

HEALTH AND CARE GENERAL UPDATE PAPER

Joint report from the Director of Integrated Adult Social Care at DCC, the Director of Public Health and Communities at DCC, and the Locality Director of North and East Devon, NHS Devon

Please note that the following recommendations are subject to consideration and determination by the Committee before taking effect.

1) Recommendation

That the Committee be asked to note this report.

2) Background / Introduction

2.1 The report contains updates on key and standing items, and general information including on responding to specific actions, requests or discussions during the previous Health and Adult Care Scrutiny Committee meeting.

3) Devon County Council Integrated Adult Social Updates

3.1 The Autumn Budget Statement

3.1.1 In the [Autumn Budget](#), the Chancellor made a number of adult social care specific announcements, and also a number of broader announcements that will impact adult social care. At this point the full implications are unclear, and we are waiting for further details to better understand the impact and subsequent actions locally:

- a) Increase in grant funding includes £600M for social care (adults and childrens) nationally.
- b) Increased [Disabled Facilities Grant](#) of £86M nationally.
- c) 60,000 more unpaid carers nationally will qualify for [Carers Allowance](#) after a rise in the earnings threshold from £151 to £183. The equivalent of working 16 hours at the National Living Wage.
- d) An additional £233M to District Authorities for homelessness, up to £1B in 2025-26 nationally.
- e) National Insurance increase from 13.8% to 15%, decreased threshold from £9,100 to £5,000. The government is expected to compensate public sector organisation for direct impacts. Further details are pending.
- f) The government is investing £115M in 2025/26 in the [Connect to Work employment support scheme](#), to help match people with disabilities or health conditions into

vacancies. A 'Get Britain Working' White Paper will shortly be published with £240M of investment to trial new ways of getting people back to work.

3.2 National 10-year plan for adult social care

3.2.1 Health and social care secretary Wes Streeting has promised a 10-Year Plan for social care that will run alongside the 10-Year Plan for the NHS. This comes on the back of care minister Stephen Kinnock promising the Government's plans for reform of social care would be published in the next 12 months.

3.3 CQC Inspection update

3.3.1 Continued insights to support preparations for inspection are being gained through [more CQC inspection reports now published](#), and through our close working with local authorities in the region that have gone or are going through the inspection process. Nationally, 46% of LAs have been notified with 10% receiving final reports. Given the timelines the CQC is working to DCC will be notified in the next 7 months and visited at the latest by Autumn 2025.

3.3.2 The Leadership theme of the inspection process extends to leadership beyond Adult Social Care, and into the wider Council and the wider Membership. In other areas CQC inspectors have been interviewing Members beyond the sitting administration. Many opportunities have been provided locally to Members to support awareness and understanding of the process and our preparations, including through the Health and Adult Care Scrutiny Committee. This will continue with further sessions arranged upon notification of our inclusion in the inspection process.

3.3.3 Local authorities will be required to fund any and all of the improvement programme activity, and the agencies providing it, that will be prescribed by the CQC in the result of a rating of 'requires improvement' or 'inadequate'.

3.4 Employment Rights Bill (ERB) unveiled

3.4.1 On the 10 October the [ERB started its journey through Parliament](#). Think-tank the Nuffield Trust said the bill was a "major step towards giving adult social care the visibility and priority it has been lacking for far too long".

3.4.2 Among the contained provisions is the establishment of an Adult Social Care Negotiating Body. The ERB describes the remit of the Body as relating to matters concerning remuneration, and terms and conditions of employment of social care workers.

3.4.3 A Fair Pay Agreement (FPA) will be established as part of the ERB which would be a collective employment agreement across the adult social care sector in England. It would set fair pay, terms and conditions for all social care staff, along with training standards. Its contents would be negotiated between government, unions and employers. There would be a period of consultation on how the FPA would work.

3.4.4 Agreements would be binding on adult social care employers in England and would need to be reflected in social care workers' contracts. This would be enforceable in

the same way as minimum wage legislation is, with such enforcement being the function of a new Fair Work Agency.

3.4.5 The government has not yet set out how the measures affecting social care would be resourced, in the context of most services being funded by the state. Further detail is expected as the ERB makes its way through Parliament and as Secondary Legislation is presented.

3.5 Waiting times and waiting lists

3.5.1 Updates on waiting times and waiting lists has been provided in the in-year directorate briefing from Integrated Adult Social Care on the agenda.

