

**Manchester City Council
Report for Information**

Report to: Health Scrutiny Committee – 10 November 2016

Subject: Health and Wellbeing Update

Report of: Strategic Director Adult Social Care, Manchester City Council;
Joint Director, Health and Social Care Integration, Manchester
City Council and Head of Corporate Services, Manchester
Clinical Commissioning Groups

Summary

This report provides Members of the Committee with an overview of developments across health and social care.

Recommendation

The Health Scrutiny Committee is asked to note the contents of this report.

Wards Affected: All

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Background documents (available for public inspection): None

1. Kingsfund and Nuffield Trust report published 11th October 2016¹

- 1.1 The report considers changes in local authority spending on social care for older people within the context of pressures relating the NHS, finance, the workforce, demand for services and the viability of providers. Its methodology involved analysis of national data and case studies with four anonymous local authorities, including interviews with providers, patients, service users and carers, and the NHS.
- 1.2 It finds that local authorities have tried to protect people with the highest needs, while encouraging others to be more independent through funding their own care or putting them in touch with other services, but there is no clear picture of the impact on people who are no longer entitled to social care.
- 1.3 The report calls for additional Better Care Fund (BCF) money planned for local authorities in 2018-19 to be brought forward. It also recommends accelerated progress on a single pooled budget and a workforce strategy to allow working across organisational boundaries.
- 1.4 The rest of this month's update looks at Manchester's progress on some of our approaches to these challenges.

2. Working with the Chief Social Worker for England, Lyn Romeo

Adult Social Care senior managers are pro-actively working with the Chief Social Worker around two distinct areas:

a) Mental Health Conference: Social Work for Better Mental Health – lessons for integration in Manchester

This event will focus on the findings of the Social Work for Better Mental Health Improvement programme in Manchester. Earlier this year the Manchester Mental Health & Social Care Trust were invited to take part in an extremely exciting Department of Health led Mental Health Social Work study. The study aimed to review the role of mental health social workers in the Trust; to support the organisation and local commissioners to understand what impact social work and social work interventions have on improving mental health outcomes for people using the services and to evaluate how strongly the organisation have valued the role of social workers within an integrated mental health and social care setting.

The study which was supported by the Chief Social worker for England, the Trust Executive team, and funded and supported by Manchester City Council, was delivered via a series of workshops with social work staff across the Trust and commissioners within Manchester City Council. This focused on the underlying organisational conditions that exist to enable social work to thrive particularly around areas such as leadership, governance, supervision, policy, culture and structures as well as considering the social work specific knowledge and skills development, roles and outcomes for service users and carers.

¹ <http://www.lgiu.org.uk/briefing/social-care-for-older-people-home-truths/>

The event takes place on 18 November 3-5pm at Manchester Art Gallery.

b) The Care Act – one year on and advanced social work practice



One of the Adult Social Care senior managers is participating in post-graduate studies around Advanced Social Work Leadership and Practice centred on the implementation of the Care Act. As part of this study, the Chief Social Worker has met the group of students and shared her ongoing vision for adult social care since the Care Act went live on 1 April 2015. This also led to a regional NW event for Care Act Implementers.

The manager has developed a new tool to measure Wellbeing – a guiding principle of the Act. This tool is intended to be used to support a strength-based/asset based ‘conversation’ with the citizen, to ask pertinent questions in each of the ‘domains’ and identify a score for each ‘domain’.

It should be noted that there are 9 'domains' of Wellbeing under the Care Act.



There are 8 on the Wheel with Adult Safeguarding forming the nucleus of the domains i.e. adult safeguarding underpins everything we do in adult social care. Feedback from Manchester Metropolitan University included:

“This included the design of a data capturing tool called the ‘wheel of wellbeing’ that showed considerable understanding, analysis and creativity in Care Act practice excellence. This tool was suggested as a tool to facilitate service user assessment and intervention as well as a potential commissioning tool. This demonstrated considerable originality and ingenuity.”

The Chief Social Worker has put out a national call for evidence for the Chief Social Worker’s Annual Report. Manchester has submitted the Wheel of Wellbeing information and practice guidance, which has been very well received by her office.

3. Two forthcoming publications for Health Scrutiny in December

Adult Social Care is pleased to share the following two publications with Members of the Committee next month. They are:

a) A new Guide to Adult Social Care

In light of the Care Act, we have refreshed our citizen and carer information publications. All citizens and carers receive information as they first receive adult social care services, either in hospital, from going through a period of Reablement or through a community Primary Assessment service. The aim of the booklet is to share easy to read information on the adult social care process, from paying for your care or the key messages around adult safeguarding.

