

Extract of the Kirklees Adult Social Care Winter Plan 2019-20

(Version 1.0)

Planning for Local Capacity and Additional Measures to
Manage Winter Pressures and Bank Holiday Periods

1st November 2019 to 30th April 2020

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Adult Social Care Overview

This Adult Social Care Winter Plan is a brief summary of the arrangements Adult Social Care have in place and the models they are currently working towards to mitigate the impact of winter pressures on the provision of health, care and support services to vulnerable people living in the Kirklees area.

For the purposes of this plan Adult Social Care (ASC) includes the following Kirklees Council services:

Access Strategy and Delivery (AS&D)

Adult Social Care Operations (North Kirklees) (ASCO NK)

Adult Social Care Operations (South Kirklees) (ASCO SK)

All Age Disability and Mental Health (AAD)

Commissioning Partnerships & Market Development (CP&MD)

Local Integrated Partnerships (LIP)

Integrated Support (IS)

Safeguarding, Quality & Performance (SQ&P)

Adult Social Care Service Structure

Please see Appendix 1 Adult Social Care Service Structure for the Adult Social Care service structure, senior managers and key areas of responsibility.

Adult Social Care senior managers can be contacted via the Emergency Duty Team (see page 6).

Adult Social Care Services over the Winter Period

Adult Social Care is working in collaboration with the local Clinical Commissioning Groups (CCG) and other local health agencies to prevent inappropriate admissions to hospital and delayed transfer of care. Multi-agency arrangements are in place to address system resilience arrangements during winter surge periods. The governance for this is overseen by the A&E Delivery Boards within Mid-Yorks NHS Trust and Calderdale and Huddersfield NHS Trust with representation from key partners. These arrangements have developed and strengthened following the successful management of winter pressures in previous years.

Work will continue across health and social care to ensure safe timely hospital discharges to meet the needs of service users and their carers' and with a focus on reducing delayed transfers of care.

The Kirklees Independent Living Team (KILT) is an umbrella term for short term services which provide care and support interventions to promote safety, wellbeing and independence and are delivered via the Council and Locala. Intermediate care services in Kirklees are made up of numerous bed based and home based services that provide short term interventions to maximise independence and include:

- Reablement
- Short Term Assessment Response Team (START)

- Intermediate Care Beds
- Rapid Response Service
- Long Term Conditions Service
- Some provision of community expertise working with the Hospital Discharge Management Team
- HomeFirst
- Domiciliary Care Provider of Last Resort

For individuals who receive home care in the community it is imperative that service delivery continues in particular during bouts of severe weather conditions. As in previous years social care services provided over the winter period will include the normal services provided all year round, with additional winter support arrangements.

Specific additional out of hours support is available year-round to support service users with mental health issues or a learning disability. This includes the Approved Mental Health Professional (AMHP) service to assess people in a mental health crisis. The Rapid Assess Integrated Discharge (RAID) service also operates across both hospital sites

Adult Social Care expect as part of their contractual arrangements that all the contracted care homes in the Kirklees area have effective arrangements in place to avoid unnecessary admissions to hospital and facilitate timely return after a hospital admission.

Adult Social Care planning includes contingency plans in the event that an independent sector care providers become at short notice unable to provide ongoing care for service users. Strong links with commissioning and safeguarding adults are in place.

Excellent partnership arrangements are in place between health and social care for the quick resolution of any issues arising from agreeing care packages, and year-round liaison and support systems are in place with local nursing/residential care homes.

Arrangements are in place to ensure continuity for care service users living in the community and joint working with health and other partner agencies including over the bank holiday periods.

Kirklees Council Emergency Planning and Business Continuity Arrangements

Kirklees Council is a 'Category 1 Responder' and as such has a statutory duty under the Civil Contingencies Act 2004 to assess the risk of a minor or major incident occurring in the Kirklees area that may impact on residents. The council has a duty to prepare and maintain plans that will mitigate the impact of such incidents and allow it to effectively respond should such an emergency arise.

The emergency planning process is conducted alongside our partners including Category 1 and 2 Responders, contracted care providers, voluntary organisations, neighbouring Councils and Government Departments ensuring that the planning and response arrangements in place within the Council fully integrate and complement those of our partners.

It is recognised that whilst in most circumstances a 'major incident' is declared by the Police, it may be necessary for the council's Emergency Planning Team to declare a 'major incident', or 'emergency' and activate the council's Kirklees Major Incident Plan.

The Kirklees Major Incident Plan (and other associated plans) identifies the emergency and business continuity arrangements the council has in place to deal with major incidents that may affect residents living in the Kirklees area. In the event of an incident that requires the council's Kirklees Major Incident Plan to be activated the council's response will be managed and coordinated by the Kirklees Emergency Planning Team.

It is also recognised that in the event that a major incident is declared during winter periods this could be exacerbated by severe weather and winter conditions and during bank holiday periods.

Emergency Contact Arrangements

This Adult Social Care Winter Plan outlines the critical care activities that will continue over the winter and bank holiday periods. These critical care activities include hospital support and care management assessment, community support services (i.e. KILT, Carephones), contracted care services (i.e. contracted Dom Care Providers, Medequip), residential care and supported living schemes. Services normally operating 24/7 and/or out of hours will continue to do so with the usual management arrangements in place.

In the event of an incident over the bank holiday periods involving hospital support and care management assessment that requires the co-ordination of a senior manager, contact should be made with the HAT Duty Manager who will, in the event an OPEL 3 is declared, contact the Adult Social Care Lead.

Escalation Arrangements in the Event of a Serious Incident or Safeguarding Concern

In the event of a serious incident where an adult(s) is at risk of abuse or neglect this should be reported to Adult Social Care in line with local safeguarding procedures. A senior Adult Social Care manager will determine how and if the incident or safeguarding concern is escalated within the council and to relevant partners.