3.5.2 A further and more detailed update on progress can be provided to Committee in March 2025.

3.6 Quarterly updates of customer feedback

3.6.1 As of 31 September 2024, IASC was supporting 11,418 people.

	Q1 and Q2 2023-24	Q1 and Q2 2024-5
Compliments received	103	159
Complaints received	97	101
Closed complaints that have been partial or fully upheld	35%	36%
Ombudsman complaints received	10	10
Ombudsman complaints upheld	2	3

3.6.2 Of the 159 compliments received in 2024-25 to date, 121 have been received by the Social Care Reablement (SCR) Team. SCR is a short term service up to 3 weeks usually delivered in people's homes after a period of illness or a hospital stay to promote their independence. A [short video explainer on SCR](#) has been produced.

3.6.3 A single complaint may contain multiple issues, each recorded as separate complaints. This means the actual number of people making a complaint is lower than the total number of complaints received.

3.6.4 The top themes of the complaints upheld are delays in assessment and review, delays and quality of financial assessments, communications, and the quality of adult social care work.

3.6.5 Learning from both compliments and complaints is part of the enhanced Practice Quality Assurance programme that is embedding.

3.6.6 The Ombudsman reports relating to the 3 upheld decisions have not yet been published.

3.7 Celebrating IASC staff

- 3.7.1 Robert Lewis, Approved Mental Health Professional Service Manager, has been seconded to the role as [Mental Health Social Work Lead at the Government's Department of Health and Social Care](#). This highly prestigious role provides a unique opportunity to influence and advise Government departments, NHS England, and many others. Robert will take a lead on national policy initiatives, contribute to Mental Health Act reform, support workforce development, and help to strengthen a number of emerging national professional networks.
- 3.7.2 Congratulation to Stewart Telford for being [shortlisted in the Adult Mental Health professional category of the Social Worker of the Year Award 2024](#). Stewart is an Approved Mental Health Professional currently working in Devon Partnership Trust as part of the DCC assigned workforce. We wish Stewart good luck for the award final in November.
- 3.7.3 Carlyne Hague, Principal [Occupational Therapist](#) is just one of twenty two people nationally to receive a Chief Allied Health Professions Officer Gold Award for Excellence from Professor Suzanne Rastrick, OBE Chief Allied Health Professions Officer for England. This incredible achievement is testament to Carlyne's hard work, outstanding contributions and leadership, something we've been lucky enough to see every day in Carlyne's work here in Devon.
- 3.7.4 Professor Suzanne Rastrick described the awards as being 'developed to acknowledge, reward and celebrate excellence, where a significant, outstanding and exceptional contribution has been made by individual members of the AHP community in England in their work; consistently leading by example'.

4) Devon County Council Public Health update

4.1 Smokefree Update

- 4.1.1 The Tobacco and Vapes Bill is still progressing through Parliament. Public Health continue to implement additional programmes as part of the Smokefree generation grant funding including:
- a) Increasing our contract with Stop for Life Devon to:
 - Support more people to stop smoking
 - Enable partner organisations to provide free vape starter kits to staff/service users
 - Increase training
 - b) Improve the online offer of stop smoking support, to include pharmacotherapy
 - c) Increase stop smoking activity in primary care and support providers to carry out quality improvement
 - d) Work with the Public Health Nursing service to implement Smokefree homes recommendations
 - e) Insight development with key priority groups
 - f) Working with RDUH to explore opportunities for:

- Holistic maternity pathway for those who don't engage with current offer
 - Direct delivery of tobacco dependence treatment to outpatients
 - Brief interventions and swap to stop in the Emergency Department
- g) Contributing to a South-West regional asset to support comms and marketing
- h) Funding work in Devon Partnership Trust to better support those with Serious Mental Illness to stop smoking
- i) Exploring a small grants programme for VCSE organisations to support priority groups with quit attempts
- j) Developing opportunities for vulnerable young people, including children in care, care experienced or those in Pupil Referral Units

4.1.2 The Government has confirmed that the sale of disposable vapes will be banned in England from next June as part of a wider review of vaping and smoking laws. The Department for Environment, Food and Rural Affairs has estimated that almost 5m single-use vapes were littered or discarded in general waste every week last year, with the discarded devices sparking hundreds of fires in bin lorries and waste processing centres. [Government crackdown on single-use vapes - GOV.UK](#)

5) NHS Devon updates

5.1 NHS finance update

5.1.1 At month 5 (August 2024) the NHS in Devon is forecasting to deliver the plan for the year which is a deficit of £80m. The year to date position at month 5 is £2.7m off plan due to the ongoing financial impact of the industrial action.

5.1.2 The NHS in Devon has achieved £46.9m in efficiencies in the first 5 months of the year which is £0.3m above the plan. The forecast is to achieve £212.6m against the £213.3m efficiencies plan.