It is envisaged that Members and other key public sector partners will find this a useful and informative guide.

b) The annual Local Account of Adult Social Care

As part of the Sector-Led improvement under the Association of Directors of Adult Social Services (ADASS), it is good practice (but not mandatory) to publish a local account. A local account is simply a look back at the previous year – in this case 2015/16 – and to set out what activities we have achieved. It is also a compendium of financial and performance data but also includes case studies which bring the report to life.

This year's local account provides an excellent overview of what heightened activity has taken place in the Directorate since the Care Act came into force, which we hope Members will find useful.

4. Cold Weather Plan

4.1 The 2016-17 Cold Weather Plan for England was launched last month by the Chief Medical Officer, Dame Sally Davies. The plan recognises that there are too many avoidable deaths each winter in England, primarily due to heart and lung conditions from cold temperatures rather than hypothermia. The reasons more people die in winter are complex and interlinked. For instance inadequate heating and poorly insulated housing, circulating infectious diseases such as flu and norovirus and of course the extent of snow and ice.

4.2 The winter period not only sees a significant rise in deaths but also a substantial increase in illnesses. The Plan aims to raise awareness of the harm to health from cold, and recommends a series of steps to reduce the risks to health from cold weather. This includes the activation from 1 November 2016, of the Cold Weather Alert Service.

4.3 There are 5 alert levels from basic planning for cold weather, through to severe cold weather action and finally responding to major national emergency incidents from weather events. Each alert level aims to trigger a series of appropriate actions by the NHS, Local Authorities, Public Health England and other key agencies, which are detailed in the plan.

4.4 One key task for public health is to encourage the uptake of the flu vaccination which is free for a number of at risk groups and available through GP surgeries and some pharmacies.

4.5 The Plan can be accessed via

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/561105/Cold_weather_plan_2016.pdf

5. Clinical Commissioning Groups' public and service user engagement

5.1 At the last Committee meeting there were a number of questions asked about public and service user engagement in the development and monitoring of local health services. The following section describes how the three Manchester CCGs work with local people

5.2 The three Manchester CCGs have a number of ways which local people are involved in their work on an on-going basis. These include:

- Patient and Public Advisory Groups (PPAG) – 'committees' of local people, reporting to each CCG Board and chaired by a Board lay representative, who act as a 'sounding board' for CCG business and are involved in the developing of plans and the monitoring of commissioning activity
- Expert Panel – a virtual panel of local people who have in depth experience of particular conditions. They are then 'matched' with relevant projects and programmes who require some user involvement.
- Volunteers – a number of local people volunteer with us to support our work. For example, as part of the MacMillan Cancer Improvement Partnership, we have 60 volunteers who use their knowledge and experience to drive the new services and pathways which emerge from the programme.
- Patient diaries – these are given to local people who are in touch with services for an extended period of time. They allow us to better understand how services are working on practice and the impact that has on an individual's health and wellbeing.
- Voluntary Sector engagement projects – these are engagement projects, commissioned by the CCGs to better understand issues faced by communities of identity in the city. Examples include a recent project with Manchester People First which looked at the issue of health screening for people with learning disabilities and a current project with Manchester Deaf Centre looking at the difficulties hearing-impaired people face when accessing health services.
- Community explorers – these are people who live or work in Manchester and get together on a monthly basis to make connections in their local communities. It is a project run in partnership between the CCGs and Macc.
- Community roadshows – the CCGs Engagement team attend a range of community events and other venues, e.g. supermarkets, to promote local campaigns and to hear from local people

5.3 In addition, the CCGs, and local partners, deliver engagement exercises looking at informing specific areas of work. For example, during January – April 2016, a programme of public and stakeholder engagement was carried out on our Locality Plan, 'A Healthier Manchester'. Engagement materials including a concise, public facing version of the Locality Plan and short survey were developed to support the exercise. The engagement included:

- Stalls in 8 supermarkets across Manchester
- 7 information stalls at the hospitals in the city
- Discussion events with local community organisations e.g. Pakistani Resource Centre, North Manchester Parkinson's Support Group, Chorlton Good Neighbours, Rethink Carers

- Presentations to stakeholders e.g. CCG group meetings, Practice nurse Forum, Local Housing Associations
- Distribution of copies of the summary version of the Plan to all stakeholders including Manchester City Council (MCC), GP practices, MACC and Healthwatch

The Plan and engagement activity were promoted through:

- Local media via promoting local stories which illustrated the aims of the plan
- Social media e.g. Through MCC and CCG Twitter sites (approx. 100K followers between them)
- Digital media – websites, bulletins

Considerable feedback was received including 541 responses to the short survey. Reports from this and other CCG engagement exercises can be found in Appendix A. Also included in this table are some reports by local partners who engage with local people on healthcare issues, such as Healthwatch Manchester.