Major Incident – Corporate Emergency Planning Team

In the event of a **major incident** that may require the special mobilization or co-ordination of Kirklees Council resources the Corporate Emergency Planning Standby Officer will manage the call out of senior managers and if appropriate the Emergency Volunteers.

The Emergency Planning Team operates a 24/7 on-call service for the Council via the Corporate Emergency Planning Standby Officer:

Minor Incident - Adult Social Care Senior Leadership Team

In the event of a **minor incident** or event affecting a small number of Adult Social Care Service Users contact is required with an Adult Social Care senior manager to ensure a co-ordinated response to any operational issues.

Adult Social Care senior managers can be contacted out of hours via the Emergency Duty Service.

Emergency Duty Service

The Emergency Duty Service is available after core business hours – 365 days per year:

Monday to Thursday: 5.15pm – 8.45am

Friday: 4.45pm onwards

Saturday / Sunday / Bank Holidays: 24 hours per day

Domestic Violence and Abuse Services

Although the offices close during bank holidays Pennine Domestic Violence Group (PDVG) operate a 24 hour helpline for victims of domestic violence and abuse, 'honour based' violence, forced marriage and female genital mutilation.

Adult Social Care Emergency Planning and Business Continuity Arrangements

Adult Social Care has a number of service specific plans and arrangements that support the Kirklees Major Incident Plan and their social care and health partners that include the following:

Adult Social Care Emergency Plan

Adult Social Care Business Continuity Plan

Adult Social Care Operational Pressures Escalatory Levels (OPEL) Plan

Adult Social Care Extraordinary Outbreak and Pandemic Flu Plan

Adult Social Care Severe Weather Plan

Emergency Call-Out and Contact Details (Managers and Volunteers)

Kirklees Adult Social Care Winter Plan (1 November – 30 April only)

Heatwave Plan (1 June – 15 September only)

In addition Adult Social Care have a number of joint plans and arrangements with the Clinical Commissioning Groups (CCG) and relevant NHS Trusts and also work to the High Impact Change Model that focuses and supports local health partners to minimise unnecessary hospital admissions and delays to hospital discharge. These plans and models include the following:

OPEL System Response Planning (Mid-Yorkshire NHS Trust) A&E Delivery Board (A&EDB) (North Kirklees)

Surge and Escalation Resilience Response Plan (Calderdale and Greater Huddersfield) A&EDB (South Kirklees)

Adult Social Care also works closely with commissioned and contracted services to ensure continuity of critical care services for service users. All contracted independent care providers (e.g. domiciliary care providers, care homes, disability equipment, etc.) are contractually obliged to have emergency and business continuity plans in place that ensure suitable arrangements are made to ensure continuity of critical care services in the event of a minor or major incident.

Adult Social Care Emergency Plan

The Adult Social Care Emergency Plan focuses on the management of an emergency incident by Adult Social Care until the next working day or until normal services can resume. The plan identifies the emergency contingency framework to be adopted by Adult Social Care during any minor or major incident. It is also intended that these contingency arrangements will operate and support the organisation in the event of emergency incidents specific to Adult Social Care.

The development of this framework has involved the Corporate Emergency Planning Team and the contingency plan complements the corporate arrangements already in place.

If the incident is not resolved by the next working day the Adult Social Care Senior Leadership Team will consider activating the Adult Social Care Business Continuity Plan.

Adult Social Care Business Continuity Plan

The purpose of the Adult Social Care Business Continuity Plan is to identify Adult Social Care's critical and non-critical activities and specify the procedures for the service to follow in the event of a denial of access to its normal place of operation (i.e. access to the buildings), mass staff absence and interruption to IT systems and hardware essential to deliver the service in the event of a major incident. It also provides the necessary information to contact internal and external stakeholders, command centre locations and details of preferred relocation sites.

The plan outlines the strategic options (i.e. deployment of staff from non-critical to critical care activities) and management systems (i.e. team meetings and staff supervision) in place to ensure workforce resilience - ensuring effective management during periods of extreme pressures.

Additionally this plan identifies those individuals who will manage service delivery during an incident and the recovery processes.

Adult Social Care Operational Pressures Escalatory Levels (OPEL) Plan

The Adult Social Care OPEL Plan identifies the Adult Social Care critical care and assessment services (i.e. HAT, MRS, INS, OOH, Carephones, KILT, Community Wellbeing Hubs, contracted care services (e.g. home care, care homes, equipment, etc.)) linked to health and Adult Social Care winter pressures that may impact on hospital admissions and discharges. It aims to provide a consistent approach to manage resources, demands and pressures, specifically by:

- enabling teams to maintain their service provision, quality, customer safety and meet statutory requirements
- setting consistent terminology using Operational Pressures Escalation Levels (OPEL) as per the local Clinical Commissioning Groups (CCG)
- providing a consistent set of escalation levels, triggers and protocols for each team to align their existing escalation processes
- setting clear expectations around roles and responsibilities for all those involved in escalation in response to pressures within the teams, service area and council

The OPEL Summaries and OPEL Briefing Reports provided by the Adult Social Care critical care and assessment services identified above are summarised into an Adult Social Care Summary OPEL Briefing Report which is used by the Service Director to inform the service and health partners.

In the event that OPEL 3 pressure is reached partners will operate Silver and Gold Command and Control as appropriate. During this period regular Silver Calls will take place where the Service Director will use the current OPEL Briefing Summary Report to inform partners of the current pressures within Adult Social Care and their commissioned care services that may be impacting on hospital admission and discharges

Adult Social Care Extraordinary Outbreak and Pandemic Flu Plan

The Adult Social Care Extraordinary Outbreak and Pandemic Flu Plan focuses on the management of Adult Social Care services during an extraordinary outbreak or pandemic influenza until normal services can resume. The plan identifies the Adult Social Care contingency framework to be adopted during a response to disease outbreaks and pandemic flu outbreaks. It is intended this contingency framework will complement and support the corporate arrangements as outlined in the Kirklees Council Outbreak and Pandemic Influenza Arrangements.

