

Bath & North East Somerset Director of Adult Social Care

Report for Children and Adults Health and Wellbeing Policy Development and Scrutiny Panel

Update on Health and Social Care pressures

The Health and Social Care system remain under significant pressure. South West Ambulance Service NHS Foundation Trust (SWASFT) declared a critical incident on Tuesday 7th September due to the high volume of calls. The Royal United Hospital Trust Bath NHS Foundation Trust (RUH) continues to see increased demand in A&E. Both the Wiltshire and Swindon systems are in a similar position. The number of Covid patients in RUH remains low but is increasing and this is putting even greater pressure on a system that is already challenged.

Mental Health Services have seen an increase in the referral rates, and this, combined by an inability to recruit into key positions such as, social workers and health staff, is leading to a system that is severely under strain. This is a picture that is being reported across the whole of BSW and indeed nationally.

The Council and Virgin Care continue to work to support RUH and Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and where appropriate, diverting people to the community who do not require an admission and discharging people from hospital in a timely way. Staff in hospitals and the community are continuing to work hard to meet increased demand.

Internal Care Homes and Extra Care Service Consultation

The consultation of Care Homes and Extra Care (CRE) staff pay has now closed. The agreement is that all staff who transferred from Sirona will go onto council pay and conditions. They will retain their enhancement, plus an additional increment for staff with 5 years plus service. The new salaries will be paid to staff in the September payroll.

Update on vaccinations

The percentage of NHS workers across the region who have received one dose of the coronavirus jab is 98% (including staff from the Great Western Hospital in Swindon, the Royal United Hospital in Bath and Salisbury District Hospital, as well as those based in more than 90 local GP practices), and approximately 96.5% have received both doses.

Vaccine uptake among staff working in care homes has been lower than their NHS counterparts; approximately 90.6% of care home staff have received one jab and 83.3% have received two doses. Leaders are now calling on any care workers yet to be vaccinated to come forward without delay.

Safeguarding Activity

During 20/21 the Council received 1,115 safeguarding concerns, relating to 838 adults considered to be at risk of abuse or neglect. Despite national concerns at the start of the year that the reporting of safeguarding issues would decrease due to the lack of access to care settings or visits by family or friends to people's homes, the B&NES referral level only decreased by 27 in comparison with last year. There has however been a significant increase in the number of referrals received from General Practitioners and other Primary Care staff. Of those who were supported through the safeguarding enquiry process, 67% said that their identified outcome had been fully met, 30% said they were partly met and 2% said their outcomes were not met. The outcomes that remained unmet mostly related to wanting the alleged person sacked or prosecuted, but the employer or police did not feel this was warranted following an investigation.

Most safeguarding meetings have been undertaken remotely, but the team have met with individuals (following appropriate PPE requirements) where it was felt that the person needed to be part of a face-to-face safeguarding meeting. Feedback on the arrangements has been positive and it is likely that the team will continue to undertake several meetings remotely.

Compassionate Communities Hub

Virgin Care have been instrumental in leading the development and operation of the Community Wellbeing Hub, alongside colleagues from 3SG, their members, BSWCCG and the Council. The Hub has provided a single point of access for community response and provides a joined-up intervention for anyone seeking support or guidance on COVID-19. Response Teams include food support, welfare support, mental wellbeing, housing support and physical wellbeing advice. From March 2020 to August 2021 the Hub has received over 15,000 calls into the triage team.

The Hub was set up in response to COVID-19, but its effectiveness has meant that it will now develop into an ongoing service for a joined-up community response to support the wellbeing of residents into the long term. As part of this process, the Hub is engaging with colleagues from Adult Social Care within the Council and Virgin Care to help determine the community support that it can offer B&NES residents for the long term.

The following activity has been delivered by the Community Wellbeing Hub Partners between March 2020 and July 2021:

- 747 emergency food boxes were delivered. This included Bath College and the DHI Winter and Summer Homeless Programme. In total 943 individuals received support.
- 26% of emergency food was delivered to families - 55% lived alone, 19% lived with other adults
- 27% of enquiries were repeat requests.
- 33 people received a Christmas meal delivered by the Hub with a small gift.

- 124 unwanted food government parcels were collected and redistributed.
- 42 urgent medication collections were arranged (first wave in March/April 20 and third wave in June/July 21). This is in addition to the support provided from 3SG volunteers.
- 29 hearing aid batteries were collected or arranged for service, for vulnerable people (March – June 2020).
- Two members of Council staff were redeployed to assist the Hub during the busiest month of April 2020 and matched 290 individuals with volunteer support.
- During March and April 2020, delivery of PPE equipment to Care Homes, local charities and face shields to all pharmacies in B&NES
- Over 50,000 frozen meals were provided to support local food offers including the Hub and other charitable work - 45,000 frozen meals, including emergency food boxes, provided by the Bath Masonic Hall Trust have been delivered to local charities, including Sporting Family Change, Mercy in Action, Children's Centres and Southside Family Project.
- 5,400 frozen meals provided by The Ivy Restaurant were distributed to local charities and 10 local nurseries.
- 41 Council PCs were delivered to Council Staff at various locations within B&NES, South Gloucestershire, South Somerset and Bristol.

In addition, welfare visits were made to vulnerable people where the Hub or Test and Trace were unable to reach individuals. There was correspondence (letters and emails) with all Clinically Extremely Vulnerable (CEV) people in November 2020 and January 2021. Virgin Care Triage Team made 632 follow up calls during that time and 56 people were given direct support (Food, Citizens Advice, Mental Health, volunteer support). 2 webinars were targeted to CEV's to support them during lockdown, which included real life experiences of those shielding. Direct referrals have been received from Test and Trace since June 2021, with 29 individuals needing direct contact to be made and 16 requiring further support (Food, Citizens Advice, Mental Health)

