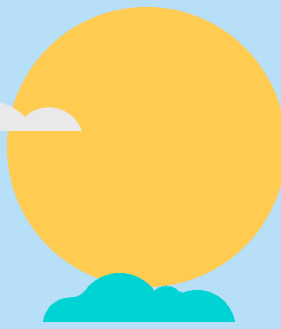




Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre



The Meadowgate Intermediate Care Centre provides an integrated 40 bed, 24-hour facility with on-site therapies and community access. The aims of the service are:



- To provide step up beds for medically stable adults who require additional support as their needs cannot be met within their own home.
- To facilitate prompt discharges from acute and community hospitals
- To reduce inappropriate or avoidable admissions to residential care homes or hospital



- To enable a full assessment of a person's needs and future care requirements; carried out in a non-hospital environment where the focus is on promoting independence and a return home.
- To assist and enable people to achieve and maintain an optimum level of health and independence at home or in another community setting.
- It employ's multiple multi agency staff, 107 currently who all work together ensuring that people using the service achieve the best outcomes they can following a period of illness or injury



As part of a registered service, we are inspected and Governed by the CQC and to ensure that we are following good standards and the Single assessment process we endeavor to ensure that standards and service delivery is high for people accessing and transitioning through our service.



The Meadowgate Intermediate Care Centre Integrated Therapy Team



We routinely monitor people's care and treatment to continuously improve it. We ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.

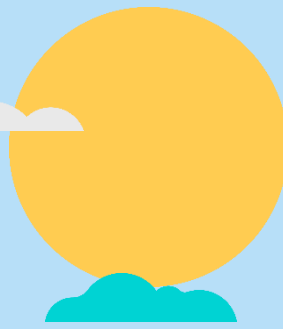
The Integrated Therapy Team are an integrated team that work together to achieve good outcomes for people who use the service. The aims of the integrated team are to ensure that the people who use Meadowgate consistently experience positive outcomes. The integrated Therapy Team comprise of Occupational Therapists, Physiotherapists and Therapy Assistants.

The Therapy Team are instrumental in identifying outcomes, plans and agree expectations with people using the service using standards set out in legislation and evidence based clinical guidance. They use effective approaches to monitor peoples care and treatment to ensure that continuous improvements are made to peoples care and treatment. At Meadowgate we ensure that the care and support is co-ordinated to ensure that everyone works together to enable people who use the service to live how they want to, using their strengths and skills to achieve set goals.

Following a recent service review 77% of people using the service that have been medically well have returned to their home environment. We contribute positively to the local authority Reablement outcome measures and rank highly in the North-East for people still remaining in their home after 91 days of being discharged from our service



Redcar & Cleveland
Adult Social Care



The Meadowgate Intermediate Care Centre – Reablement



At The Meadowgate Intermediate Care Centre we have a Reablement staff team. The Reablement staff team are on hand 24 hours a day to ensure that they provide care and support and follow reablement plans for people accessing our service at Meadowgate. The Reablement care team care for a range of diverse people who are accessing our service and ensure that their needs are met effectively. The Reablement Care staff assist alongside the Therapy team to plan and deliver people's care and treatment ensuring that a person-centred approach is being met ensuring that we know what is important to people using our service.

The Reablement staff assist with ensuring that people have up to date care plans ensuring that information is available for all people accessing digital social care records and it reflects people's requirements mentally and emotionally.

Reablement staff ensure that people who use the service have care and support that is co-ordinated and everyone works well together based on peoples support needs, strengths and goals.

The Reablement staff will assist with access to support, nutrition and hydration and any clinical reviews from Therapists and other medical professionals.

The Reablement staff team are constantly looking to improve and learn innovative approaches in the way that they deliver care to people accessing our service. We do this by continually reviewing our service through audit, evaluation and feedback from families, professionals and the people that use our service



Redcar & Cleveland Adult Social Care



The Meadowgate Intermedia Care Centre Champions in Care



Champions play an important role in improving practice within Meadowgate. The identified Champions have volunteered to facilitate and advocate changes, promote good practice and to ensure that changes are implemented successfully within the workplace. Champions help us at Meadowgate support our visions and goals and enable others to be motivated by positive change by constantly improving and working together to ensure high standards and quality care.

