

Appendix 1

Heath and Social Care

Adult Social Care

Adult Social Care & Safeguarding:

- a) Increased flexible and mobile working. We continue to operate video and telephone social care assessments and reviews to enable staff to work flexibly, whilst also supporting staff to complete assessments face to face safely where this is required.
- b) We have Harnessed the improved ways of working that were evident during the pandemic response, including First Contact continuing to complete assessments quickly and effectively.
- c) Impact on referrals: We continue to see high levels of referrals across our services, and will continue to monitor these levels of demand and prioritise individuals at greatest risk

Care Commissioning:

- d) Recover operations: Our brokers continue to support our colleagues in adult social work as they respond to high levels of referrals. Together with our colleagues in MPFT adult social work, we have completed reviews of patients who were placed by the NHS into temporary accommodation during the first phase of Covid-19, and arranged ongoing placements as appropriate
- e) Improve urgent care. We are continuing to support the NHS to minimise unnecessary emergency admissions to hospital and facilitate timely discharge and we are working with the NHS to prepare for winter 2021/22
- f) Ensure care market resilience. We continue to provide advice to care providers about infection prevention and control, PPE, social distancing and 'shielding', and 'test and trace', as part of our COVID-19 Local Outbreak Control Plan. We have continued to distribute government grant funding for infection control and testing. We have also worked closely with the NHS and the care market to promote vaccination of care home residents and staff (ahead of legislative requirements for staff in care homes to be vaccinated). We continue to promote the value of the care workforce alongside the NHS
- g) Review the care market. We continue to monitor the care market to identify trends and we have progressed a review of future market capacity requirements in the context of the impact of COVID-19 on the care sector, especially care homes. We continue to trial alternatives to building based day services and replacement care where appropriate to ensure support in the context of enhanced requirements for hygiene and social distancing.

In-house learning disability provider services:

h) We have developed new ways of providing support in the context of enhanced requirements for hygiene and social distancing, including the use of remote electronic interactions.

i) Finally, there is a need to acknowledge the impact the past year have had on our workforce and those working in the wider care sector and we continue to provide effective support through what has been, and may continue to be, a challenging period.

Public Health

The 19th July has seen the removal of most restrictions in England, however as cases continue to rise in the country and in Staffordshire, SCC and its partners continue to have a significant role to play in minimising ongoing transmission by managing outbreaks, contact tracing, communications and community insight and supporting the ongoing vaccination programme.

Public Health has implemented a range of interventions to improve those health behaviours that are associated with COVID-19 risks and those problems that stem from the restrictions in place to manage the pandemic, including:

- a. Obesity – excess weight is associated with poorer health for people catching COVID-19. We have therefore initiated a long term programme designed to help people achieve a healthy weight that involves stakeholders from a range of different organisations. The plan is for partners to come together to explore how resources can be better used to encourage people to eat a healthier diet and take more exercise. A number of communications campaigns have already been delivered to provide people the information they need to lose weight and a range of projects will be delivered during 2021/22 and beyond.
- b. Smoking – similarly, people who smoke often have greater health complications associated with COVID-19. We have therefore significantly increased the size of the stop smoking services in order to support more people to quit.
- c. Alcohol – there is some evidence of people drinking more during the pandemic, not necessarily at the most problematic rates but at levels that are detrimental to health. We have therefore relaxed the eligibility criteria for alcohol treatment services to enable more people to received support.
- d. Mental wellbeing/ social isolation – many people have struggled with the social restrictions put in place during the pandemic. We have therefore implemented a range of approaches to help people improve their wellbeing – not least through digital ways of connecting people socially.
- e. Complex cases – the pandemic has highlighted the vulnerabilities of those people with multiple complex challenges, such as rough sleeping, addiction and mental illness. We are working with partners to provide a more joined up approach and have recruited new staff to support this client group.

- f. Workplace health – businesses have suffered enormously through-out the pandemic. We have therefore developed a programme to enable employers to offer their staff access to resources to enable people to improve their health and reduce absenteeism.

Supportive Communities

In November 2020 Cabinet endorsed an updated Supportive Communities plan and the Supportive Communities priorities for 2021/22 were agreed in February 2021. Since October 2020 the following activity has been undertaken to support recovery:

a. Digital

- i. Launched a refreshed web based digital offer to ensure that older adults and people with additional needs had the knowledge and resources to support themselves at home.
- ii. Enhanced this offer through the delivery of targeted Coronavirus Information pages, the HealthApp finder, and the Do It Staffordshire volunteering platform to help people stay safe and well as they self-isolated.
- iii. Designed with practitioners the At Home platform, a virtual house that showcase aids and gadgets easily through commercial outlets that supports independence at home

b. Workforce

- i. Supported operational teams, including First Contact and area-based practitioner teams, to utilise new and existing digital resources. Identified and trained 46 digital and Assistive Technology Champions with representation across the adult social care operational teams
- ii. Facilitated, in partnership with Support Staffordshire, 56 Supportive Communities training sessions aimed at enhancing skills and providing a comprehensive toolkit covering: signposting and resources; communication and safeguarding; assistive technology and digital skills; COVID myth busting

c. Communities

- i. Worked closely with partners, including the voluntary sector, to ensure vulnerable citizens (including the clinically extremely vulnerable) had access to the support they needed through the lockdown.
- ii. Supported 1350 Staffordshire residents to step up to volunteer through the iCare and iCount campaigns.
- iii. Provided our communities with information, advice and guidance and linked them to voluntary and local community resources.

- iv. Supported 149 Mutual Aid Groups to step up during the Covid-19 pandemic to support their communities with varying local offers, through effective relationships with our partners (including local anchor organisations).
- v. In October 2020 launched 18 Community Help Points in trusted venues in local communities e.g. libraries and community venues. These provide a non-digital offer information, advice, and guidance and to actively signpost to very local community assets
- vi. A new way of connecting and engaging with communities was developed to tackle fake news linked to Covid and to increase the uptake of the Covid vaccine in the Burton area. The Community Champions programme recruited 50 voices with a reach of over 1,000 people from the Burton community. This included local community representative, individuals, VCSE, Public and private sector. This group has successfully targeted two-way communication resulting in an increase in Covid compliance and vaccine uptake. The plan is to roll this engagement model and approach to other localities
- vii. Disseminated £200k grant funding to support local community groups to stay open and deliver a level of provision between January to June 2021. In addition, a further £50k in small grants is being disseminated by Support Staffordshire Locality Officers. This also includes training, advice, and support for groups to 'open-up' post Covid
- viii. There have been several successful campaigns using the nudge theory approach to help tackle some of the potential negative impacts of Covid for example the Happy At Home Christmas gifting campaign and the Let's beat Loneliness Together campaign