Flu Vaccinations for Frontline Social Care Staff Employed by the Council

Kirklees Council frontline social care staff qualifying for a flu vaccination as part of health's vulnerable person at risk groups are advised to obtain a vaccination via their GP surgery or at one of the participating pharmacies' taking part in the vaccination programme arranged by Health.

All other frontline social care staff employed by the council who do not qualify for the flu vaccination as part of health's vulnerable person at risk groups are offered a free flu vaccination by the council, staff can take these up either via the council's Employee Healthcare or by attending a local pharmacy as per the council's arrangements.

All council frontline social care staff are encouraged to have a flu vaccination to reduce the risk to vulnerable service users they work with, themselves and their families. All identified staff receive a letter of invite by email to attend for a flu vaccination and the council's intranet site is used to promote the flu vaccination programme. Managers are also advised to discuss and promote the flu immunisation programme in team meetings.

All Council frontline staff are offered flu vaccinations and this year's programme of immunisation has been implemented.

Flu Vaccinations for Frontline Social Care Staff Employed by the Contracted Care Providers

NHS England & NHS Improvement North East and Yorkshire (Yorkshire and the Humber), Public Health England (Yorkshire and the Humber Centre) and Kirklees are working together to support the campaign to improve flu vaccination rates amongst care home residents and health and/or social care staff who are in direct contact with vulnerable patients/clients.

A joint letter with a 'Myth Buster Flu Pack' has been sent to all care providers to seek their support for the 2019/20 Seasonal Flu Vaccination Campaign in Care Homes (Nursing or Residential/Domiciliary Providers and Hospices in Kirklees advising of the need to ensure high uptake of the flu vaccine in both residents and staff as a priority this winter and how residents and staff can access the vaccination programme.

Care Providers are asked to encourage both residents and staff to have the flu vaccine and to ensure that staff have every opportunity to access a flu vaccination to reduce the chances of them contracting flu and passing it both between themselves and onwards to the patients/residents for whom they care, including vulnerable family members and friends.

The national NHS Flu Immunisation Programme 2019/20 offers **free flu vaccines** for eligible health and care staff in the voluntary managed sector who offer direct care to vulnerable patient/clients who are at the increased risk from exposure to influenza, i.e. patients/clients in a clinical risk group for flu or who are aged 65 years and over.

Arrangements have been put in place for eligible health and social care and hospice staff to be offered flu vaccination via their registered GP or via any community pharmacist as part of the seasonal flu programme.

To complement this scheme, Kirklees Public Health has commissioned a local Community Pharmacy to offer and administer the vaccine within care home settings. The Infection Prevention and Control Team will be contacting Care Providers with information on how to access this scheme.

In early autumn 2019 Public Health are undertaking flu presentations at the Kirklees and Wakefield Domiciliary Care Forum and will be sharing a joint letter from NHS England re the Vaccination Programme for 2019-20 with the participants.

The Council's Domiciliary Care Contracts Team have forwarded the joint letter and email provided by Public Health to all the contracted domiciliary care providers to give to their staff to take to their GP or community pharmacy identifying them as entitled to a free vaccination.

Eligible staff will need to take appropriate ID which shows their name and their employer such as an ID badge, letter from their employer or a recent pay slip.

Across the North of England, NHS E and NHS I and PHE will be repeating the 2018-19 award scheme to recognise the efforts made by care homes (residential and nursing), domiciliary providers and hospices who have achieved a high level of vaccine uptake.

The extension to this programme was designed to complement, not replace existing immunisations schemes already in place across health and social care.

Adult Social Care Severe Weather Plan

The Adult Social Care Severe Weather Plan outlines the arrangements Adult Social Care have in place to ensure continuity of critical care services to vulnerable people in the community during bouts of severe weather. Preliminary work is undertaken with Brokerage, KILT and the contracted home care providers so that existing service users are identified and RAG rated to identify the most vulnerable, i.e. those who have high level needs and are living alone without immediate support from family or neighbours.

Every effort is made to ensure service continues and people receive their home care services, the specific arrangements identified in this plan include:

- mutual aid agreement arrangements between contracted home care providers
- access to 4x4 vehicles/drivers via Streetscene
- handyperson service and snow clearing for vulnerable persons properties
- access to gritting and snow clearing for vulnerable services
- the KILT Domiciliary Care Service of Last Resort

- triaging of requests for emergency assistance from vulnerable people living in the community due to the severe weather conditions
- provision of emergency food parcels and prescription collections
- authorisation and mobilisation of the 'snow volunteers' should the service continuity arrangements require additional support.

Severe Weather Arrangements – Staff Access to Work

All council staff are under an obligation to get to work. The council however recognises that on occasions employees may be unable to attend work, arrive at work late or be allowed to leave early due to severe weather conditions. Some staff may also be allowed to work from home if this is appropriate. Severe weather arrangements for staff will be in accordance with the existing Council HR arrangements.

In the event of severe weather, staff must make contact with their manager to agree working arrangements for each period of severe weather. Information will also be made available on the Council's Intranet to provide guidance for staff.

As part of Adult Social Care's winter planning all Adult Social Care staff are issued with Appendix 2 Winter Driving Checklist and Appendix 3 Household Emergency Plan. These winter leaflets have useful information and advice on planning for winter and include useful checklists.

