



# *CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE AGENDA*

**Tuesday, 7 March 2023 at 1.30 pm in the Council Chamber- Civic Centre**

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From the Chief Executive, Sheena Ramsey

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Item	Business
1	<b>Apologies for absence</b>
2	<b>Minutes of last meeting</b> (Pages 3 - 6)
3	<b>Proposed Closure of Metro Interchange Surgery</b> (Pages 7 - 16)  Report – Ros Goode, Portfolio Manager, PCC (Gateshead) North East & North Cumbria Integrated Care Board
4	<b>Carers Support Update - Adults</b> (Pages 17 - 22)  Report and presentation of the Service Director, Quality Assurance & Commissioning (Gateshead Systems)
5	<b>Work to tackle Health Inequalities in Gateshead - Update</b>  Presentation by Edward O'Malley, Public Health Team
6	<b>CQC Assurance</b>  Verbal Update by Steph Downey, Service Director Adult Social Care
7	<b>OSC Work Programme</b> (Pages 23 - 26)  Joint Report of the Chief Executive and the Strategic Director, Corporate Services and Governance

Contact: Helen wade email [helenwade@gateshead.gov.uk](mailto:helenwade@gateshead.gov.uk), Tel: 0191 433 3993,  
Date: Monday, 27 February 2023

## GATESHEAD METROPOLITAN BOROUGH COUNCIL

### CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE MEETING

Tuesday, 31 January 2023

**PRESENT:** Councillor W Dick (Chair)  
Councillor(s): M Goldsworthy, J Wallace, J Gibson, P Diston, H Haran, D Robson, J Green, D Weatherley and A Wintcher

**IN ATTENDANCE:** Councillor(s):

**APOLOGIES:** Councillor(s): B Goldsworthy, R Mullen, I Patterson, P McNally, M Hall and S Potts

#### **CHW24 MINUTES OF LAST MEETING**

The minutes of the last meeting held on 6 December 2022 were approved as a correct record.

#### **CHW25 NHS DENTISTRY ACCESS UPDATE**

The Committee received a presentation from Stuart Youngman, Senior Primary Care Manager (Dental) North East and North Cumbria which provided an update on NHS Dentistry Access.

The presentation covered a summary overview of NHS Dentistry, an outline of the formally commissioned NHS Dentistry position in Gateshead and the continuing pressures and challenges.

The impacts of COVID-19, dental recruitment and retention, NHS dental contract and system reform, local risk mitigation actions and local risk mitigation actions were reported to Committee.

The next steps were outlined to the Committee as follows:-

- NHS Dentistry is still a recovering national and local system with continuing COVID-19 backlog pressures impacting that we will continue to pro-actively review and risk manage taking into account current national regulatory system and workforce operating constraints.
- Await the announcement of further national dental regulatory, workforce and system reforms during 2023 and review the impact that initial national reforms that were introduced from November 2022 are beginning to have?
- Review the impact of our locally introduced risk mitigation initiatives so that we can continue to use that learning to help keep our local NHS Dentistry service provision and access to care stabilised whilst we await further national dental system and workforce reforms.

- Continue to work and engage positively with all our local dental professional leads, newly emerging NHS Integrated Care Boards (ICBs) and wider partners to ensure we continue to explore all local opportunities to improve NHS Dentistry access for patients and influence the development of national system and workforce developments during 2023.

RESOLVED – That the information be noted

## **CHW26 HEALTHWATCH GATESHEAD UPDATE**

The Committee received a report and presentation by Yvonne Probert, CEO Tell Us North which provided an update on the range of work being carried out by Healthwatch Gateshead.

The report provided the Committee with an introduction to Healthwatch Gateshead, background on its work and a summary of leadership and decision making. It also outlined details on its staff and volunteers, sustainability and resilience and collaboration.

The report then outlined engagement, involvement and outreach work undertaken from February 2022 to January 2023 and details of current active work as well as looking ahead and next steps.

The work plan for the next year and the priorities for 2022/23 were outlined as:-

- Accessible Information Standards
- Keeping Warm
- Substance Misuse
- Health Literacy
- Veterans Mental Health
- Nutrition and
- Developing Youthwatch Gateshead

RESOLVED - i) That the information be noted  
 ii) The Committee supported the priorities for Healthwatch Gateshead for 2022/23 and look forward to receiving further updates in due course.

## **CHW27 SUBSTANCE MISUSE SERVICES**

The Committee received a report from the Director of Public Health which provided a brief overview of some of estimates of level of need for substance misuse services in Gateshead and detailed what services and interventions are available for Gateshead's adult residents.