5.1.3 In the Autumn budget, the Chancellor announced a £22 billion increase in total health and social care revenue and capital funding as part of a two-phased Spending Review. NHS England's ring-fenced revenue budget will increase by 4.7 per cent this year to £181.4 bn and then another 3.3 per cent next year to £192 billion. It is not yet clear how much health leaders will be able to spend on frontline service improvements. The health and social care capital budget will increase by 9.8 per cent and 12.1 per cent (or £3.1 billion overall) this year and next. HM Treasury appears to have made an allowance for public sector bodies in its employer national insurance calculations, however, we await confirmation on the exact impact for NHS employers or its overall impact on the net NHS funding increase. NHS Confederation has produced a simple summary here and what it means for health and care.

5.2 Teignmouth Hospital

5.2.1 Services are provided at Teignmouth Hospital:

Day surgery:

- Outpatient clinics for

- general surgery
- pain management
- abdominal aortic aneurysm (AAA) screening
- urology
- neurology
- orthropist
- ear, nose and throat
- cardiac nurse
- catheter clinic
- pain management
- district nurses
- audiology
- podiatry
- bladder and bowel service
- genetics (Royal Devon University Healthcare NHSFT)
- physiotherapy
- rehabilitation pain team
- social prescribing.

Community services:

- Physiotherapy
- Occupational Therapy
- Intermediate care team
- Community nurse team
- Social care team (Devon County Council)

Leased space:

- Children's Centre (Devon County Council)

- 5.2.2 All community services are delivered in the community setting, primarily a person's home or residential or nursing home – people are not visiting the health and wellbeing centre to access these services, these services go out to people where they live.
- 5.2.3 A local VCSE partner organisation, Volunteering in Health, are based in the main Teignmouth Health and Wellbeing Centre building.
- 5.2.4 In the former Nurses Home building, there are teams based which contain health visitors and midwives.
- 5.2.5 How these services are operating, bearing in mind some of the issues with the maintenance of the building.
- 5.2.6 There are issues in office spaces with leaks and damp but the staff impacted cope well with these and are able to continue to function.
- 5.2.7 The building risks are well known and robust mitigation plans are in place to minimise the impact of the building on staff, patients and visitors. The first floor is no

longer suitable for use by patients and the public and is therefore restricted to a small number of teams.

- 5.2.8 A recent Fire Brigade inspection has brought to question whether the first floor should be occupied at all. Work is now underway to quantify the remedial work required to improve fire compliance to maximise occupation until such time that an alternative base is identified.
- 5.2.9 Any future plans for services currently provided at the health and wellbeing centre. The services that were due to move to Dawlish Community Hospital will move as originally planned and approved in the 2020 consultation, however a date for the move has yet to be agreed and the proposed move will be subject to the availability of the funds required to effect it.
- 5.2.10 The services that were due to move to the planned new build health and wellbeing centre will remain at the Teignmouth Health and Wellbeing Centre site at present while we look to identify a suitable alternative location for them in Teignmouth. We need to make sure any new location for these services is modern and fit for purpose as well as being accessible for local people.
- 5.2.11 Once we have identified a suitable alternative location for our services in Teignmouth, we will make a decision on the former Teignmouth Hospital site. The former hospital site is over 70 years old and poorly adapted for modern healthcare needs. It would require significant financial investment to upgrade the building as would any proposal to redevelop the site. We have to ensure that any facilities from which we deliver services are fit for purpose and cost effective.
- 5.2.12 We will continue to engage with the Teignmouth community on future plans for the former hospital site through the Teignmouth Community Stakeholder Group.

5.3 £1.4m cutting-edge research facility will boost healthcare in North Devon

- 5.3.1 Royal Devon University Healthcare NHS Foundation Trust has been awarded £1.4m to build a state-of-the-art clinical research facility – one of only 30 NHS Trusts to have received this funding.
- 5.3.2 Located at North Devon District Hospital in Barnstaple, the hub will provide space and equipment for delivering vital clinical research. It is the first dedicated facility for clinical research in North Devon and will significantly increase the amount – and complexity – of clinical research the Trust can offer. This includes specialised heart studies and trials exploring common issues, such as lower back pain, joint problems, and osteoarthritis.
- 5.3.3 The new facility is the result of a successful funding application to the National Institute for Health and Care Research (NIHR). This follows the Department of Health and Social Care's £30 million award to 36 trusts as part of the UK government's ambition to become a world leader in clinical research.

