



Adapt (NE)

Annual Report 2021 - 2022

About us

Adapt (NE) is a registered charity, a company limited by guarantee, and a social enterprise which is managed by a trustee board of volunteers with a wide range of areas of expertise. We are a community-based organisation providing services to people in North East England with the aim of promoting an inclusive society.

We aim to improve the quality of life of disabled people who have sensory, physical and learning disabilities or mental health problems; also people who are disadvantaged in being able to access services because they live in a rural location. We work closely with the voluntary and statutory sectors to achieve these aims.

To become more self-reliant, we have developed a range of services, including provision of an enterprise hub and community cafe, whilst still holding on to our primary aims. By using our services, other organisations are assured of quality attention whilst at the same time helping us in our work.

Review of the Year - Liz Prudhoe, Director

As we look back on April 2021 to March 2022, it is reassuring to reflect on how well as an organisation we have moved forward from the height of the pandemic. This year we have moved our services which were solely online, to face to face again. This has been over a period of time and we have always been mindful of COVID-19 and acted responsibly and safely.

We have added to our services with the delivery of the social prescribing service for Northumbria Primary Care Network. We have also delivered a new Dial-a-Ride service from Byrness to Morpeth funded by Ray Wind Farm community funding. Transport was one area highlighted by the community there and this weekly service has been well received and is well used.

Northumberland Independent Advocacy Service has continued to grow and through this year we have worked collectively with regional advocacy partners. We have been working together with shared principles, on a project to develop a Learning Disability Network. This will bring together organisations and groups providing services for people with learning disabilities across Northumberland.

Café @ Burn Lane reopened and welcomed customers back after the pandemic. Through our Living Well Service we also provided a Catch up Café session where people who felt isolated or a bit concerned to be coming back into the community, could be supported to gently re-engage with others in a welcoming space.

We continued to work with partners across the voluntary sector through the emerging Thriving Together network and we remain working with the Northumberland Communities Together team.

I wish to record my thanks to all our board members for their continued support and guidance, and to our staff who are committed to their roles and work hard throughout the year.

We look forward to 2022/2023.

A word from Lorraine Hershon, Chair

It is reassuring to report that Adapt (NE) has again had another successful year for 2021 - 2022. We welcomed Café @ Burn Lane reopening fully in mid April 2021 and customers returned, although many of our customers felt a little unsure. Therefore the café has not yet reached pre-pandemic turnover.

Financially we have had another solid year; much of this however was a result of the foresight some years ago to purchase the Burn Lane site. This has been of great benefit in the uncertain financial climate, and it allows us to generate some core income.

The coming year will be challenging for us all, due to the difficult economic climate. However, I wish to thank all of our staff for their hard work and I am sure we shall continue to support people across Northumberland in the coming year.

Northumberland Independent Advocacy Service

Northumberland Independent Advocacy Service is a confidential and free service for adults, who for a range of reasons may benefit from additional support. Services are delivered by trained Independent Mental Health Advocates (IMHA) and Independent Mental Capacity Advocates (IMCA), based at our head office in Hexham and at our office in Pegswood.

An IMHA is a specialist mental health advocate. The changes to the Mental Health Act meant that as of April 2009 there is a legal duty to provide IMHAs for eligible people.

We received 495 referrals over the year, including 39 referrals for the NHS Independent Complaints Advocacy Northumberland service which supports people who wish to complain about their NHS treatment. Please see below the breakdown of referrals.

Northumberland Independent Advocacy Service referrals 2021/22

Independent Complaints Advocacy Northumberland	39
Independent Mental Capacity Advocacy	35
Independent Mental Health Advocacy	214
General Advocacy	5
General Case Advocacy	4
1.2 Rep Advocacy	7
Care Act Advocacy	25
Relevant Person Representative	159
General Advocacy telephone support (a new service in this year)	7

Northumberland Independent Advocacy Service case study

Independent Mental Health Advocacy (IMHA), is a cornerstone of the advocacy provision provided by the Adapt (NE) advocacy service. People who are unwell and detained under the Mental Health Act have a legal right to independent advocacy support as well as professional legal advice from a qualified solicitor. We regularly receive IMHA referrals from Cumbria, Northumberland, Tyne & Wear NHS Trust for patients who are detained in hospital under the Mental Health Act.

One such referral was received for a resident of Northumberland who had been admitted to hospital following attendance at their home by the Northumberland Crisis Team. The crisis team had been called by concerned neighbours who observed the resident was unwell through out of character behaviours, putting themselves at risk by wandering into traffic.