The report provided a background to the Gateshead Recovery Partnership (GRP), a summary of prevalence and unmet need as well as details of treatment services available to clients, which are split into three elements:-

- Clinical support
- Treatment and Care Element, and
- Abstinence, Recovery and Wellbeing Element

The report also outlined Alcohol harms, partnership working and details of performance.

- RESOLVED -
- i) That the information be noted
  - ii) The Committee welcomed the report and look forward to receiving further updates in due course.

## **CHW28 ADULT SOCIAL SERVICES ENGAGEMENT TEAM (ASSET)**

The Committee received a report and case study presentation providing an update on the Adult Assessment Support and Engagement Team (ASSET) following the initial launch of the service in June 2021.

ASSET has a remit of providing an early signal driven intervention for residents experiencing chaotic lifestyles, multiple exclusions, and negative social outcomes. The focus of the team is to identify those at risk of entering Care Act arrangements at an earlier stage, whilst strengthening links with other agencies across Gateshead both statutory and non-statutory, as well as providing advice, information, and a higher level of signposting.

The Committee were advised that the ethos of the team is to provide an enabling, collaborative approach in which the person identified as needing support and those providing the support, work together to determine outcomes that draw on strengths and aspirations. This is relationship-based, solution focussed approach and co-ordinated with other parallel processes they may be involved in such as Safeguarding, ASB or other pathways. Colleagues in the service have a range of backgrounds including substance misuse, exploitation, mental health and safeguarding.

In the first 12 months the team have had 1896 referrals. Overarchingly ASSET have provide direct intervention in 1388 of their referrals, with the remainder being closed as inappropriate or reassigned to other LA functions.

- RESOLVED -
- i) That the information be noted
  - ii) The Committee will look forward to receiving further updates in due course

## **CHW29 WORK PROGRAMME**

The Committee received a report which set out the provisional work programme for the municipal year 2022/23.

Appendix 1 set out the work programme as it currently stands and highlights

proposed changes to the programme in bold and italics for ease of identification.

- RESOLVED -
- i) That the information be noted
  - ii) That further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider

**Chair.....**

**TITLE OF REPORT:**        **Proposal to Close Metro Interchange Surgery**

**REPORT OF:**                **North East and North Cumbria ICB**

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## **Summary**

The attached document provides the OSC with information regarding NE&NC ICB proposals to close the surgery at 5b New Century House, Jackson St, Gateshead and details of the proposed engagement process with patients and stakeholders.

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## **Proposal**

1. The North East and North Cumbria ICB have made the decision to close the surgery at the Metro Interchange , 5b New Century House, Jackson Street Gateshead following a review of the options for the future of the practice following the unexpected death of the sole contract holder.
2. A briefing setting out the position and the proposed engagement process with patients and stakeholders is set out in Appendix 1 to the report.
3. Ros Goode, Portfolio Manager – Primary Care Commissioning (Gateshead), North- East & North Cumbria Integrated Care Board, will be in attendance to set out the current position and respond to questions.

## **Recommendations**

4. The Committee is asked to note the information.

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**Contact:** Ros Goode

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## **METRO INTERCHANGE SURGERY, GATESHEAD PRACTICE CLOSURE / PATIENT DISPERSAL**

### **1. INTRODUCTION**

- 1.1** Metro Interchange Surgery (MIS) is a GP practice that delivers essential, additional and enhanced general medical services to a registered population of 2,911 as at 20 February 2023. The practice address is 5b New Century House, Jackson St, Gateshead NE8 1HR.
- 1.2** Dr Sayed Masroor Imam was the sole contract holder on the General Medical Services (GMS) contract until his unexpected death on 8 December 2022.
- 1.3** The GMS contract remained open for 7 days, from 8 December 2022, whilst Dr Imams personal representatives considered if they wanted a 28-day extension (as per regulations). The extension was not requested, and the GMS contract terminated at midnight on 15 December 2022.
- 1.4** An emergency Alternative Provider Medical Services (APMS) contract was put in place at short notice via an expressions of interest process with local practices. The emergency contract was awarded to Bridges Medical Practice, Trinity Health Centre, 24 West Street, Gateshead, NE8 1AD and commenced on 16 December 2022. The emergency contract is in place until 31 March 2023, however there was the opportunity to extend the contract by 9 months from 1 April 2023 should there have been a need for a procurement.
- 1.5** The purpose of this report is to provide information regarding the decision to close the practice from 1 April 2023 and to update on the engagement plan.

### **2. ICB REVIEW**

- 2.1** The ICB considered the following two options regarding the future of Metro Interchange Surgery:
  - To procure an APMS contract
  - To disperse the patient list

Details can be found below of the considerations made by the ICB in respect of these two options.