5.4 The outputs from CCG engagement work, and others, are combined with other service user experience information, for example from complaints data or national surveys, and reported through the CCGs Boards and relevant committees. As we develop a Single Commissioning Function in Manchester, we will need to ensure that the reporting route for this kind of intelligence is clear so that we can show what changes have occurred as a result of what people have told us.

5.5 The planned service transformation activity over the coming years brings with it the need to better co-ordinate our public engagement activity and make better use of the information people are giving us. In order to support this, the following is planned:

- Integrating CCG and MCC engagement mechanisms and activity with ‘Our Manchester’ context;
- Developing a joint ‘intelligence hub’ for commissioners and providers;
- On-going CCG and MCC public and community engagement programme;
- Initial engagement on LCO care models – frail, older people; people with long term conditions; people with ‘complex lives’;
- Formal consultation will be delivered as required;
- Ensuring that the emerging single commissioning system will have public representatives and elected members within the governance structure.

5.6 Further information is available from n.gomm@nhs.net

Appendix A: Locality Plan and Patient, Carer and Public Experiences

This document contains links to both CCG and external patient experience reports to inform the development of the Manchester Locality Plan transformation work-streams.

| No | Topic area | What | Who | Themes | Link to report |
|----|-----------------------|--|--|--|--|
| | Overall Locality Plan | Manchester Locality Plan – online survey January to March 2016 | Public | Self-care Use of primary care Use of hospital services Mental health and well-being Efficiency | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4628.pdf&ver=5744 |
| | | | | | |
| 1a | Public Health | Self-Care report | Patients, carers and health and care staff | Self-care Management of long-term conditions Mental health and well-being | Evaluation summary http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4648.doc&ver=5788 and http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4649.xlsx&ver=5792 |
| 1b | | Student Health Needs Engagement | Students – University of Manchester and Manchester Metropolitan University | Access to services Mental health and well-being Diet and Nutrition | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4622.pdf&ver=5730 |
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|----|-------------|--|--------------------------------------|--|--|
| 2a | Cancer Care | Cancer Experience Forums | People affected by cancer and carers | Improving communication between patients and care providers Support Services Improving uptake to screening Ending treatment and moving to a community setting End of Treatment summaries | <p>February 2015 http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4625.pdf&ver=5736</p> <p>September 2015 http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4626.pdf&ver=5739</p> |
| 2b | | North Manchester Macmillan Palliative Care Support Service | People affected by cancer and carers | Meeting the needs of the patients – information, pain management and emotional support | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4627.pdf&ver=5742 |
| 2c | | Time 2 Reason about Prostate Cancer | Black African and Caribbean men | Experiences of prostate cancer Awareness | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4634.pdf&ver=5758 |

| | | BHA for Equality | | and signposting | |
|----|--------------|--|--|---|---|
| 3a | Primary Care | Patient and Carer Voices in Primary Care | Patients, Carers and Public | Access | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjjm4n4620.pdf&ver=5726 |
| 3b | | We Care, Our Care Report | Carers | Access to primary care Use of hospital services | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjjm4n4621.pdf&ver=5728 |
| 3c | | Student Health Needs Engagement | Students – University of Manchester and Manchester Metropolitan University | Access to services Mental Health Diet and Nutrition | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjjm4n4622.pdf&ver=5730 |
| 3d | | Healthier Together | Patients, Carers and Public | Access to primary care | https://healthiertogethergm.nhs.uk/files/8214/3392/2813/Agenda_item_3_Post_consultation_reach_and_engagement_report_-_final.pdf |
| 3e | | Shaping Futures | Looked After Children and care leavers | Access to primary care Hospital experiences | http://www.manchesterccgs.nhs.uk/download.cfm?doc=docm93jjjm4n3818.pdf&ver=4800 |
| 3f | | Homelessness and Health | Homeless people | Access to primary care Use of hospital | Homelessness and Health engagement Report 2015 http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjjm4n4629.pdf&ver=5748 |

