

**Adults Scrutiny MEETING
1 April 2025**

MAPPING OF PROVISIONS WITHIN THE BOROUGH INCLUDING COMMISSIONED SERVICES

SUMMARY REPORT

Purpose of the Report

1. The purpose of this report is to provide an overview of care and support services available in Darlington, including services which have been commissioned directly by the Council.

Summary

2. The Livingwell Directory contains information on care and support services which are available within Darlington.
3. Information on Commissioned Services is also available to internal staff via the Commissioning, Contracts and Brokerage Resource Directory.

Recommendation

4. It is recommended that :-
 - (a) Members note the information contained within this report.

Christine Shields
Assistant Director of Commissioning, Performance and Transformation

Background Papers

None.

Sukhdev Dosanjh Head of Commissioning, Contracts and Brokerage
Extension: 5651

Council Plan	This work contributes to the priorities agreed in the Council Plan.
Addressing inequalities	There are no implications arising from this report.
Tackling Climate Change	There are no implications arising from this report.
Efficient and effective use of resources	This report supports the efficient use of resources through effective commissioning approaches.
Health and Wellbeing	This work supports the priorities set out in the Health and Wellbeing Strategy.
S17 Crime and Disorder	There are no implications arising from this report.
Wards Affected	All wards.
Groups Affected	All groups.
Budget and Policy Framework	There are no implications for the Budget or Policy Framework.
Key Decision	This is not a key decision.
Urgent Decision	This is not an urgent decision.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers.

MAIN REPORT

Introduction

5. This report outlines the key provisions, strategies, and services available to ensure the well-being and independence of these individuals.

Strategic Framework

6. The Accommodation with Care and Support Strategy 2024-2027 is a pivotal document guiding the provision of services in Darlington. It aims to address the key pressures facing the system and outlines the vision for future developments.
7. The strategy emphasises:
 - (a) Innovative Housing Solutions: Reducing reliance on traditional residential care homes by developing community-based support services.
 - (b) Assistive Technology: Encouraging the use of technology to increase independence and reduce restrictive practices.
 - (c) Local Provision: Minimising the need for out-of-borough placements by meeting needs locally.

Key Services and Models

8. Supported Living: This includes housing with the necessary care and support for individuals to lead fulfilling lives. Models include:
 - (a) House in Multiple Occupation (HMO): Shared accommodation with on-site support staff.
 - (b) House with Support: Homes for one or two people, often bungalow-type, with shared communal facilities.
 - (c) Adult Social Care Services: These services focus on living independently, caring for others, and providing financial support for eligible individuals.
9. Specialist Services like the North East Centre for Autism provide tailored support for individuals with autism and neurodiversity.
10. Target Groups – The strategy and services cater to various groups, including:
 - (a) Older People: Especially those caring for working-aged adults with disabilities.
 - (b) Working-Aged Adults with Disabilities: Including those with learning disabilities, mental health issues, autism, physical disabilities, and sensory impairments.
 - (c) Young People Transitioning to Adulthood: Ensuring a smooth transition with ongoing care and support needs.

Challenges and Future Directions

11. The system faces significant financial challenges and demographic pressures. The strategy aims to develop innovative solutions to address these issues, focusing on:
 - (a) Reducing Residential Care Usage: By providing high-standard, flexible, and adaptable supported accommodation.
 - (b) Encouraging Provider Collaboration: To ensure supported accommodation maximises the use of assistive technology and strengths-based approaches.
12. **Accessing adult care and support services in Darlington involves several steps:**
 - (a) On-line Offer: It's essential to actively encourage individuals and their families to access information online initially. The living Well directory should be the first port of call for information on available services, support and resources.
 - (b) Initial Contact: Individuals or their carers can contact the Adult Contact Team at Darlington Borough Council. This team provides information, advice, and guidance on available services.
 - (c) Assessment: If ongoing care and support needs are identified, an initial assessment is conducted by a practitioner. This assessment helps understand the individual's needs and the type of support required
 - (d) Care and Support Planning: Based on the assessment, a care and support plan is developed. This plan outlines the services and support the individual will receive. Financial assessments are also conducted to determine any contributions the individual may need to make.
 - (e) Implementation: Once the care and support plan is agreed upon, services are arranged and provided. This can include home care, supported living, or other community-based services.
 - (f) Review and Monitoring: The care and support plan is regularly reviewed to ensure it continues to meet the individual's needs. Adjustments are made as necessary to adapt to any changes in circumstances.
13. For more detailed information or to start the process, you can visit the [Darlington Borough Council's Adult Social Care page](#) or contact the Adult Contact Team directly.
14. In addition Information on Commissioned Services is also available to internal staff via the Commissioning, Contracts and Brokerage Resource Directory.