## 2.2 Procurement of an APMS Contract

- The ICB was able to extend the emergency contract by up to 9 months to allow a procurement to take place
- APMS contracts are time-limited, and cannot exceed 10 years in duration without formal approval
- A procurement exercise usually takes at least 6-9 months
- The cost of staff that are eligible for TUPE transfer may need to be covered by additional (transitional) funding
- The estimated annual cost of the contract would be approx. £480,124

### Benefits of procurement:

- Continuity of services for patients (who remain registered)
- Limited impact on local practices

### Risks of procurement / Mitigation:

Risks	Mitigation
No bidders at all	If a provider could not be found the ICB would need to consider another emergency contract or list dispersal
No bidder within financial envelope	
Quality of bidders means that there can be no successful contract award	
New contractor is unable to mobilise contract on time	
Risk of challenge to outcome of procurement exercise.	NECS to mitigate via internal processes.
Risk of patient and political challenge regarding possible change of provider	Communication with patients and stakeholders regarding decision made and reasons for decision.
Risk that procurement timeline is not abided by	Contingencies built into programme by NECS
Risk that leases cannot be agreed, or premises cannot be secured	Practice would occupy premises under a 'tenancy at will' until agreed
The procurement process is expensive and time consuming	No mitigation
There is a high failure rate of APMS contracts	To offer appropriate transition funds – this will be a cost pressure to ICB
The existing emergency contract holder does may not want to continue after 31 March 2023	Need to identify another emergency contract holder
Due to the length of time for a procurement, patients may seek to register with an alternative local practice	This would be patient choice but could be mitigated to some degree by regular comms and engagement

<b>Risks</b>	<b>Mitigation</b>
Patients may decide to register closer to home, therefore leaving a reduced list size and potential non-viability of contract	None - this would be patient choice

### 2.3 Dispersal of the practice list

- To determine if there was a strategic need for a practice to be re-commissioned
- The ICB would be responsible for any redundancy payments to staff and potentially rent on the existing lease
- The impact on local practices, capacity & demand, workforce and premises
- Where existing patients lived – see **Appendix 1**
- Which practices would most likely be allocated patients following practice closure based on their postcode – see **Appendix 2**
- The ratio of patients to GPs within all the practices identified as likely to be allocated patients – see **Appendix 3**

#### Benefits of dispersal:

- Patients could be offered a practice closer to home (in some instances)
- Patients uncertainty over their registered practice would be reduced
- Due to the area covered by existing patients, a number of practices would be allocated patients which reduces the impact on just one or two practices

#### Risks of dispersal / Mitigation:

<b>Risks</b>	<b>Mitigation</b>
Additional pressure on practices in the local area	Allocating a smaller number of patients across a greater number of practices.
Dispersed patients would attract a new patient registration fee in year 1 of registration - there would be a cost pressure to ICB (of approx. <b>£150k</b> )	No mitigation but a non-recurrent cost in Year 1. This would also be a cost where patients choose to register elsewhere.
Redundancy costs would be a cost pressure to the ICB as agreed in MoU and emergency contract (approx. <b>£70k</b> )	Staff may find alternative employment (some staff have already done this). This would be a non-recurrent one-off cost.
Due to the last man standing clause in the lease the ICB could be liable for costs of up to approx. <b>£140k</b> based on current rent.	Work with practices / PCN to identify another tenant for the premises. Already interest from practices and PCN.

### **3. LOCAL MEDICAL COMMITTEE**

- 3.1** The Local Medical Committee (LMC) supported list dispersal for the following reasons:
- The patients would be dispersed across a number of practices
  - Patients would be allocated based on practices' ability to take them on
  - A procurement may not be successful based on a reduction of patients

### **4. OUTCOME OF ICB REVIEW**

- 4.1** On 26 January 2023, Gateshead Senior Leadership Team recommended dispersal to go for final approval via ICB Executive in February.
- 4.2** On 14 February 2023, North East and North Cumbria ICB gave final approval for dispersal. The approval was based on:
- Patients would be dispersed across a number of practices based on where they live, therefore limiting the impact on any one practice
  - Patients would be allocated to practices based on their ability to take them on in terms of staff and premises
  - Understanding that a procurement may not be successful based on the list size
  - Taking into consideration the reduction of patients linked to where existing patients are choosing to register due to the uncertainty of the practice
  - The ICB providing support with registrations and medication reviews as a result of dispersed patients

