

# **Report to Council – Councillor Josh Fenton-Glynn**

## **Adult Services and Wellbeing**

### **Introduction**

Following the Council meeting in February, this report covers a shorter timeframe than normal. However as is the case with Adult Social Care and Wellbeing Services, the level of activity across the Directorate on a day-to-day basis together with a number of longer-term developments reflects the diversity challenge we face and how we are addressing this. This is therefore just a snapshot of recent progress.

This report also marks a year of my being in post and I wanted to put on record the truly excellent team I work with in Adult's Health and Wellbeing. It hasn't been an easy time, but during this period we have not only responded to day to day difficulties, but also looked forward to projects like the Age Friendly community and Dementia and Disability Centres of Excellence.

### **National day of reflection**

Today's council meeting will be on the same day as the national day of reflection for coronavirus. Having taken over this brief during the COVID crisis I have to pay tribute to the truly remarkable professionalism and resilience that our staff in care have shown. I am proud to work with them every day.

### **Bridge House**

During the pandemic CQC scheduled Inspections and in person quality monitoring visits could not take place and as a result of the devastating effects of the pandemic, providers have struggled to maintain quality standards. As CQC Inspections and quality visits have been re-instated we are now seeing the impact of this. An example of this is Bridge House residential care home which provides personal and nursing care for up to 66 older people. The care home accommodates people across three separate floors, each of which has separate adapted facilities. The first floor supports people who need residential support. The second floor supports people who need nursing care. The third floor supports people who are living with dementia.

This service was inspected in August 2021 and received an 'Inadequate' inspection rating, including some breaches of legal requirements in relation to safe care and treatment. Following the inspection CQC issued a Notice of Decision (NoD) under Section 31 of the Health and Social Care Act 2008, to impose conditions on the provider's registration. Whilst this outcome is regrettable, I would like to share how this situation has now been turned around through a partnership approach with Council staff working together with staff from the Clinical Commissioning Group (CCG) and the care home owners (Fisher Group Care).

The remedial work included a multi-disciplinary action plan, weekly assurance contract meetings and staff from the local authority Safeguarding Team, Quality Team and CCG Quality Team were onsite daily for a number of weeks to ensure all residents were safe and cared for. Fisher Group Care also appointed an additional 3 senior staff to lead the service improvements and a dedicated clinical lead as well as increasing the number of nursing staff within the home.

Bridge House was re-inspected in January 2022 achieving an overall rating of 'Good'.

In their report CQC included some feedback from relatives and residents;

People were complimentary of the care and support they, or their relatives received. One person told us staff were "Always friendly and caring and helpful." A relative of a person who had moved into the home from another service said, "It's so different here. They (staff) love (person) and (person) loves them."

One relative, who had previously been concerned about the quality of care at Bridge House said, in an email to the provider, how much they had looked forward to telling CQC how much the service had improved. They said, "I know you (the provider) do everything possible to make (relative) feel safe, comfortable and cared for. For the last few months, I've noticed a lot of positive changes. I feel my (relative) is in safe, capable and kind hands from the carers to the nurses, I can honestly say that there's nowhere else I would want my (relative) to be."

The LA, CCG and the provider met together following the CQC inspection outcome to consider and reflect on learning from the situation. A Lessons Learnt action plan has been developed to support future planning and ways of working. As part of this a temporary Multi-Disciplinary Support Team is being established to offer quality improvement support to providers who may be adversely impacted by the pandemic and other pressures.

This result of this massive team effort is that the home has recovered from the potential threat of closure (by regulatory action), and families, residents and staff feel reassured. The provider reported that they felt 'supported and not policed' and that the support was invaluable. This is a real example of some the brilliant achievements of our teams and what can be achieved through collaborative working with providers.

## **Integrated Commissioning, Contracts and Quality Update March 2022**

As part of our ongoing work as a council we are involved in a number of large scale commissioning projects of buildings and services across the council. I have been really proud to visit some and wanted to give you a flavour of some of the work we have done.

### **1. Railway Bridge View Extra Care Scheme**



Extra care schemes are designed to meet the diverse needs of older people. Railway Bridge View is being developed by Home Group to provide 65 purpose-built apartments in Brighouse, including 5 shared ownership apartments. The scheme is designed to meet the needs of people with dementia, ensuring that they are safe and attractive environments to help maintain independence and community participation.

When the build is completed, time will be required to furnish the communal areas and to allow staff to be inducted on site. Tenant move ins will be scheduled from Spring 2022.