Emergency Call-Out and Contact Details (Managers and Volunteers)

The Emergency Call-Out and Contacts (Managers and Volunteers) plan has the contact details for approximately 165 council staff including the Adult Social Care Senior Leadership Team who have volunteered to help out should assistance be required during an emergency incident or bout of severe weather until normal services can resume – we anticipate this will be in the short term. There are a number of roles that an Emergency Volunteer may be asked to undertake in an emergency, i.e. loggist, evacuation centre, control room or the role of 'snow volunteer' for willing volunteers living in the Kirklees area.

The role of 'snow volunteer' may be required during bouts of extreme weather to assist Adult Social Care support vulnerable people living in the Kirklees community. The 'snow volunteer' may be asked to either assist a professional care worker or to undertake a number of tasks on their own, these tasks include shopping, collect prescriptions, make a drink or meal, laundry or provide personal care. The tasks requested are to ensure the vulnerable service user is as safe and comfortable as possible until normal services can resume.

Emergency Volunteers are provided with written guidance that includes a comprehensive 'do and don't' list with health and safety advice. If mobilised the volunteer will always have a manager they can call for advice and guidance.

Authorisation to mobilise Emergency Volunteers in the role of 'snow volunteer' must be provided by an Adult Social Care senior manager or in the event of a major incident by the Corporate Emergency Planning Team – this protocol is detailed in the emergency call-out plan.

Mid-Yorkshire NHS Trust: Operational Pressures Escalation Levels (OPEL) System Response Planning

The OPEL System Response Planning (Mid-Yorkshire NHS Trust) A&E Delivery Board (A&EDB) arrangements detail the agreed local processes in North Kirklees hospitals Dewsbury District Hospital and Pinderfields Hospital for ensuring a co-ordinated and planned response to circumstances where pressure in one or more parts of the system is impacting on the system's ability to ensure services are safe and of high quality. This multi-agency plan has been developed through the Mid-Yorkshire NHS Trust A&E Delivery Board with all organisations committed to using the processes identified in the plan to support the system.

As part of the A&EDB Adult Social Care have agreed to ensure there is an identified contact to feed into each level of command calls as necessary and will ensure that OPEL levels are reviewed on a daily basis throughout the winter pressures period.

In the event the Mid-Yorkshire NHS Trust declares an OPEL 3, contact should be made with the Adult Social Care Lead.

In the absence of the Hospital Social Work Team Manager or Deputy, the HAT Duty Manager is responsible for contacting the Adult Social Care Lead.

Calderdale and Greater Huddersfield: Surge and Escalation Resilience Response Plan

The Surge and Escalation Resilience Response Plan (Calderdale and Greater Huddersfield) A&E Delivery Board details the agreed local processes in South Kirklees hospitals Huddersfield Royal Infirmary and Calderdale Royal Hospital for ensuring a co-ordinated and planned response to circumstances where pressure in one or more parts of the system is impacting on the system's ability to ensure services are safe and of high quality. This multi-agency plan has been developed through the Calderdale and Greater Huddersfield A&E Delivery Board (A&EDB) with all organisations committed to using the processes identified in the plan to support the system.

As part of the A&EDB Adult Social Care has agreed to ensure there is an identified contact to feed into each level of command calls as necessary, and will ensure that OPEL levels are reviewed on a daily basis throughout the winter pressures period.

In the event Calderdale and Greater Huddersfield Hospital declares an OPEL 3, contact should be made with the Adult Social Care Lead.

In the absence of the Hospital Social Work Team Manager or Deputy, the HAT Duty Manager is responsible for contacting the Adult Social Care Lead.

High Impact Change Model

Adult Social Care continues to work jointly with their health partners using the High Impact Change Model to support hospital to home transfers of care. This model also helps to support local care and health systems to manage patient flow and discharge from hospital to home. The High Impact Model identifies the eight system changes that have the greatest impact on reducing delayed transfer of care. The following summaries are the steps and actions Adult Social Care have taken to support hospital to home transfers of care as part of this model:

1. Early Discharge Planning

Based in HRI and DDH Adult Social Care have a team of ward based Hospital Discharge Assessors to commence early intervention work (supporting expected dates of discharge) - staff will often engage with families during visiting hours to commence discharge planning and support patient choice.

The Hospital Avoidance Team (HAT) also attend the Medical Assessment Unit (MAU), A&E and Frailty Units with Multi-Disciplinary Team (MDT) to support work to avoid unnecessary hospital admissions – this includes arranging appropriate packages of care and signposting service users and families/carers to other appropriate care and support provision.

2. Systems to Monitor Patient Flow

Dynamic databases are utilised across both sites to inform regular multi-agency discussions which support patient flow through the system. A daily KILT Triage Meeting is also used to move patients into re-ablement in a timely manner.

3. Multi-disciplinary, Multiagency Discharge Teams (including voluntary and community sector)

The hospital assessment team consists of Care Navigation, Social Workers and Community Assessment and Support Officers. This teams liaises with Hospital Discharge Coordinators regarding patients with social care needs. This team works closely with the Brokerage and KILT teams.

4. Community Independence Services/HomeFirst/Discharge to Assess

- 4.1. **Mobile Response Service (MRS)** - provide an urgent response service in the community (i.e. respond to carephone activations with non-responsive service users, lifting people who have fallen at home, etc.) to avoid hospital admissions and ambulance call-outs to vulnerable people in the community.
- 4.2. **Hospital Avoidance Team (HAT)** - provide an urgent service to avoid unnecessary hospital admissions.
- 4.3. **KILT Reablement Team** - provide a short-term support and reablement service for up to six weeks in people's homes to prevent unnecessary admission to hospital and facilitate timely discharge.
- 4.4. **Hospital to Home Services** - contract funded and managed by the CCG with Age UK to support newly discharged people to settle back into their community based residence following a hospital stay, (e.g. greeting, shopping and settling in support). This service frees up MRS staff and supports families and carers to facilitate speedier hospital discharges.
- 4.5. **Home From Home** - accommodation that can be used to facilitate hospital discharge into temporary accommodation for individuals who are unable to remain, or return to their existing accommodation due to varying factors; or is part of a step programme of independent living. Home From Home (HFH) flats are located within Extra Care Housing facilities, retirement living and other independent properties across Kirklees.