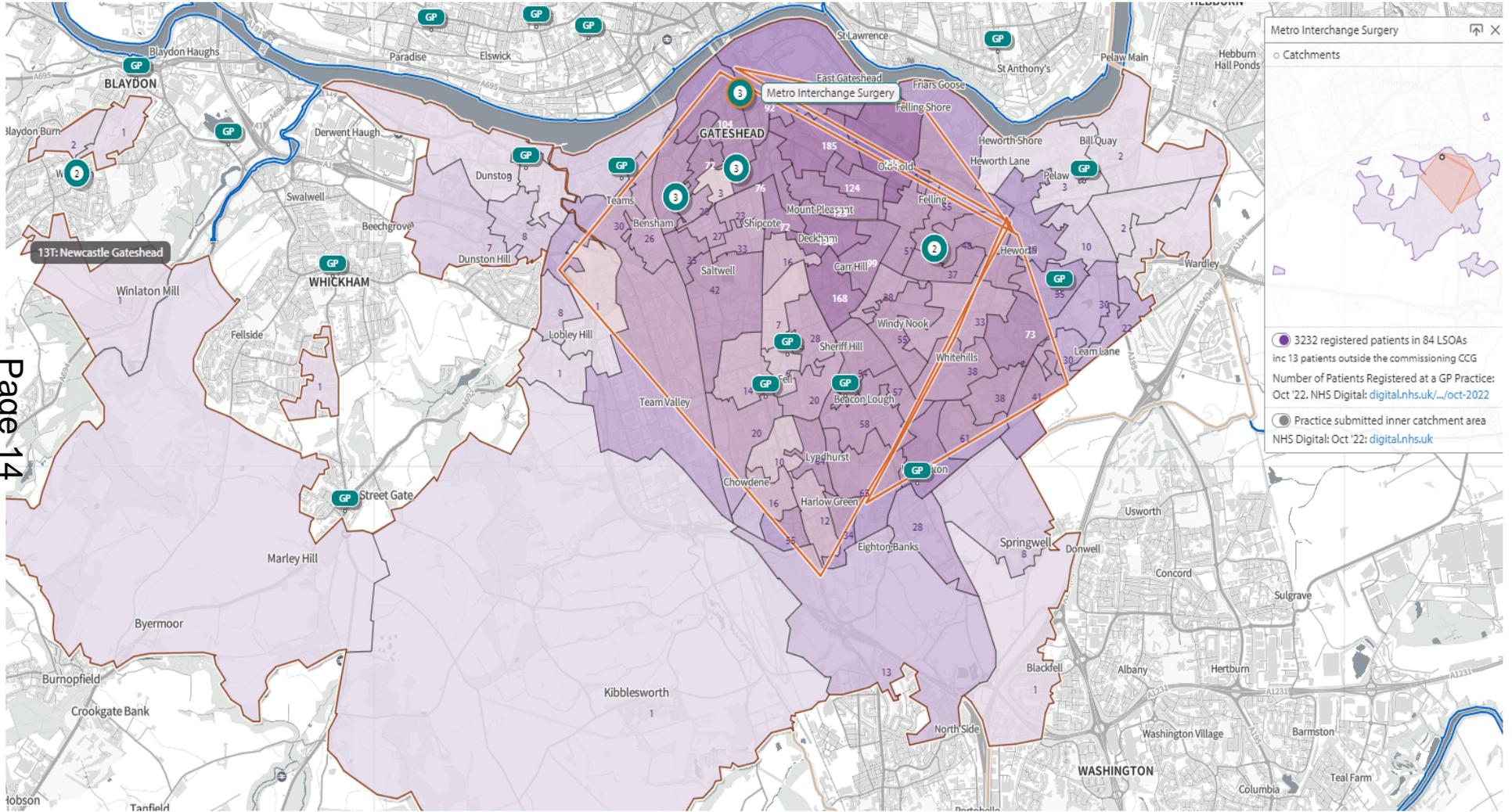
### **5. COMMUNICATIONS AND ENGAGEMENT**

- 5.1** A communications and engagement plan has been produced to:
- Inform patients of the situation and to reassure them that services will continue to be provided
  - Offer patients the opportunity to seek clarification about any concerns or queries
  - Meet NHS legal duties for engagement, equality and best practice in engagement and communications
- 5.2** Patient Letter 1: A letter was sent to over 16s in the household (with a paragraph asking them to ensure that all members of the household registered with these practices are aware of its content) in December 2022. This included details of the situation with Dr Imam and the emergency contract provider. Patients were advised that they did not need to register elsewhere, and a further update letter would be sent once we knew the future of the practice. The practice and HealthWatch were provided with a list of Q&As to help deal with any queries from patients

