

Thurrock Coalition



The Thurrock Local Account – Adult Social Care Priorities – 2018-2020

“You Said, We Did” – 12 months’ in

About Thurrock Coalition

As the formally recognised User-Led Organisation for Thurrock, Thurrock Coalition has been set up to ensure that individuals get all the information they may require to get the support and care that they or their families /relatives need. We link to a whole range of groups and individuals in the borough. We know about the rights and entitlements of residents of Thurrock. We provide advice and information on a range of issues affecting disabled and older people. One of our main aims is to consult and engage with residents of Thurrock to help shape and influence Thurrock Council policies and strategies around Adult Social Care. We provide and deliver:

- Advice, Information and Guidance on a range of Disability-related issues
- Consultation & Engagement with Disabled people, older people, their families & carers
- Co-ordinating events to raise awareness of contemporary issues of concern to Thurrock residents.
- Specialised training to promote the Social Model of Disability, equality, diversity and inclusion - raising awareness of peoples’ rights, responsibilities, duties and entitlements and to remove physical, environmental and attitudinal barriers that disable people.

We connect to over 1500 individuals and organisations with an interest in disability issues. Thus, we have a direct interest in the work of the Thurrock Adult Social Care Directorate in helping to inform and set the priorities contained within the Local Account for 2018-2020 and beyond.

Summary, Background & Context

We ran a series of coproduction and engagement workshops in August 2018 with individuals with lived experience of Adult Social Care, their family members, carers as well as representatives from Thurrock Coalition, Thurrock Lifestyle Solutions CIC, The Thurrock Carers Service, and Thurrock Centre for Independent Living (TCIL), BATIAS, TOFF & the Direct Payments Engagement Group (DPEG). Attendees were consulted and views were gathered around the key themes relating to Adult Social Care locally. Attendees were then able to identify, agree, set and vote upon 10 Priorities for the period 2018-2020. The report detailing the original co-production exercise can be found on the Thurrock Coalition website.¹

The focus of Local Accounts

The focus of Local Accounts centres upon letting individuals, family members and carers who are resident in a specific geographical area know about the vital role that Adult Social Care undertakes in

¹ <http://www.thurrockcoalition.co.uk/wp-content/uploads/2018/10/Thurrock-Coalition-Informing-the-Local-Account-through-Coproduction-October-2018-FINAL.pdf>

promoting and maintaining wellbeing, as well as who the key demographic groups are and also monitoring key progress and setting and measuring progress over a given period of time.

The current framework surrounding Local Accounts emerged following the abolition of the Care Quality Commission Annual Performance Assessment in 2011 and the subsequent move towards Self-Assessment by Local Authorities. There is, however, no specific guidance covering what should be in the Local Account.

The aim of the workshops and events

Following discussions and meetings with Thurrock Diversity Network in 2018, Thurrock Council decided to fully co-produce the Local Account and to attend a “You Said, We Did” event 12 months into the 2-year cycle, in order to check progress and provide feedback to individual attendees on achievements and where work still needs to be done.

The Local Account 2018-2020 can be found here: <https://www.thurrock.gov.uk/adult-care-strategies-and-plans/adult-social-care-local-account>

The 10 co-produced priorities

These are as follows:



The “You Said, We Did” Event

Attendees

The event was attended by a wide range of individuals with lived experience and representatives from organisations across the borough, including:

- Thurrock Over Fifties Forum (TOFF)
- The Orchard Forum
- The Chadwell Forum

- The University of the Third Age (U3A)
- Future East
- Thurrock Centre for Independent Living
- Thurrock Diversity Network Limited
- St Luke's Hospice
- BATIAS
- Thurrock Carers Service
- Wellbeing Team Customers

The event was facilitated by Thurrock Coalition, with speakers and support from senior officers at Thurrock Council.

The introduction, presented by Les Billingham, covered the purpose, process and intended outcomes for the day:

Purpose:

- In August 2018 a series of workshops were undertaken to inform our 2018-2020 Local Account.
- The Council let individuals know what they had been doing, what they have achieved and what the plans were.
- Attendees told the Council what they thought the Council did well and what individuals thought the Council needed to improve upon.
- Attendees set the Council 10 key priorities of what they thought was important for the next two years.
- This resulted in a Local Account being drawn up for 2018-2020 and taken to the Thurrock Health & Wellbeing Overview and Scrutiny Committee for noting, and was published on the Council's website.
- The purpose of the "You Said, We Did" event is to take stock of where the Council is at one year on, to tell attendees about some of the things the Council has been doing to meet those priorities.
- And to give attendees an opportunity to let the Council know how they think the Council is doing.