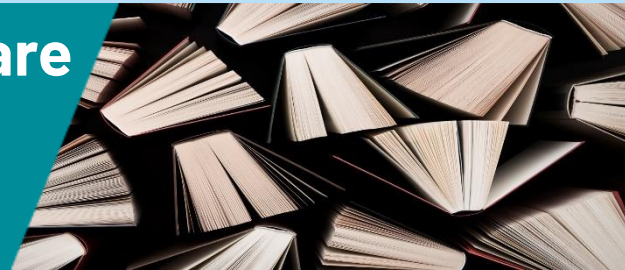
- Infection Prevention and Control Champion- Trish Prest - Head Housekeeper
- End of Life Champion- Ellen Kerr - Reablement Assistant
- Nutrition Champion - Linda Hogg - Head Cook
- Medication Champion- Sharon Taylor and Tracy Veasey - Senior Reablement Assistants
- Dignity Champion- Heather Smurthwaite - Deputy Manager
- Dementia Champion - Emily Wiley Deputy Manager
- Contenance Champion - Contenance Champion - Angela Whitworth- Reablement Assistant
- Tissue Viability Champion - Fiona Swann - Senior Reablement Assistant
- Reablement Champion - Lorna Devine - Pathways to Independence Lead
- Falls Champion - Jane Markham Therapies Assistant
- Digital Champion - Natalie Colpitts and Craig Hodgson Senior Reablement Assistant
- Change Management Champion - Jodie Dunn Intermediate Care Centre Manager
- Equality and Diversity Champion - Stefan Dreier Hotel Services Manager
- Training, Development and Safeguarding Champion - Jo Hutton - Deputy Manager
- Staff Wellbeing Champion - Nichola McPhee - Senior Business Support



Redcar & Cleveland
Adult Social Care



The Meadowgate Intermediate Care Investment in our Staff



“We make sure there are enough qualified, skilled and experienced people, who receive effective support, supervision and development. They work together effectively to provide safe care that meets people’s individual needs.”

At The Meadowgate Intermediate Care Centre we promote investment in our staff and recognise the need for staff investment.

To ensure that we have a highly skilled happy workforce as a council provider we offer various benefits, fair pay and benefits • LGPS pensions scheme • Appraisal discussion with personal and professional development • employee benefits e.g., salary sacrifice schemes • interest-free Rail Travel Cards

We recognise the importance of Staff Health and Wellbeing and ensure that a range of council services are available and promoted to ensure equity such as

counselling services • mediation service • phased return to work • workshops and training in stress management, mental health awareness, Mental Health First Aid, resilience and mindfulness • Wellness Action Plans for mental health support weight management and smoking cessation support • physiotherapy • effective absence management, phased return to work and • adjustments to work environment • health checks/assessments • health surveillance • flu vaccines • valuing employee events.

Over the past Year Meadowgate has opened its own staff gym to assist with ensuring that we have access to fitness facilities and to promote healthy lifestyles and staff wellbeing whilst also recognising the constant effect of the cost-of-living crisis affecting our staff.

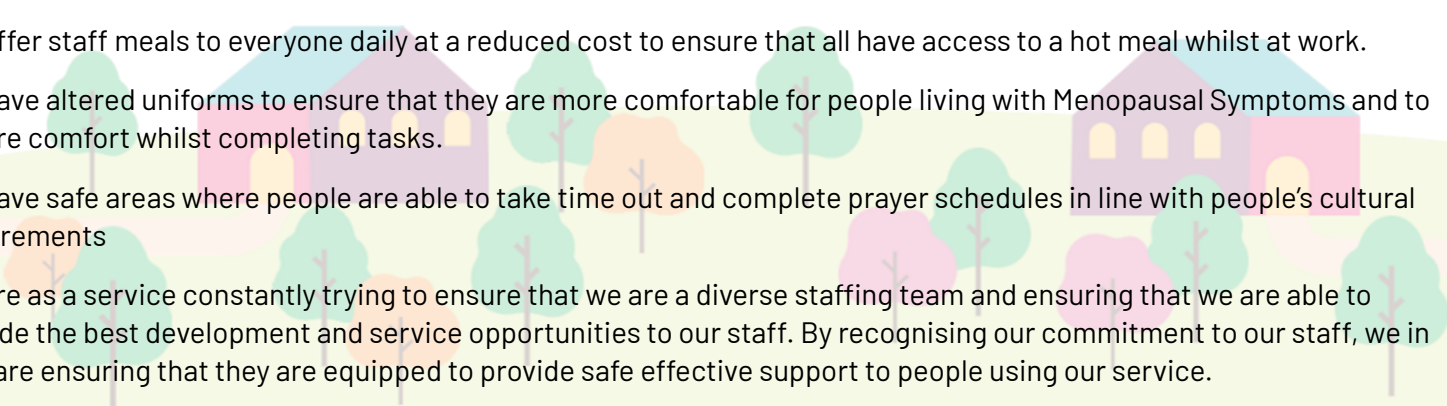
We offer staff meals to everyone daily at a reduced cost to ensure that all have access to a hot meal whilst at work.