- 5.3** Patient Letter 2: A letter was sent to all registered patients in February 2023, advising them that Metro Interchange Surgery would close on 31 March 2023. Patients were told they did not need to take action as they would be allocated a local GP practice; however they were informed of their right of choice and that they were able to re-register with another practice if they wish. They were informed a further letter would be sent advising them of their allocated GP practice. Again this letter was shared with the practice and HealthWatch and Q&As were provided.
- 5.4** Patient Letter 3: A further patient letter will be sent to patients in March 2023, advising them which GP practice they have been allocated to and providing details of their right to choose any local GP practice to register with.
- 5.5** Media relations will be conducted by the NENC ICB communications team. Stakeholder engagement is being undertaken by NENC ICB Primary Care Team and Gateshead Council. During February 2023 the following stakeholders have received updates via email / letters:
- Overview and Scrutiny Committee
  - Health and Wellbeing Board
  - Healthwatch
  - LMC
  - GP practices / PCNs in the Gateshead area
  - Local Ward Councillors
  - MP
- 5.6** Further engagement will take place towards the end of March 2023 to inform key stakeholders of the closure of the practice (see timeline below).

**Ros Goode**  
**Portfolio Manager – Primary Care Commissioning (Gateshead)**  
**North East & North Cumbria ICB**  
**23 February 2023**

# APPENDIX 1: PATIENTS REGISTERED BY LSAO (NHS DIGITAL OCT 22)



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## APPENDIX 2: PATIENT ALLOCATION BASED ON POST CODE

The table below shows the practices that would be allocated patients based on their postcode. Further work is underway to discuss this with practices and ensure they can take on additional patients linked to workforce and premises.

Patients may choose to register at an alternative practice.

<b>PRACTICE</b>	<b>POST CODE</b>	<b>NO. PTS</b>
Pelaw Medical Practice	NE10 0	516
Longrigg Medical Centre	NE10 8	292
Crowhall Medical Centre / St Albans Medical Group	NE10 9	303
Glenpark Medical Centre	NE11 0	60
Second Street / Bensham Family Practice / Teams	NE8 2	35
Fell Cottage Surgery / Fell Tower Medical Centre	NE9 5	281
Beacon View Medical Centre	NE9 6	354
Wrekenton Medical Group	NE9 7	313
Oxford Terrace / Central / Millennium / Bridges / Bewick	NE8 1&3	860
Bewick Road	NE8 4	194
Sunniside Surgery	NE16 5	2
Oldwell Surgery / Hollyhurst Medical Centre	NE21 4	2
Chainbridge Medical Partnership / Blaydon Practice	NE21 5&6	2
Out of Area (not Gateshead)		18
	<b>TOTAL</b>	<b>3232*</b>

*\* The patient list size was 3,232 as at 01 October 2022 and we are aware this has reduced to 2,911 as at 20 February 2023.*

**APPENDIX 3: RATIO OF PATIENTS TO GP'S WITHIN PRACTICES IDENTIFIED AS RECEIVING MORE THAN 30 PATIENTS IF MIS LIST WAS DISPERSED**

<b>Practice Code</b>	<b>Practice</b>	<b>List Size (Oct22)</b>	<b>WTE GPs (Nov22)</b>	<b>Patients per WTE GP</b>
A85001	Fell Tower Medical Centre	7,492	6.89	1087.37
A85002	Bensham Family Practice	3,964	1.20	3303.33
A85004	Longrigg Medical Centre	10,559	8.32	1269.11
A85005	Oxford Terrace & Rawling Road	16,204	18.37	882.09
A85006	Glenpark Medical Centre	9,107	11.56	787.80
A85007	Fell Cottage Surgery	8,167	4.99	1636.67
A85009	Crowhall Medical Centre	6,101	1.03	5923.30
A85011	St Albans Medical Group	7,460	6.16	1211.04
A85013	Millennium Family Practice	3,653	0.89	4104.49
A85016	Wrekenton Medical Group	11,262	8.75	1287.09
A85017	Bewick Road Surgery	7,153	4.92	1453.86
A85019	Central Gateshead Medical Group	10,553	8.00	1319.13
A85021	Second Street Surgery	4,068	2.21	1840.72
A85023	Teams Medical Practice	5,655	6.65	850.38
A85026	Beacon View Medical Centre	5,112	6.11	836.66
A85611	Pelaw Medical Practice	5,409	4.98	1086.14
A85614	Bridges Medical Practice	6,339	3.10	2044.84

**CARE HEALTH & WELLBEING  
OVERVIEW AND SCRUTINY  
COMMITTEE  
7 MARCH 2023****TITLE OF REPORT: CARER SUPPORT - ADULTS****REPORT OF: Lynn Wilson – Service Director, Quality Assurance & Commissioning (Gateshead System)**

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**SUMMARY**

Support for Adult Caregivers in Gateshead is provided by two commissioned services, **Gateshead Carers Association** and **Carers Trust Tyne and Wear**. These services are two elements of a three-part Carers contract, which commenced on 1<sup>st</sup> May 2019 and expires on 30<sup>th</sup> April 2024. The contract, which also includes services for Young Carers provided by Carers Trust Tyne and Wear, is jointly funded by Gateshead Council and North East & North Cumbria Integrated Care Board (ICB).