Process and Intended Outcomes:

- Following this workshop, the Council and Thurrock Coalition will be drawing up a report reviewing the priorities in the Local Account.
- This will include any views or opinions you share with us.
- The report will go to the Health & Wellbeing Overview and Scrutiny Committee and will be published on our website.
- Discussions today will inform the next Local Account which will be undertaken in 2020 for the period 2020-2022.

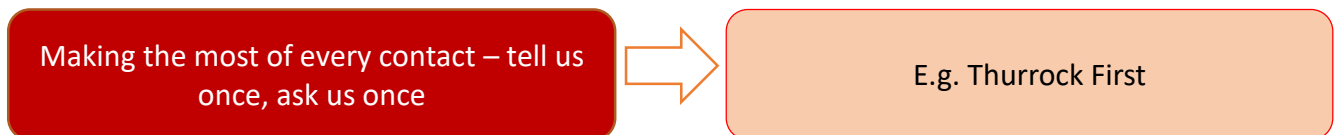
Recommendations from the “You Said, We Did” Event

- **Making the most of every contact—tell us once, ask us once** - Continue to develop communication and publicity for the range of new initiatives, including: location, scope (what is covered/not covered), referral routes and any criteria involved.
- **Join up Mental Health Services and Social Care** - Consider co-producing and co-delivering a programme or project alongside individuals and (perhaps with Public Health) to educate professionals to understand the needs and issues facing young people. For example, the support available for anxiety and stress around education, tuition fees, leading to financial difficulties and debt early on in life. Improve links with education providers, public health and GPs for awareness and better support.
- **Public Health & Wellbeing focus upon Prevention** - Evaluate the Community Led Support programme in its first year to monitor effectiveness of preventing, reducing and delaying the need for care, alongside the satisfaction of individuals who have contacted the Community Led Support Team.
- **Direct Payments—Greater clarity for service users contemplating Direct Payments** - Continue to support the Direct Payment Engagement Group to develop user-led information and advice literature and co-delivered training and awareness for Social Work practitioners.
- **Training should be co-produced, a Community, Third Sector & Statutory Offer** – Continue to work with the Third Sector and individuals as Experts by Experience to deliver a range of training opportunities locally.
- **Develop a Marketing Strategy for Adult Social Care** - Publish the Transformation Prospectus and disseminate as widely as possible.
- **Improve Home Care, Respite & Carers** - Emphasise the importance of support organisations, community groups and networks for carers in Thurrock, work alongside them to publicise their existence and the work they undertake. Improve the variety and choice of respite options available in the borough.
- **Build upon community resilience** - Continue to develop Micro-enterprises alongside community groups and disabled people.
- **Expand services for people on the autistic spectrum** - Work to clarify and address issues around the Medina Road development, including the varying support needs of the individuals, whether each of the units provided space for PA support and sleep-ins and whether the units were intended as “homes for life.”
- **Safeguarding & Keeping Vulnerable people safe** - Work with the Thurrock Safeguarding Adults Board, individuals and Thurrock Coalition to create the Thurrock Safeguarding Strategic Plan for 2020 onwards.

The Discussions & Event Feedback

The progress, achievements and ongoing work for each of the 10 Priorities was discussed in turn and is detailed below:

Priority



Progress/Achievements and work to date

Thurrock First is a partnership between Essex Partnership University NHS Foundation Trust (EPUT), North East London NHS Foundation Trust (NELFT) and Thurrock Council. It is the first point of telephone contact for adults living in Thurrock who want to talk to someone about adult social care, mental health, care available in the community, health problems that have been diagnosed and for which on-going care is needed and where to get help with other health concerns.

It is a shared team with access to each organisations specific system, this helps with data and information access and sharing. This in turn means that people are triaged to the right person for the right support, help, advice, information and/or signposting and only have to tell their story or discuss their circumstances once.

