

AGREED that the minutes of the meeting on 17 December 2024 be approved as a correct record and signed by the Chair.

### **ASCH/58/24 Teeswide Safeguarding Adults Board (TSAB) - Annual Report 2023-2024**

The Committee considered the latest Teeswide Safeguarding Adults Board (TSAB) Annual Report for 2023-2024 (full report and Strategic Business Plan for 2022-2025

was provided in advance). Presented by the current TSAB Independent Chair (who had taken over from the previous incumbent in mid-2024), the following key features were highlighted:

- Structure: Covering the collective footprint of Hartlepool, Middlesbrough, Redcar & Cleveland, and Stockton-on-Tees, TSAB comprised six statutory Board partners (the four respective Local Authorities plus Cleveland Police and the NHS North East and North Cumbria Integrated Care Board), and was supported by 24 non-statutory organisations across Teesside and beyond. The Board worked collaboratively with partners to set the strategic direction for adult safeguarding in Tees, and sought assurance from partners that they had appropriate and robust safeguarding arrangements in place.
- Priorities: An overview of activity in relation to each of the Board's four priority areas demonstrated a number of notable achievements throughout the 2023-2024 reporting period, including:
  - 1) Joint Working (developing a whole system approach): Team Around the Individual (TATI) process fully reviewed and the new and re-branded High Risk Adults Panel (HRAP) launched; Policy, Procedure and Practice (PPP) Sub-Group reinstated to review the necessary TSAB policies and procedures; Joint Working Protocol outlining the relationship and working arrangements between TSAB, Hartlepool and Stockton Safeguarding Children Partnership (HSSCP), and South Tees Safeguarding Children Partnership (STSCP) developed; Trauma-Informed Practice training / workbook made available.
  - 2) People (ensuring the workforce is well trained, supported and equipped): Spotlight campaign on Modern Slavery and Sexual Exploitation (featuring a presenter with lived experience); new Adult Sexual Exploitation Toolkit launched; Quality Assurance Framework Self-Audit Tool reviewed; Thirteen Housing Group winning a National SAB Excellence Award for their excellent Self-Neglect and Domestic Abuse training was promoted.
  - 3) Communication (provide accessible and clear information, advice and support): Annual Consultation Survey reviewed and launched, providing opportunities for professionals and the public to inform the future direction and priorities of the Board (28% increase in responses compared to 2022-2023); Safeguarding Champions Event hosted, featuring a range of guest speaker presentations; continued use of engagement opportunities with professionals to recruit Safeguarding Champions.
  - 4) Services (commissioned and provided to meet individual need for those most at risk): Continued oversight of the governance arrangements for the Teeswide Safe Place Scheme (involving 89 locations); several multi-agency audits undertaken (themes included TATI, sexual abuse, modern slavery, incidents between residents, hospital discharge, and s.117 aftercare); new system (Power BI) implemented to produce high-quality performance reports; TSAB stall at the Annual Catalyst Conference & Awards Event and Stockton's Interfaith Forum to promote safeguarding materials and resources.
- Safeguarding Data: 2023-2024 saw 7,759 safeguarding concerns raised across the TSAB footprint, an increase of 11% compared to 2022-2023 (3,021 of which related to Stockton-on-Tees, a 79% increase compared to the previous reporting

year). This equated to a Tees average of 149 concerns per week, with the highest number being received from care homes (26%), NHS secondary care (12%), and social care (12%).

TSAB reported an 11% decrease in Section 42 enquiries being commenced during 2023-2024 compared with 2022-2023 (*note: the measurement of conversion rates for the number of safeguarding concerns that led to a Section 42 enquiry was not a national metric and was not a performance indicator measured by the Board*).

Regarding Section 42 enquiries, the most common locations of risk across Teesside remained a person's own home (42%) and care homes (39%), with the top areas of risk being neglect and acts of omission (27%), physical (21%), financial and material abuse (12%), and domestic abuse (12%). Whilst there had been decreases across all categories of abuse from 2022-2023, organisational abuse and discriminatory abuse had increased in 2023-2024.