Gateshead Carers Association provide a range of support services for adult caregivers over the age of 18 years. Support includes, completing carer assessments, 1 to 1 confidential carer wellbeing support, carer wellbeing fund, a carers café, tailored support for young adult carers aged 18-25 years, carer support groups and activities, telephone befriending service and a holiday home in Cumbria.

Carers Trust Tyne and Wear provide the Carer Relief Service for adult caregivers up to a total maximum of 400 hours per week. This service offers up to 4 hours per week replacement care to allow caregivers a break from their day-to-day caring responsibilities. There are 3 key elements to this service:

- Providing practical support e.g., shopping, household tasks and meal preparation.
- Providing personal care e.g., personal hygiene, medication prompting and dressing.
- Providing social care e.g., help with bill paying, support to access training or local facilities.

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**Purpose of Report**

**To update Overview and Scrutiny Committee (Care Health & Wellbeing) on progress of the Adult Support services for Carers, commissioned by Care Wellbeing and Learning.**

**Background**

Data for the first three quarters of 2022/23 (1<sup>st</sup> April 2022 – 31<sup>st</sup> December 2022) from **Gateshead Carers Association** identified a total of 1163 adult caregivers who were supported during this period.

A total of 403 new caregivers were referred and supported from April 2022 to December 2022, of which 73% were female and 27% male; 55% of the referrals were for caregivers aged 36 to 65 years and 19% were aged 66 to 80 years.

Further data from **Gateshead Carers Association** for this period can be broken down as follows:

The referral sources for the 403 new caregivers accepted during the period from April 2022 to December 2022 were:

Self-Referral/Family- 62%

Voluntary Sector Organisations – 14%

Substance Misuse Service – 10%

GP's – 6%

Other – 6%

Gateshead Council Adult Social Care – 6%

Hospital – 2%

NHS Service – 2%

Gateshead Council Children's Service – 1%

Children & Young People's Service (CYPS) – 1%

During the period from April 2022 to December 2022 the following interventions and support were recorded for all caregivers:

<b>Intervention/Support Activities</b>	<b>No. Activities</b>
Initial Carer Assessments Completed	1163
Support (Wellbeing) Plans Completed	1160
In-house Befriending Service	46 Hours of support
Wellbeing Fund Applications	599
Group Activities	63
Promotional Work, inc., Community Awareness Raising	26
Weekly Carers Café (4-6 attendees per session)	36
Weekly Creative Minds/Our Story Workshop (4-6 attendees per workshop)	16

With regards to the Wellbeing Fund, which includes access to the holiday home, all 599 applications made during this period were accepted. The fund provides a discretionary, once a year maximum payment of £200 for caregivers supported by GCA providing more than 15 hours support per week. The total value of Wellbeing Fund payments for the period was £119,800.00.

In terms of measuring performance and outcomes, Gateshead Carers Association work with individual caregivers to review identified goals in the tailored wellbeing plans. The following performance data covers the period April 2022 to December 2022:

Measuring Outcomes (Complete on a quarterly basis)	Aggregated % (Increase % from when started)
Developing, maintaining or regaining positive nutrition (e.g.: diet, eating and drinking, cooking, shopping).	20.66
Developing, maintaining or regaining improvements in their physical health.	28.64
Developing, maintaining or regaining improvements in their emotional health.	45.31
Developing, maintaining or regaining improvements in their mental health.	37.5
Developing and improving sleep routines and the quality of sleep	42.39
Developing, maintaining or regaining their self-esteem and confidence.	34.18
Developing, maintaining or regaining relationships and friendships, reducing isolation and improving social inclusion.	30.49
Developing, maintaining or regaining access to school or college.	92.31
Developing, maintaining or regaining access to work, training or volunteering opportunities.	55.1
Developing, maintaining or regaining progression to achieve identified goals or aspirations including educational.	29.91
Partaking in recreational activities.	31.16
Attending appointments.	18.18
Improving social inclusion.	31.16
Developing, maintaining or regaining coping mechanisms to support their caring responsibilities.	29.89
Support in relation to any excessive or inappropriate caring responsibilities that impact on their health and wellbeing.	38.11

Further information on outcomes were also captured in the 2022 Annual Report:<sup>1</sup>

Quality is also measured through feedback from caregivers who receive support:

*You really cheer me up. You don't realise you do it but you care and it is nice to talk to you. My family don't seem to understand she is not better, but you listen and do not judge. I sometimes feel alone and you help with that. I really enjoy our chats. Thank you.*

*You have helped me tremendously over the past few years, wouldn't have known where to turn to*