- 4.6. Intermediate Beds** - the council's care home Ings Grove and Moorlands Grange each provide Intermediate beds. Intermediate beds are for patients who are medically fit for discharge but require a 'step-down' bed to bridge the gap between hospital and home.
- 4.7. Transitional Beds** - the council's care homes Ings Grove and Moorlands Grange provides transitional beds. Transitional beds are used for patients who are medically fit to return home but there is a Delayed Transfer of Care (DTOC) to community based services. If there are no transitional beds available in the two council care homes the Hospital Social Work Team will, where possible, commission beds from the independent sector to meet the shortfall in needs.
- 4.8. Respite Beds** - the council's care homes Claremont House, Castle Grange and Ings Grove each provide respite beds. Mill Dale and Cherry Trees provide respite learning disability beds. These Respite Beds under certain circumstances can be used for emergency respite to respond to carer breakdown.

5. Seven Day Services

To improve the flow of people through the system and across the interface between health and social care joint 7 day working is ongoing providing more responsive services:

- 5.1. Mobile Response Service (MRS)** - provide a 7 day x 24 hour service that works to prevent hospital admissions.
- 5.2. Hospital Avoidance Teams (HAT)** - provide a 7 day working week (9am – 9pm) service based in the HRI and DDH hospitals A&E and the Acute Care for the Elderly ward.
- 5.3. Hospital Social Work Teams** - provide a 7 day working week (9am – 5pm) service based in the HRI and DDH hospitals.
- 5.4. KILT Locality Managers** - provide a 24 hour x 7 day service to ensure arrangements continue for existing packages of care and to arrange transfers of care.

6. Trusted Assessors

Trusted Assessors are employed as part of the Discharge Support Programme to support and facilitate discharges into care homes and to avoid discharge delays. Following a period of in-patient care, and prior to an individual's discharge to a community residential or nursing care home, practitioners are required to undertake a statutory assessment or review to determine eligibility. Additionally, a separate assessment by the care home is required for individuals prior to discharge in order to enable a safe discharge. Currently, a high proportion of care homes assess the individual in the hospital setting, using their own assessment tools. However, due to their own capacity and resource issues, this can contribute to delayed discharges and delayed transfer of care.

Trusted Assessors are employed to support and facilitate effective and timely discharges from hospital settings into care homes. The Trusted Assessors work as part of the Discharge Support Programme with the Care Home Vanguard Support Team, Discharge Teams and care homes whilst remaining independent. Trusted Assessors are funded by the Improved Better Care Fund (iBCF). There are two Trusted Assessors employed in Kirklees – one based in HRI and one based DDH.

7. Focus on Choice

Hospital Assessment Teams, Community Wellbeing Hub Assessors and Trusted Assessors promote patient choice by:

- 7.1. Support Options** - Assessors discuss the support and care options open to the patient, i.e. commissioned services, direct payments, etc.
- 7.2. Signposting** - patients to lower level services via the council's Care Navigation Team who will assist the patient to access community services as appropriate.
- 7.3. Mobile and Agile Kit** - to involve and inform families not living locally, for example, skype meetings.
- 7.4. Spot Purchase Beds** - assessment and allocation of a spot purchase bed for patients can be used to support patient choice in relation to their ongoing care and support needs.

It is recognised that patient choice can often be one of the key reasons for Delayed Transfer of Care (DTCOC).

8. Enhancing Health in Care Homes

South Kirklees Greater Huddersfield CCG has commissioned Locala to provide a Care Home Support Service working with individuals living in care homes to complete a Malnutrition Universal Screening Tool (MUST) Assessment, Advanced Care Planning and DNACPR. There are plans to extend this service into North Kirklees.

Kirklees Council and the CCGs hold the joint multi-disciplinary Care Home Early Support and Prevention (CHESP) Meetings attended by the Council, CCG, Locala, CQC and other invited agencies. At these meetings early warning and alerts are raised and discussed to enable a more proactive approach with care home providers and offer support to care homes at an early stage. The purpose of this multi-disciplinary group is to improve provider quality and the quality of life and satisfaction of individuals living in residential and nursing care.

Adult Social Care Service Delivery during Bank Holiday Periods

The following is a summary of the Adult Social Care buildings and services that will operate during the bank holiday periods:

Continue to operate 24/7:

Residential Care Homes (operated by the council)
Contracted Care Homes
Supported Living Schemes
Other Critical 24/7 Services i.e. Carephones, Medequip

Continue to operate their normal service hours:

Kirklees Independent Living Team (KILT)

Contracted Home care Providers

Out of Hours Management Support (OOH)

Integrated Night Service (INS) – joint service with Locala

Hospital Based Services i.e. Hospital Avoidance Team (HAT) (HRI / DDH), Hospital Social Work Teams (HRI / DDH), Mobile Response Service (MRS)

Services with specific operating hours:

Day Care Services for adults (council provision)

REAL Employment

Closing statutory bank holidays only:

All other Adult Social Care Services/Teams not identified in the above categories.

Kirklees Council Winter Preparation and Maintenance

In early autumn Kirklees Council hold an annual Pre Winter Planning Meeting where Adult Social Care, other council services and partners are brought together to give assurance that preparations are in place for winter.

Housing has a plan in place for dealing with homeless people during severe weather – the plan will activate when the temperature falls below 0° for 3 consecutive nights. Under the current system, homeless people will be provided with overnight accommodation until the weather improves. For assistance during office hours, please contact the Housing Solutions Service. For an out of hour's response - contact the Emergency Duty Service (see page 6).

