

13 November 2017

Agenda Item: 12

## **REPORT OF THE DEPUTY CORPORATE DIRECTOR FOR ADULT SOCIAL CARE AND HEALTH**

### **ADULT SOCIAL CARE AND HEALTH - EVENTS, ACTIVITIES AND PUBLICITY**

#### **Purpose of the Report**

1. To seek Committee approval to proceed with a range of events and activities within adult social care and health and undertake promotional work to publicise activities as described in the report.

#### **Information and Advice**

2. Over the course of the year, the range of public events, publicity and promotional activities that may be undertaken by adult social care and health are wide ranging and there are a variety of reasons for doing so, for example:
  - promotion of services to give information to people in need of social care services and their carers
  - encouraging interest in recruitment campaigns for staff, carers and volunteers
  - engagement of communities with services in their locality
  - generation of income through public events.
3. Over the next quarter, adult social care and health would like to undertake the activities detailed in **paragraphs 4 – 18**.

#### **Occupational Therapy (OT) Show**

4. Members will be aware that the Council has been working with Access Independent, an external agency, to ensure that service users receive a timely social work assessment and review. Access Independent has previously completed OT assessment work on behalf of the Council and was successful in assisting the Council to reduce OT assessment build-ups.
5. Access Independent has approached the Council to showcase their work with the Council at the forthcoming OT Show on 22 & 23 November at the NEC Birmingham. As part of this it is proposed that a Council officer takes part in the workshops and shares the learning.
6. At the same show, members of the OT Intake team will present a poster on the work of their team. The poster outlines the effectiveness of the OT Intake team in providing

person centred assessments via telephone, clinic and face to face. It demonstrates the importance of actively engaging people to participate in the assessment process through the use of technology. The poster evidences the excellent practice within the OT Intake team and shows how the OT clinics can help people to help themselves by promoting independence and wellbeing, which is part of the Adult Social Care and Health strategy.

7. The poster zone displays posters submitted by OT professionals from NHS Trusts, private health care, local authorities and many more. It provides a format for individuals and teams within the OT profession to share best practice and network with colleagues from across the UK. The OT Intake team completed an abstract for a poster submission that was accepted for display in the poster zone. Members of the OT Intake team and Principal OT will be present at the poster zone to answer questions.

### **Notts Enabling Service (NES)**

8. The Notts Enabling Service provides free short term enablement support to people with a learning and/or physical disability and to young people in transition from Children's to Adults Services. The Notts Enabling Service wants to:
  - develop promotional activities such as video clips of Promoting Independence Workers supporting service users to raise awareness of the benefits of an enabling approach and the use of video clips to enhance recruitment into the service.
  - develop co-produced leaflets and provide promotional activity to showcase their work at events in disability forums and to health partners.
  - provide information to local communities and universal services in order to establish co-produced resources and community activities for people with a range of disabilities.

### **Data Sharing with Health**

9. Work is underway, as part of the health integration agenda, to build on initial "Interoperability" projects with health partners across Nottinghamshire. This involves improving the sharing of information across health and social care systems to provide a holistic approach to patient care. The Council is already sharing social care information for over 75s in receipt of a care package through the GP Repository of Clinical Care (GPRCC). This allows all GPs in Mid and South Nottinghamshire to view patients in their care who are in receipt of a social care package. The next phase of GPRCC will also look at identifying individuals where early identification and referral to social care may help to maintain their independence for longer. This information sharing is ahead of many other local authorities who have expressed interest in seeing what Nottinghamshire has achieved so far.
10. King's Mill Hospital Emergency Department also has access to basic information through a live button to retrieve adult social care information held by the Council. This is designed to speed up hospital discharges and prevent patients being admitted to hospital. Phase 2 at King's Mill Hospital, which is being developed to share hospital information directly with social care, has now started. It is expected that the next stages of the above projects will reach the live stage in spring 2018 and any supporting communications agreed in advance to inform all Nottinghamshire residents impacted by this work.

11. The Council is continuing to work with many partner health organisations to improve integration and information sharing, considering whether all Information Governance regulations are met, specifically for the consent to share information. This will also include any future General Data Protection Regulation (GDPR) changes being brought in for May 2018.