By arrangement with the ward, an IMHA advocate visited the patient, 'P', who had agreed to advocacy support. Our advocate explained their role and how advocacy would work with P to help put forward their views and wishes.

Clinicians had met with P to discuss care and treatment, however, P felt they did not understand what was being planned and that they were being detained against their will. The advocate explained P was subject to section 2 of the Mental Health Act in order to keep P safe. The advocate agreed to find out more from nursing staff about proposed treatment and discharge pathway.

Through chatting with P our advocate understood family members who lived outside Northumberland were visiting and bringing personal items. Our advocate, satisfied that P had no other issues at that time, arranged to call in the following week.

At the next meeting with P our advocate observed that they appeared to be recovering well. P did not remember the advocate's initial visit, but explained they felt a lot better and ready to go home. Our advocate explained how the Mental Health Act worked, and that the section 2 would end after 28 days, after which the doctor would either discharge or move P onto a Section 3 if it was felt further treatment was required.

The advocate discussed with P the scheduled discharge planning meeting to consider next steps towards discharge. P had been invited to the meeting but did not want to attend, and agreed for our advocate to attend on their behalf. Our advocate spent some time gathering P views and wishes to present at the meeting.

At the discharge planning meeting the Responsible Clinician said that P had responded well to treatment and agreed to rescind the section, but felt it best if P remained in hospital as an informal patient (not subject to detention). Our advocate met with P on the ward to discuss the outcome of the meeting. P explained they did not wish to remain in hospital any longer and wanted to go home.

As P was no longer under the Mental Health Act, they were able to make this choice. At this point our advocate explained the case would now be closed as they were no longer eligible for advocacy. P told our advocate that she had felt well supported and that the hospital admission had overall been a positive experience.

Healthwatch Northumberland

Healthwatch Northumberland is the independent champion for NHS and social care across the county. Healthwatch was introduced under the Health and Social Care Act 2012 and is part of a network of 152 local Healthwatch, supported at national level by Healthwatch England.

As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to public feedback and improve standards of care. We use a range of approaches to ensure that as many people as possible can share their experience of health and social care services and can get reliable information about what help is available.

You can reach us by phone, by email, via our website and social media, or in person at our monthly Here to Hear drop-in sessions at Bedlington, Berwick, Morpeth, Prudhoe and Blyth. You can also sign up for our regular newsletter where you can read our monthly reports which tell you what we have been doing and which services we are hearing about.

We also raise people's awareness of health issues and the support services available to them. Our online talks from organisations such as Arthritis Action and Qwell mental health support, and the information pages on our website, are a great way to keep up to date. We published 11 reports this year including one about what is important to people in Northumberland when thinking about services for people who are dying and their families.

We're supported by 22 amazing volunteers who are the heart of Healthwatch Northumberland. Thanks to the 500 hours they gave in the community this year, we are better able to understand what is working and what needs improving in NHS and social care.

Case study

Pharmacies are a key link in the healthcare chain. This year we partnered with Northumberland County Council to hear from people about how they use their local pharmacies and what they think about current services.

We made sure the council heard from groups of people who might not usually respond to surveys and from those who are not online.

We designed an Easy Read version of the survey and partnered with community organisations who work with people with learning disabilities.

Hexham, Blyth, Alnwick and Morpeth have been affected by pharmacy closures so we held outdoor engagement events in these areas in addition to our Here to Hear drop-ins.

Across all events we helped 300 people complete the survey about their pharmacy needs and almost 1000 people clicked to access the survey online.

Thank you to everyone who responded to the survey or helped to promote it within their groups or networks.



West Northumberland Living Well Service

The Living Well Coordination Service was set up in January 2020 and began taking referrals from an initial group of three West Northumberland GP practices in February 2020. The service now accepts referrals from 14 GP practices across West Northumberland.

The demand for the service, and the NHS England emphasis on social prescribing as part of its personalised care agenda, allowed for expansion of the team and we now have six Living Well Coordinators.

The service offers support for emotional wellbeing, finance and benefits, employment and skills, social networks, family, parenting and relationships, housing and healthy lifestyles. This also includes supporting clients around cost of living issues.

From April 2021 changes have been made to the service to include self-referral and partner agency referral and we now accept referrals from anyone aged 16 years and above. During the year the Living Well Coordination Service received 451 individual referrals with the main issue for referrals being emotional wellbeing.

West Northumberland GP surgeries are also referring all Ukrainian refugees to the Living Well Service to offer support. We are looking to broaden the range of agencies from which we receive referrals, so that more people can access the service.

