

Redcar and Cleveland Adult Social Care Groups and Services Mapping

**Healthwatch South Tees
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About Healthwatch South Tees

Healthwatch South Tees, the operating name for Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland, is the health and social care champion for people who live and work in South Tees.

As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to the feedback we gather from local communities. This helps us to better understand the challenges they face when accessing services provided by the NHS and other care providers across South Tees. And in turn ensures that people's experiences improve health and care services for everyone. and improve standards of care.

We are here to listen to the issues that matter to our local communities as we are entirely independent and impartial. Any information shared with us is confidential and the recommendations we make is purely based on the feedback we receive and not our own views.

Introduction

As part of Redcar and Cleveland Borough Council's commitment to working with adults and carers to plan, design, commission, deliver, and evaluate Adult Social Care (ASC) services. They want to know if the services they offer make a difference to the challenges that adults and carers face and if they improve their quality of life. It has been recognised that they cannot make improvements to services without feedback from the wider community, staff, and partners.

Healthwatch South Tees has undertaken the lead role of engagement, responsible for gathering feedback from local people who use adult social care services to effect real change in their department. This work has been divided into several smaller projects to influence real change.

This short report is to provide context into the work carried out to review and expand the current mapping information about groups and services throughout Redcar and Cleveland. The purpose of this activity is to include a cross-section of these organisations in future engagement opportunities and to highlight any areas that are missing both in terms of geographic location and demographic.

Appendix 1 contains the mapping data.

Methodology

- Using various existing mapping to cross-reference our work.
- Extensive online searches for local groups through social media and websites.
- Attending local services and groups.
- Community consultation and discussion.
- Using existing connections to link with groups and services.

Conclusion and recommendations

- Consideration of a partnership between those who have directories to pool resources, so that there is one reliable place to obtain information.
- There should be centralisation of the mapping work within the Local Authority rather than different teams working on the same exercise. Utilising the knowledge of the Healthy Communities Team who have current, local knowledge should be responsible for ensuring mapping up to date as this is vital.
- Villages within East Cleveland do not have equal access to groups and services. Consideration of outreach work in these areas.
- There are fewer groups and services available during weekends and evenings. Having access to these during these times may be beneficial for those who are supporting others and thus, limiting reaching the crisis point.
- There is limited sensory support locally. Collaboration with existing groups including the Recar VIP and Community Stepping Stones Hearing Café, Public Health is essential to develop and enhance an offer.
- Work with Teesside Mind, We Are With You, Open Door North East, and the Homeless Team, Night Lite for example to develop groups to support those with poor mental health, drug and alcohol misuse, and those seeking asylum locally would be beneficial. Given some people from these groups may be the most difficult to engage due to their own circumstances and may be less likely to have access to transport or digital services, there is consideration needed for the offer of outreach work also.

Key Findings – Summary

- Understandably information within any mapping exercise becomes immediately outdated, as changes happen regularly.
- The most challenging aspect has been finding information about local groups and services from one reliable source; extensive research has been done using social media and websites, and information related to engagement in the area has been noted. There is limited information for those who are not digitally inclusive.
- Information is often duplicated; by several departments within the Authority; HWST was made aware of at least one team conducting a similar exercise during this process. This is not an effective use of resources.
- There are many digital 'directory' type information platforms, these include:
 - Redcar and Cleveland Council PIN
 - The South Tees Wellbeing Network
 - MECC
- There is a disparity between services and groups dependent on where you live. Redcar appears to dominate in the support groups available. Specifically, villages in East Cleveland are lacking in groups locally, with Loftus, Skelton, and Brotton having more on offer. Access to these groups is difficult for local people not living in the villages as transport is limited.
- Most groups and services run during the week. Whilst there are some examples of weekend activities this is not equivalent to what is available during the week. It is noted that for people accessing adult social care times like this not being covered might mean people, especially carers, may struggle and reach crisis having no respite.
- There are a significant number of craft and social groups. These groups do not necessarily always appeal to a wide demographic.
- There is a lack of group support for those with specific long-term conditions locally, this includes cancer and sensory loss. Unlike neighbouring Middlesbrough, where there is a well established monthly sensory loss group through Middlesbrough Council and Public Health, and the Deaf Centre in. The Deaf Empowering Network has also recently introduced coffee morning dates in Middlesbrough.
- Older people and those with a family are most likely to find support and activity groups in Redcar and Cleveland. Whilst there is a lack of specific support for people aged approximately 30 to 55 years.

- Support groups supporting mental health, homelessness, and ethnic minorities, including those seeking asylum, and recovery from drugs and alcohol misuse, are scarce in Redcar and Cleveland.
- We were unable to locate any support groups for LGBTQ plus adults locally.

Acknowledgments

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We would also like to thank –

- Healthwatch South Tees Volunteers
- Healthwatch South Tees Community Champions
- The Redcar and Cleveland Dementia Steering Group
- Carer's Together
- Teesside Mind
- The Alzheimer's Society
- Parkinson's UK
- Friends of LDS
- Dementia Action Teesside
- Redcar and Cleveland Borough Council Healthy Communities Team



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