



## **Community Innovator Award**

**Services who have developed new ways of working to better meet the needs of the communities they support.**

### **Sandbanks Care Team**

The Sandbanks Care team have been nominated for going above and beyond in their duty of care to the elderly and their excellent care and support to families and residents who are approaching end of life. Residents are supported to have a dignified death.

On the unit the team support 26 residents who have life limiting illnesses, each and every resident is supported with dignity and respect.

Whilst supporting end of life residents, staff obtained handprints and fingerprints from the resident which were presented following the passing of the resident. The family were amazed and overwhelmed at the gesture and have said they would be forever grateful. This gave the family a sense of closure but also allowed them to have some valuable memories to treasure forever. The family said they feel all their beliefs and wishes were taken into account by the staff who truly went above and beyond to support the residents and families. The team feel by changing the outlook on end of life care they can create and experience that is comfortable and empowering and become less of a taboo subject to discuss.

How the team has delivered this service has had a positive impact as more families are choosing this service for end of life, knowing this will be provided in a person centred, holistic way. The team believe the service has set a standard to enhance the experience for families and residents alike. Best practice has been shared with the organisation to set a brand standard across the services.

### **South Tees Single Point of Access (SPA)**

The SPA team are employed by Redcar and Cleveland council, South Tees Trust and Middlesbrough Council and work across the health and care system. They have been nominated by the professional lead for allied health professionals who is proud of the change of working practices which these staff and the wider teams have embraced and supported to be able to provide a better and more timely service for patients.



In April 2023 they changed the way they triage referrals for Middlesbrough and Redcar Social care OT teams and Middlesbrough and Redcar Primary Care Network (PCN) community therapy teams to a combined centralised triage team for a 12 month period.

In the first 12 months this scheme has: -

- Reduced duplication with different services receiving referrals for the same person.
- Increased efficiencies and consistency across the therapy services.
- Released clinical capacity back into the four services.
- Enabled quicker responses to triage and ultimately care of patient.
- Promoted prevention and proactive care agenda.
- Ensured that the patient received the right therapy service, first time.
- Maximised patients' independence and quality of life through a focus on rehabilitation and reablement.
- Integrated the services across health and social care in line with the national drivers.

This scheme is currently demonstrating effective integration and collaboration across health and social care. The model has:

- Stopped an average of 67 duplicate therapy assessments per month increasing capacity
- Released the clinical capacity to see 32 new patients a month
- Enabled efficiencies by reducing triage therapists from 5 to 2 across the health and social care system.

The average waiting times per month per service area have reduced by an average of 12% at the same time as the demand had increased.

### **South Tees Specialist Stop Smoking Service**

The South Tees Stop Smoking Service provide smoking cessation support for residents across Middlesbrough and Redcar & Cleveland. They support anybody aged 12 + who lives within the South Tees region.

Staff within the stop smoking service had noticed that the standard stop smoking service model was inadvertently creating potential barriers for some disadvantaged groups from accessing support to quit. The main group of concern was those with mental illnesses and on SMI register. It was recognised that individuals with such needs would find it more difficult to engage with the 12 week abstinence based approach offered by all local authority stop smoking



services. In order to remove these barriers the team established a SMI pathway adapting a more flexible approach. The pathway saw the removal of the abstinence stance, replacing it with a harm minimisation approach which would allow individuals to set their own goals and support a 'reduce to quit' approach. Patients on this pathway would be allocated a designated nurse advisor that would remain with them for the total length of their journey to ensure consistency for the patient. They also removed the 12 week maximum engagement timescale for patients on SMI register allowing them an extended period of support . Finally they created a 'priority pass' which could be issued by their GPs or CPN which would allow them to present at any locations that the service operates from, show the card and get priority access.

In the last 6 months the service has helped 39 individuals who are SMI registered to make positive , sustainable changes around their smoking behaviours. 18 of these individuals have tried accessing the service through the previous standard model but were unable to adhere to its requirements.

In addition to this the service had also seen an increase in the number of young people that had found themselves addicted to vaping and were looking for support to remove this addiction. Again in order to support the needs of these individuals the service agreed to offer "Stop Vaping" support for 12-18 year olds and to provide Nicotine Replacement Therapy as an aid to make this quit . The South Tees service is the only service in the region to offer this.

Both Pathways demonstrate their ability to be more flexible in approach , identifying new needs and going the extra mile for their patients.

These approaches has left service user feeling more supported and that the staff who do support are understanding of the barriers they face and their needs. This flexibility has left service users feeling more valued and has improved the whole experience for some groups. This new flexibility has also resulted in clients achieving outcomes that they previously felt they could not achieve.

The evidence gathered through the SMI pathway has not only identified the need for flexibility for this group but has also spilled over into all service provision which has prompted the service to be more flexible across the whole service offer as standard. The new approach has allowed staff to deliver on a more person centred approach and to work with individuals to set a support plan that will help clients to achieve THEIR goals in THEIR time , THEIR way.



## Thrive Partnership

The Thrive Partnership was commissioned in 2022 by Redcar & Cleveland Council, made up of Harbour Domestic Abuse Service, With You Substance Misuse Service and Intuitive Thinking Skills – a recovery and wellbeing organisation. The Partnership ensures that anyone requiring support for domestic abuse, substance misuse and other, needs only tell their story once, and their wider support needs will be considered and met within the community. Support provided is trauma informed and looks at the whole person, working towards meeting their full potential and sustaining recovery.

The many case studies available about the impact of Thrive all detail significant life changes for the people they support. The Thrive Partnership is continuing to develop, through consultation and co-production with those in recovery. Lived experience ambassadors are a visible sign of hope and are credible examples of how change is possible.

To further enhance the joint working and co-location arrangements Thrive are now securing their own premises, which will also allow the opportunity for other services to base themselves there as and when needed.

The success and significant impact that the Thrive Partnership have had on some of Redcar & Cleveland's most vulnerable adults and children, will ensure that any commissioning intentions in Redcar & Cleveland in the future will, where possible, replicate this model. The novel approach, and all the learning from it has been shared with other parts of the country and featured in numerous on-line and written and television articles.