*A fab service that is excellent at meeting the needs of the people of Gateshead!*

*Your calls really make my day. Thank you.*

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<sup>1</sup> [Our impact | Gateshead Carers Association](#)

*Thank you so much for all of your help, as recent arrivals to the UK our children have very little. We are very thankful.*

*Your telephone call was the tonic I never knew I needed. Thank you so very much for being so kind. I told my husband about the grant applications and he burst into tears at the kindness. We're really looking forward to being able to have a working tumble dryer. It really is the small things.*

*Sometimes I wonder if you guys realise how good you are. You kept me right from (cared for Name) going into hospital and avoided another catastrophe trying to look after her. I really appreciate that support.*

*I don't know what I would have done without you. You're a godsend. Thank you. You always make my day better.*

*Thank you so much Gateshead Carers for your assistance for me on the Carers Grant fund and for the lovely phone calls. I sincerely appreciate it.*

Data from **Carers Trust Tyne and Wear** for the Carer Relief service is received in 4 weekly returns, data from 4<sup>th</sup> April 2022 to 8<sup>th</sup> January 2023 can be broken down as follows:

<b>Weekly Start Date</b>	<b>No. of Clients</b>	<b>Min &amp; Max Support Hours</b>	<b>No. receiving 0 hours support*</b>	<b>New Clients</b>
4 <sup>th</sup> April 2022	95	4 - 16	16	3
2 <sup>nd</sup> May 2022	85	2 - 16	12	6
30 <sup>th</sup> May 2022	87	2 - 16	8	3
27 <sup>th</sup> June 2022	82	2 - 16	5	4
25 <sup>th</sup> July 2022	86	2 - 16	10	4
22 <sup>nd</sup> Aug 2022	87	2.5 - 16	12	5
19 <sup>th</sup> Sept 2022	86	4 - 16	8	4
17 <sup>th</sup> Oct 2022	88	4 - 16	10	2
14 <sup>th</sup> Nov 2022	84	4 - 16	12	3
12 <sup>th</sup> Dec 2022	82	4 - 16	9	0

\*Reasons for 0 hours support include: hospitalised, respite and service no longer required.

In terms of measuring performance and outcomes, Carers Trust Tyne and Wear work with individual caregivers to complete an assessment and review identified goals in the cared for person's care and support plan.

The following outcomes for caregivers supported by Carers Trust Tyne and Wear were captured in the report, "Relief care services during the pandemic, the value of breaks from caring and the impact of the loss of these services" Hough J, April 2022<sup>2</sup> :

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<sup>2</sup> [New Research into Support for Unpaid Carers During the Pandemic | Carers Trust Tyne and Wear \(carerstrusttw.org.uk\)](https://www.carerstrusttw.org.uk)

Carers Trust Tyne and Wear has helped me:					
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
Have a better quality of life	23%	53%	25%	0	0
Feel less lonely or isolated	29%	45%	24%	0	2%
Improve my wellbeing	25%	48%	28%	0	0
Look after my mental health	23%	44%	33%	0	0
Look after my physical health	15%	44%	35%	3%	0

Overall, the Carer Relief Service helped to improve carers' health, well-being and quality of life, and increase their social connectedness. Around three quarters of the carers surveyed said that they had a better quality of life (76%), felt less lonely or isolated (74%) and had improved well-being (73%) as a result of receiving the Carer Relief Service. Two thirds (67%) said that the service had helped them to look after their mental health, and over half (59%) their physical health. Only three people disagreed with any of these statements.

Quality is also measured through feedback from caregivers who receive support:

*Always Caring, friendly and provide fantastic level of support.*

*Four hours a week when I can switch off and not worry about my husband, knowing he has someone kind and caring keeping him company . All my contact with the service has been positive.*

*We don't worry at all when she is being looked after as we know she getting great care. Warm and Caring staff – all lovely.*

*Thank you so much for all your kindness and support you gave me I am very grateful for you did for A.*

*its given me back that elusive gift of freedom, because without them I wouldn't have the freedom I do enjoy. Its invaluable time. It means I can go away and leave my wife and know I have nothing to worry about, I know she will be perfectly well looked after.*

*We had that feeling of ; the cavalry's not coming , you have to get on and do it. During the pandemic we were having to rely on ourselves. Al our support networks disappeared apart from Carers Trust.*

Comprehensive annual quality inspections have also been completed for both Gateshead Carers Association (13<sup>th</sup> December 2022) and Carers Trust Tyne and Wear (27<sup>th</sup> January 2023).

## Recommendations

1. The Overview and Scrutiny Committee is asked to accept the content of this report and refer any questions to the Commissioning Officer for further clarification.