Consultation and service Improvement

15. A review of the Directory was recently undertaken by a task and finish group comprising of Councillor McEwan, Councillor Roche, Councillor Riley, the Head of Strategy, Performance and Communications, the Director of Partnerships, the Assistant Director of Commissioning, Performance and Transformation and officers from Public Health, operational social work teams and Housing.
16. Improvements have been made to the Livingwell directory which can be found at the link below:
 - (a) <https://livingwell.darlington.gov.uk/> The internal Resource Directory is currently being updated following the recent completion and mobilisation of new tendered contracts with the new version being available by March 31 2025. An overview of current services together with our local commissioning intentions can also be found in the ASC Market Position Statement and Commissioning Strategy

<https://www.darlington.gov.uk/media/21371/market-position-statement-and-commissioning-strategy.pdf>

Examples of Commissioned and Voluntary Sector Services available in Darlington

17. Four extra care housing schemes in Darlington are:
 - (a) Dalkeith House
 - (b) Mayflower Court
 - (c) Oban Court
 - (d) Rosemary Court
18. These schemes provide self-contained flats with additional communal facilities and on-site care services to support residents in living independently.
19. A range of preventative services including services provided by local VCSE organisations and housing related support services.

Preventative Services

20. Health and Wellbeing Programs:
 - (a) Health Walks and Exercise Classes: Programs like health walks and exercise classes are designed to improve physical health and reduce social isolation.
 - (b) Mental Health Support: Services such as counselling, peer support groups, and mental health awareness programs help individuals manage their mental health effectively.
21. Social Prescribing
 - (a) Darlington Connect: This initiative links individuals with non-medical support in the community, such as social activities, volunteering opportunities, and support groups. It aims to address social determinants of health and improve overall well-being.

22. Assistive Technology

- (a) **Telecare Services:** These services include devices and systems that help individuals live independently, such as fall detectors, medication reminders, and emergency response systems

VCSE Organisations

23. Voluntary Organisations Network North East (VONNE)

- (a) **Support and Advocacy:** VONNE represents over 1,400 member organisations, providing support, advocacy, and networking opportunities for the VCSE sector in Darlington

24. Darlington Association on Disability (DAD)

- (a) **Accessibility and Inclusion:** DAD works to improve accessibility and support for disabled individuals, offering services such as advocacy, information, and direct support

25. Age UK Darlington:

- (a) **Support for Older Adults:** Age UK provides a range of services including befriending, social activities, and practical support to help older adults maintain their independence and well-being

Housing-Related Support Services

26. Supported Living

- (a) **Darlington Mind Supported Living Services:** Provides high-quality, fully furnished homes with support for individuals with mental health issues, helping them live independently and manage their tenancies

27. Homelessness Prevention

- (a) **Waythrough - Humankind Charity:** Offers intensive support to individuals who are homeless or at risk of homelessness, helping them secure and maintain stable accommodation. Services include tenancy support, benefits advice, and access to health services

28. Affordable Housing

- (a) **Broadacres Housing Association:** Provides affordable housing options and support services to help individuals maintain their tenancies and live independently.

29. Darlington's preventative services, supported by local VCSE organisations and housing-related support services, play a crucial role in promoting health, well-being, and independence among adults with care and support needs. These services are designed to prevent or delay the need for more intensive care and support, ensuring individuals can lead fulfilling lives within their communities.

A range of services for Carers

30. Carers in Darlington have access to a variety of support services designed to help them manage their caregiving responsibilities and maintain their own well-being. Here are some key services available:

Darlington Carers Support

31. Darlington Carers Support offers a comprehensive range of services, including:

- (a) Information and Advice: Guidance on navigating the range of services and support available to carers.
- (b) Practical Help: Assistance with completing forms, grants, and other funding applications.
- (c) Carer Breaks: Opportunities for carers to take a break from their responsibilities.
- (d) Support Groups: Regular meetings where carers can connect with others in similar situations.
- (e) Counselling Sessions: Free counselling to support carers' mental health and well-being.
- (f) Training and Benefit Advice: Training sessions and advice on benefits and financial support.
- (g) Digital Support: Help with using computers, smartphones, or other devices, including equipment loans if needed

Carers' Assessments

32. Carers can request a Carer's Assessment from Darlington Borough Council Adult Services. This assessment identifies the carer's needs and determines eligibility for additional support, such as financial assistance or respite care.