## **Clinics**

12. There are further plans to widen the use of social care clinics to ensure that service users have greater choice on how and when they interact with Adult Social Care. Social Care and Occupational Therapy clinics also help to reduce waiting times for appointments with staff. Where new clinics are established or existing clinics are expanded there will be a need to conduct targeted communications with local service users and partner organisations such as health to outline the enhanced offer.
13. By way of example, Bassetlaw Older Adults team is shortly to embark on holding social care clinics in Newgate surgery in Worksop. The clinics offer the opportunity to work in partnership with health and other public service colleagues and to provide advice, information and support to people who may need social care support in the future. This is a good example of integrated working involving partners such as community health providers, the voluntary sector and housing. It is intended to advertise the new service locally. The Notts Enabling Service will also be involved in this service in future, to support people to be signposted to other appropriate resources in their communities.

## **Care and Support Planning**

14. A peer review to measure the quality of the care and support planning process is underway with social care workers. In order to supplement this data, feedback is needed from service users on their experience of care and support planning.
15. There is a plan to develop and promote self support planning and to seek a group of service users to work with the Council to develop and promote this process.

## **Great British Care Awards – East Midlands Event, 17<sup>th</sup> November 2017**

16. The Great British Care Awards are a series of nine regional awards celebrating excellence across the care sector, held on an annual basis. The purpose of the awards is to promote best practice within social care, and pay tribute to those individuals who have demonstrated outstanding excellence within their field of work. Sector support includes the Department of Health, Care England, The National Care Forum, Alzheimer's Society, The Voluntary Organisations Disability Group (VODG) and the Social Care Institute for Excellence (SCIE) as well as commercial organisations. There are a total of twenty one award categories available for nomination covering all areas of the care sector, from older people or specialist services to frontline staff such as care workers and care managers to people who have made an impact in other ways such as chefs, activity co-ordinators and innovators in the sector. The winners from the regional events are put forward to national finals the following year.

17. Over the last few years, Nottinghamshire County Council has had a number of finalists and winners at the East Midlands event and the national awards. Last year the Integrated Discharge Team at Bassetlaw Hospital won the award for Care Team.
18. The finalists for this year's East Midlands awards have just been announced. The Benefits Team, based with the Adult Access Service, has been nominated in the Care Team category and a staff member from Gedling day services has been nominated in the Care Innovator category. As in previous years the Council has booked a table at the awards event in Nottingham on Friday 17<sup>th</sup> November so that the finalists are able to attend. It is usual practice for them to be supported at the event by a member of the Senior Leadership Team and the Chairman of the Adult Social Care and Public Health Committee.

### **Other Options Considered**

19. To not undertake events, activities and publicity relevant to adult social care and health would result in lack of awareness or understanding of services available, lack of engagement with local communities and loss of potential additional income.

### **Reason/s for Recommendation/s**

20. To ensure that people in need of social care services and their carers are aware of the range of services on offer; encourage engagement with local communities and increase income generation.
21. To seek agreement that Access Independent can present the work with the County Council at the National OT Show on 22<sup>nd</sup> and 23<sup>rd</sup> November and any related publicity. In addition that the Principal OT and OT colleagues can attend the event as part of the workshop and presentation of the poster and bring back any learning from the national event.

### **Statutory and Policy Implications**

22. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial Implications**

23. There will be minimal costs attached to producing the OT poster and attending the national OT show. These will be covered in the relevant team budgets.
24. The cost of a table at the Great British Care Awards (for 10 people) is £1,100 and will be paid for from the departmental budget.

### **RECOMMENDATION/S**

- 1) That Committee approves the plan of events, activities and publicity set out in the report.

**Paul McKay**

**Deputy Corporate Director, Adult Social Care and Health**

**For any enquiries about this report please contact:**

Paul McKay

Deputy Corporate Director, Adult Social Care and Health

T: 0115 9774116

E: paul.mckay@nottscg.gov.uk

**Constitutional Comments (LM 01/11/17)**

25. The Adult Social Care and Public Health Committee is the appropriate body to consider the contents of the report.

**Financial Comments (DG 02/11/17)**

26. The financial implications are contained within paragraphs 23 - 24.

**Background Papers and Published Documents**

None.

**Electoral Division(s) and Member(s) Affected**

All.

ASCPH501