

**Manchester City Council  
Report for Information**

**Report to:** Health Scrutiny Committee – 22 June 2022

**Subject:** Manchester Equipment & Adaptations Partnership (MEAP)

**Report of:** Executive Director of Adult Social Services

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**Summary**

The Manchester Equipment & Adaptation Partnership is a citywide service within Adult Social Care in the Manchester Local Care Organisation. This report provides an outline of the service encompassing:

- Service overview
- Current opportunities, challenges and activity

**Recommendations**

The Committee is asked to consider and make comment on the content provided within this report.

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**Wards Affected:** All

<b>Environmental Impact Assessment</b> - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
None

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS/Contribution to the Strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home-grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The key aim of the service offer is to provide adaptations, equipment and technology enabled care to maintain people's independence within their homes
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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#### **Background documents (available for public inspection):**

Not applicable

## 1.0 Introduction

- 1.1 MEAP is a city-wide service, based at the community equipment store in Ancoats. It provides a co-ordinated and comprehensive service to maximise independence, choice, safety and quality of life of adults and children. The service aims to achieve this by preventing or reducing reliance on care services, slowing down admissions to nursing or residential care and reducing hospital admissions.

## 2.0 Background

- 2.1 The key functions of the service include complex assessments for the provision of equipment, minor and major adaptations to enable people to live as independently as possible within their own homes, in the community, and to enable carers to look after them and assessments for Blue Badges for citizens applying under the 'subject to further assessment' criteria.
- 2.2 Referrals are made via the Contact Centre or from the Equipment Only Team following a low-level assessment. MEAP also accept referrals directly from Children's Services, Manchester Learning Disability Partnership, the Mental Health Trust and from the Registered Providers in relation to assessments for Decent Homes works.
- 2.3 A review in November 2015 was undertaken with key stakeholders on the most effective use of the Disabled Facilities Grant and the revenue budgets that fund adaptations. The outcome of the review was the creation of a new delivery model in April 2016 whereby Registered Providers and Northwards Housing Trust/PFIs would deliver and fund minor adaptations, costing up to £1,000, to their own properties and deliver their own major adaptations.
- 2.4 This decision was based on the understanding that Registered Providers & Northwards could deliver the works more cost effectively and quicker than the previous delivery model. While MEAP would continue to provide a full installation service on behalf of owner occupiers and private landlords, and all electrical major adaptations.
- 2.5 The assessment processes for minor and major adaptations undertaken by MEAP, The Equipment Only Team, Social care Assessors, Community Assessment Support Service and colleagues in Health and Housing are outlined below:

**Minor Adaptations:** are ordered online via the Council's Equipment Loan Management System (ELMS) which the Registered Providers & Northwards have purchased licences too, enabling them to progress assessment details and arrange installations.

**Major Adaptations:** the technical feasibility work is undertaken by 4 lead organisations on behalf of other Registered Providers as follows:

- Wythenshawe area: Wythenshawe Community Housing Group

- South Manchester: Southway Housing Trust
- Central & North: One Manchester
- Retained Council Stock: Northwards

Once an assessment of need has been agreed for a major adaptation, details are sent directly to Registered Provider or Northwards to be installed.

### **3.0 Main Issues**

- 3.1 Before providing an overview of the issues that the service is experiencing it is important to note that supporting people to achieve their best outcomes and remain as independent as possible is always at the forefront of every intervention the service delivers. This is directly aligned to achieving the aims of the Better Outcomes, Better Lives transformation programme and the Our Manchester Strategy to develop a strong preventative offer to ensure that all people feel safe, can aspire, succeed and live well.
- 3.2 The waiting time for an assessment from a non-qualified 'competent' Assessment Officer (AO) and a qualified Occupational Therapist (OT) has increased over the last 3 years. This has been significantly affected by the pandemic, an increase in demand and workforce challenges, such as long-term sickness and staff vacancies.
- 3.3 To reduce the waiting lists the service recently outsourced 400 cases from the AO waiting list to the OT Practice to be completed by the end of August 2022 with an aspiration for the waiting time to see an AO to be under 4 weeks by the end of September 2022. All 400 of the cases were allocated to the OT Practice by the end of March 2022 with fortnightly contract managements meetings to provide oversight on progress. They have currently completed almost half of the cases and are contractually obliged to complete them all by the 1<sup>st</sup> September 2022.
- 3.4 With the 400 cases outsourced the current waiting list for an AO assessment is less than 200 cases, which the service's AOs are currently working through. The service has 10.5FTE AOs working on these assessments with one FTE allocated 8 new cases per week. Even taking into account holiday and the potential for sickness over the coming months the service is confident it will achieve the target of all AO assessments being arranged within 4 weeks of referral by the end of September 2022.
- 3.5 An additional approach that the service has undertaken to reduce the waiting lists is to work with colleagues in HROD and Allied Health Professional leads in the MLCO around a recruitment strategy to tackle the issues with OT recruitment. An example of this was the recent appointment of an OT Apprentice and ongoing work with Huddersfield University and HROD to explore the possibility of for additional posts in next year's intake to 'grow' our own OTs.
- 3.6 There was recent successful recruitment of OTs to work with the Contact Centre as an element of the new front door operating model being prototyped