Local VCSE Organisations

33. Several voluntary, community, and social enterprise (VCSE) organisations provide support to carers in Darlington:
- (a) Darlington Association on Disability (DAD): Offers advocacy, information, and direct support for carers of disabled individuals.
 - (b) Age UK Darlington: Provides practical support, social activities, and befriending services for older carers.

Respite Care

34. Respite care services are available to give carers a temporary break from their caregiving duties. This can include short-term stays in care homes or in-home respite care provided by professional caregivers.

Financial Support

35. Carers may be eligible for financial support, such as Carer's Allowance, to help with the costs associated with caregiving. The Carer's Assessment can help determine eligibility for these benefits

Advocacy support

36. In Darlington, several advocacy services are available to support individuals in having their voices heard and their rights respected. Here are some key advocacy services:

Darlington Association on Disability (DAD)

37. Darlington Association on Disability (DAD) provides a range of advocacy services, including:
- (a) Independent Advocacy: Support for individuals to have their voices heard and their rights respected.
 - (b) Self-Advocacy Groups: Empowering individuals to speak up for themselves.
 - (c) Specialist Advocacy: Including Independent Mental Health Act Advocacy (IMHA), Care Act advocacy, and advocacy for victims of hate crime and other crimes

Darlington Borough Council

38. Darlington Borough Council offers advocacy services to help individuals:
- (a) Secure Their Rights: Ensuring individuals receive the services and support they need.
 - (b) Represent Their Interests: Helping individuals express their views and preferences.
 - (c) Paid Advocacy: Available in certain circumstances, such as when individuals are detained under the Mental Health Act or subject to deprivation of liberty.

Contact Information

39. For more information or to access advocacy services, you can contact:
- (a) Darlington Association on Disability (DAD): Call 01325 360524 or email **advocacy@darlingtondisability.org**
 - (b) Darlington Borough Council's Adult Social Care: Visit their **website** for more details
40. These advocacy services aim to ensure that individuals in Darlington can have greater choice, control, and independence in their lives.

Support for People living with Dementia.

41. Darlington offers a range of support and services for people living with dementia and their carers. Here are some key resources:

Dementia Support Services

42. Darlington Dementia Hub
- (a) Information and Advice: Provides comprehensive information and advice on living with dementia.
 - (b) Support Groups: Regular meetings for people with dementia and their carers to share experiences and support each other.
 - (c) Activities and Events: Organises social activities and events to help individuals stay engaged and connected.
43. Alzheimer's Society
- (a) Dementia Advisors: Offer personalised support and information to help individuals navigate their dementia journey.
 - (b) Support Groups: Facilitates groups for people with dementia and their carers to connect and share experiences.
 - (c) Dementia Connect: A comprehensive online directory of local services and support.
44. Age UK Darlington
- (a) Day Services: Provides day care services for people with dementia, offering a safe and stimulating environment.
 - (b) Befriending Services: Matches volunteers with individuals to provide companionship and reduce isolation.

45. Darlington Borough Council

- (a) Adult Social Care: Offers assessments and support planning to ensure individuals with dementia receive the care they need.
- (b) Respite Care: Provides temporary relief for carers through short-term stays in care homes or in-home respite care.

Specialist Care Homes

46. Several care homes in Darlington offer specialised dementia care, providing a safe and supportive environment for residents. These homes have trained staff and tailored activities to meet the needs of individuals with dementia.

Assistive Technology

47. Assistive technology can help individuals with dementia maintain their independence and safety. This includes devices such as:

- (a) GPS Trackers: To help locate individuals if they become disoriented.
- (b) Medication Reminders: To ensure medications are taken correctly.
- (c) Fall Detectors: To alert caregivers in case of falls.
- (d) Occupational Therapy
- (e) Disabled Facilities Grant
- (f) Lifeline

Contact Information

48. For more information or to access these services, you can contact:

- (a) Darlington Dementia Hub: Visit their website or call 01325 406111.
- (b) Alzheimer's Society: Visit their website or call their support line at 0333 150 3456.
- (c) Age UK Darlington: Visit their website or call 01325 362832.
- (d) Darlington Borough Council's Adult Social Care: Visit their website or contact their Adult Contact Team directly.

