

## CABINET MEMBER FOR ADULT SOCIAL CARE – COUNCILLOR NEAL BROOKES

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Portfolio areas of responsibility:

- Adult provider services including Commissioned services for adults
- Adult social care assessment and support
- Adult respite, day services, Care at Home, supported living and residential services
- Adult safeguarding
- Reablement and intermediate care
- Health integration including funding and services delivery
- Regulated care sector/ inspection/ quality monitoring
- Adult mental health, learning disability, frail older people and physical disability services

### Introduction

The cabinet member will present the report to Council and report on any key issues.

### Theme 1 – Reducing Pressure across the Health and Care System

Blackpool Council's Adult Services department has established a positive reputation over many years for working collaboratively across the local health and care system from a position of 'doing the right thing' for the residents of Blackpool. The department wants to build on the delivery of vital services to take advantage of further collaborative opportunities across the health and care system. These include:

#### 1. Falls pick up

Blackpool Council's Vitaline service has successfully provided a 'falls pick up' response for over 20 years. This model has been expanded into Care Homes, and links in with our community health partners urgent crisis response service and North West Ambulance Service (NWAS).

Between April – July 2023, Vitaline dealt with:

- 791 people who had fallen at home, of whom 674 were successfully 'picked up' and remained at home with no further support required from NWAS.
- 49 people who had fallen in a care home, of whom 34 were successfully 'picked up' and NWAS was stood down
- 17 instances of people with an urgent care request to ensure they received the medical care they required at home.

The average response time for Vitaline is 17 minutes when responding to a fall alert or a welfare visit, in comparison to a potential wait of several hours at times of significant pressure for the Ambulance service.

By focusing resources proportionate to the level of need, Vitaline has had a demonstrable positive impact on the health and care system, reducing the number of ambulances dispatched and then subsequent conveyance to Accident and Emergency. Furthermore, the outcomes for the people receiving a coordinated response make their lived experience typically more positive, with far less time waiting for a response, reduced risk of deterioration and less likelihood of conveyance to hospital, with reductions in hospital admissions. For frail older people in particular, admissions to hospital can result in increased risk of developing further acute health conditions as well as loss of independence, physical ability and confidence following discharge.

## 2. Urgent homecare, reablement and bed-based intermediate care

The service works with Community NHS Services to provide care at home and residential services for people who need it as an alternative to hospital admission, or to speed up the hospital discharge process. This is particularly valuable at times of high demand, as it reduces the stress on the wider system.

## 3. Community health and care services responding to additional North West Ambulance Service (NWAS) calls

Not all 999 calls require an emergency response or an ambulance, which means NWAS may not always be the most appropriate response. This has led to health and care partners considering a 'divert' model similar to falls pick ups. Health and care partners would have access to the digital platform where calls/responses are held, and could respond to needs in line with their work. The Council has a 24 hour response centre in Vitaline that has established links to different health and care partners, which offers a starting point for developing an approach. Once the STRATA digital platform covering NWAS and Vitaline has been developed and is delivering on falls pick ups, it can be further expanded to cover the 'divert' model.

## 4. Mental Health and Approved Mental Health Professional (AMHP) Service

Blackpool Council undertakes the duty of providing the Approved Mental Health Professional (AMHP) functions for Blackpool. There has been an increase in referrals and demand over several years, which has led to the introduction of a third Duty AMHP during the daytime. In addition, there is now a Duty Manager role to provide guidance and support to Duty AMHPs as well as attending a daily bed management meeting with the local NHS trust. The increase in demand is also reflected in the number of out of hours assessments carried out by the Emergency Duty Team (EDT) under the Mental Health Act. Contributing factors to the current position across Mental Health Services, nationally, regionally and locally, include overstretched

resources in community secondary mental health services and sufficiency challenges for inpatient beds.

Blackpool Council's AMHP Service and Community Mental Health Teams work hard to mitigate the impacts of the demand challenges. We are actively engaged in Mental Health Transformation work with regional health and care partners and Lancashire South Cumbria Foundation Trust who provide a significant proportion of the mental health support services to Blackpool residents. A long-awaited 'single front door' Integrated response Service (IRS) plus a new street triage service are due to start by the end of September.

There will continue to be difficulties going forward as the potential impacts of the national policy of Right Care, Right Person are understood. Blackpool Council is actively engaged with health and care partners about how things can be done differently and engagement with the Police, Blackpool Teaching Hospitals and other Council departments to understand the opportunities to help manage and potentially mitigate some of the impacts of the Right Care Right Person National Policy, ensuring that Blackpool continues to do the right thing for its residents through positive and effective collaboration.

#### 5. A bespoke respite and short breaks service - Coopers @ Ambleside

Coopers @ Ambleside opened in 2022 following an initial registration with the Care Quality Commission (CQC). Developed in partnership with NHS England, the service for adults with learning disabilities/autism has now received its first full on site CQC Inspection, resulting in a "GOOD" rating across all areas. Well done to all the staff.

## **Theme 2 – The role of Place Based Partnerships in delivering local care**

The NHS in Lancashire and South Cumbria has announced plans to delegate decision-making down to the four 'place-based partnerships', which will improve outcomes for patients and help tackle health inequalities across the region. The Place Integration Deal moves resources and decision-making closer to our local communities and recognises the critical role of all organisations that support people to live healthier lives. It will mean that most day-to-day care for individuals and families will be delivered in local neighbourhoods, and will also reduce inequalities by ensuring that decision making and spending on public services is as close to people and communities as possible. In conjunction with Lancashire and South Cumbria's Integrated Care Board, partners are considering how this will work, what the arrangements need to be in order to take this forward and crucially, what this means for Blackpool.

### **General questions / comments**

Councillors will have the opportunity to raise questions / comments on any matter in the Cabinet Member's portfolio.