

REPORT OF THE EXECUTIVE MEMBER FOR HEALTH & ADULT SOCIAL CARE

COUNCILLOR MUSTAFA DESAI

**PORTFOLIO CO-ORDINATING DIRECTOR:
SAYYED OSMAN (ADULT SOCIAL CARE & PREVENTION)**

DATE: 1 October 2020

ADULT SOCIAL CARE NEIGHBOURHOODS TEAMS

Despite ongoing restrictions, the Adult Social Care neighbourhood teams have continued to fulfil our statutory responsibilities. This has involved significant planning and changes to the way the teams operate. Teams continue to work remotely where possible, however owing to the relational nature of social work, safe visits within the community have resumed.

The application and allocations process for Albion Mill Extra Care apartments has been initiated in preparation for the building completion. This process will mirror the allocations process for Extra Care facilities across the borough and residents are now able to submit enquiries and applications for consideration.

Primary Care Neighbourhood (PCN) meetings resumed in August and each neighbourhood is currently mapping their specific priorities and activities for the forthcoming months. Similarly, our Integrated Neighbourhood teams (INTs) have continued to meet virtually throughout the pandemic to ensure that joined up care and support is available to our residents.

Occupational Therapy activity within the community and people's own homes has increased following government and corporate advice in respect of social distancing and PPE. This has facilitated the resumption of the Disabled Facilities Grant program as surveying and building work has resumed. This approach remains tentative as some area restrictions remain and the building team prioritise work that has been pending since before the restrictions were in place.

LOCAL AUTHORITY LEADING MULTI-AGENCY APPROACH TO COVID RESTRICTIONS

From August, following the stricter local Covid arrangements for Blackburn with Darwen being required, the Community Safety Team has begun coordinating daily meetings with the police, Council Public Protection & Environmental Health (PP&EH) team and Young People's Services (YPS) to review complaints received in relation to lockdown rules not being followed. The team use the agreed 4 E Strategy (Educate, Engage, Encourage & Enforce). In the first three weeks, the daily meetings have reviewed 115 complaints – 21 complaints required no further action as no breaches of the lockdown rules had taken place; in 74 complaints, the resident or business received advice on the guidance to educate, encourage and engage them; and for 21 complaints, enforcement action was undertaken. Enforcement action has resulted in 16 Fixed Penalty Notices, 3 business closures, 13 Community Protection Warnings, 2 arrests and 6 Acceptable Behaviour Contracts (ABCs) with a requirement to follow lockdown rules. As part of the education, engagement and encouragement strands of the strategy, two 'Stay Safe' events have been held covering the eight wards in stricter lockdown – these events involve the police, YPS & Community Safety Team being out in the community reminding groups of young people of the rules and encouraging them to disperse. These events have engaged over 300 individuals over two events. Using data on COVID rates and intelligence from the YPS' daily-detached youth work offer, areas of the eight wards are identified for this targeted initiative.

REVISED SAFEGUARDING ADULTS PROCESS

Following feedback it was felt that a review of the current Safeguarding processes was required to ensure that it was much more streamlined and robust.

The documentation used previously on Mosaic (the Adult Social Care recording system) was complicated. As a result, the Safeguarding Adults team have worked closely with Mosaic business system teams to devise a much more streamlined process. The wider aim being that all professionals who access Mosaic can be confident in inputting any safeguarding concerns. Agencies and individuals who send in concerns also have more confidence in the system.

The process is much more service-user led. Alongside more robust safety planning documents that allow all the views of service users, families and professionals to be captured, there are also clearly defined opportunities to review the safety plans throughout the process.

Training sessions have been facilitated for staff across the department with supporting documentation (including process maps). This is alongside the Safeguarding Adults Team being a point of contact for any support or queries from any member of staff within the council or any external individual or organisation.

HOSPITAL DISCHARGE PATHWAYS AND PROVIDER SERVICES

The Hospital Discharge and Intermediate Tier teams continue to fulfil their statutory responsibilities and successfully meet increasing demand, particularly from the Hospital. We continue to work with system partners to ensure we help lead decision making with and on behalf residents of our borough to ensure safe discharges from hospital, based on the Covid 19 Guidance.

On the 1st of September 2020, the new Hospital Discharge Guidance was launched and we are currently responding to this within the Adults Department, across our Integrated Care Partnership (ICP) and Integrated Care System (ICS), working collaboratively to ensure consistency and a clear set of principles across health and social care. This is part of our winter planning processes and includes consideration of how we will operate across our teams to ensure that we meet increased demands over the coming months.

Day Services and Respite support for families and carers who are keyworkers has continued throughout the pandemic. This includes emergency day support and respite care to prevent carer breakdown at home. In addition, Shared Lives matching continued where it was possible to conduct meetings virtually and support was offered to shared lives carers to ensure placements remained stable.

With respect to the Day Services that were stepped down during the Pandemic, a piece of work has now been completed to guide and enable the safe resumption of services. This includes both the specialist support provided by the Council and the wider support provided through our commissioned partners at Age UK and Derwent Hall. The resumption of services will take place in a phased manner, in recognition of ongoing restrictions and developing National Guidance. This will begin on the 21st September 2020.

