

CABINET MEMBER FOR ADULT SOCIAL CARE – COUNCILLOR NEAL BROOKES

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.

Blackpool Council Adult Social Services Department – Winter/Christmas/New Year Resilience Delivery

Theme 1: Adult Social Care – Health and Community Services – Throughout the winter period, our social work and social care practitioners work across Place in multi-disciplinary settings with health colleagues to avoid hospital admission where appropriate and to support timely discharges from our Acute Hospital and Clifton Hospital.

We have staff embedded within the hospital site to work with people who need some support with discharge planning. These teams, and the community services that help to deliver prompt discharges work over 7 days, ensure safe discharge for people we support and their families, as well as supporting the overall flow into and out of the hospital. They work daily with the hospital planning teams, ensuring that resource is placed wherever it is needed to support the safe and effective management of bed availability.

Our social work and social care practitioners worked closely with the Council's internal provider services across the Christmas/New Year period to ensure people receive the care and support they required at home. This included responding to keeping people safe and any safeguarding concerns. Together, our services ensured that alternative provision was available to prevent hospital admissions wherever possible. This included utilising beds at our ARC Intermediate

Care Service for admission avoidance as well as supporting prompt discharge, providing crisis support for individuals and their carers across our specialist respite estate and the provision of additional Care at Home support for people who needed some additional help to stay safe and well.

Theme 2: Adult Social Care - Community Team – Demand for a social care response was high on the days between Christmas and New Year. The team's focus was on responding to emergency/crisis requests that indicated people were at risk and/or could deteriorate if not responded to and/or required an acute admission to hospital. The team experienced high demand for responses from other partners notifying social care of people they perceived to be particularly vulnerable. Welfare visits were undertaken on those prioritised and safety plans agreed as part of the overall response. Additional practical assistance was also provided as part of the response, which included the provision of food parcels, financial assistance for essential items, rehoming of pets due to hospital admission, arranging residential short term care placements due to breakdown in living situations and arranging additional support at home.

The approach described above remained in place during the New Year week as part of our overall recovery response when services typically return and increased pressure is experienced across the whole health and care system.

Provision of Social Care:

Theme 3: Vitaline – The Council's 24 hour technology enabled care service is operational 365 days a year. When compared with previous years, the service experienced increased demand at particular points throughout the festive period. Advance planning ensured that additional staffing resource was available to provide a physical welfare response during these periods as well as cover in the Control Centre.

Between 23rd December and 1st January the Vitaline Service responded to nearly 7,000 alerts from people using their alarm equipment to ask for help and took over 4,000 calls from people across the community who needed help and support. The falls lifting service responded to 57 calls where people had fallen at home and could not get up and were able to successfully lift and support 48 people without the need for emergency services. Some of the successful lifts were undertaken as triaged diverts from the Ambulance Service, who had assessed that the person was safe to lift and would have had a lengthy wait for the stretched ambulance service. All of our lift responses were made in person within 40 minutes.

General questions / comments

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