49. These services aim to support individuals with dementia and their carers, ensuring they have the resources and assistance they need to manage the condition and maintain their quality of life.

Services for People with Learning Disabilities in Darlington

50. Darlington offers a variety of services to support individuals with learning disabilities, ensuring they can lead fulfilling and independent lives. Here are some key services available:

- (a) Day Opportunities – Techworx, offers training and employment opportunities in various fields, helping individuals develop practical skills and gain work experience
- (b) Mencap: The Gateway Centre

- (i) Offers a variety activities designed to support individuals with learning disabilities in developing their skills and independence.
 - (ii) A national charity with local services in Darlington, supporting individuals with learning disabilities.
- (c) Key Features:
- (i) Provides advocacy, information, and direct support.
 - (ii) Offers various programs to promote independence and inclusion

Support Services e.g:

51. Darlington Association on Disability (DAD)

- (a) Provides advocacy, information, and direct support to individuals with learning disabilities and their carers. DAD aims to promote independence and choice for disabled people.

52. Healthwatch Darlington

- (a) Offers information and signposting to various services and support groups for individuals with learning disabilities. They also provide feedback mechanisms to improve local services.

Contact Information

53. For more information or to access these services, you can contact:

- (a) Darlington Association on Disability (DAD): Call 01325 489999 or visit their [website](#).
- (b) Darlington Borough Council's Adult Social Care: Visit their website or contact their Adult Contact Team directly.

54. These services aim to support individuals with learning disabilities in Darlington, ensuring they have the resources and assistance they need to thrive.

Darlington Council In-House Services

55. Reablement

- (a) Service Overview: A short-term, goal-focused service lasting up to 6 weeks, designed to help individuals regain independence after a deterioration in physical health.
- (b) Key Features:
 - (i) Develops confidence and practical skills.
 - (ii) Delivered by the RIACT team in collaboration with intermediate care health colleagues
 - (iii) Contact: Adult Social Care
 - (iv) Phone: 01325 406111
 - (v) Website: Darlington Borough Council - Reablement

56. Holicotes

- (a) Service Overview: Short-term respite care services are available to give carers a break and ensure individuals with learning disabilities receive the care they need in a safe environment.
- (b) Key Features:
 - (i) Focuses on creating a supportive and homely environment.
 - (ii) Offers personalised care plans to meet individual needs.
 - (iii) Provides respite support for family carers.

57. Lakeside Lodge

- (a) Service Overview: Offers day opportunities for adults with learning disabilities.
- (b) Key Features:
 - (i) Provides a range of activities to promote social interaction and skill development.
 - (ii) Supports individuals in building independence and confidence.

58. 3 Foundations and The Links

- (a) Service Overview: Provides day services and activities for individuals with learning disabilities.
- (b) Key Features:
 - (i) Offers creative activities, workshops, and training opportunities.
 - (ii) Aims to enhance skills and promote community engagement.
 - (iii) The Community Art Project: Provides creative activities and workshops to encourage self-expression and social engagement. Sessions are held at The Links and Foundations.

59. For more detailed information or specific inquiries, you can visit the respective websites or contact the services directly via phone.

60. These services aim to support individuals in Darlington by promoting independence, enhancing skills, and providing necessary care and support.

Conclusion

61. In summary we have the following commissioned services:

- (a) Care homes for Older People and People with Dementia – 20 homes with 19 on our contract.
- (b) Care homes for working aged adults – 37 properties with 7 contracted providers
- (c) Homecare providers – 2 Prime providers and 14 Lot 3 providers (increased by 4 in the new contract)
- (d) Rapid Response homecare service – 1 provider
- (e) Supported Living providers – 13 providers (increased by 5 in the new contract).
Number of new services currently being established as part of the new contract.
- (f) Shared Lives provider – 1 provider (new service as part of the contract)
- (g) Day Services – 2 providers (both VCSE providers)
- (h) Extra Care Schemes – 4 schemes:
 - (i) Advocacy- One Provider
 - (ii) Several inhouse services including 4 days services, one respite service, one supportive living service and an Reablement Service.

62. Darlington's provision for adults with care and support needs is robust, with a clear strategic framework and diverse services aimed at promoting independence and well-being. Continuous innovation and collaboration are essential to meet future challenges and enhance the quality of life for all individuals in need of care and support.