Deprivation of Liberty Safeguards (DoLS) data (Appendix 2) continued to show Stockton-on-Tees as the Local Authority area receiving the most DoLS applications (3,230 during 2023-2024) – nearly 1,000 more than the next highest (Redcar & Cleveland).

- Performance Indicators: All four of the Board's 2023-2024 performance indicators (PIs) had been achieved (two of these required over 90% of individuals subject to a Section 42 enquiry to be satisfied with their outcome, and over 90% of individuals subject to a Section 42 enquiry having risk reduced or removed).
- Safeguarding Adult Reviews (SARs): Three SAR notifications were considered during 2023-2024 (a low number for the Tees area – this had already increased during the current 2024-2025 period), two of which progressed to a SAR, with one deferred pending LeDeR (Learning from Life and Death Review of people with a learning disability and autistic people). Four SARs were published in 2023-2024 – a summary of each was included within the report.

Concluding the presentation, the ongoing focus around transitioning into adult services and the emerging requirement to take an active interest in rough sleeping (including holding services to account) were both highlighted – issues which would likely be reflected in next year's Annual Report. It was also acknowledged that there was work to do on self-neglect (particularly in relation to multi-agency collaboration), information-sharing, and strengthening the culture around professional curiosity.

Commending the TSAB Independent Chair for his overview, the Committee began its response by requesting clarity over the reported 11% reduction in Section 42 enquiries being commenced during 2023-2024 – this appeared inconsistent with the stated data which showed 3,235 enquiries in 2023-2024, an increase from the 3,041 undertaken in 2022-2023. Further detail would be provided post-meeting.

Mindful that joint working arrangements between children's and adult services had been raised by the Committee as an area of concern in previous years, Members welcomed the development of a new protocol by the relevant Boards / partnerships charged with overseeing these two directorates. The Committee also emphasised the need for appropriate safeguarding training for all Council officers (not just those on the front-line) and for all Members – TSABs '*safeguarding is everyone's business*' ethos supported this approach, not least since potential concerns could be captured by all the Council's different services, and its workforce needed to know what abuse looked

like and how to report it. Assurance was given that all those who received a direct payment were offered safeguarding training as this was often a hidden market for abusive behaviour.

Reflecting on the amount of safeguarding concerns compared to the previous year, Members drew attention to the increasing awareness of neighbours noticing vulnerable adults not getting out of their home and / or not looking after themselves. It was TSABs view that a rise in numbers could be seen as reassuring in that more people knew how to, and subsequently did, report their concerns. It was then crucial that processes around escalating to Section 42 enquiries were right.

With reference to the 'Partner Activity' section of the report, the Committee welcomed Thirteen Housing Group's renewed focus on Safeguarding Champions and the new Alcohol Care Team (ACT) introduced by South Tees Hospitals NHS Foundation Trust. Members also noted Hartlepool Borough Council's 'Clean Sweep' initiative (work undertaken with voluntary, community and social enterprise (VCSE) partners to create a new deep clean, de-clutter and post-intervention psychological support service), but was unaware of anything similar locally. SBC officers advised that people in the Borough were supported in relation to the issue of hoarding, but that arrangements were not as established as those in Hartlepool – this was something the Council would be looking to strengthen in the future. The Committee reiterated past concerns around relevant professionals no longer going into homes and therefore not picking up on potential signs of abuse (e.g. maternity-related home visits).

Returning to the data quoted within the report, Members pointed to the level of safeguarding concerns being received from care homes (26%), a figure which was more than double of any other type of organisational setting. TSAB gave assurance that whilst this may raise valid concerns around that particular sector, reported incidents did not always merit a subsequent Section 42 enquiry and may instead be addressed via a different route. SBC officers added that there was an ongoing effort to ensure people (professionals and the public) raised issues through the right channels, and stated that the Council recorded all contact it received even if a case was not subsequently progressed through the safeguarding route. The SBC *Powering Our Future* initiative was also focusing on the 'front door' of Council services and simplifying reporting mechanisms.