HELP HUB

Our Prevention and Neighbourhood Teams are continuing to support residents through the Help Hub particularly around mental health and wellbeing, debt, employment support and digital exclusion. This is very much a partnership approach. A recent example is where we are working with the voluntary sector and joining up resources to work with digitally excluded people ensuring they have access to appropriate devices and skills support.

COVID 19 has exacerbated loneliness amongst young and older people and over 60 people are currently supported on a weekly basis through the LVP Volunteering programme. There is an expectation that when the Furlough scheme ends unemployment will rise significantly. The Hub has clear mapped pathways of support for people to support them back to work.

COMMUNITY TESTING

Prevention and Neighbourhood Teams working alongside Leisure staff have used their local knowledge and engagement skills to pilot Community Testing with self-swab kits in BwD priority wards. Engagement with the community has been very positive and the teams were able to offer wider support where required. However, the model is very resource intensive relative to outcomes delivered particularly looking the rate of tests returned. Following evaluation of the pilot work, and as Leisure colleagues were returned to their substantive posts, it was agreed that a more targeted approach to Community Testing was required. Details of a new model are currently being worked up.

SOCIAL PRESCRIBING LINK WORKERS

Four Social Prescribing Link Workers (SPLWs) are now up and running in each Primary Care Neighbourhood. They are working alongside health colleagues in Primary Care and within Integrated Neighbourhood Teams. Their focus is on social needs impacting on health rather than acute medical conditions. The aim is to reduce pressure on GP's and improve outcomes for people. Target groups are:

- people impacted significantly by COVID 19
- long term conditions
- people who are currently "not coping" – suffering from low level anxiety, social isolation and who have low levels of self-management skills.

A Social Prescribing Alliance is in development to ensure relevant services particularly in the Voluntary Sector are joined up and adding value to the SPLW work. To ensure success of the model it is vital that there is vibrant community activity to sustain support naturally in neighbourhoods.. This is particularly challenging during COVID but an "alliance" approach will help to ensure support where it is needed.

ADULT LEARNER AWARDS

This was the first time the event has been held virtually, so it was pleasing to see that the majority of the winners were able to attend. Learners received their actual award through the post. Their stories are motivating and inspirational, you can watch the video here:

<https://www.bwdlearning.org/awards2020>

There were 12 awards given across all curriculum areas, 11 for individuals, and one for a group of learners with learning disabilities and/or difficulties. All of the learners have demonstrated great resilience, commitment and dedication to their learning and continuing to progress and improve their lives. Many of them have maintained contact during recent difficult times by accessing online support or using the resources available to them on the BwD Adult Learning website. Sayyed Osman described the event as 'exhilarating' and commented on the positive impact that the adult learning team has on the lives and wellbeing of their learners. "The whole team should be very proud of the difference they make to local people and communities. We are continuing to adapt to a new way of engagement and delivering services."

The Autumn term course brochure contains a blended approach to learning, including face to face sessions which will be delivered in our own learning centres and other Covid-secure centres as appropriate. There are also a number of courses which have been adapted to be delivered online, through MS Teams. The course programme can be found online here: <https://view.publitas.com/p222-11429/al-courses-programme-september-december-2020/page/1>

STRATEGIC COMMISSIONING

We continue to work closely with the Regulated Care, Domiciliary Care and supported living sector to support them throughout the pandemic. This includes payment of additional funding in respect of Infection Prevention and Control (IPC), additional staffing requirements, building costs and under occupancy. In addition, the Infection Control Fund Grant allocated by Government has been fully pass-ported to our care providers in line with the grant conditions.

Daily welfare calls to providers have continued to complete the tracker and maintain up to date situation reports for the Care Sector. Calls are not currently taking place at the weekend as the support need for providers is in place, however the situation is continually reviewed and weekend calls will be stepped up as needed. The welfare calls continue to provide information, guidance and support to our providers and closely monitor any outbreaks, incidences, capacity, PPE and staffing requirements. We continue to support providers to source PPE and have maintained a supply to support any increase in future demand.

There continues to be a focus on ensuring the Care sector remains supported and viable.

The council has worked closely with Pennine Lancashire Clinical Commissioning Group and the NHS Acute Trust to ensure that we have a well co-ordinated testing process and routine testing across our care homes is available.

WINTER PLANNING AND INFECTION CONTROL FUND

Each year we start winter planning early to try and ensure we can be resilient through the months of November through to March. Given the added risk and pressures of COVID we have been working closely with NHS Partners in Pennine Lancashire and across Lancashire and South Cumbria to take a 'system' approach. A key aim is to save lives given that we see an increase in the risk to the most frail and vulnerable resulting in excess deaths.

The Government has announced an extra £2.7bn for the NHS to bolster resilience over winter.

A new adult social care winter plan has also been announced to support care homes through winter including free PPE and £546 million Infection Control Fund.

The aim of the adult social care winter plan will be to curb infections in Care Homes.

Our plans are well advanced. We will be approaching the work as an integrated care partnership with PL CCG, Primary Care, East Lancashire NHS Health Trust, NHS Providers and LSC ICS.

The announcements are welcome and will add much needed support to our resilience. We would have liked Government to go step further and confirm how it intends to support Local Authority Social Care functions to meet the growing demand and requirements to work alongside the NHS during winter. We hope that this will be a further announcement in the near future.