Home Group are agreeing a designated show apartment so visits from prospective tenants can take place from late March 2022.

We continue to have a very good working relationship with Roche Healthcare the appointed support provider for RBV and continue to work with them in preparation to support tenants to move into their apartments early in 2022.

Monthly Project Groups, Implementation Groups, Communication Groups and Allocation Panels take place to ensure that all elements of the development are managed. A communications plan has also been developed in preparation for the launch of the apartments. This covers internal promotion with social care colleagues and external promotion with the public and prospective tenants.

Do date 16 people have agreed tenancies at RBV and allocations panels take place fortnightly to ensure referrals are assessed quickly.

## **2. Supported Living and Supported Accommodation developments**

### **The Yew Tree**



The Yew Tree Pub in Northowram has been converted by Highstone Homes into 2 large apartments with accessible ground floor accommodation. Each apartment can support 3 tenants. Commissioners have worked with a local care provider to support some existing tenants to move from unsuitable accommodation into the ground floor of this new development. This has involved close working with the Principal Occupational Therapist and Calderdale CCG to ensure that the accommodation can be fully adapted to meet their current and ongoing needs. The tenants moved into their new accommodation in December 2021 and have been involved in the choice of internal furnishings and paint colours. They have settled into the accommodation and are enjoying being a part of an accessible local community.

Commissioners across the LA and CCG are considering the tenant group for the upstairs apartment and a group of 3 people with mental health needs have been identified as potential tenants. Two are currently in a community hospital and one in an out of area placement. All 3 people require long term support in a stable community setting and a viewing is being arranged in late March.

## **3. Reprovision of accommodation for short breaks and emergency accommodation for people with a learning disability.**

Commissioners have worked with Corporate Assets and Facilities Management (CAFM) over several years to source and develop a new building that can meet current and long-term needs for short breaks and emergency accommodation. An existing council building Westgarth was identified and has been upgraded and extended to replace the accommodation at Glenholme, this includes ground floor accessible accommodation and some self-contained accommodation to support people to maintain independent living skills. The building was completed in late 2021 and St Anne's have moved to the new location. The new facilities provide an improved offer for people with disabilities and their families and people accessing the service are already benefitting from the new building, outdoor space, and location near community facilities.



#### **4. Community Based Day Opportunities APL (CBDO)**

The Community Based Day Opportunities Approved Provider List tender is now complete. The tender was completed within agreed timescales. The majority of existing local providers were successful through this tender process and can offer continuity of support to existing attendees and their families. One small local provider did not apply, and work is being done with the small number of individuals concerned to source suitable alternative provision that will meet their needs and interests. New providers have also been added to the list to broaden the range of activities available in Calderdale with a particular focus on employment, independence, and arts/ theatre-based projects.

Mobilisation meetings have taken place with all providers to emphasis the renewed focus on independence, choice, and control in the CBDO contract and the emphasis on co-production in developing new activities and the future-plans for provision. The contract will go live on 1/4/22.

#### **Operational Update**

##### **Continued Support for all Social Care Providers during the Omicron Variant**

Following the emergence of the Omicron variant late year, arrangements were re-instigated by AHSC to specifically support the residential care and nursing homes sector. Although residents were relatively unaffected, the impact on the workforce as a result of community infections resulted at one point with the closure of 85% of care homes, presenting a significant challenge to the whole sector for a period of 6 weeks.

Although sadly there were 3 resident deaths, that were not directly caused by Covid, the number would have been significantly higher if not for the efficacy of the vaccine roll out and the local arrangements put into place.

### **Burnt Bridges/Complex Lives**

I'm pleased to report that progress continues with further developments to create a system wide approach to support members of our community with a range of complex conditions, many of whom are living street-based lives. A multi-disciplinary team (MDT) approach is now fully operational consisting of frontline workers across Homelessness, Substance and Alcohol Services, Adult Social Care, Mental Health Services, Police and Community Safety and Voluntary Sector.

Outcomes are being reported where people who have disengaged from services for many years are now actively working with key agencies to accept assistance to bring much needed stability into their lives. It should be noted that this is very challenging area where successes can be countered by relapses and disappointments for all concerned. That said, there continues to be a real sense of commitment from all services, exemplified by a 'never give up' approach to a group with some of the most entrenched challenges in our community.

### **Compliments**

A number of compliments have recently been received by the Directorate highlighting the continued commitment and excellent practice and professionalism from colleagues across all services. I would like to note that this is in the context of the continued and unprecedented demands and pressures that continue to be placed upon the health and social care system, which are not showing any signs of abating any time soon.