When you call Thurrock First, we will talk with you about the support you need, give you information and advice, direct you to the right service. In terms of eligibility Thurrock First is for anyone who is 18 years-old or over, living in Thurrock. Thurrock First can be contacted 7am to 7pm, 365 days a year, with a limited service from: 7am to 9am and 5pm to 7pm, Monday to Friday and 7am to 7pm on weekends and bank holidays on: 01375 511 000, or by email: thurrock.first@thurrock.gov.uk

Q&A Feedback

- Thurrock First is based at Thurrock hospital
- There is no need for a GP referral, individuals can self-refer

Priority



Progress/Achievements and work to date

Essex Partnership University Trust are currently training staff for a national Clinical Trial based on the 'Finnish open dialogue' method, sometimes known as 'Seikkula's open dialogue approach' to psychosis includes a range of practices and a philosophy of care that is radically different to the way mainstream mental health services work with people in crisis. Open dialogue has gained international attention because it has been shown to have reduced the incidence of people with first episode psychosis developing chronic symptoms and associated disability with minimal use of psychotropic medication. The open dialogue approach to psychosis emphasises a rapid response to

crisis with skilled therapy teams meeting people in their own homes where possible, co-ordinating all care until the crisis is resolved, engaging with the person's social and support network in open dialogue meetings, and the facilitation of intensive individual therapy. There will be one team and it will be Complete Continuity of Care.

The Open Dialogue approach is a strength's based model, moving away from treating illness to treating a whole individual and causes of mental health issues rather than just the symptoms. The model has one Care Co-ordinator that works with an individual throughout their treatment.

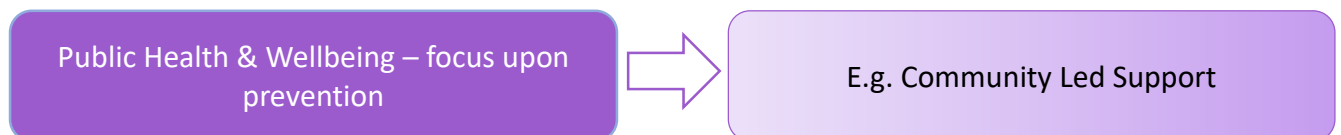
Q&A Feedback

- Open Dialogue is community based
- There is a need to educate professionals to understand the needs and issues facing young people. For example, anxiety and stress around education, tuition fees, leading to financial difficulties and debt early on in life
- Better links to be made with education providers, public health and GPs for awareness and better support

Lived Experience Feedback

One attendee from TDN highlighted her volunteering role with EPUT, providing and delivering talks on mental health awareness, interviewing EPUT job candidates and helping to draft the script for telephone operators supporting people in crisis. This work helps to ensure that the service is truly person-centred, works to meet needs and offers reassurance and builds trust.

Priority



Progress/Achievements and work to date

Prevention is the whole focus of the Council's Transformation Programme. A new pilot, community-led approach to providing adult social care was launched on Wednesday 16 January 2019. The Community Led Support (CLS) team will initially work with those living in Tilbury, East Tilbury, West Tilbury, Linford and Chadwell St Mary. As part of the service, residents in these areas of the borough will be given the opportunity to have face-to-face discussions with a team member in a convenient location close to where they live.

The scheme is designed to bring adult social work closer to the community and offer more accessible, tailored support for those that require it as well as identifying innovative community solutions to help meet people's needs. If the approach proves successful it will be rolled out to other areas across Thurrock, focussing upon early intervention and prevention. To access the Team, people can drop in to "Talking shops" or call Thurrock First (see above). The Talking Shops allow individuals to ask questions and get advice, which may prevent their need for more formal support. In addition, as staff are working in a small, focussed community area, there is less time spent travelling, maximising the amount of time that can be spent helping individuals.

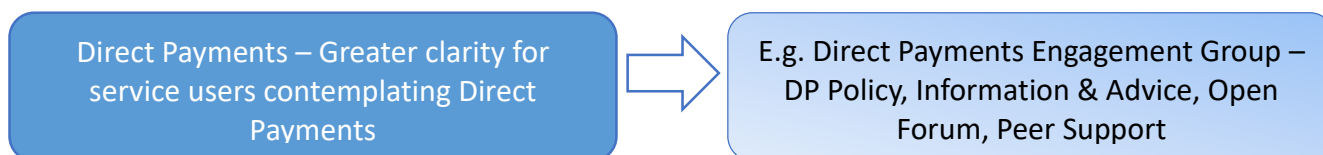
Q&A Feedback

- Evaluate the programme in its first year to monitor effectiveness of preventing, reducing and delaying the need for care, alongside the satisfaction of individuals who have contacted the Community Led Support Team.