We have altered uniforms to ensure that they are more comfortable for people living with Menopausal Symptoms and to ensure comfort whilst completing tasks.

We have safe areas where people are able to take time out and complete prayer schedules in line with people’s cultural requirements

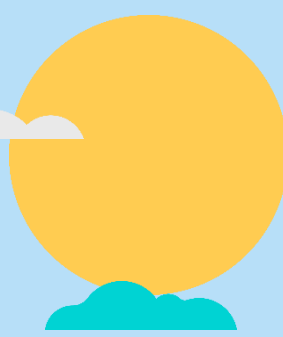
We are as a service constantly trying to ensure that we are a diverse staffing team and ensuring that we are able to provide the best development and service opportunities to our staff. By recognising our commitment to our staff, we in turn are ensuring that they are equipped to provide safe effective support to people using our service.

“We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care.”





Redcar & Cleveland
Adult Social Care



The Meadowgate Intermediate Care Investment in our Staff



At The Meadowgate Intermediate Care Centre we promote investment in our staff and recognise the need for staff development and progression to ensure that we are providing the best service we can ensuring a highly skilled workforce. We have a range of staff from all departments completing apprenticeships. The traditional apprentice role has changed. It is now recognised as a development tool for *all* staff to take advantage of. Any member of staff can access an apprenticeship, as long as they are learning new skills. Accessing apprenticeship funding and training is a fantastic way to develop new skills and boost motivation/retention.

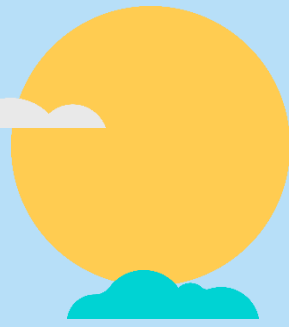
The Meadowgate Staff currently undertaking apprenticeships and further education training are:

- Jodie Dunn, Intermediate Care Centre Manager; Masters Apprenticeship in Global Leadership and Management
- Emily Wiley, Deputy Manager; Level 5 in Leadership and Management
- Stefan Dreier, Hotel Services Manager; Level 5 in Operations Management
- Nichola McPhee, Senior Business Support; Team Leading Level 3
- Laura Metcalfe, Senior Reablement Assistant; Assistant Practitioner (Health), Higher Apprenticeship FdSc
- Fiona Swann, Senior Reablement Assistant; Level 4 Lead Practitioner in care
- Kelly Baister, Senior Reablement Assistant; Level 4 Lead Practitioner in care
- Craig Hodgson, Senior Reablement Assistant; Level 4 Project Manager
- Erin Slater, Reablement Assistant; Level 3 Lead adult care worker

Please if anyone is interested in undertaking an apprenticeship, please discuss with the management team



Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre – Development of the service



Development/Progress of the service

We are committed to continuous development of the service and since Meadowgate opened, we have been constantly reviewing how we operate and ensure that as many people as possible are able to access intermediate care services safely.

The service has progressed over the past few years and with its development there has been a steady increase in its use and bed capacity has risen from 51.5% in 2021 to an average of 89.75% in 2024 which is an increase by 38.25%.

