

SFULL COUNCIL

8 DECEMBER 2020

REPORT OF CABINET MEMBER FOR ADULT SOCIAL & HEALTH

COUNCIL UPDATE REGARDING ADULT SOCIAL & HEALTH

1.1 Purpose of Report

To advise Members that a decision making session was held on 15th October 2020 and 26th November, covering CPH Adult Social Care & Health.

1.2 Background

1.2.1 This report highlights some of those decisions which have been made, but not all. Members wishing to view all decisions made can find these at <http://eservices.solihull.gov.uk/mgInternet/mgListCommittees.aspx?bcr=1>

1.2.2 Attached to this report is a list of decisions made.

1.3 Decisions

At my decision on the 15th October, I considered a private report on further support for social care providers through the use of the Infection Control Fund to meet the impacts of Covid-18 on costs of delivering care and at my decision session on the 26th November, I considered the Revenue and Capital Monitoring report and Quarter 2 Adult Care & Support Performance progress report.

1.3.2 Council Plan and Priorities

1.3.3 Nationwide Care Service Pilot

1.3.4 A pilot service is underway with Nationwide to deliver support back in their own home for people who are ready to leave hospital, including those who have tested positive for Covid-19. The service is available for up to 6 weeks to promote best use of hospital capacity while enabling the patient a prompt recovery in a familiar environment.

1.3.5 Healthy Child Programme Service (0-19 years)

Throughout the second lockdown, the healthy child programme continued to run and the services that had to be scaled back in the first lockdown were reinstated as follows:

1.3.7 Health Visiting and Family Nurse Partnership

- Catch up visits to all babies not seen at home who were born in the previous lockdown
- Delivery of Health Visitor mandated checks to all families at the following times: ~28 weeks antenatal; 10-14 days; 6-8 weeks; 12 months; 2 years
- Families with identified needs are either visited at home (if high risk) or in clinic sessions (by appointment)
- FNP visits to adolescent parents will continue supplemented by virtual contact (eligibility has increased from 19 up to 21 years for young people who are care experienced (care leavers))
- Visits are made where there are high needs and/or high risk families with regard to safeguarding
- Chat Health (text messaging service) launched on 1st July 2020 for parents/carers of 0-5 year olds
- Virtual information sessions for families on introducing solid foods and other issues and Ask a Health Visitor sessions
- Online parenting courses are offered to families

1.3.8 Infant Feeding

- Breastfeeding Peer Support Workers resumed home visits in September – these will continue.
- Breast pump loan has continued throughout the pandemic.
- Virtual breastfeeding cafes and information sessions are continuing

1.3.9 School Nursing

- School Nursing will resume work in schools in January and begin the data collection for the National Child Measurement Programme.
- Support given to families of school-aged children via virtual means with Chat Health for 11-19 year olds (text messaging service) and Parent Line launched for advice.
- School Nursing have completed digital TLM questionnaires for health checks with Year 6 and 9 virtually and completed development checks for 4 year olds via a postal validated ASQ questionnaire
- Vision screening for 4-5 year olds to begin in January 2021 (delivered for the first time by Eye Services in SWFT as a partnership approach to service delivery).

1.3.10 Whole Service

- Staff have necessary supplies of PPE for home visits/face-to-face work with families/children/young people and risk assessments have been developed
- Telephone support and video conferencing are continuing for follow up contacts with families with increased social media presence and videos across all service areas.

1.4 Good News

1.4.1 Backward tracing team LGA case study

1.4.2 Solihull's Backward Tracing Team have been featured in an LGA report which focusses upon the different ways in which Local authorities are supporting the response to COVID 19. <https://www.local.gov.uk/local-contact-tracing-solihull>

1.4.3 Drop and Collect Service

1.4.4 I am pleased to report that the Drop and Collect service reached over 3000 residents between 26th October and the 6th November. The volunteers from the British Red Cross and RE-ACT were a delight to work with and our staff really enjoyed completing this work with such an engaging and professional group of people. Our staff team worked with over 80 different volunteers over the two weeks and every one of them gave 100% effort at a time when it was most needed. Being more than a testing service the pilot was important at engaging with the residents and encouraging them to take the test and self-isolate if they got a positive test result.

1.4.5 As a British Red Cross volunteer, I worked on two different days to deliver and collect the tests. It was a valuable experience to engage with the people of Chelmsley Wood to find out how they were coping during the pandemic. Ruth Tennant also paid a visit which was really motivating for the team and volunteers to gain first-hand experience and I would also like to thank Nick Page our Chief Executive for giving up his time to come and personally thank the volunteers for helping Solihull to carry out this important task.