Lived Experience Feedback

Thurrock Coalition are evaluating the Community Led Support pilot by speaking to people who have experienced the conversations with the CLS team and who have agreed to be contacted to discuss their views and gather feedback on how they feel the process went and whether they achieved the outcome(s) they wanted.

Priority



Progress/Achievements and work to date

The Direct Payments Engagement Group - Thurrock Coalition worked in partnership with Thurrock Council officers to contact everyone in receipt of a Direct Payment and to provide an opportunity for individuals, family members and carers to come together in a forum, to share ideas and experiences and to discuss current issues of import and to put forward suggestions for service improvements relating to Direct Payments in Thurrock. The current Aim of the group is stipulated as follows:

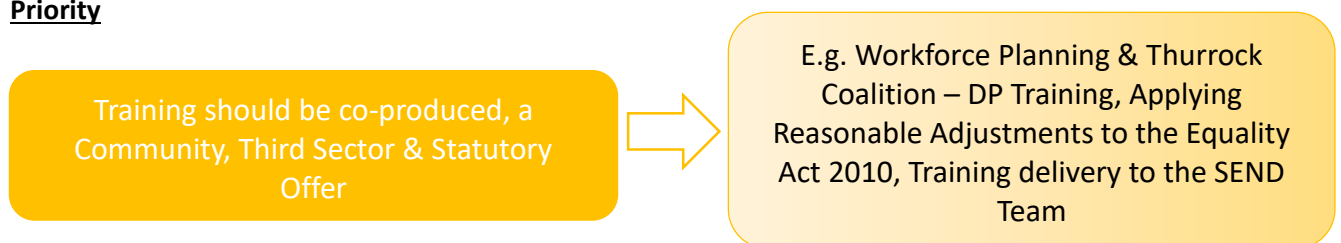
- To regularly engage with Direct Payment Stakeholders.
- To address key concerns and issues that impact Direct Payment Users and the Authority.
- To identify gaps in applied practice or in the marketplace as a whole that relate to the use of Direct Payments.
- To highlight external pressures or issues to Direct Payment users.

The Group began meeting in September 2017 on a bi-monthly basis, looking at a number of different topics. The Group has redesigned and redrafted the Direct Payments Policy, ensuring that it is fully co-produced with individuals with lived experience of using Direct Payments, Social Work Practitioners, support planners and providers. The Group went through section by section, to firstly understand the legal requirements and then the overall “customer journey” including: “do’s” and “don’ts”, Employing relatives, audits, underspends and misuse. The Policy is now available on www.thurrockcoalition.co.uk. The Group is also refreshing and updating the information and advice leaflets, designing an online video and co-producing Direct Payments training for staff.

I would like to start by thanking the Thurrock Council and Thurrock Coalition for giving DP users an opportunity to have a voice. During our meetings, we have collected ideas from council workers such as practitioners, social workers, DP officers and DP users. As a result of various discussions we have had with the help of the council and coalition we created the direct payment policy. Using the ideas which we collected from the group as a whole we have been able to design and create the DP leaflet and video in order to give the DP users more thorough information about DP. After creating the leaflet and the video, with the help of the council we as the DP engagement group made a decision to make the training video for practitioners, social workers and DP users.

– H Hurbas, Direct Payment User & DPEG member

Priority



Progress/Achievements and work to date

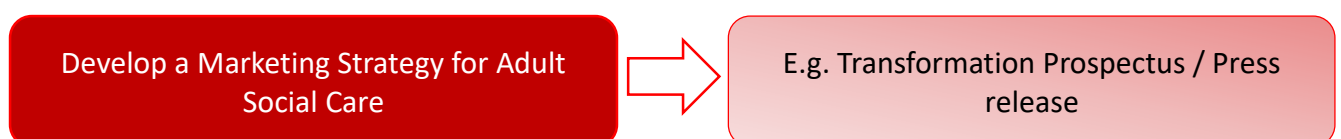
Thurrock Coalition has been working with the DPEG and Thurrock Council Workforce Planning Team to develop a User-Led Training Delivery Plan for Social Work Practitioners to build awareness and practical understanding of Direct Payments. The Plan covers: options, consequences, legal duties, principles, the DP process in Thurrock and capacity under the Mental Capacity Act 2005. The training is being co-produced and will be co-delivered.

