

Adults and Health Committee

Date of Meeting:	21 November 2022
Report Title:	Adult Social Care Winter plan 2022/23
Report of:	Nichola Thompson, Director of Commissioning & Integration /Cheshire East Council Associate Director Transformation & Partnerships /Cheshire & Mersey ICB Cheshire East
Report Reference No:	AH/19/2022-23
Ward(s) Affected:	All wards

1. Purpose of Report

- 1.1. This report seeks to inform Adults and Health Committee of the winter schemes and activities which are being deployed through 2022/23 to support the additional pressures being faced by Adult Social Care.

2. Executive Summary

- 2.1 The following report sets out the schemes, activities and actions which are being deployed through 2022-23 to address winter pressures. Over the last few months there have been significant emerging pressures in the social care market. The report covers: the wider context and how the adult social care winter plan forms part of the wider system winter plan, a breakdown of schemes and activities to help reduce demand, winter scenario planning and communications to support the work being undertaken.

3. Recommendations

- 3.1. That the Adults and Health Committee notes:
- The wider system winter plan as noted in Appendix 1 & 2.
- 3.2. In addition, that the Adults and Health Committee notes and approves:

- The schemes/activities being deployed as part of the Adult Social Care Winter plan including winter scenario planning and communications.

4. Reasons for Recommendations

- 4.1.** This report supports the strategic aims of the Council's Corporate Plan 2021-25. One of the council's strategic aims is that it empowers and cares about people.
- 4.2.** The winter schemes noted in this report supports the specific actions noted in the corporate plan which are; To prioritise Home First for patients discharged from hospital. Where possible patients are discharged to a home of their choice and that Vulnerable and older people live safely and maintain independence within community settings.

5. Other Options Considered

- 5.1.** This section is not applicable.

6. Background

- 6.1.** The following section sets out: the requirement for having a winter plan, how joint planning has been undertaken, the aim of our adult social care winter plan, the areas of focus to be addressed, the key communications over the forthcoming months, winter scenario planning and a breakdown of the council's winter schemes/activities.
- 6.2.** Winter planning is a statutory annual requirement to ensure that the local system has sufficient plans in place to manage the increased activity during the Winter period. In addition, there is a requirement that plans have been developed in partnership with Cheshire East system partners across the place. The Adult Social Care Winter Plan which includes schemes 1-23, winter scenario planning, communications noted in this report forms part of the overall system winter plan.
- 6.3.** Across the place partners have come together to jointly develop winter plans. The local system has developed a joined-up approach - Warm Up for the Winter Plan – The planning group is to track the progress and fully understand each system partner plans on the approach to winter and what will be in place covering all areas of urgent care across Acute, Mental Health, Primary Care and Social Care services. The purposes of the planning meetings is to focus on operational concerns and emerging risks recognised as a system challenge and to identify any practical solutions that could be implemented ahead of winter.
- 6.4.** This is an established forum made up of system leaders from Health & Social Care who will then be responsible for briefing their own organisations on the progress of the system Winter plan. In readiness for winter planning the ICB recently completed a winter readiness self-assessment. The council as part

of the local system has developed a plan to focus on a number of priorities across adult social care in readiness for winter. The schemes cross the following areas: Care homes, voluntary sector, Mental health, Substance misuse, poverty and the cost of living, Direct payments, Domiciliary care, fire service and carers.

6.5. The joint winter planning groups noted previously developed the following overall aim for joint winter plans. The aim is to ensure: A Good Winter will be delivered by supporting people to remain well and as healthy as possible at home, having responsive effective services that offer choice, and a system that is resilient, resolution focused and has a shared vision to deliver meaningful positive Health and Wellbeing outcomes for the population of Cheshire East. System partners will support this through the following methods:

- High uptake in the flu and covid vaccinations boosters with the 65+ year.
- Effective wellbeing & support for staff.
- Ability to access community provision unhampered by covid or other viral infections & Infection -Prevention Control restrictions.
- Utilisation of winter capacity provision to be 85% or above with high level throughput/flow..
- Patients deemed to no longer meet the criteria to reside in hospital have clear exit and support routes out.
- ED attendances reduced and no ambulance delays.
- Increased use of Voluntary Community Faith Sector
- Robust governance and system oversight

6.6. A Winter Wellbeing campaign has been developed which has the aim of reducing excess winter deaths in Cheshire East, reduce the number of people who become so ill that they require admission to hospital and to provide information and advice to people on how to stay safe, well and warm during the colder weather. This will run from September/October 2022 – February 2023. Areas of focus will be;

- The cost-of-living crisis – food and fuel poverty and accessing benefits (September/October)
- Warm banks (September/October)
- Flu (November)
- Avoid being scammed on Black Friday (November)
- Preparing your home for winter (late November weather dependent)
- Ensuring you are accessing appropriate winter-related benefits to help pay for heating bills etc (November)
- Being a good winter neighbour including social isolation (November)
- 12 scams of Christmas (Early December)
- Using services appropriately (December)
- Staying Warm, including energy efficiency (January)
- Staying active (January)