- 1.4.6 The team was extremely honoured to have the Chair of RE-ACT General Sir Nicholas Ralph "Nick" Parker, KCB, CBE a former British Army officer who served as Commander Land Forces (formerly Commander-in-Chief, Land Forces) until December 2012. As a general officer, Nick served in Northern Ireland as well as in Sierra Leone, Iraq and Afghanistan and in staff roles that included governor of Edinburgh Castle, commandant of the Joint Services Command and Staff College and Commander of Regional Forces, a role that also gave him the duties of inspector-general of the Territorial Army. Nick is a great humanitarian, who leads efforts for emergency responses abroad and at home. Nick was with Public Health Team for three days in the second week and was a joy to work with. The Drop and Collect pilot was successful at increasing the number of tests taken from around 20 a day to around 200 a day and we managed to get approximately 58% of the tests collected directly from residents.
- 1.4.7 Feedback from the volunteers was that they enjoyed working on this task where they felt valued and supported. We could not have picked a better group of people to support this endeavours. I would like to thank every one of our SMBC staff who went the extra mile to make the whole project work so well.
- 1.4.7 **Occupational Therapy (OT) Week – 2-8 November 2020**
- 1.4.8 Colleagues in Adult Social Care celebrated Occupational Therapy (OT) Week (2-8 November 2020) by sharing conversations between occupational therapy colleagues to help inspire people into the profession. In a series of short videos <https://www.youtube.com/playlist?list=PL62jPhJunpUnkFx7W8D6SHyYM40IoKXrX> a diverse group of colleagues talked about what it means to be an occupational therapist, why they chose this career and different routes into the profession. These are being shared with local schools, colleges, and universities and also on social media.
- 1.4.9 Occupational therapists work with adults and children of all ages with a wide range of conditions; most commonly those who have difficulties due to a physical or mental health illness or learning disabilities. They can work in a diversity of settings including health, social care, housing, education, voluntary organisations or as independent practitioners. Further information about careers in occupational therapy is available on the Royal College of Occupational Therapy website www.rcot.org.uk and also via social media using the hashtag **#ChooseOT**
- 1.4.10 **Winter Warmth Campaign**
- 1.4.11 I was pleased to launch the annual Winter Warmth campaign to help people stay warm and well this winter. The Winter Warmth campaign will help keep people safe and warm during the cold winter months. Please look out for anyone that may need support from this campaign and ring the helpline for advice. I would encourage everyone to stay well this winter and to get the free NHS flu jab at their GP or pharmacy eligible. This includes people aged 65 and over, people with long-term health conditions and carers.
- 1.4.12 People can call the Solihull Winter Warmth Helpline for advice, tips and practical help on keeping warm and making their home more energy efficient. The service is not just for elderly or unwell residents; it is for anyone who needs help staying warm this winter. For more information including tips on how to keep warm this winter visit the Age UK Solihull website.

- 1.4.13 The helpline is available on 0121 704 8080, Monday to Friday, 9am to 5pm, offering help with issues such as:
- Providing emergency heaters if your heating breaks down
 - Making a 'Warm Home Discount' application and joining the 'Priority Services Register'
 - Finding a tradesperson for emergency repairs
 - Practical help on making your home warmer this winter
 - Advice on finding a cheaper energy provider
 - Benefits and debt advice
- 1.4.14 **Homelessness**
- 1.4.15 Between March and October 2020 155 people have been supported through emergency accommodation and prevented from rough sleeping. This includes 32 people who were previously rough sleeping, with the remainder all reporting a risk of rough sleeping. This is as a direct result of emergency accommodation arrangements made by SMBC and SCH. Of the 155 placements Solihull Council, the Council's commissioned outreach provider and SCH have so far supported 81 into suitable longer-term homes. As a result of measures like tenancy support, only 2 of those people have required further emergency support.
- 1.4.16 Solihull Council has been successful in securing £236K of new funding from MHCLG to add to and enhance the accommodation and support options available for people who are rough sleeping or homeless. The funding will be used to purchase properties and provide specialist mental health support as part of the journey of vulnerable adults into longer term and sustainable homes. This will be supplemented by three further properties secured through WMCA in Solihull as part of the flagship Housing First initiative.
- 1.4.17 Since the start of the first lockdown local services have been supporting the 2 most entrenched rough sleepers within the borough, who have previously refused all offers of accommodation and support. This was achieved through the co-ordination of partner services and the sharing of information, actions, and risks which included police contact, adult social care involvement and focused support via the commissioned outreach service. This resulted in both cases being supported to access accommodation most suitable to their needs and both have remained in accommodation, engaging with support and are making positive changes in their lives.
- 1.4.18 **World Homeless Day – Solihull puts Change into Action**
In the twelve months since its launch, Solihull Change into Action has raised more than £46,000 to support specialist organisations and outreach services working to change the circumstances of individuals sleeping rough and those at risk of homelessness.
- 1.4.19 As well as big donations from The Enterprise Trust, National Express, Paragon Bank, Renewal Church, Solihull BID and Touchwood, the campaign has also received donations from individuals donating online and at collection points at shops in Solihull Town Centre.
- 1.4.20 So far, grants have been given to: Accord Housing Association, Birmingham & Solihull Women's Aid (BSWA), Solihull Churches Action on Homelessness (SCAH) and St Basils. These have been used to help with accommodation and furnishing needs, tackle social isolation, and pay for transport costs and purchase starter packs for mothers and children.