The main referral and admission source is currently from hospital (combined acute and primary care) where 93.24% of people are admitted from with 6.67% of admissions from the community or residential care setting. (*combined data from 2021-2024)

Over the past 12 months there has been 503 admissions and 497 discharges from the service averaging 2.7 admissions or discharges per day operating over a 7-day period.

58.5% of people have been admitted into a reablement bed and 41.1% of admissions have been admitted into a Recovery bed. The combined average of stay over the past 12 months is 33 days.

There are several different discharge routes with services such as further Reablement with CRT, package of care, home without support or discharge to a residential care setting. The main aim of Meadowgate as a service is to assist with increasing independence with an aim of people returning home.

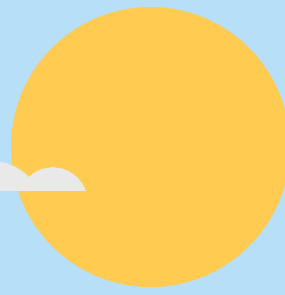
Out of all people that are medically well 77.7% of people that have been admitted to the service have been able to return home. 22.3% of people were discharged to residential care whether this was an assessed need or by choice.

To ensure that we work effectively and ensure safe transitions of care we are integrated within the Social Work Teams within the Hospital and Community settings to ensure that people have access to services quickly.

"We work effectively across teams and services to support people. We make sure they only need to tell their story once by sharing their assessment of needs when they move between different services."



Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre – Safe Systems of care



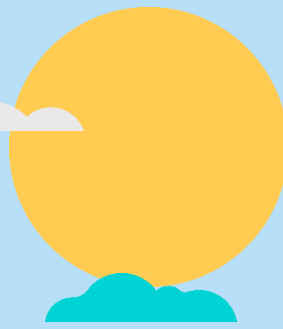
We have developed the Transfer of Care Hub to ensure that we as an integrated care service ensure that we have safe systems of care and to ensure safety for people when they are transferring through our service.

“We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored, and assured. We ensure continuity of care, including when people move between different services.”

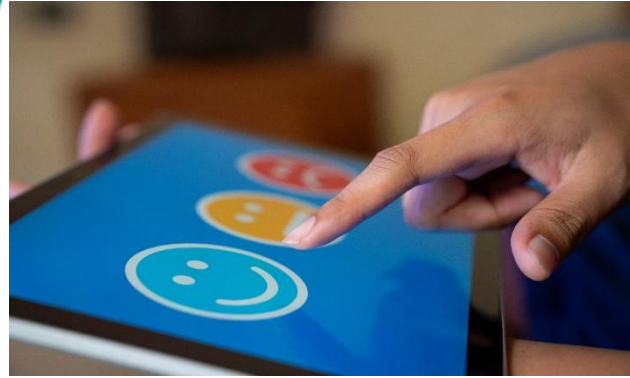
To ensure that people are safe, and care is consistent we have developed processes where we are all connected and communicate effectively to ensure peoples safety and ensure that people have a positive experience in their journey. This Journey ensures that we don't just prioritise communication between ourselves, but we effectively communicate with all professionals from the Hospital Discharge Team and the Community Social Work and Therapy Teams to ensure that people are safe whilst transitioning through our service. Digitisation of Meadowgate has been a positive factor to ensure effective management of this.



Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre Digitisation of the service



Over the past year we have recognised the need to develop and progress to digital systems to ensure that we are not just being environmentally friendly and attempting to be sustainable but recognising the need for good quality records. We are a high paced service and to ensure safety and good outcomes whilst people are transitioning through, we have transitioned from paper records to Digital Social Care Records (DSCR).

This helps us to ensure that we have up to date timely information. They ensure that we communicate the right information clearly, to the right people, when they need it. They are an essential part of achieving good outcomes for people who use our service. They help us capture information more easily at the point of care, support staff to respond more quickly to people's needs, share important information quickly, safely and securely between transitioning services. This helps us manage and minimise risks to people's safety. This is essential for truly integrated services that work for people.

We have also rolled out digital activity services and access to digital platforms and ensure that people using our services have sufficient access to digital technology such as digital tablets. We have also completed some work with our IT department to ensure that our Wi-Fi is strengthened to ensure consistent connection and have a back-up system in place to ensure continuous service delivery. We have invested in digital platforms and training systems that promote training opportunities and ease of access.