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|----|--|---|---|---|--|
| | | | | services Mental Health Substance Misuse and Alcohol | Homelessness and Health case studies 2015 http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4631.pdf&ver=5752 |
| 3g | | Big Life Family | Parents living in Ardwick and Longsight | Self-care Use of primary care Use of Accident and Emergency | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4639.pdf&ver=5768 |
| 3h | | GP Listening Event – Type 2 Diabetes – South Manchester | Patients and Carers | Self-care and Education Use of primary care | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4644.pdf&ver=5780 |
| 3i | | Overseas Students Access and Entitlement to Healthcare HealthWatch Manchester | Overseas Students | Access to primary care, hospital services and pharmacies | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4635.pdf&ver=5760 |
| 3j | | Healthwatch England: Co-creating the future of Primary Care | Patients, carers and the public | Access to primary care Management of long-term conditions | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4636.pdf&ver=5762 |
| 3k | | Wythenshawe Games 2014 | Patients, carers and the public | Access to primary care Management of long-term | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4637.pdf&ver=5764 |

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|----|----------|---|-------------------|---|---|
| | | | | conditions Mental health and well- being Use of hospital services | |
| 3l | | Somali Carers Research in Manchester Sasca, Manchester Metropolitan University and BHA for Equality | | Access and use of primary care services Access and use of hospital services Mental health and well- being | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4642.pdf&ver=5775 |
| | | | | | |
| 4a | One team | Community Conversation Report | Public | Access to primary care Hospital experiences Mental health and well- being | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4638.pdf&ver=5766 |
| 4b | | Manchester Pride 2014 | LGBT community | Access to primary care Hospital experiences | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4643.pdf&ver=5777 |
| 4c | | Building Health Partnerships | LGBT community | Experiences of using GP | http://lgbt.foundation/policy-research/building-health-partnerships/ |

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|----|---|--|--|---|---|
| | | | | practices Experiences of using hospital services Mental Health and Well- being Sexual Health Gender Reassignmen t | |
| 4d | | The Proud Trust - Literature review of LGBT young people's health focusing on needs, barriers and practice | LGBT Young people | Access to primary care Self-care and access to public health services Mental Health and Well- being Sexual Health | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4645.pdf&ver=5782 |
| | | | | | |
| 5a | Mental Health including Dementia | Mental Health Improvement Programme | Service Users, carers and public | Experiences of using mental health services in Manchester | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4630.pdf&ver=5750 |
| 5b | Mental Health | Manchester voices | Children and young people | Experiences of using Child | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4624.pdf&ver=5734 |

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|----|-------------------------|--|--|--|---|
| | | transforming Child and Mental Health Services (CAMHS) 42nd Street | | and adolescent mental health services in Manchester | |
| 5c | Dementia | GP Listening Event – South Manchester | People living with dementia and carers | Primary care Secondary care | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4647.pdf&ver=5786 |
| 5d | Dementia | GP Listening Event – Central Manchester | People living with dementia and carers | Impact of dementia on BME communities | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4646.pdf&ver=5784 |
| | | | | | |
| 6a | Learning Disabilities | Our Hospital, Our GP care | People living with learning disabilities | Using primary care and GP practices Using hospital services | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4632.pdf&ver=5754 |
| 6b | | Hidden Voices of Maternity | People living with learning disabilities | Using maternity services nationally | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4633.pdf&ver=5755 |
| | | | | | |
| 7a | Single Hospital Service | Report from the Waiting Rooms Enter & View Observation Patient Survey Manchester | Patients and carers | Experiences of using accident and emergency services at Manchester Royal | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jijm4n4640.pdf&ver=5771 |

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|----|---------------------------------|---|--|--|---|
| | | Royal Infirmary Adult Accident & Emergency and Walk-In Centre Healthwatch Manchester August 2014 | | Infirmary | |
| 7b | | Older People and use of Accident and Emergency | Older people | Use of Accident and Emergency Access to primary care Access to community services | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjm4n4641.pdf&ver=5773 |
| | | | | | |
| 8a | Children and Young People | Shaping Futures | Looked After Children and care leavers | Access to primary care Hospital experiences | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjm4n4623.pdf&ver=5732 |
| 8b | | Manchester voices transforming Child and Mental Health Services (CAMHS) 42nd Street | Children and young people | Experiences of using Child and adolescent mental health services in Manchester | http://www.centralmanchesterccg.nhs.uk/download.cfm?doc=docm93jjm4n4624.pdf&ver=5734 |
| 8c | | LGBT Young People's | LGBT Children and | Access to primary care | http://manchesterclinicalcommissioninggroupscreatesend1.com/t/i-l-iktuyhl-l-dh/ |