In addition, Thurrock Coalition offers a range of training that can be delivered to the Third Sector workforce, the Local Authority, colleges, universities and service providers. The topics include: Introduction to Law & Social Policy, The Equality Act and Reasonable Adjustments in Practice, Equality & Diversity in the UK, The Social Model & Personalisation, Welfare Benefits Awareness, Direct Payments in Practice, The GDPR & the Voluntary Sector.

Q&A Feedback

The Council should continue to work with the Third Sector and individuals, like the DPEG as Experts by Experience to deliver a range of training opportunities locally.

Priority

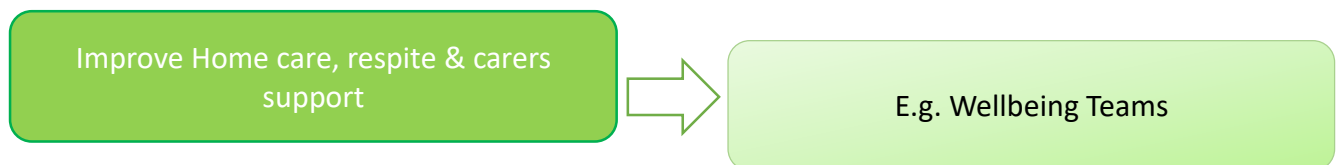


Progress/Achievements and work to date

The Transformation Prospectus details the progress made by Thurrock Council Social Care and Health Partners since 2011, when work began with a programme called ‘Building Positive Futures’ up to the present day with Social Care and Health working together as part of “Better Care Together Thurrock.” The Programme has included creating the Local Area Co-ordinators team, embracing Asset Based Community Development (ABCD), Community Led Support (CLS) and adopting a Strengths-based, community focussed approach to Social Work practice and establishing Thurrock First. There is also a focus of commissioning by place and part of the marketing strategy is to develop micro-enterprises; helping local people to set up small businesses that enhance people’s lives. The work also includes person-centred engagement and co-production of strategies and policies with Thurrock Coalition. Working alongside CVS and partners on the Stronger Together Initiative.

The prospectus looks at what the Local Authority sees as the key reasons for success, but also the key barriers that have stood in the way of progress. Fundamentally, the paper describes the building blocks of a 21st Century Health and Social Care system.

Priority



Progress/Achievements and work to date

Four years ago, the Home Care Sector presented the Adult Social Care Directorate with its biggest challenge due to a number of inextricably linked factors – rising unit costs, new legal requirements and regulations around the national minimum wage, provider failure, with some providers handing back home care contracts. It was felt that the traditional model of home care delivery had experienced delays, late calls and travel related issues.

The Council recognised that trust, continuity of care and consistent organisation are crucial to effective and reliable support. This led to the application of the Burtzorg approach to home care being adopted as a pilot in Thurrock through Wellbeing Teams. This focuses upon person-centred delivery of home care, time, geography and added value for staff with salaried roles. The Buurtzorg model starts from the client perspective and works outwards to assemble solutions that bring independence and improved quality of life. The model assembles the building blocks for independence based on universal human values: People want control over their own lives for as long as possible, people strive to maintain or improve their own quality of life, people seek social interaction, people seek ‘warm’ relationships with others.

The principle underpinning the model is that the Wellbeing worker supports the individual and their family, emphasising preventive health measures but also delivering necessary care themselves or calling on others to do so. The golden rule is that the worker must spend 61% of their time in direct contact with the people they support.

There are currently two Wellbeing Teams in operation in Thurrock, and once fully evaluated to prove their effectiveness, there are plans to roll this model out across the whole of Thurrock.

In terms of Respite, there is more for the Local Authority to do to bring variety of options and choices for people in their communities. Work is being done to increase the numbers of referrals into Carers Support Services locally.