Lastly, the Committee noted the implementation of Power BI (a system which helped to produce high quality performance reports) under TSABs fourth priority area (services). Members were advised that it was TSABs intention to have a prepared pre-read in advance of its Board meetings, highlighting key themes and analysis – this would ensure partners, such as the VCSE sector, had a narrative to digest ahead of Board business.

AGREED that the Teeswide Safeguarding Adults Board (TSAB) – Annual Report 2023-2024 be noted and further information be provided as identified.

### **ASCH/59/24 Scrutiny Review of Reablement Service**

The fourth evidence-gathering session for the Committee's ongoing review of Reablement Service focused on feedback from the Stockton-on-Tees Borough Council (SBC) delivery partner, Peopletoo in relation to the findings of its review of local reablement provision as part of the ongoing SBC *Powering Our Future*-related work. In addition, consideration was given to tabled documents outlining service

budgets / costs for the 2023-2024 and 2024-2025 (up to 31 December 2024) periods, and proposed survey questions for existing staff.

## PEOPLETOO

The SBC *Powering Our Future* initiative involved a range of transformation reviews, one of which focused on supporting people to live independently. As part of this work, the Council was exploring what reablement services needed to provide to support a broader range of people from local communities.

In 2024, SBC commissioned Peopletoo to assist the Council in assessing the impact of current ways of working and analyse the best model for continuing to support people to maximise their independence. Peopletoo had recently completed its work and, further to a Committee request, had submitted a presentation summarising the following:

- Project Scope – Reablement / Enablement / Rehabilitation: With a background in working alongside Local Authorities and a view to looking at ‘the art of the possible’, Peopletoo’s focus areas for its project in Stockton-on-Tees included reablement expansion, covering both people being discharged from hospital and people in the community. To get from where the service was now to where it needed to be, key lines of enquiry included:
  - Who / what was the optimum population the reablement service could expanded to in order to accommodate more hospital discharge / community support (return on investment / impact on people's lives)?
  - What was the most efficient model to deliver the new service (not just more staff, but technology, good practice, etc.)?
  - What size / type of reablement service would be needed to make a positive impact on people with a learning disability / autism / mental health needs through a reablement offer?
  - What would be the most effective method of delivering the service to people with a learning disability / autism / mental health needs?
- Peopletoo Review Activity: A range of interactions were undertaken which involved visits and shadowing teams, case reviews with professionals within Stockton-on-Tees, conversations with senior and regional leaders, and the analysis / benchmarking of data. Peopletoo encountered no barriers when conducting its work and found a positive culture across the Borough which reflected the openness and honesty of professionals.
- Overview of key findings from Reablement: Peopletoo was currently working with SBC to validate data – once the full report was finalised, representatives were happy to report back to the Committee if required. Prior to this, some headline findings were relayed in relation to improved independence outcomes, increasing referrals, challenges with declined referrals, staff and workforce development, digital and technological integration, benchmarking and performance, and cost and resource efficiency.

- Overview of key findings from Hospital Discharge: Headline findings regarding reablement uptake, delays in hospital discharge, over-prescription and risk aversion, strain on Rosedale Centre, and Integrated Single Point of Access (ISPA) and multi-disciplinary gaps were noted.
- Overview of Overall Opportunities: Identified activity for the short-term included an enablement pathway pilot, enhancement of frontline training, and the streamlining in the way data was collected. Over the medium-term, reablement-based services could be enhanced, utilisation of resources optimised, and interdepartmental co-ordination improved. Longer-term, actions were proposed to embed reablement as core practice, sustain financial savings, and evaluate and scale successful models.
- How this could be implemented (Reablement): Key steps were outlined focusing on the themes of developing clear criteria and educating on the reablement offer, generating reablement capacity, the community referral process, and outcome monitoring and reporting.
- How this could be implemented (Hospital Discharge): Actions were identified within the themes of delaying root cause analysis and solution generation, a pathway decision-making workshop, positive risk enablement training and strength-based practice, and data collection, visibility and reporting. It was re-iterated that these proposals were high-level steps which were subject to existing workstreams and feedback on the final report.

