

Health and Adult Social Care Scrutiny Committee: [24 October 2024](#) and [21 November 2024](#) (items 5/28 and 5/34)

**Response to Recommendations: Adult Social Care Housing Needs / Delivery
Portfolios: Adult Social Care and Health / Housing and Planning**

Recommendation	Response
<p>1) That engagement with supported accommodation providers and Registered Providers of Social Housing is maximised to ensure the development of a sustainable accommodation base for people with care requirements that is sensitive to their needs and where the appropriate wrap-around care can be delivered.</p>	<p>Council commissioners have a good working relationship with providers and, in order to enhance the current arrangements, strategic discussions at a senior level are being planned for February/March 2025. Also, work is in hand to review and, where necessary, enhance co-production arrangements so that citizens can effectively input, inform and direct future commissioning intentions as part of a Co-Production Board.</p>
<p>2) That engagement with partners and the wider market is maximised in seeking to grow the provision of supported accommodation equitably across the city for people with more complex care needs, as part of developing early intervention in the context of increasing demand.</p>	<p>Initial conversations with the Nottingham Private Rented Assistance Scheme teams have taken place regarding partnership with the private sector and the support available to city residents, such as the 'save before you serve' initiative. An initial meeting has taken place with the Licensing team to explore the possibility of transforming vacant purpose-built student accommodations into temporary housing for homeless citizens in Nottingham.</p>
<p>3) That close consideration is given to how the Housing Service can engage proactively with people with social care housing needs on their individual experiences of accessing their services and the outcomes for them, to explore how future delivery could be developed through making greater use of co-production.</p>	<p>Proposals will be explored at the Co-Production Board with a view to arrangements being implemented during the second quarter of 2025. Also, the recruitment of a Social Worker operating across Housing and Adult Social Care will help facilitate this work.</p>

<p>4) That a strategic way forward is taken with partners to streamline pathways and reduce waiting lists for access to suitable supported accommodation, as part of a person-centred approach to developing an effective All-Age Accommodation Strategy.</p>	<p>An initial meeting between Adult Social Care adaptations, construction, repairs and maintenance teams has taken place to develop an Adapted Property Repairs Protocol. Consultation on the revised, draft Adaptations Policy is underway. A review of current pathways will commence in the first quarter of 2025, involving key stakeholders.</p>
<p>5) That all possible engagement and communications is carried out to ensure that residents and families are aware of how they can escalate any issues that they are experiencing with a supported accommodation provider to the appropriate contact within the Adult Social Care Service, so that supportive action can be taken in a timely way.</p>	<p>Gaps in senior management within Adult Social Care are beginning to be addressed. Effective engagement and communication arrangements with citizens is a key priority as posts are filled and greater stability established, the Service will be able to respond more effectively. Adult Social Care will review the current arrangements and will also work with providers to ensure appropriate information on escalations and contacts within the Service are readily available and accessible.</p>
<p>6) That joined-up, partnership work is developed across the Council to ensure the delivery of a coordinated, strategic approach for meeting joint housing and social care needs, making proactive use of co-production with communities and services users.</p>	<p>Senior management across the Council is committed to strengthening partnership working at all levels. A Senior Management Board is being established in February to bring officers together to review and make decisions about complex cases. A post has been established to work into Adults' and Children's Services on housing matters to support the effective use of housing stock. Also, the recruitment of a Social Worker to deliver joint person-centred assessment across Housing and Adult Social Care is underway. Co-production will be central to the development of ongoing strategies.</p>

Health and Adult Social Care Scrutiny Committee: [19 December 2024](#) (item 4/39)

Response to Recommendations: Adult Social Care Budget Proposals 2025-26

Portfolio: Adult Social Care and Health

Recommendation	Response
1) That Adult Social Care works as closely as possible with NHS partners in understanding the care needs and experiences of people to be discharged from hospital so that they can be supported effectively, to avoid any unmet needs resulting in them being rapidly readmitted to hospital following discharge.	Adult Social Care directors meet with NHS directors and colleagues to agree the clear, robust pathways required to ensure a quick panel and discharge processes. All of the current pathways and forums are being reviewed by the Service workforce to improve any weak areas to prevent people being readmitted to hospital. Care Plans and a new checklist are in place to ensure that the Social Worker and Occupational Therapist workforce are putting in measures to support people in a strength-based placement with wraparound care, where possible.
2) That a close partnership approach is taken by Adult Social Care with its healthcare partners on the effective identification and assessment of risk on a system-wide basis.	The Service continues to have multi-agency meetings and joint NHS and Social Care Panels to request Continuing Healthcare care packages and Funded Nursing Care, or with Mental Health Services to complete a joined-up risk assessment for clients with both health and social care needs.
3) That full consideration is given to how the Council as a whole can deliver early intervention action across its services so that people are able to access all available benefits and support as easily and as soon as possible, to prevent their care needs escalating unnecessarily.	Occupational Therapists and Social Workers will be involved in the Patient Assessment Service to prevent waiting and discharge to assess models, prevent two-to-one assessment by using telecare at home and wrap-around care to allow choice of being at home, and ensure level 2 patients are only in a step down placement for two weeks to prevent further dependency and allow people to return home as quickly as possible and prevent hospital readmissions. A workshop over three days identified the need to further improve and tighten current pathways to ensure the Service prevents any barriers to access for care. This involves good information and communication.

<p>4) That full consideration is given to the reasons behind why the needs of people within the Adult Social Care service can escalate to a point of crisis, and how early intervention can be used effectively to mitigate against this.</p>	<p>A recent three-day workshop was held within Adult Social Care to involve all Service Managers to review the current systems. Team Managers are required to study cases and the current system – and oversee and are accountable to sign off decisions to ensure the Service is tackling people’s needs at an early point and prevent a crisis. A robust Care Plan is in place and has been developed to ensure that all areas have been explored. Front-door services are sharing alerts and any cases of people being in crisis. This mitigates all risk, which is also explored by regular reviews of Social Work Practice and regular supervision. The Safeguarding team reviews any high-risk cases and lesson learned, updating procedures where required.</p>
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