

TITLE OF REPORT: Review of Review of Work to help people to Stay at Home Safely – Monitoring Report

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SUMMARY

Care, Health & Wellbeing OSC agreed that the focus of its review in 2018/19 was to investigate how health, social care and voluntary sector services in Gateshead support people to live at home safely. The review focused on how successful these services are in terms of supporting people to be independent and providing accounts from people who work in and receive services with the aim of examining areas where there may be scope for improvement/greater joint working with partners in the NHS and voluntary sector.

This report provides a summary update on progress against those recommendations to date.

Progress Update – October 2019

Recommendation 1: To explore potential delivery models (with colleagues in health), in relation to the prevention of admissions to hospital for those people who arrive at A&E/Urgent Care, building on best practice evidence nationally and regionally.

Update:

Utilising the Better Care Fund, agreement has been made to trial a new social work role in A&E/Urgent Care, to seek to support people to return home with support, as opposed to being admitted to hospital, where there is no clinical need for this. Partners are working together to develop this service, and crucially to determine the success factors that would be anticipated, so that the benefit (or not) of the investment can be demonstrated.

Additionally, social care colleagues are working with NHS colleagues in A&E to:

- Work with the hospital frailty team in looking at a patients first 72 hours to improve the journey and prevent unnecessary admissions.
- Devise a discharge to assess protocol which is looking at discharging people from the Front of house and the patient being seen within 2 hours at home.

Adult Social Care Assessment Model - Whilst things have not progressed as quickly as we would have liked in the East of the borough there has been significant development in the West.

A five day cover of social workers (using 2 social workers) was implemented the 7th October at Blaydon Primary Care Centre where the social care staff sit alongside the District Nurses. These daily attendances are to discuss any “patients” that the district nurses have issues/queries or concerns about. The social worker can offer advice and information/signpost or take referrals for an assessment under the Care Act if required. Whilst the social work staff are out on visits there has been a process developed to ensure any queries are picked up when they return to the Care Centre, and as well as this they attend the district nurse “handover” meetings (20 minutes). Whilst the above has been developed this is ongoing work with our health partners to ensure that people get the right service at the right time and reduce the possibility of needing longer term services.

Recommendation 2: To work with partners in the Council, the ADASS regional team, and the ICS workforce stream to develop career pathways for health and social care, in order to address the workforce issues across the sectors.

Update:

There are a number of national, regional and local challenges facing the adult social care sector. In 2018, the National Audit office (NAO) confirmed that a perception from the general public of low rates of pay, along with tough working conditions and a poor image, are preventing workers from joining and remaining in the sector. The NAO confirmed that while many people working in the sector find it rewarding, there was widespread agreement that workers feel undervalued and there were limited opportunities for career progression.

There is a recognition that across the ASC and Health Workforces there are a significant number of shared synergies and challenges, such as the workforce required to support Hospital Discharge, or enabling people with complex needs to live independently. Likewise there is correlation between the cohorts of people that health and social care workers support, and indeed across the employee population there are people who work across/move between sectors, and the dependency of both groups of employees on each other in multi disciplinary working, are well understood.

As a consequence a range of activities are progressing in terms of work with the NHS on our shared workforce priorities. Steph Downey as the Service Director for ASC in Gateshead now represents NE ADASS at the Integrated Care System Workforce Transformation and Strategy Board. In August the Board received a presentation on the ASC workforce and regional colleagues are now in the process of identifying and agreeing the top workforce priorities across social care and health, and ensuring that links with our independent sector providers, (who employ the vast majority of the ASC workforce) are central to these discussions.

In terms of local developments, colleagues in the Council are in the process of developing an Adult Social Care recruitment strategy. The strategy will serve to

achieve the 3 main aims of improving the quality and 'style' of job adverts, increasing the response rates to advertised posts and improving the quality of applications.

Some of the key actions of the Adult Social Care Recruitment Strategy are:

- Greater use of Social Media to advertise vacancies
- Add promotional material to Intranet / Internet Care.
- Development of an Adult Social Care Careers Microsite
- Greater use of advertising sites and DWP 'Find a Job'
- Links to national advertising campaigns such as the 2018-19 'Dept. of Health and Social Care – Adult Social Care recruitment'.
- Consider an employee referral programme
- Open days, recruitment fairs and events
- Explore a Care Academy model with local training providers
- Reviewing mandatory requirements
- Working with Gateshead and Newcastle Colleges to offer 'T Level' placements
- Succession planning and workforce mapping
- Apprenticeships (including x 3 social work degree apprentices)
- Joint work with health colleagues on Health and Social Care Apprentices

Recommendation 3: To further develop the Extra Care offer in Gateshead, in particular focusing on the provision of Dementia Specific Extra Care provision, which can meet the needs of people with cognitive impairment, and enable them to continue living in the community, thereby preventing admissions to care.