Thanking the Peopletoo representatives for the information provided and their attendance at this meeting, the Committee sought clarity on when the final report was likely to be published. Members were informed that data was due to be reviewed this week, with a discussion to then be held with senior Council officers. In terms of timings, there was an attempt to align reporting with both the *Powering Our Future* and Committee reviews.

With reference to the proposed future opportunities (and how these could be implemented) for local reablement provision within the presentation, the Committee queried if these were likely to be replicated in Peopletoo's final report. It was confirmed that a paper was being produced (with costings) for each option – this would be presented to the *Powering Our Future* Board.

Regarding engagement with professionals, the Committee asked if Peopletoo spoke to the local Falls Service – it was subsequently confirmed that this team was indeed included within the case review workshop. Peopletoo noted that it was working with 15 Councils across the UK (details of one such example, Durham, was incorporated within the covering report for this agenda item), and also drew attention to the fact that its work in Stockton-on-Tees coincided with the inspection of SBC adult social care provision – it would therefore be interesting to see how far the regulator's findings (once published) echoed what was encountered by Peopletoo.

Turning to the key findings, Members wondered if the increasing rate of referrals into reablement provision (up 85% in October 2024 compared to October 2023) was reflective of any increase in the total number of people discharged from hospital over the same period. In terms of delays in hospital discharge, the Committee expressed surprise in the quoted '*812 days delayed reported within a 5-month period (June-November)*' – this was concerning given that local performance had frequently been heralded and held up as an example to others across the UK. SBC officers suggested

that the data could likely be attributed to the period around the transitioning of the previously commissioned Discharge 2 Assess (D2A) provision into reablement, and also provided assurance on additional capacity (Comfort Call) that had been brought in to bolster the offer. There was no current waiting list to access the service.

To create and maintain robust oversight of current and potential future demand within the Borough, the Committee suggested that there may be merit in a single database which relevant organisations could securely access. Members were informed of the existing social care system which recorded reablement-related activity, and that this provided a link between the Council and local hospitals. In addition, a recent decision had been made to introduce the Great North Care Record as a further way of sharing patient information – a dataset had been agreed and would include an opt-out system for individuals. The Committee expressed caution around the well-established challenges associated in making personal data / information accessible.

Concluding its questions, the Committee asked if Peopletoo were involved with any other Council departments (e.g. Children's Services). Representatives noted some work which was previously undertaken around transitions in Stockton-on-Tees, though that was not as detailed as this reablement-related project.

#### SERVICE BUDGET / COSTS

Following a previous request from the Committee, budget and expenditure statistics for the local Reablement Service were shared – this covered the complete 2023-2024 year, and the current 2024-2025 (up to 31 December 2024) period.

The Committee queried if the potential impact on costs of the proposed future service models identified through the work undertaken by Peopletoo would be factored into financial planning. SBC officers stated that 2025-2026 funding requirements were already being considered.

#### STAFF SURVEY

Proposed questions for inclusion in a survey which would be issued to all existing staff within the Reablement Service were shared and subsequently agreed.

AGREED that the information presented by Peopletoo, and the additional documents on Reablement Service budgets / costs and the proposed survey questions for existing staff, be noted.

### **ASCH/60/24 Chair's Update and Select Committee Work Programme 2024-2025**

#### CHAIR'S UPDATE

The Committee Chair highlighted the recent Tees Valley Joint Health Scrutiny Committee meeting which was held on 9 January 2025 in Hartlepool. Agenda items included a further update on Tees Respite Care, a Clinical Services Strategy Update, a Palliative and End-of-Life Care Strategy presentation, and a North East Ambulance Service NHS Foundation Trust (NEAS) performance update.

## WORK PROGRAMME 2024-2025

Consideration was given to the Committee's current work programme. The next meeting was due to take place on 18 February 2025 where the final evidence-gathering session for the ongoing Reablement Service review would include contributions from the voluntary, community and social enterprise (VCSE) sector via Catalyst. The latest quarterly CQC / PAMMS inspection update (Q3 2024-2025) was also due, and a Pharmaceutical Needs Assessment presentation was anticipated following a request by the Committee.

AGREED that the Chair's Update and Adult Social Care and Health Select Committee Work Programme 2024-2025 be noted.