Robust arrangements have also been developed for school closures that occur as a consequence of winter weather. Current information on school closures can be found at the following link: www.kirklees.gov.uk/schoolclosures.

The Council's Highways and Operations Team have a stock of grit in preparation for winter - the gritting service will operate for 24 weeks from end October until mid-April. Included in the gritting service are approaches to hospitals, health centres and care homes. Priority is given to the normal gritting network, these consist of main roads, main bus routes and steep roads that provide important links to main roads, which equates to 53% of the adopted highway. In snow conditions the gritters will plough and grit the primary network and when conditions have stabilised, expand operations to the normal gritting network. Teams are also deployed to clear snow in towns and villages as and when resources are available.

In emergency situations, the council will work with health and social services to help get patients to hospital appointments that cannot be postponed. Some weather conditions are extremely difficult to predict and there are times when Highways simply cannot do anything to help. People who have crucial hospital appointments (such as dialysis), or who access social care, should not contact the council but should contact the hospital or social care provider who will tell them what the situation is and what they need to do and they will contact the Council who will direct help to the most urgent issues.

The Kirklees Council website also includes the following winter information:

- Information on winter disruptions, closures and weather including school closures can be found at: [Disruptions, closures and weather](#)

- Kirklees Direct staff are available to take calls 8am to 5pm weekdays, 8am to 4pm Saturdays and 9am to 4pm Sundays - **01484 414700**
- Kirklees Direct emergency 24 hour helpline goes live in severe winter weather supporting vulnerable people - **01484 414888**
- Kirklees Direct will signpost out of hours emergency calls (for example flooding accidents and damaged streetlights) to the relevant out of hours teams.
- Other winter information can be found at: www.kirklees.gov.uk/winter - there will also be regular updates on Facebook and twitter@kirkleeswinter.

As part of encouraging community resilience the council also promotes the Met Office Snow Code that gives clear guidelines for people clearing their own driveways, and legal implications for people clearing pavements and other public areas see: [Met Office: The Snow Code](#)

The Kirklees Flood Policy and Operation Plan has been produced in liaison with the Emergency Planning Team, Highways and the Flood Management Team - this plan shows the different levels of responses that Senior Decision Makers would make when in receipt of weather warnings and flood warnings. Based on the intelligence received from the Met Office and, or the Environment Agency conversations will be held between the relevant departments in order to determine what level of response should be activated within the plan. This will also help the Council to utilise resources more efficiently.

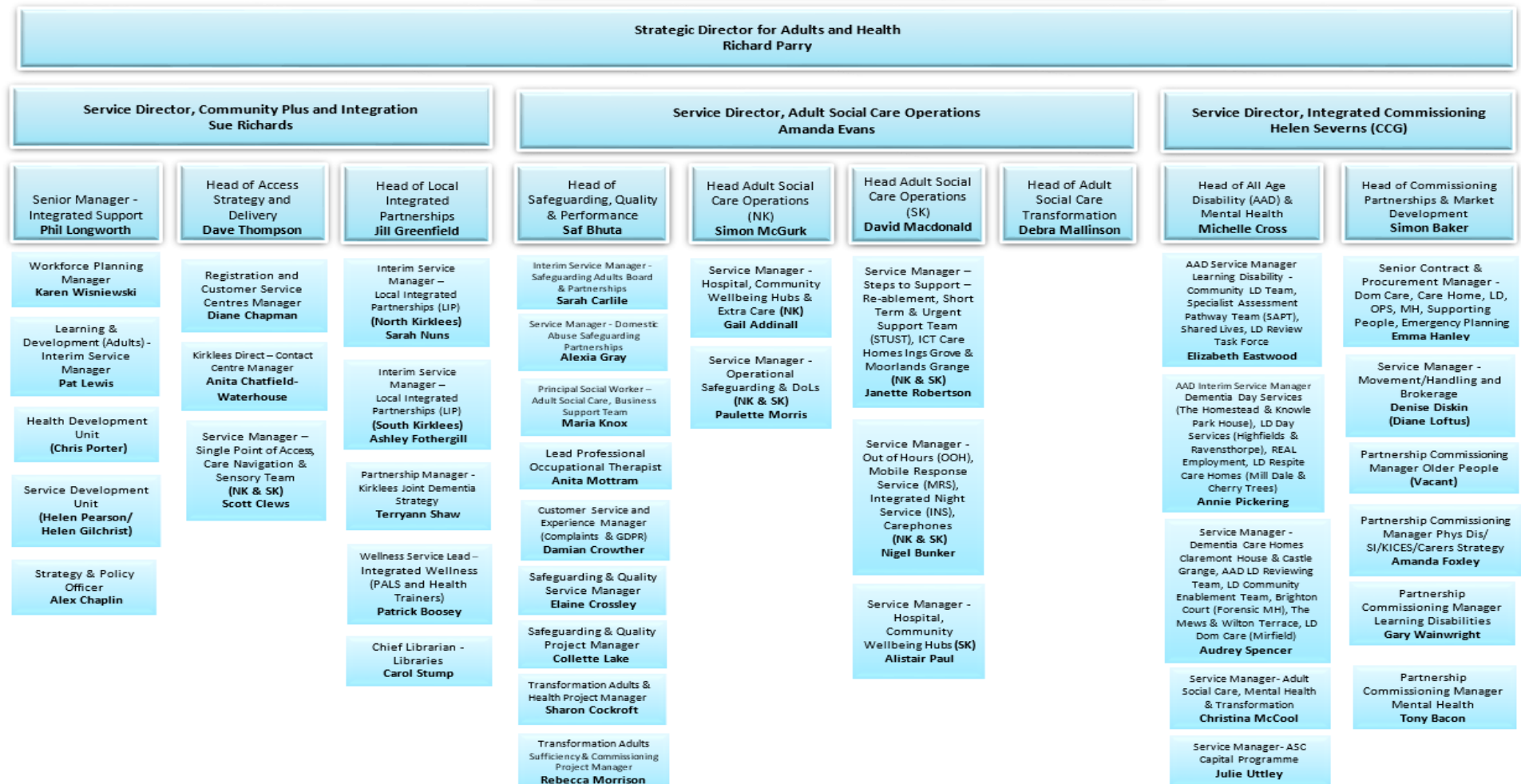
The council has an emergency 4x4 vehicle plan that will be activated in the case a severe weather event, i.e. severe or prolonged snow or ice conditions to support critical community services.