Q&A Feedback

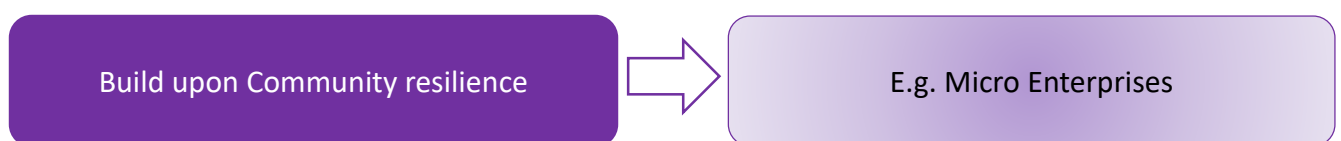
- Attendees spoke of the importance of Support organisations, Community Groups and Networks for carers in Thurrock, but that more needs to be done to publicise their existence and the work they undertake.
- There needs to be more recognition that not everyone has internet access.
- Communication with individuals, family carers and formal carers is vital to build awareness of Thurrock Carers Service, to improve choice and control and to reduce isolation as well as sharing commissioning news from Thurrock Council- for example with new initiatives such as the Direct Payments Engagement Group, Local Area Co-ordination, Wellbeing Teams, Community Led Support and Micro Enterprises.
- Improve the variety and choice of respite options available in the borough.

Lived Experience Feedback

When the idea of wellbeing teams was explained to me, I was suspicious at first. My experiences of care and support in the past included late calls and no shows, and this had made me anxious. However, Wellbeing Teams are so much better. The Wellbeing teams' calls are on time. They respect my dignity, they are caring and careful and have great attention to detail. They treat me as a person, and talk with me about my hobbies and have changed things for me, they not coming in and just rushing away. I know that they know about me and now there's no need for me to explain things over and over. They've helped me to use a "Maybe I can" approach to life!

– D. Love – Wellbeing Team User

Priority



Progress/Achievements and work to date

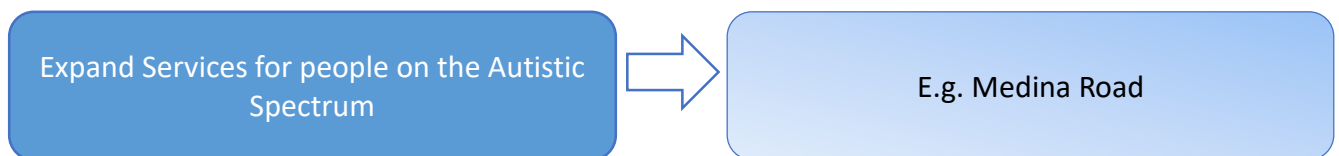
Within Thurrock (and throughout the UK) there is a real move towards services being person-centred and user-led. Whether self-funding or paying for services via a Direct Payment, local people are increasingly asking for a real choice of flexible, tailored services that will support them to, for example, live independently at home, live a full life and keep well, get around in their community and go shopping, have meals, go to lunch clubs. Part of the solution is Micro-Enterprises. These are very small services run by 1-8 people that can deliver these services to people in the local community. Micro enterprises provide personal, flexible and responsive support and care and give local people more choice and control over the support they get

Micro Enterprises consist of voluntary and chargeable services that are available to local people that provide various types of support and care. There are already approximately 150 Micros already up

and working in Thurrock which include care and support services, lunch clubs, leisure activities for people with dementia, accompanied visits to medical appointments, sensory clubs, befriending services and more in development.

Crucially, Micro-enterprises are Community Based and have lower running costs than larger organisations. The Local Authority is planning on broadening out the model across all Council Directorates, not just Adult Social Care, to help bring about positive change from within.

Priority



Progress/Achievements and work to date

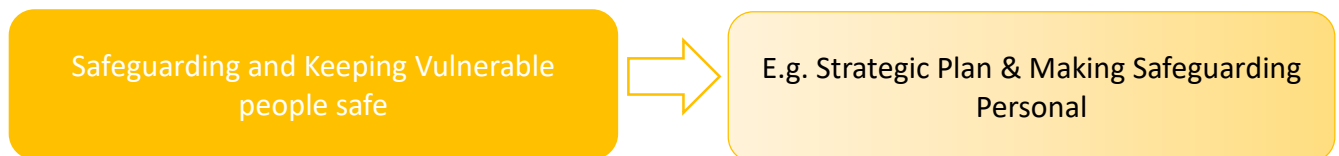
Taking place at Medina Road in Grays, the development will deliver six new fully adapted standard homes for people who live with autism. The development is the first of its kind for Thurrock and will provide personalised care and support for residents 24 hours a day.