Update:

A Housing Options Appraisal was carried out in June 2018 to evidence the need for future Extra Care developments in the borough. The appraisal identified a need for a further 245 units to build by 2024 with a proportion of units to be dementia specific.

Planning permission has been granted for an 82 unit extra care scheme in Lobley Hill called Ravensdene Lodge, which is planned to be open in late autumn 2021. Ravensdene Lodge will be dementia friendly throughout and there will be an allocated wing with their own staffing which will be dedicated for people with dementia.

Further developments across the borough will include dementia requirements which will support the Council in delaying the need for admissions into long term residential care

Recommendation 4: To continue to further develop the enablement offer within the services the Council provides and commissions, thereby preventing more people from requiring long term care.

Update:

The enablement offer has been expanded and utilised within the Learning disabilities team. It will be further developed so that this way of working becomes integral to the service offer across adult social care.

Recommendation 5: To continue to work with NHS colleagues and commissioned providers to continue the downward trajectory of Delayed Transfers of Care (DTOCs), enabling people to be “discharged to assess”, and reducing delayed transfers of care from hospital.

Update:

To further support this work we are working with our trust partners in the following:-

The Bridging Service is continuing in Zones 1 and 3 where there is greater pressure to get packages of care. As more people have been going through PRIME this has reduced the need for longer term packages of care and therefore the bridging service. The service will continue until the end of March 2020 where a decision will be made as to its longer term need, or whether the function will need to change as part of our new model for home care.

In terms of discharge pathways, we have developed the following:

- Trusted assessor to intermediate care beds – patients are discharged to Eastwood via the frailty nurse or social worker
- Regular meetings to discuss patients who are in hospital over 7 days to identify any issues to discharge

There are regular meetings as part of the transformation work at the QE hospital to discuss the above and evaluate their progress.

Gateshead LA is also working with the regional LAs in understanding what each authority is reporting in respect of Delayed Transfers of Care, to ensure we have a standard approach and are not interpreting the discharge protocol differently. We have had a recent meeting with our health partners to be clear of our own understanding as a whole system.

Recommendation 6: To undertake a systematic review of all assessment functions, to explore the potential to introduce “Trusted Assessor” models, thereby reducing duplication across the system whilst improving the journey for people using health and care services.

Update:

Existing Trusted Assessor approaches into Eastwood PIC and PRIME are operating well - reducing duplication and transfers between services as well as crucially,

augmenting high quality care within both services. There has been the continuous expansion of the Trusted Assessor approach into PRIME with Intermediate Care bed OT, Physio and Clinical Educator undertaking shadowing of PRIME officers as from 9/9/19 and Community O.Ts as from 4/11/19. There are 3 intended further developments: (1) A range of Q.E. Hospital Ward Therapists to become Trusted Assessors (2) Community OT to become Trusted Assessors (3) The creation of a trusted assessor role to secure equipment for hospital discharges and (4) Eastwood OT & Physio's to become Trusted Assessors.

Since January 2019 there have been 414 successful Trusted Assessments taken, which have led to people being enabled to fully or partially achieve their reablement goals.

In terms of monitoring the impact for people/patients, to ensure that the Trusted Assessment improves outcomes, The Adult Social Care Outcomes Framework (ASCOF) confirms that 90% of service users using Eastwood PIC are still living at home 91 days post hospital discharge period (up 4.8% on the same period last year) and 90.7% of service users using PRIME are still at home 91 days post hospital discharge period, up 1.3% on the same period last year. These increases indicate that the Trusted Assessor model is working well, as the 'right' pathways of care are being identified for people.

Recommendation 7: Develop and operationalise an Assistive Technology strategy, including the opportunity to learn from local, regional and national technology projects.

Update:

Linking to the outcomes from the OSC review a number of recommendations are to be taken forward as part of an Assistive/Digital Strategy, some key points were: -

- Evaluation of the current referrals process across all Adult Social Care teams
- Consider new ways of raising awareness of products available
- Assistive Technology market place event
- Ongoing review of cost effectiveness of new systems and technology
- Look at how Assistive Technology may benefit parents and children with disabilities or special educational needs in young adults.
- Learn from other organisations on the use of Assistive Technology to meet care and support needs
- Embed Technology Enabled Care as a mandatory requirement.
- Include Assistive Technology as a mandatory field within the new Social Care Software system and add appropriate defaults.

Recommendation:

Care Health & Wellbeing Overview and Scrutiny Committee is asked to note and comment on the progress highlighted in the six - monthly update.

The Committee is asked to receive a further progress update in six months' time when the recommendations will have been further progressed.