We endeavour to continuously improve; we are attempting to go paper free as much as we can. We have transitioned to digital staff records and have developed transfer of care systems to ensure that we have access to digital information immediately to promote effective working.



Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre Reducing our Footprint



Environmental Sustainability – “We understand any negative impact of our activities on the environment, and we strive to make a positive contribution in reducing it and support people to do the same.”

At Meadowgate we understand that climate change is a significant threat to the health of people who use our services, our staff, and the wider population.

We are continuously empowering staff to understand sustainable healthcare and how to reduce the environmental impact of healthcare activity.

We encourage a shared goal of preventative, high quality, low carbon care which has health benefits for staff and the population we serve

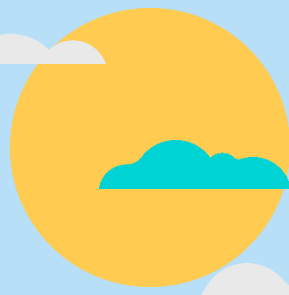
We are currently taking action to ensure that at Meadowgate we are as low carbon as possible, ensure energy efficiency, and use renewable energy sources where possible. We are identifying and taking active steps towards ensuring the principles of net zero care are embedded in planning and delivery of care.

Over the past year

- We have purchased as much as possible from local providers to reduce emissions.
- We have invested in digital technology and laptops to avoid excessive printing.
- Transitioned to Digital social care records.
- Digitised Staff records
- Reduced archiving and paper storage by 100%
- Utilise Digital Heating solutions to optimise energy use
- All food waste is donated to the local Porcupines Sanctuary
- All COSHH items have been reviewed and harmful products have been replaced to environmentally friendly products
- Building insulation has been reviewed
- Recycling scheme in place
- Awaiting Electric Charging points



Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre – Nutrition



The Meadowgate Centre has been awarded the GOLD STANDARD

Award from MUST

The Managing Undernutrition South Tees (MUST) team provide essential nutrition training and support to care homes in Middlesbrough and Redcar and Cleveland. The service puts all residents within care homes at the centre of nutritional care and ensures all staff have the knowledge and skills to be able to support and implement individual nutritional needs, reducing the need for onward referral to primary and secondary care. The aim of the service is to prepare care homes for CQC and commissioning inspections and to ensure there are meeting national nutritional standards.

Providing good nutritional care ensures that malnourished individuals or those at risk of developing malnutrition and hydration are identified and treated promptly. Good standards of nutritional care deliver against safety, effectiveness, equality, and patient centred care, ensuring care homes are meeting the national standards set out by the Care Quality Commission (CQC).

The Meadowgate Intermediate Care Centre has successfully achieved the following standards:

- All residents are screened accurately to determine their risk of malnutrition on admission then monthly thereafter
- All residents have an assessment of their nutritional needs on admission, if anything changes and annually thereafter
- All required staff have undertaken training appropriate to their job role
- Appropriate dietary interventions, which follow the South Tees guidance, are provided to residents who are at risk of malnutrition or have an altered consistency diet
- All residents are provided with appetising, nutritionally balanced meals, drinks and snacks
- Audit processes are in place to ensure screening is completed correctly
- Consultation on menu development with residents and families is evidenced
- The home has identified Nutrition Champion and nutrition boards, displaying up to date information
- Active involvement in nutritional campaigns

The Meadowgate Centre has been awarded 5-star food hygiene rating

The Kitchen staff are Qualified to a high level to ensure the nutritional needs of people accessing our services. We access local suppliers for the best quality produce and ensure that we have rotational menus ensuring people have choice and control over their dietary intake. The Kitchen Cater for all dietary requirements to ensure that we are meeting cultural and physiological requirements. We ensure that there are multiple alternative choices, fresh baked snacks and foods and we have a themed night every week. We have also introduced a tuck shop to ensure that people have access to alternatives to our snack menu.



Redcar & Cleveland Adult Social Care



Community Engagement Support Clinics



At The Meadowgate Centre, we support community service advice groups to assist customers with re-housing, bathing & live well groups

At the Meadowgate Centre we provide a space to allow professionals to carry out assessments for re-housing, bathing and live well groups. These services support with re-housing applications, mobility equipment and better health.