- Nominated neighbour scheme (TBC)
- 6.7. In addition to the annual Winter Wellbeing Campaign, the council's Stay Well Squad (formally Swab Squad) will be undertaking a tour of Cheshire East offering a range of information, advice and guidance with a focus on 'Winter Wellbeing' during the 2022-23 autumn/winter period. The tour will take place between October 2022 – February 2023. This will involve working with a range of partners with expertise in certain areas.
- 6.8. Each year the council implements a winter plan in coordination with partners, the adult social care winter plan comprises of a number of schemes which will provide support through the following areas:
- Care homes
 - Voluntary sector
 - Mental health
 - Substance misuse
 - 0-19
 - Poverty/ cost of living
 - Public health campaigns
 - Carers
 - Direct payments
 - Domiciliary care
 - Fire service support
- 6.9. The local authority is undertaking winter scenario planning, this process includes reviewing possible scenario's which could take place over winter: provider failure, increased demand, staff shortages, cost of living crisis and identifying action plans/mitigations which could take place in the event of them happening. Through this process a number of actions are underway which also include things such as: exploring how voluntary services could support the domiciliary care sector to provide low level support to clients, how and if students could be recruited and opportunities around additional dedicated care settings.
- 6.10. The adult social care winter schemes for 2022/23 are as follows:
- 6.11. **Scheme 1 Care homes - designated setting** - Establish a designated setting to assist with increased pressure as a result of winter and COVID. The designated setting will assist with hospital discharge.
- 6.12. **Scheme 2 Care homes – IPC** - Work with Infection Prevention Control teams to see what support that will be providing over the winter period to support care homes. This scheme will ensure that care homes remain open during the winter period and any disruption is minimised.
- 6.13. **Scheme 3 Care homes – dehydration** - Its noted that if care home residents are dehydrated they are at greater risk of falls, infection etc, recently a scheme to improve hydration in care homes in Staffordshire was

implemented. The aim of this scheme is to increase hydration in care homes and in doing so reducing the number of falls, admissions to hospitals.

- 6.14. **Scheme 4 Care homes - pressure ulcers** - Service users who may have mobility issues may be at increased risk of pressure ulcers, there has been a recent campaign 'react to red' to increase awareness of pressure ulcers and to help reduce grade 4 ulcers from occurring. The local authority will ask the hospital trusts to lead on increasing awareness of this campaign in care homes.
- 6.15. **Scheme 5 Care home – falls** - A number of business cases have been prepared for the public health SMT to help reduce the number of falls happening. The lead will progress the business cases to see if they are approved and can be implemented.
- 6.16. **Scheme 6 Voluntary sector – transport** - Transport plays a key role in ensuring a person returns home from hospital this scheme will aim to ensure there is adequate transport provision in place to support people throughout the week through winter.
- 6.17. **Scheme 7 Voluntary sector - supermarkets & cleaning** – This scheme will seek to partner with a supermarket to assist with getting meals/food delivered to those service users who have that need met through domiciliary care. Try to partner with a cleaning company who can provide cleaning to people who have that need met through domiciliary care.
- 6.18. **Scheme 8 Voluntary sector - community and hospital discharge** - Data suggests increasing numbers of the over 50 population are retired and could be in a position to provide voluntary support to help people return home from hospital, this could be free or paid care.
- 6.19. **Scheme 9 Mental health - A&E support** - Establishing the correct level of mental health support to A&E to ensure where possible hospital admission is avoided.
- 6.20. **Scheme 10 Mental health - bed capacity** - Ensure that there is the correct level of mental health bed stock which can be accessed as step-up or step-down to support hospitals.
- 6.21. **Scheme 11 Mental health - provider engagement** - Engagement with the market to articulate the key themes through winter but to also identify how providers can support through the winter period.
- 6.22. **Scheme 12 Mental health - community support** - Identify what support people with mental health needs require when returning home to ensure they feel supported and settled.
- 6.23. **Scheme 13 0-19-cost of living crisis- new mothers may encounter difficulty with feeding new borns/infants** - The cost of living crisis will impact new mums and may in turn impact the ability to feed their babies. This

scheme will aim to identify whether this is will be an issue and will put in place support to help meet this potential need.