5.4 Growing Well Garden featured on BBC's Gardener's World

- 5.4.1 A gardening initiative in Mid Devon aimed at supporting patients' well-being has been featured on the BBC's Gardener's World. The initiative is a green social prescribing project based at Bow Medical Practice, which provides gardening as a therapeutic activity in a friendly and supportive setting.
- 5.4.2 The 'Growing Well Garden' has been developed by Dr Susan Taheri, a local GP and gardening enthusiast, with the help of a team of local volunteers with a shared passion for gardening, and Emma Fuell, the practice's Green Social Prescriber.
- 5.4.3 The project was set up with £5,000 funding from Mid Devon Primary Care Network, financial support from Bow Medical Practice, who also provided the land, and a personal contribution from Dr Taheri.
- 5.4.4 Drop-in sessions are provided on Tuesdays and Thursdays and patients can also be referred for one-to-one sessions.

5.5 Partners innovating to reduce waiting lists

- 5.5.1 Devon partners are working together to explore an innovative group clinic model across several outpatient appointments to reduce waiting lists, improve patient experiences and outcomes and free-up clinic capacity.
- 5.5.2 Rather than traditional one-to-one appointments, group clinics involve multiple patients (usually between 6-12 people) with similar clinical needs taking part in a joint session.
- 5.5.3 Whilst a conventional clinic lasts around 10-15 minutes, group sessions can run for up to 1 ½ hours, allowing participants to spend more time with their healthcare team and each other.
- 5.5.4 Clinics are generally led by a facilitator, with medical or therapeutic input from the appropriate clinicians or allied health professionals, all of whom will undertake specialised training and receive bespoke support.
- 5.5.5 The sessions can take place in-person or online, and include group discussions on common topics and concerns as well as individual reviews and assessments.
- 5.5.6 NHS Devon has received national funding to trial group clinics within secondary care. This provides a unique opportunity for the local health system to lead the way in delivering care differently and develop evidence that can support other systems.
- 5.5.7 Clinical teams from Devon's three acute trusts attended a group clinics masterclass in late September to begin their journey to test and embed group clinic models across outpatient pathways including stroke rehabilitation, rheumatoid arthritis (with a particular focus on managing fatigue) and community paediatrics.

5.6 Poverty Truth Commission launches in Ilfracombe

- 5.6.1 A Royal Devon University Healthcare NHS Foundation Trust (RDUH) initiative aimed at reducing health inequalities has launched in Ilfracombe. The Ilfracombe Poverty

Truth Commission aims to create a shared understanding of the causes and impact of poverty and explore how to bring about positive change.

- 5.6.2 Earlier this year, Royal Devon launched its first [health inequalities strategy](#), with a vision of ‘reducing health inequalities through involvement, insight and partnerships’. The strategy outlines the contribution the trust can make as an NHS provider to tackling health inequalities. Find out more about the Poverty Truth Commission on the [One Northern Devon website](#).

5.7 DPT wins contract for non-custodial services

- 5.7.1 Devon Partnership NHS Trust (DPT) has secured a new contract to deliver non-custodial services for people across Devon and Cornwall. The services are aimed at people with a health or social vulnerability, who come into contact with the criminal justice system or have recently been released from prison.

- 5.7.2 The services support a wide range of people including those with mental health challenges, learning disability and neurodiversity needs, people experiencing homelessness, domestic abuse victims, women and veterans.

5.8 Children and Family Health Devon recognised for mental health interventions

- 5.8.1 The mental health support team (MHST) at Children and Family Health Devon (CFHD) has won a national award for its work with early interventions. The team took the top prize in the ‘Innovation of Mental Health Interventions’ category at the 2024 National Mental Health Awards.

- 5.8.2 They were recognised for their work with digital interventions and trainee teachers. This includes training teachers to support children and young people in the classrooms and providing them with a greater overall understanding of mental health.

- 5.8.3 CFHD’s participation team were also shortlisted in the ‘Inspiring Story’ category, for their contribution to the [‘Letter of Tomorrow’](#) – a letter of hope written by people in Devon who have struggled with suicidal thoughts but have found the courage to live again.

6 Options / Alternatives

N/A

7 Consultations / Representations / Technical Data

N/A

8 Strategic Plan

N/A

9 Financial Considerations

N/A

10 Legal Considerations

11 Environmental Impact Considerations (Including Climate Change, Sustainability and Socio-economic)

N/A

12 Equality Considerations

N/A

13 Risk Management Considerations

N/A

14 Summary

That the Committee be asked to note this report.

Name

Tandra Forster, Director of Integrated Adult Social Care, Devon County Council

Steve Brown, Director of Public Health and Communities Devon County Council

Lou Higgins, Locality Director, North and East Devon, NHS Devon

Electoral Divisions: All

Cabinet Member for Integrated Adult Social Care and Health: Councillor Phil Bullivant

Cabinet Member for Public Health, Communities and Equality: Councillor Roger Croad

Local Government Act 1972: List of background papers

Background Paper Nil

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