The Occupational therapy officer can help to support you with the following:

Re-housing clinic

- To provide mobility aids and equipment to help services stay safe in their current accommodation whilst they are waiting to be rehoused.
- To identify medical needs and what type of properties service users need for rehousing.
- To complete an occupational therapy assessment to support applications for rehousing due to medical needs.
- To provide general advice about housing providers, rehousing processes, and bandings
- To arrange supported accommodation for the most vulnerable service users who have long term care and support needs requiring a formal care package for them to stay in their own home.
- To keep people independent as possible.
- To provide advice and support with and about the Tees Valley Home finder processes.

Bathing clinic

- To keep people independent as possible
- To keep people safe in their home environment
- To provide support with their health and mobility needs for bathing.
- To provide free equipment to help people live in their current accommodation safely.

Community rehab team live well group.

- Engage with people within the community.
- Promote health and wellbeing.
- Keep people active and independent with their mobility needs.
- Reduce isolation and anxiety.
- Increases creativity and communication.
- Promote a healthier lifestyle and wellbeing.

Meadowgate provides a central hub for multi agency professionals who work in the community to be able to provide their services from a central area in Redcar and Cleveland





Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre Peoples Experience



We Value peoples feedback on our services to ensure that we are giving the best experience that we can. We ensure that we collect information from people using our services as they are the best sources of evidence about lived experiences of their care. This includes their perspective of how good their care is. People’s experiences are valuable to ensure that we can always provide a high standard service.

We value people’s experiences as highly as other sources of evidence and weight them equally with other evidence categories. We evaluate feedback and change our services to meet people’s needs and elevate peoples experience whilst they stay with us.

YOU SAID

- The Wi-Fi was poor
- The lighting was poor on an evening
- There was a lack of activities
- The menu was repetitive on a tea-time
- The garden furniture was old
- There was a lack of information about the service and what we provide

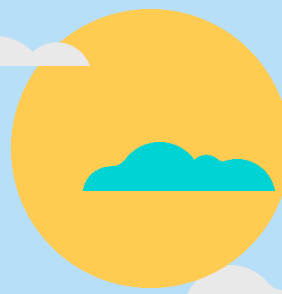
WE DID

- We reviewed the Wi-Fi and added additional routers to strengthen the signal
- Purchased additional lighting for rooms
- Increased scheduled activities through Therapies
- Implemented digital activities and Oomph activities platform
- Implement regular activities and themed days
- Therapy dogs visit each week
- We have revised the menu and put on Themed nights with consultation with the people that use our service, we also have an alternative menu
- Implemented a Tuck Shop to ensure that there is additional choice for sweets and alternative
- Provide emergency toiletries for free and have a stock that can be purchased
- Invested in the outside space, furniture and garden activities
- Published welcome packs and going home packs available in paper and digitally





Redcar & Cleveland Adult Social Care



The Meadowgate Intermediate Care Centre Positive Outcomes

We Value peoples feedback on our services to ensure that we are giving the best experience that we can. We ensure that we collect information from people using our services as they are the best sources of evidence about lived experiences of their care. This includes their perspective of how good their care is. People's experiences are valuable to ensure that we can always provide a high standard service.

We continue as a service to have continued Good Outcomes for people using the service and collect good news stories to show the positive outcomes and experiences to others including the staff to reiterate the value of good care and support. Here are 2 examples of good news stories received.

Dear Meadowgate Centre Team,

I am writing to express my deepest gratitude for the exceptional care and support you have provided me throughout my rehabilitation during the two months I spent with you. Thanks to your dedication and expertise, I have been able to relearn how to walk and regain my independence after a challenging year in the hospital.

Your unwavering commitment to my recovery, the encouragement, and the personalized attention I received from everyone at The Meadowgate Centre made all the difference. Each step I take now is a testament to the incredible work you do and the compassionate environment you have created.

Words cannot fully capture how thankful I am for your help in this transformative journey. Your team has not only given me the tools to walk again but also the confidence and strength to move forward with my life.

With heartfelt appreciation,

Steven James Wilson

Hello everyone

Sorry it's took a while, but I just want to thank you from the bottom of my heart for the wonderful and excellent care I received whist at my long stay at Meadowgate.