- 6.24. Scheme 14 Substance misuse - hospital frequent flyers** - Work with hospital trusts to identify and work with potential frequent users of hospitals/A&E as a result of substance misuse. The aim of this scheme is to highlight the services available to hospital trusts and gp's through the winter period. Recent data suggests increased admissions and attendance at hospital for patients aged 0-4, this work will look to identify the size of this problem and will work with hospitals trusts to put in place mitigating actions.
- 6.25. Scheme 15 Poverty - cost of living** - Residents are facing a number of pressures over the winter period this includes cost of living crisis. This scheme will identify what links can be made with GP surgeries to help support, highlight services and signpost.
- 6.26. Scheme 16 Poverty - cost of living** - Develop and advertise the offer around cost of living crisis for residents and staff, this would include: warm spaces (libraries, council buildings) which can be accessed to stay warm during winter, access to warm blankets through community development officers, food banks, winter heating schemes, £10,000 of funding for staying warm.
- 6.27. Scheme 17 Public health campaigns** - A number of public health schemes and campaigns operate throughout winter, this scheme will seek to bring forward promotional campaigns to increase awareness and uptake of schemes such as flu and COVID jabs.
- 6.28. Scheme 18 Direct payments - bank of personal assistants** - This scheme will seek to increase the pool of available personal assistants, partnering with a suitable organisation to operate and organise the bank of personal assistants which could then be accessed, this in turn would increase capacity within the community.
- 6.29. Scheme 19 Direct payment – carers** - Identify and support carers out of hospital through the use of direct payments.
- 6.30. Scheme 20 Domiciliary care - provider reviews** - Establish a process for domiciliary care providers to review any packages which they believe are excessive and could be reduced. Within this also look at whether any alternative support could be offered for example a 'just checking' phone call to make sure the person is safe.
- 6.31. Scheme 21 Domiciliary care - review of waiting list** - There are a number of people waiting for domiciliary care services, in advance of the winter period the number waiting will be reviewed and identified and a target of 50% will be applied to reduce the wait list.
- 6.32. Scheme 22 Fire service support - home support** - A number of people are awaiting for elective surgery, once they have had surgery its important that they can return home and that home is a suitable environment. This scheme will seek to explore whether the fire service can support with the home checks

to make sure the home is ready for the person to return to following surgery. Links through the fire service representative of the HWB will be utilised.

- 6.33. Scheme 23 Carers - winter support** - Develop and articulate the offer for carers over winter and then advertise and make carers aware, this would include: winter wellbeing programme, carer breakdown offer, access over winter, take a break crisis phone line, and the mobile bus being deployed.

7. Consultation and Engagement

- 7.1.** Winter plans have been developed by Cheshire East System partners which includes representation from all local system key winter leads. These groups have been instrumental in developing key elements of the winter plan which has included: Operational resilience, Contingency planning, mitigations to address identified gaps, Escalations triggers and appropriate oversight and assurance.

8. Implications

8.1. Legal

- 8.1.1.** Any commissioned services will be subject to compliant procurement exercises. Any amendments to those contracts, or additional contracts that are proposed in response to the findings of and suggestions in this report will need to comply with the Public Contracts Regulations 2015 and the Council's own internal rules.

8.2. Finance

- 8.2.1.** The schemes 1-23 noted in the body of the report represent a number of no additional cost solutions which are being deployed through the winter to support adult social care.

8.3. Policy

- 8.3.1.** As noted this report supports the strategic aims of the Council's Corporate Plan 2021-25. One of the council's strategic aims is that it empowers and cares about people.
- 8.3.2.** The winter schemes noted in this report supports the specific actions noted in the corporate plan which are; To prioritise Home First for patients discharged from hospital. Where possible patients are discharged to a home of their choice and that Vulnerable and older people live safely and maintain independence within community settings.

8.4. Equality

- 8.4.1.** The scheme 1-23 noted in this report are conversant and complaint with the Equality Act 2010.

8.5. Human Resources

8.5.1. The winter scenario planning activities have sought to understand a range of possible alternatives and how they could impact adult social care providers and workforce during the winter period. The same planning exercise has also sought to identify mitigating actions.

8.6. Risk Management

8.6.1. Winter planning is a statutory annual requirement to ensure that the local system has sufficient plans in place to manage the increased activity during the Winter period and plans have been developed in partnership with Cheshire East system partners across the place.

8.7. Rural Communities

8.7.1. There are no direct implications for rural communities.

8.8. Children and Young People/Cared for Children

8.8.1. There are no direct implications for children and young people.

8.9. Public Health

8.9.1. The public health campaign is noted as part of scheme 17 in the report. Separately actions being taken by public health are also referenced in the system wide winter plan.

8.10. Climate Change

8.10.1. Scheme 16 notes the use of warm spaces to ensure residents have access to a place where they can stay warm, this scheme will ensure greater use of public facilities and in doing so help to reduce energy consumption more generally.

Access to Information	
Contact Officer:	Alex Jones, BCF Programme manager Alex.t.jones@cheshireeast.gov.uk 07803846231
Appendices:	Appendix 1 - Executive summary system wide winter plan Appendix 2 - System wide winter plan
Background Papers:	Not applicable.