GP surgeries covered by the Living Well Service

- Prudhoe Medical Group
- White Medical Group (Ponteland)
- Scots Gap Medical Group (Scots Gap and Stamfordham)
- Riversdale Surgery (Prudhoe)
- Haltwhistle Medical Group
- Sele Medical Practice (Hexham)
- The Bellingham Practice
- Branch End Surgery (Stocksfield)
- Adderlane Surgery (Prudhoe)
- Humshaugh and Wark Medical Group
- Corbridge Medical Group
- Burn Brae Medical Group

Volunteering

We continue to welcome new volunteers to Adapt (NE),

One of our volunteers has been with us for over 20 years and provides support in the set up and development of databases.

We have recently recruited a new volunteer for the community café as Adapt (NE) continues to provide opportunities for people with learning disabilities.

For the Getabout scheme we have a small team of volunteer drivers who provide transport for people who have difficulty getting around Northumberland to attend various appointments.

Whether it is for a long or short period of time, we appreciate the support and involvement volunteers contribute to our community-based organisation.

Core Services

Transport

As we have moved forward from lockdowns we have welcomed back our regular passengers and we are welcoming new passengers across our Dial-a-Ride services.

In partnership with Ray Wind Farm we developed a new weekly Dial-a-Ride service which runs from Byrness through Otterburn and Rochester into Morpeth.

The service is well used and passengers have identified how helpful it is. As a consequence the Ray Wind Farm committee have commissioned the service for a further year 2022/2023.

Passengers have fed back that the service has provided a lifeline and have commented that the driver always looks after them.



Getabout Scheme

Throughout 2021 - 2022 we received 40 requests for help through Getabout. In July we were contacted by an 84 year old lady in Otterburn who required transport to health appointments in Hexham and Newcastle. She had been declined by patient transport and thanked Getabout for all its help.

During the year through Getabout we provided journeys for patients across the county who needed transport for a range of things. For example, we helped a gentleman in a wheelchair to attend his wife's funeral, and a lady in a wheelchair wanting to attend her granddaughter's wedding.

Getabout has also been able to help people get out on a regular basis through our Dial-a-Ride services. We were also able to help a resident in Cornhill-on-Tweed near Berwick by helping secure patient transport for several hospital visits.

Hexham Enterprise Hub

The Enterprise Hub welcomed its first tenants in October 2014 and we are delighted to report throughout the last eight years the hub has not had a period of time with empty units. As we reported in last year's annual report our tenants recovered well from the impacts of lockdowns through COVID-19.

Through 2021 – 2022 our tenants in the units have remained the same. However, we have welcomed new tenants into our main office space; through our partnership with the West Northumberland PCN social prescribing service we have developed the Living Well Service, and the team have a dedicated space in our main office. As we approach 2022 – 2023 we are going to consider how best we can maximise the space in our main office and hopefully secure more tenants. The development of the Enterprise Hub is an ongoing success for Adapt (NE).

Wheelchair Loan Scheme

The wheelchair loan service continues to be very popular across Northumberland.

Cafe @ Burn Lane

As we approached April 2021 our community café was welcoming back customers.

We did find we were not reaching pre-pandemic levels and we understood from our Living Well Service that many people felt a little unsure about getting back out and about.

We wished to try and support people who were feeling a little isolated and concerned about getting out and about.



We submitted a grant application to Awards for All for funding to set up within the café a Catch Up Café session. We were successful in attaining the funding and started the Catch up Café sessions in August 2021.

The Catch up Café sessions were a partnership between our Living Well Service, transport provision and Café @ Burn Lane. Our Living Well Coordinators would refer people they were working with to the weekly sessions. We were able to provide transport for people which was very welcome and integral to the service working, and our café staff provided the usual homemade scones and coffees.

Cafe @ Burn Lane had a slower year than pre-pandemic but we see people returning and enjoying meeting friends and of course the lovely food and drinks that the café provides.

Going into 2022 -2023 we are looking forward to welcoming more customers.

Accounts 2021-2022

The income for Adapt (NE) for 2021-2022 was £1002,046 and expenditure was £949,464, providing a surplus of £52,582.

This again is evidence of another successful year. However, we recognise the economic situation is becoming more difficult and we are mindful of the challenges ahead.

Full copies of Adapt (NE) accounts are available on request.



Adapt (NE), Burn Lane, Hexham, Northumberland NE46 3HN
Telephone: 01434 600599 Email: general-office@adapt-tyndale.org.uk
www.adapt-ne.org.uk