During my stay I received the most amazing help and support and without all your excellent, friendly staff I dread to think where I would have been now.

The physio department helped so much with my mobility and encouraged me to walk more and more daily this also included groups such as a falls group and other activities some I attended others I didn't. The therapy staff kept a daily exercise and activity diary which was great to see my progress.

I became very good friends with the ladies who cleaned my room and did my laundry and am still in contact with many of them just a big extended family very friendly but also professional.

The food was an absolutely outstanding and my dietary needs were met. Again, the kitchen staff would always give me an option due to my past eating disorder so they were very thoughtful in that respect nothing was an issue or problem as you could see by my weight gain ha ha!

The help I received mentally from all the staff was again outstanding always ready to give you time to listen however busy and they always were super busy.

I cried and opened up to many of your wonderful ladies and once again I want to express a huge thank you to all the management there because without your patience, time, understanding, listening been able to talk and confide in you all sometimes things I didn't want to discuss with my family.

All I can say is I owe my life to you all when I came to you, I was at my lowest but thankfully I was placed in Meadowgate and will never ever be more thankful for anything in my life.

Since my discharge I'm getting stronger every day and my physical and mental health has improved significantly All down to the help and support from everyone at Meadowgate Miss you all so much Tons of love and huge thanks Joolz Walton Xx



Redcar & Cleveland
Adult Social Care



Community Transition Support and Information



At Meadowgate we support integration back into the community

At the Meadowgate Centre we support people to be as independent as possible, but we realise the difficulties with integrating back into the community setting. Although people are supported with services such as the Community Reablement Team and the Therapy Team at Meadowgate we realise that people need to be supported in a manner of ways to ensure that they transition back into the community

We work together with multiple professionals to make sure that people are supported on their discharge home. We have 'Going Home' Booklets that are available digitally through a barcode provided and also we have paper copies that have contact numbers for a range of local authority and community services

Carers Together have sessions once a week to ensure that carers and family have information that they need to help people manage long term in the community

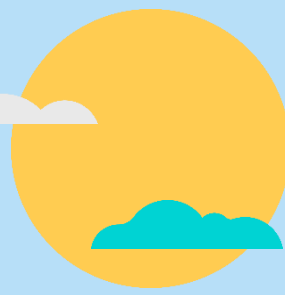
Age UK have supplied information about community activities and engagement groups whilst back in the community.

We support Fish Fryday, this is an opportunity for people who have transitioned through our service to come back to engage and socialise with others and have a free fish and chip lunch and a socialise on a weekly basis.

We continue to allow digital access to our Oomph activities platform, so you people are able to continue with activities for up to a 3-month period to assist with transition into the community.



Redcar & Cleveland
Adult Social Care



Care Services available at The Meadowgate Intermediate Care Centre



Carers Together

Supporting and Connecting Carers in Local Communities

At The Meadowgate Centre we are committed, alongside carers together, to ensure support is provided to carers, families and friends

The Meadowgate Centre work alongside Carers Together

We provide weekly drop-in sessions for carers.

The aim of these sessions is to provide information, advice, and support to people who are undertaking a caring role.



Carers Together can offer:

- A Carers Assessment
- Welfare Rights Service.
- Counselling Service.
- Grief and Loss Service.
- Information and support for working carers.
- Carers Card Scheme.
- Training for carers.
- Activities and Events.

• The sessions will take place every Tuesday between 3pm-5pm

Independent Living Centre Lounge

For more information, please contact 01642 573480

The Meadowgate Intermediate Care Centre, Eston



Safeguarding

“Safety is a priority for everyone at Meadowgate and we continuously embed a culture of openness and collaboration. We aim to ensure that people are always safe and protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination. We ensure that their liberty is protected where this is in their best interests and in line with legislation.”

We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people’s lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

We are transparent and ensure that the service is continuously evaluated to ensure that lessons are learnt, and we make changes to our practice when things go wrong. We continuously have action plans in place to evaluate service delivery. We promote transparency and a positive learning culture to ensure that we are constantly evolving and learning and people accessing our services are safe and have positive outcomes.

