

GATESHEAD METROPOLITAN BOROUGH COUNCIL
GATESHEAD HEALTH AND WELLBEING BOARD MEETING

Friday, 21 July 2023

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| PRESENT | Councillor Lynne Caffrey | Gateshead Council (Chair) |
| | Councillor Bernadette Oliphant | Gateshead Council |
| | Councillor Bill Dick | Gateshead Council |
| | Councillor Gary Haley | Gateshead Council |
| | Councillor Jane McCoid | Gateshead Council |
| | Councillor Martin Gannon | Gateshead Council |
| | Councillor Paul Elliott | Gateshead Council |
| | Alice Wiseman | Gateshead Council |
| | Claire Wheatley | Northumbria Police |
| | Lisa Goodwin | Connected Voice |
| | Steve Thomas | Tyne & Wear Fire and Rescue |

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| IN ATTENDANCE | Alison Dunn | Gateshead CAB |
| | Amy Davies | Gateshead Council |
| | Dale Owens | Gateshead Council |
| | Joanna Clark | Gateshead Health FT |
| | John Costello | Gateshead Council |
| | Kirsty Sprudd | NENC ICB |
| | Lynn Wilson | NENC ICB |
| | Nicola Allen | CBC Health Federation |
| | Nicola McDougal | CSB Health Federation |
| | Peter Wright | Gateshead Council |
| | Philip Hindmarsh | Gateshead Council |
| | Vicky Sibson | Gateshead Council |
| | Yvonne Probert | Healthwatch Gateshead |

HW24 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Jonathan Wallace, Cllr Leigh Kirton, Cllr Michael McNestry, Cllr Pamela Burns, Dr Mark Dornan, Helen Fergusson and Stephen Kirk.

HW25 MINUTES

RESOLVED:

- (i) That the minutes of the meeting held on 9 June 2023 be approved.
- (ii) That the action list update be noted.

Matter arising: The Chair reminded the Board that the assurance sub-group of the Health & Wellbeing Board is seeking expressions of interest for membership; Board members were encouraged to sign up if they have not already done so.

HW26 DECLARATIONS OF INTEREST

RESOLVED:

- (i) That there were no declarations of interest.

HW27 UPDATES FROM BOARD MEMBERS

The Board received verbal updates from members as follows:

- The Healthwatch Gateshead Annual Report 2022-23 has been published; a copy of the report was appended to the agenda pack for information. It was agreed that an update report on the future priorities for Healthwatch Gateshead would be scheduled for a future meeting.
- The NENC Joint Forward Plan is being developed; Lynn Wilson advised the Board that the the draft plan is currently being consulted upon. The Board were reminded that they would be invited to take part in the consultation via separate MS Teams meetings in August and also on the 4th September.
- Dale Owens advised the Board that Nicola Bailey had been appointed as the Safeguarding Adults Board Chair.
- Lisa Goodwin noted that the voluntary sector compact is being refreshed and it was agreed to bring an item on the compact to a future Board meeting.
- Joanna Clark highlighted that as part of the NHS 75th anniversary, an open day had taken place within the Trust and that this had been well attended. The Board also noted an update on the impact of the doctors strikes at the QE, it was acknowledged that these strikes have been challenging for both staff and patients due to some planned work being stood down.
- The Citizen’s Advice Bureau in Gateshead is now open 7 days per week.

RESOLVED:

- (i) That the Board note the updates provided.

**HW28 A NEW HOME IMPROVEMENT AND ASSISTANCE SERVICE FOR GATESHEAD
- PETER WRIGHT**

The Board received a report seeking support for proposals regarding the implementation and development of a new ‘home improvement and assistance’ service for Gateshead.

From the report, the Board were provided with information relating to the new service as follows:

- A single, multidisciplinary, and in-house team will be responsible for the whole end-to-end adaptations process and providing a person-centred, tenure blind service.

- The team will comprise of case managers, OT's, technical expertise and administrative support.
- It would have increased capacity, with staffing proposals and levels based on current demand, and an assessment of the required skills needed for service improvement.
- Additional staffing costs could be met from capitalisation, and therefore would be unlikely to impact on the General Fund.
- A near total redesign of job roles and responsibilities requiring organisational change.
- Potential additional roles will include handypersons, a social prescriber, resettlement, and hospital discharge roles.
- There will be a development of links with the Council's current supporting independence team based in Building Cleaning Services.
- There is a proposed redesigned workflow, with the home improvement and assistance service (or HIA) being the first point of contact, undertaking triage, visits, and assessment, post visit activities, and obtaining customer feedback.
- A systems-based approach will be taken wherever possible to reduce cost, ensure better efficiency and performance.

It was highlighted that the new service would also have 22 employees, an increase on the current adaptations team of 8.2 full time equivalent posts. It was explained that this increase would be met using a mix of existing staff and new recruitment.

The Board commented that the new service meets the ethos of the Health & Wellbeing Board in being person-centred; Board members also noted that an improvement plan will be produced to address the backlog of residents waiting for an assessment for adaptations to their homes.