The council has embedded robust service continuity arrangements in all of its identified critical services and has a Corporate Business Continuity Plan that will be used to coordinate the council's response to a major disruption including during winter weather and the bank holiday periods.

Appendix 1 Adult Social Care Service Structure



Adult Social Care Structure Chart as at September 2019



Last Revised: 30-09-2019
Revised by: Mary McKenzie





Emergency Planning

Get ready for winter

Winter Driving Checklist:

You are more likely to break down or face traffic disruption when travelling in winter. To help you prepare for driving in winter we have put together some handy checklists and tips.

Essential winter items to keep in the car:

Clothing	Equipment	Food and water
<input type="checkbox"/> Blanket	<input type="checkbox"/> Ice scraper	<input type="checkbox"/> Water
<input type="checkbox"/> Gloves	<input type="checkbox"/> Sunglasses	<input type="checkbox"/> Medication
<input type="checkbox"/> Thick socks	<input type="checkbox"/> First aid kit	<input type="checkbox"/> Emergency food
<input type="checkbox"/> Scarf	<input type="checkbox"/> Warning triangle	
<input type="checkbox"/> Hat	<input type="checkbox"/> Spare bulbs	
<input type="checkbox"/> Warm coat	<input type="checkbox"/> Map and sat nav	
<input type="checkbox"/> Reflective jacket	<input type="checkbox"/> Torch (either wind up version or carry spare batteries)	
<input type="checkbox"/> Foil / emergency blanket (90% heat reflectivity or higher is ideal)	<input type="checkbox"/> De-Icer	
	<input type="checkbox"/> Shovel	
	<input type="checkbox"/> Grit / sand / cat litter (to provide grip under tyres)	
	<input type="checkbox"/> Tow rope	
	<input type="checkbox"/> Snow chains or snow socks (if you are still running summer tyres)	
	<input type="checkbox"/> Mobile Phone & Car Charger	

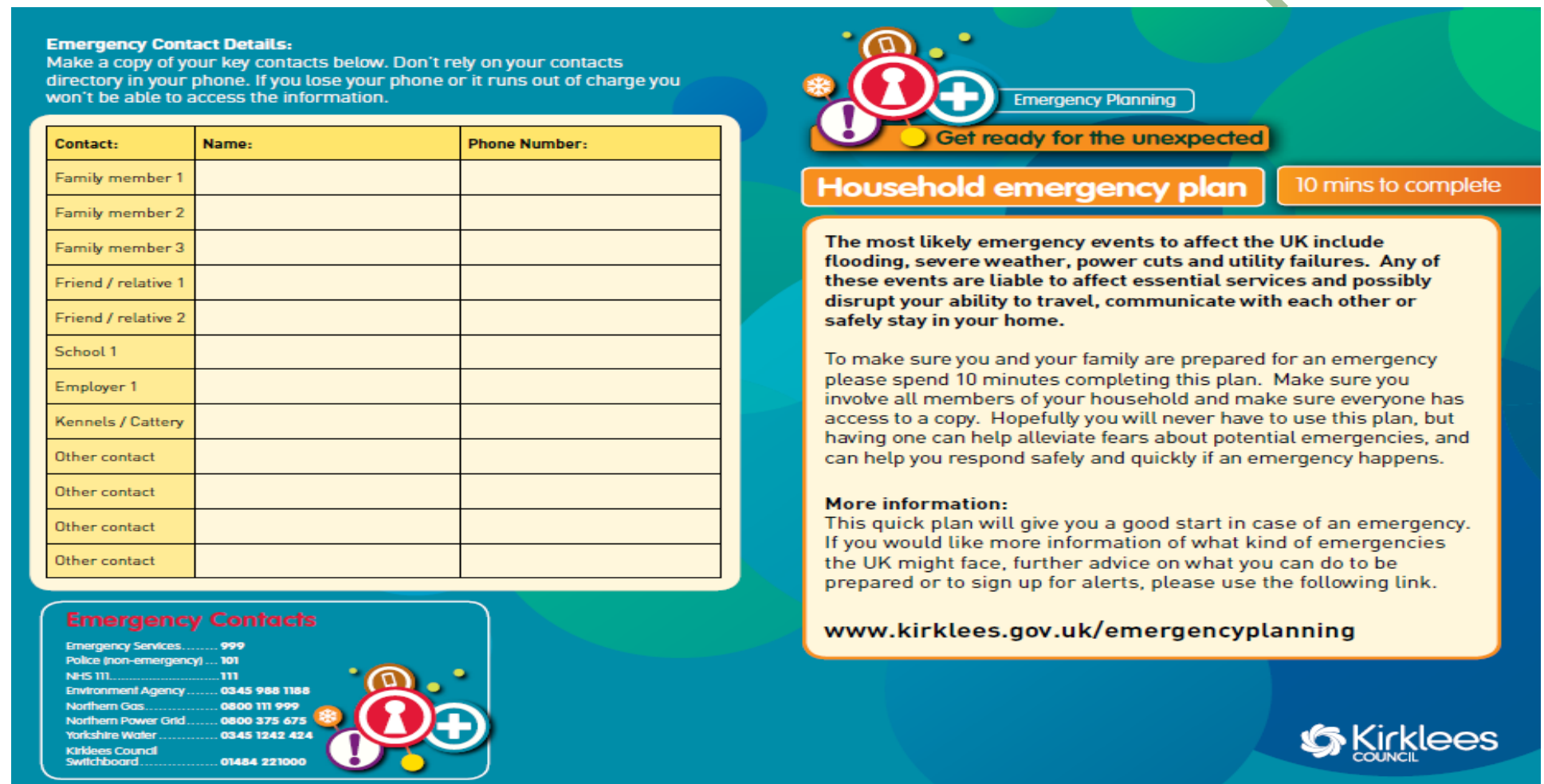
TOP TIP Don't rely on your vehicles heater – if you have to get out and walk, or if you run out of fuel, breakdown or have to turn the engine off be prepared for the cold temperature.