**Contact:**

Carl R Taylor

Ext

2463

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**TITLE OF REPORT:** Annual Work Programme

**REPORT OF:** Sheena Ramsey, Chief Executive  
Mike Barker, Strategic Director, Corporate Services and  
Governance

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### Summary

The report sets out the provisional work programme for the Care, Health and Wellbeing Overview and Scrutiny Committee for the municipal year 2022/23.

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1. The Committee's provisional work programme was endorsed at the meeting held on 14 June 2022 and Councillors have agreed that further reports will be brought to future meetings to highlight current issues / identify any changes/additions to this programme.
2. Appendix 1 sets out the work programme as it currently stands and highlights proposed changes to the programme in bold and italics for ease of identification.

### Recommendations

3. The Committee is asked to
  - a) Note the provisional programme;
  - b) Note that further reports on the work programme will be brought to the Committee to identify any additional policy issues, which the Committee may be asked to consider.

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**Contact:** Angela Frisby

**Extension:** 2138

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<b>Draft Care, Health and Wellbeing OSC Work Programme 2022-23</b>	
<b>14 June 2022 1.30pm</b>	<ul style="list-style-type: none"> <li>• <b>Performance Management and Improvement Framework- Year End Performance 2021-22</b></li> <li>• <b>CQC Assurance Framework</b></li> <li>• <b>Results of Covid 19 Survey</b></li> <li>• <b>OSC Work Programme</b></li> </ul>
<b>13 September 2022 5.30pm</b>	<b>Meeting Cancelled</b>
<b>25 October 2022 1.30pm</b>	<ul style="list-style-type: none"> <li>• <b>Workforce and Digital inclusion - Place - based approaches</b> (including health and care recruitment)</li> <li>• <b>CQC Assurance Framework - Update</b></li> <li>• <b>Social Services Annual Report on Complaints and Representations – Adults (bf from Sept mtg)</b></li> <li>• <b>ICS/Gateshead place focus(bf from Sept mtg)</b></li> <li>• <b>Health and Wellbeing Board / Better Care Fund –Update</b></li> <li>• <b>OSC Work Programme</b></li> </ul>
<b>6 December 2022 1.30pm</b>	<ul style="list-style-type: none"> <li>• <b>Performance Management and Improvement Framework – Six Month Update</b></li> <li>• <b>Update on Primary Care Networks / Work to Attract and Retain a multi professional health workforce in Gateshead/ Access to GP appointments during transition out of Covid</b> (focusing on how different practices manage demand that they cannot fulfil; same-day appointments only; in person and phone appointments; access barriers to appointments via landline, mobiles and online booking and any particular groups experiencing difficulty securing appointments)</li> <li>• <b>Annual Report of Local Adult Safeguarding Board and Business Plans &amp; emerging priorities (bf from Sept mtg)</b></li> <li>• <b>OSC Work Programme</b></li> </ul>
<b>31 January 2023 1.30pm</b>	<ul style="list-style-type: none"> <li>• <b>Substance / Alcohol Misuse and Support available to residents – Update/ Asset case studies – links to Poverty and Inequality</b> to include wider support – eg help with housing and jobs whilst/ once addiction being addressed)</li> <li>• <b>Healthwatch Gateshead -Update</b></li> <li>• <b>Dental Services for Adults -Progress Update</b></li> <li>• <b>OSC Work Programme</b></li> </ul>
<b>7 March 2023 1.30pm</b>	<ul style="list-style-type: none"> <li>• <b><i>Proposed Closure of Metro Interchange Surgery</i></b></li> <li>• <b>Carers Support update</b></li> <li>• <b>Work to tackle Health Inequalities in</b></li> </ul>

	<b>Gateshead – Update</b> <ul style="list-style-type: none"> <li>• <i>CQC Verbal Update</i></li> <li>• <b>OSC Work Programme</b></li> </ul>
<b>18 April 2023</b> <b>1.30pm</b>	<ul style="list-style-type: none"> <li>• <b>Health and Wellbeing Board – Update</b></li> <li>• <b>Community Mental Health Transformation – Update</b></li> <li>• <i><b>Specific Health Conditions Commonly Affecting Minority Communities in Gateshead (eg sickle cell disease, Tay-Sachs and haemophilia) (to focus on how well trained/ equipped local health services are to respond)</b></i></li> <li>• <b>OSC Work Programme</b></li> </ul>

**Issues to slot in –**

- **The Newcastle and Gateshead Persistent Physical Symptoms Service (PPSS) – part of OSC 2023-24 work programme – June 2023 mtg**
- ***Home Care Transformation/ Standards – for OSC 2023-24 work programme***
- **The new LPS (Liberty Protection Safeguards) Update**
- **Updates on ASC White Paper**
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