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|--|--|-------------------------------------|--------------|--|--|
| | | Health in the UK The Proud Trust | young people | Access to hospital services Mental Health and Well-being Sexual Health | |
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1. Manchester City Council Monitoring

Update on public CQC reports on residential care homes released during October 2016 where the rating is 'requires improvement' or 'inadequate'.

| Provider Name | Moston Grange | Alness Lodge |
|--------------------------|-------------------------------|---------------------------------|
| Provider Address | 29 High Peak Street Moston | 50 Alness Road Whalley Range |
| Registered Beds | 64 | 10 |
| Current Occupancy | 64 | 10 |

1.1 Further to details submitted in the September Scrutiny Report, The Quality, Performance and Compliance Team undertakes contract monitoring based on risk analysis informed by a range of qualitative and quantitative sources, including complaints and safeguarding investigations. In addition, quality is monitored through hearing the views and experiences of citizens who use services. The Quality, Performance and Compliance Team (QPC) meet regularly with Care Quality Commission (CQC) representatives to share intelligence on a quarterly basis or more often if required. Officers in the team also speak with CQC Inspectors on a frequent basis to share concerns and progress about providers across the City. CQC is invited to partake in safeguarding strategy meetings and the relationship between the council and CQC is a positive one.

1.2 Quality and Review Officers undertake additional visits to Care Homes to assess them against a Bronze, Silver and Gold quality framework, where providers achieve a recognised level of care, promoted by financial reward. Additionally, the QPC team identifies and promotes training opportunities with providers and regularly invites speakers to the provider forums to help services meet ongoing citizens' needs.

1.3 This briefing updates Health Scrutiny Members on the monitoring of providers. In October 2016, no homes or services have been found to be 'inadequate', and CQC has published two 'requiring improvement' reports for Manchester providers as follows:

2.0 Moston Grange Nursing Home

2.1 Moston Grange Nursing Home is registered to provide nursing care and accommodation for up to 64 people who require treatment or support.

There are four individually named single-storey residential houses. Deanvale, Hollybank and Mapledene which provides care for both men and women, and Woodside providing care for men only. At the time of the inspection there were 59 people residing at the home.

2.2 MCC's Quality, Performance and Compliance (QPC) team has risk-rated Moston Grange Nursing Home as 'Amber' (medium level of risk). They last had a monitoring visit in July 2016 and a spot visit in April 2016. In response to CQC's

inspection, a copy of the action plan required has been requested from the provider and progress against this will be checked on the next visit to the service.

2.3 The CQC unannounced inspection took place on 6 and 8 September 2016 and identified:

- Some areas of the home were not kept clean.
- Improvement was needed in relation to recording the times medicine was administered.
- There was a high percentage of agency staff used who did not know people well. This had impacted on the quality of care some people had received.
- Care plans were good and written in a person centred way. However this had not yet been embedded across all areas of the service for all people.

3.0 Alnes Lodge Limited - Alness Lodge

3.1 Alness Lodge is a residential home for persons with mental health conditions who require personal or nursing care. It is a 10 bedded home and is on Alness road in Whalley Range. As of 27.10.16 Alness Lodge is currently full with no vacant beds.

3.2 MCC's Quality, Performance and Compliance (QPC) team has risk-rated Alness Lodge as 'green' (Low level of risk)/ They last had a monitoring visit on 26/05/2016 and a spot visit on 17/07/2015. Following the most recent monitoring visit there was some concern that the home did not have any DoL's in place for any of the residents. Further advice was sought from the DoL's team who confirmed that there was nobody at the home who required DoL's

3.3 CQC inspected Alness Lodge on 12th October 2016 and found it to Require Improvement. They identified

- Some staff training had expired. Staff did have the opportunity to attend supervision, but this was not in line with the provider's procedure.
- The service was not always responsive to people's needs.
- care plans and risk assessments had not been reviewed in a timely way
- The service was not always well led. There were checks in place, though these were not always effective
- People who used the service and relatives were only asked to comment on the quality of care via day to day discussion which was not recorded.

4.0 Next Steps

4.1 CQC and QPC continue to exchange information regarding Manchester services and QPC follow up on actions identified through our own monitoring and that of CQC to ensure standards in Manchester services continue to improve.