within the Early Help workstream of Better Outcomes, Better Lives. The aim of the prototype is to promote independence by ensuring that people are supported to resolve issues at first point of contact where possible by signposting to appropriate services, prescribing equipment or triaged appropriately.

- 3.7 The Adaptations Board recently agreed there should be a review of the delivery model for both minor and major adaptations. The review is in response to a number of factors including:
  - 3.7.1 Increasing numbers of referrals and subsequent Assessments of Need (AON) during 2021-22 due to the pandemic and restrictions on the ability to deliver assessments for a time and an ageing population.
  - 3.7.2 The outcome of the High Court Islington ruling of April 2020 meaning that many cases that would previously have been refused at Panel in favour of rehousing to more appropriate property are now being agreed.
  - 3.7.3 A citizen's journey can take different routes dependent upon a series of factors, such as housing tenure and the scale of adaptation which can result in a citizen waiting in excess of a year from the identification of an assessment of need to the commencement of work.
- 3.8 The review will identify what is working well and challenges to inform what the future delivery model needs to look like, so it is fit for purpose and equitable for all whatever their tenure and the adaptations required. The areas of the model to be reviewed include, price, quality, waiting times and customer satisfaction.
- 3.9 The Interim Director of Housing and Residential Growth will chair the Task Group leading the review supported by MCC's Internal Audit Team and colleagues in Adult Social Care. The Task Group will ensure that the review is closely aligned to other programmes of work including Adult Social Care's Better Outcomes, Better Lives transformation programme.
- 3.10 MEAP and the Community Alarms & TEC (CATEC) Team, have a key role in ensuring the delivery of Adult Social Care's TEC ambitions. These ambitions are highlighted within the Better Outcomes, Better Lives programme. Ensuring we have the right technology for what people need and supporting and enabling the workforce to take a "TEC first" approach are key aims of the programme.
- 3.11 This approach means that TEC should always be considered when practitioners are making assessments about what support needs to be put in place for a person. We have made a lot of improvements to how we communicate about TEC, to help practitioners think of it in the first instance. We are also improving the process for making requests for TEC to ensure there are no barriers to accessing it for residents.

- 3.12 We aim to embed the TEC First approach by increasing the awareness and knowledge of our staff and developing a TEC offer that is sustainable and adaptable to respond to a citizen's needs to maximise their independence. Examples of the prototypes underway within BOBL to achieve these aims are:
- 3.12.1 The development of the TEC Champions programme across the ASC workforce to train and support staff to promote the use of TEC solutions and adopt a TEC First approach.
  - 3.12.2 The creation, revision and production of materials, such as the 2022-23 TEC Vision on a Page, external TEC internet page hosted on the MLCO website and new TEC brochure to raise awareness and promote accessibility.
  - 3.12.3 A prototype of the Anywhere Care device which combines four devices, such as a falls sensor and GPS monitoring into one with the South Discharge to Assess Team to understand whether it can enable people to be more independent at home post hospital discharge.
  - 3.12.4 The ARMED, early fall detection, prototype with cohorts from services across ASC to understand whether the system enables the ability to predict and reduce the occasions of falls.
  - 3.12.5 Just Checking prototype in the North locality to understand whether the installation of the sensors upon a person's discharge from hospital can support improved assessment of ongoing care needs.
- 3.13 Across all the prototypes we have worked with our colleagues in Performance, Research & Intelligence to establish baseline metrics to evidence performance and impact. As CATEC install all TEC devices and provide a monitoring and response service to many of them they have a significant involvement in the delivery of the prototypes and the TEC First approach.
- 3.14 As outlined in this report the Manchester Equipment & Adaptation Partnership deliver a vital element of Adult Social Care's preventative offer through the provision of adaptations, equipment and technology enabled care to maintain people's independence in their homes. It is recognised that the service has a number of challenges and opportunities which are being progressed through programmes of work with appropriate governance structures.

## **4.0 Recommendations**

- 4.1 The Committee is asked to consider and make comment on the content provided within this report.