A further comment was made noting that patients who have adequate home adaptations can receive more efficient care from district nurses within their homes.

RESOLVED:

- (i) That the Board supported the proposals to establish a new home improvement and assistance service in Gateshead.
- (ii) That the Board requested an update report on the progress being made in implementing the new service at a future meeting.

HW29 SPECIALIST & SUPPORTED HOUSING NEEDS ASSESSMENT & STRATEGY - VICKY SIBSON AND AMY DAVIES

The Board received a presentation and report providing an update on a proposed new 'Specialist and Supported Accommodation Needs Assessment and Strategy'. Feedback and endorsement from the Board was sought prior to the strategy being

presented to Cabinet in September 2023.

The Board were advised that consultants Housing LIN were commissioned to undertake specialist and supported housing needs assessment strategy; it was reported that the needs assessment scope included older people (aged 55+), people with a disability and people experiencing or at risk of homelessness. The Board were provided with a summary of findings from the research and consultation for information.

It was highlighted that the strategy will aim to engage with:

- Housing organisations that provide supported, specialist and mainstream housing.
- Support and care organisations that provide supported housing services.
- Community organisations in Gateshead with an interest in specialist and supported housing.

From the presentation, the Board noted that the strategy will sets out five aims and incorporate a delivery plan that sets actions against each aim to ensure need/demand is met. The five aims were presented as follows:

1. To develop and enable the provision of a wide range of homes, including supported and specialist homes, that are suited to the needs of an ageing population.
2. To commission and develop a range of specialist and supported housing, with associated care and support services, that enable adults with longer term care and support needs to have a home in the community.
3. To commission and develop a range of specialist and supported housing, with associated support services, for young people and adults who are homeless, or who are at risk of homelessness; and homes for young people who are care experienced.
4. To enable and provide a range of accessible and adapted homes suited to the needs of people with physical disabilities and/or long-term conditions.
5. To maintain and raise the standard and quality of supported housing services.

The Board were advised that officers will further develop joint working between housing, health, social care and commissioning to deliver the aims of the strategy. It was also explained that there will be engagement with partners to share the needs assessment and strategy to encourage joint working and to develop plans for implementing the strategy over the next 12 months.

The Board expressed its support to the aims of the strategy; a comment was made noting that it provides an opportunity for innovation. A discussion also took place on the “home first” model for adult social care in Gateshead; it was noted that improvements to supported housing would support residents to live more fulfilling lives.

RESOLVED:

- (i) That the Board endorsed the draft specialist and supported

- accommodation needs assessment and strategy.
- (ii) That the Board endorsed an annual review of the needs assessment to monitor and assess demand.
 - (iii) That the Board endorsed the development of a joint plan between health, housing and social care for the implementation of the identified accommodation needs plan.

HW30 HEALTH DETERMINANTS RESEARCH COLLABORATION GATESHEAD - EDWARD O' MALLEY

The Board received a presentation providing an update on the Health Determinants Research Collaboration in Gateshead.

The Board acknowledged that the HDRC was a complex and multi-faceted initiative and endorsed the aims and objectives of the collaboration. The Board also noted that the research collaboration would support and help with the system's understanding of deprivation across Gateshead and also endorsed the proposals that are 'resident centric'. A comment was made noting that the involvement and input from the community and voluntary sector was important.

RESOLVED:

- (i) That the Board noted the update.

HW31 WORKFORCE AND WORKFORCE DEVELOPMENT - NICOLA MCDUGAL

The Board received a presentation from Nicola McDougal providing an update on Workforce and Workforce Development across the CBC Health Federation in collaboration with partners from across the Gateshead Cares Workforce Partnership.

The Board received updates on the 'Step Into Work' scheme and the new health and care summer school being run throughout August. The Board noted that retention of staff was a key priority across the sector; it was also noted that there is to be a development of career progression routes for new and existing staff.

From the presentation, the Board also received an update on the 'Flexible Workforce Hub' which aims to provide cover to fill short term workforce gaps across Gateshead's 25 GP Practices.

RESOLVED:

- (i) That the Board noted the update.

HW32 GATESHEAD CARES SYSTEM BOARD UPDATE - MARK DORNAN / ALL

RESOLVED:

- (i) That the Board noted the update.

HW33 GATESHEAD BETTER CARE FUND SUBMISSION 2023-25 - JOHN COSTELLO

The Board received a report providing the Better Care Fund (BCF) Plan submission

requirements for 2023-25 and the submission documents for retrospective endorsement.

RESOLVED:

- (i) That the Board endorsed the 2023-25 BCF submission for Gateshead.

HW34 NENC JOINT FORWARD PLAN

RESOLVED:

- (i) That the Board noted the item for information.

HW35 HEALTHWATCH ANNUAL REPORT 2022/23

RESOLVED:

- (i) That the Board noted the item for information.

HW36 PHARMACY NOTIFICATIONS FROM NHS ENGLAND

RESOLVED:

- (i) That the Board noted the item for information.