1.4.21 Solihull Community Housing Updates

1.4.22 High rise hand sanitisers

SCH are delighted to have been able to install hand sanitiser units in the foyer of each of its 37 buildings. Tenants have been encouraged to use these when leaving and entering the building, along with a series of other Covid-related guidance, such as not sharing lifts with anyone from outside of their bubble.

1.4.23 Saxon Court Christmas Gift Appeal

Residents at the Saxon Court extra care scheme in Chelmsley Wood are generously donating gifts and essential items to homeless people who will be spending Christmas in temporary accommodation in Solihull. Working in conjunction with the SCH Home Options team, residents have been donating things such as toiletries, food, and clothing. Word has got out about the Saxon Court Christmas Gift Appeal and local residents have also come forward with donations and offers to help with the deliveries. A tremendous community effort!

1.4.24 Housing Options

The Housing Options team are currently working alongside the Renewal Church on Lode Lane to provide hot food and food parcels to families who are spending Christmas in temporary accommodation such as Travelodge. The Housing Options team are also planning to deliver Christmas hampers to households in temporary accommodation with the support of the Wellbeing Team through their 'Give a Gift at Christmas' appeal. Another hotel being used to provide temporary accommodation at Christmas is The Gables B&B who will kindly also be providing their guests with free hot meals throughout the winter. Housing Options are also supporting those who are rough sleeping or at risk of rough sleeping through the Government's "Everyone in" initiative, in which local authorities are asked to provide temporary accommodation to those who need it, irrespective of if they have an accommodation duty and where the person does not have a priority need.

1.4.30 Housing Options have also recently launched the 'Call Before You Serve' scheme which encourage private sector landlords to get in touch if they are thinking about serving notice on a tenant so that Housing Options can try and prevent a person from being made homeless. Since March of this year Housing Options have been able to intervene and support 38 people who were homeless or threatened with homelessness into private rented sector tenancies.

1.4.31 Christmas Rents Campaign

SCH has just launched its annual Christmas Rents campaign. Tenants who are up to date with their payments on 13 December are entered into a prize draw with four festive prizes of £250. There is also the quarterly prize draw with another £200 up for grabs. All tenants who are up to date with their payments can also enjoy a Rent Free Week, for the week beginning 21 December. The campaign is promoted in the tenant newsletter, on the website and across the full range of SCH social media platforms.

1.4.32 Apprenticeship Programme

A total of 230 people enquired about joining the new SCH apprenticeship scheme. Six successful candidates have now started their working careers with SCH. They have all undergone a thorough induction process during which they have learned about the wide variety of work that SCH is involved with, as well as listening to a very informative introduction into the history of housing. All the apprentices have also been given experienced mentors to support them through their personal and professional journey at SCH. SCH has also linked in with SMBC's Employment & Skills team to offer additional support to the unsuccessful candidates.

1.4.33 Darker Nights Campaign

SCH staff have been out and about with colleagues from SMBC and Solihull Police as part of the Darker Nights campaign, which is launched every year to coincide with Halloween. While operating under Covid-19 social distancing guidelines, the team were still able to offer reassurance and support to residents where needed. In addition to signposting, the team which included Community Champions engaged with residents around their digital inclusion and access to support and information.

1.4.34 Staff Engagement

The Executive Leadership Team at SCH continue to support and work with staff during what has been a very demanding year. Staff engagement has increased exponentially this year with a whole new intranet section called My Healthy SCH, created for staff. While sadly unable to stage a staff conference this year, the Exec team have engaged with staff in recent weeks online through a virtual roadshow, while a whole week of staff award celebrations also took place online to recognise the efforts of staff throughout the past year.

1.4.35 Monday Advice Team

Following the latest inspection from Recognising Excellence, the SCH Money Advice team were again reaccredited for two more years. This is excellent news as it demonstrates the quality of the service the team provide in helping customers with housing costs for those entering temporary accommodation, the impact of Covid-19 and those making claims for Universal Credit.

1.4.36 Online Campaigns

SCH have been supportive of several important social media campaigns across its digital engagement platforms in recent months. These include Black History Month, Stoptober, Anti-Bullying Week, Winter Warmth campaign, the Flu jab, Green Homes Grant, and Safeguarding Adults Week along with extensive ongoing support around Covid-19 messages.

1.5 Future Decisions

- 1.5.1 At my future decision sessions I will consider the Revenue & Capital Monitoring report and the Quarter 3 Adult Care & Support performance report.