Stay up to date with the latest travel information.

- On Twitter follow: @kirkleeswinter
- Check www.kirklees.gov.uk/winter
- Check www.kirklees.gov.uk/schoolclosures
- Check local radio and TV for the latest news and weather forecasts
- Follow @MetroTravelNews

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Appendix 3 Household Emergency Plan



Emergency Contact Details:
Make a copy of your key contacts below. Don't rely on your contacts directory in your phone. If you lose your phone or it runs out of charge you won't be able to access the information.

Contact:	Name:	Phone Number:
Family member 1		
Family member 2		
Family member 3		
Friend / relative 1		
Friend / relative 2		
School 1		
Employer 1		
Kennels / Cattery		
Other contact		
Other contact		
Other contact		
Other contact		

Emergency Contacts

Emergency Services 999
 Police (non-emergency) ... 101
 NHS 111 111
 Environment Agency 0345 988 1188
 Northern Gas 0800 111 999
 Northern Power Grid 0800 375 675
 Yorkshire Water 0345 1242 424
 Kirklees Council
 Switchboard 01484 221000

Emergency Planning
 Get ready for the unexpected

Household emergency plan 10 mins to complete

The most likely emergency events to affect the UK include flooding, severe weather, power cuts and utility failures. Any of these events are liable to affect essential services and possibly disrupt your ability to travel, communicate with each other or safely stay in your home.

To make sure you and your family are prepared for an emergency please spend 10 minutes completing this plan. Make sure you involve all members of your household and make sure everyone has access to a copy. Hopefully you will never have to use this plan, but having one can help alleviate fears about potential emergencies, and can help you respond safely and quickly if an emergency happens.

More information:
 This quick plan will give you a good start in case of an emergency. If you would like more information of what kind of emergencies the UK might face, further advice on what you can do to be prepared or to sign up for alerts, please use the following link.

www.kirklees.gov.uk/emergencyplanning

Kirklees COUNCIL

Preparation:

Use our two handy checklists to help plan in case of an emergency. You can prepare a bag of useful items you and your family could need. If they are stored in a bag they can be found easily if you have to stay in, or can be taken with you if you were asked to leave your home. Make sure everyone in your home knows where it's kept.

Be prepared checklist:

- ☐ Do you have an emergency bag?
- ☐ Do you have smoke detectors fitted?
- ☐ Are the smoke detectors checked regularly?
- ☐ Do you have carbon monoxide detectors fitted?
- ☐ Are the carbon monoxide detectors checked regularly?
- ☐ Are you in a flood area? (if so are you signed up to alerts for flood warnings?)
- ☐ Do you have sufficient buildings and contents insurance?
- ☐ Do you know how to switch off your gas, electricity and water if needed?

Gas turn off located:

.....

Electricity turn off located:

.....

Water turn off located:

.....

Emergency Bag (suggested contents):

Family Documents

- ☐ Copy of this plan
- ☐ Passports
- ☐ Driving licences
- ☐ Insurance policies
- ☐ Birth Certificates
- ☐ Family photos (in case of separation)

Personal Items

- ☐ Toiletries
- ☐ Medication
- ☐ Glasses
- ☐ Hearing aids
- ☐ Change of clothes
- ☐ Mobility aids

Supplies for babies / small children

- ☐ Food and drink
- ☐ Nappies / nappy bags
- ☐ Small toy

Other items

- ☐ First aid kit
- ☐ Torch (wind up or spare batteries)
- ☐ Candles and matches/glowsticks
- ☐ Food and bottled water for 3 days (do not rely on fridge/freezer for food)
- ☐ Radio (wind up or spare batteries)
- ☐ Foil blankets (1 per household member)
- ☐ Spare home and car keys
- ☐ Mobile phone chargers
- ☐ Cash and credit cards
- ☐ Pet supplies (if needed)
- ☐ Pack of cards

During an emergency:

Depending on the nature of the emergency you may need to stay in your home, or you may be asked by emergency responders to leave your home.

Staying in your home:

Stay safe and don't take risks.

- Close all windows and doors if necessary
- Receive updates from local TV and radio
- Follow the advice of the emergency services

Leaving your home:

If you have no source of transport or have no alternative accommodation, notify a member of the emergency services – either when asked to move or via the non emergency 101 number.

On leaving your home make sure you do the following:

- ☐ Lock doors and windows
- ☐ Let family know where you will be
- ☐ Make arrangements with school / work
- ☐ Notify the emergency services of any neighbours who may need assistance
- ☐ Pick up your emergency bag (and any items you need that are not in the bag)
- ☐ Take pets with you
- ☐ Turn off your gas / electricity / water if told to do so

Notes:

Review date: Aim to review your plan every 12 months

1. DD/MM/YYYY

2. DD/MM/YYYY

3. DD/MM/YYYY

Kirklees Adult Social Care Winter Plan 2019-20

(Version 1.0)