Construction began in October 2019. Work is expected to be completed on the site by autumn 2019. Construction work is being undertaken by Peabody in association with the council, The Autism Action Group and the Homes and Communities Agency. The provision of the facility is also supported by the Thurrock Clinical Commissioning Group (CCG).

Q&A Feedback

The project will support 6 individuals and is a step in the step in the right direction for independent living. The Autism Action Group met with the Council, the landlord/provider and architects and raised a number of issues around the varying support needs of the individuals, whether each of the units provided space for PA support and sleep-ins and whether the units were intended as “homes for life.” If successful, the variety and offer could be expanded and rolled out further.

Priority



Progress/Achievements and work to date

The Thurrock Safeguarding Adults Board has several legal duties:

By 31st March 2020:

- The Board will have produced its strategy and associated action plan for the prevention of harm and abuse to adults at risk.

- The Board will have published a Communication Strategy and two related local actions plans for Communication and Awareness Raising with particular emphasis on providers, carers, families and individuals and communities at risk.
- The Board will have worked with SET partners to consider and publish good practice in dealing with domestic abuse in older adults and in care settings.

The Board has asked Thurrock Coalition to run a number of engagement workshops in October and November 2019

For people to have their say on what the plans for the Thurrock Safeguarding Adults Board should be for 2020 and beyond. There will be a series of FREE workshops in October and November 2019. These will be an opportunity for people to find out more about the Thurrock Safeguarding Adults Board, its purpose, how it works and the progress made so far. The workshops will look at:

- Helping to set the Priorities - What would you like to see in the new Strategic Plan?
- What is the Council doing well in terms of Safeguarding?
- What are the things that the Council needs to improve in terms of Safeguarding?

Conclusion

The Discussions and Feedback from the “You Said, We Did” provided a valuable opportunity to check progress against the 10 co-produced priorities and to identify areas for improvement and development.

Recommendations

- **Making the most of every contact—tell us once, ask us once** - Continue to develop communication and publicity for the range of new initiatives, including: location, scope (what is covered/not covered), referral routes and any criteria involved.
- **Join up Mental Health Services and Social Care** - Consider co-producing and co-delivering a programme or project alongside individuals and (perhaps with Public Health) to educate professionals to understand the needs and issues facing young people. For example, the support available for anxiety and stress around education, tuition fees, leading to financial difficulties and debt early on in life. Improve links with education providers, public health and GPs for awareness and better support.
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- **Training should be co-produced, a Community, Third Sector & Statutory Offer** – Continue to work with the Third Sector and individuals as Experts by Experience to deliver a range of training opportunities locally.
- **Develop a Marketing Strategy for Adult Social Care** - Publish the Transformation Prospectus and disseminate as widely as possible.
- **Improve Home Care, Respite & Carers** - Emphasise the importance of support organisations, community groups and networks for carers in Thurrock, work alongside them to publicise their existence and the work they undertake. Improve the variety and choice of respite options available in the borough.

- **Build upon community resilience** - Continue to develop Micro-enterprises alongside community groups and disabled people.
- **Expand services for people on the autistic spectrum** - Work to clarify and address issues around the Medina Road development, including the varying support needs of the individuals, whether each of the units provided space for PA support and sleep-ins and whether the units were intended as “homes for life.”
- **Safeguarding & Keeping Vulnerable people safe** - Work with the Thurrock Safeguarding Adults Board, individuals and Thurrock Coalition to create the Thurrock Safeguarding Strategic Plan for 2020 onwards.

Next Steps

This report will be taken to the Thurrock Health & Wellbeing Overview and Scrutiny Committee, and will be published on the Thurrock Council and Thurrock Coalition website respectively. We will be looking at establishing an Adult Social Care Priorities Steering Group, which will meet periodically to help co-produce the next Local Account for 2020-2022.

Thurrock Coalition – September 2019