

Mid Adult Social Care

April 2024



Mid Essex – A Greater Focus on Place & Neighbourhood

Mid and South Essex Integrated care System. Who we are.

The Mid and South ICS serves a population of 1.2 million people, living across Braintree, Maldon, Chelmsford, Castle Point, Rochford, Southend, Thurrock, Basildon and Brentwood.

Our partnership comprises the following partners:



Over **149** GP practices, operating from over **200** sites, forming **27** Primary Care Networks



3 main community and mental health service providers

Basildon & Brentwood
285k population

6 Primary Care Networks
5 - Basildon
1 - Brentwood



One ambulance trust

Thurrock
176k population

4 Primary Care Networks
Tilbury & Chadwell
Grays
Purfleet
Corringham

Mid Essex
405k population

9 Primary Care Networks
3 - Chelmsford
2 - Braintree
2 - Maldon/Chelmsford
1 - Maldon/Braintree
1 - Braintree/Chelmsford



1 hospital group with main sites in Southend, Basildon and Chelmsford

3 top tier local authorities
and **7** district and borough councils



3 healthwatch organisations

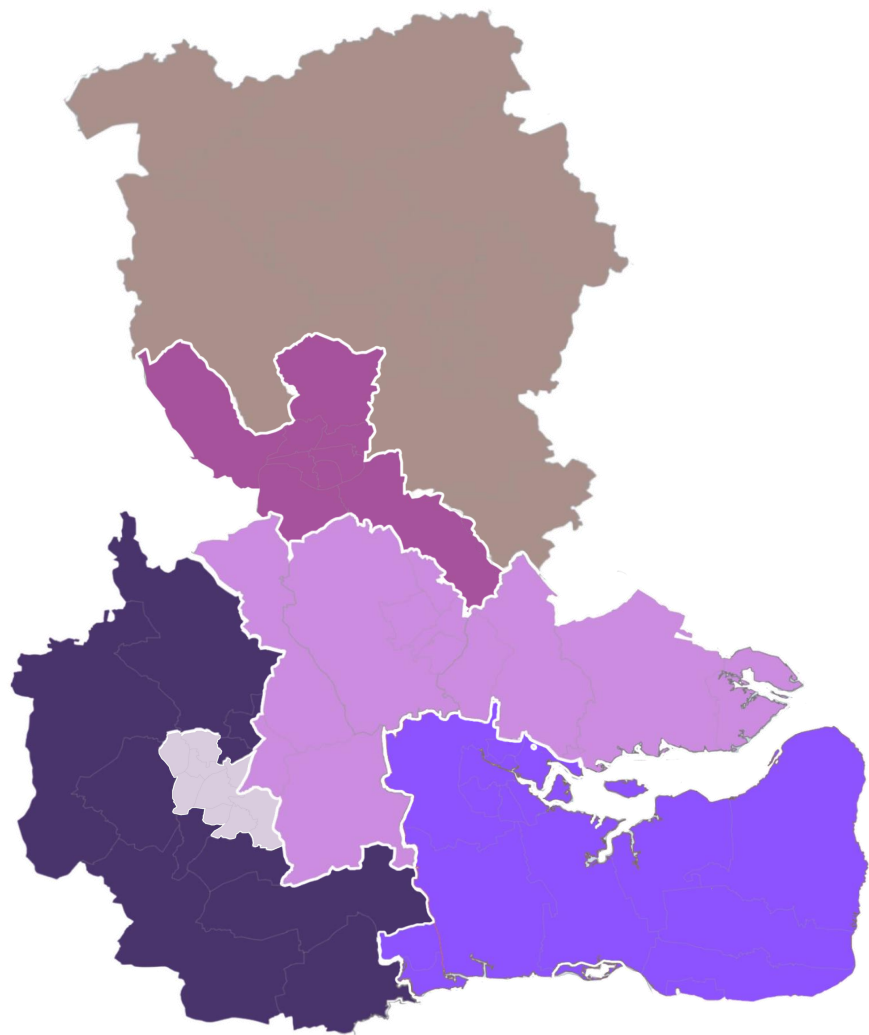
South East Essex
377k population

8 Primary Care Networks
2 - Castle Point
2 - Rochford
4 - Southend



9 voluntary and community sector associations

Mid Essex – Our Six Neighbourhood Areas



INT 1 (Braintree North)	INT 2 (Braintree South)	INT 3 (Maldon North, Chelmsford East & Witham)	INT 4 (Chelmsford Outer)	INT 5 (Chelmsford Central)	INT 6 (Maldon Central, Dengie & Woodham)
Bumpstead	Bocking Blackwater	Boreham and The Leighs	Bicknacre and East and West Hanningfield	Great Baddow East	Althorne
Coggeshall	Bocking North	Chelmer Village and Beaulieu Park	Broomfield and The Walthams	Great Baddow West	Burnham-on-Crouch North
Gosfield & Greenstead Green	Bocking South	Great Totham	Chelmsford Rural West	Marconi	Burnham-on-Crouch South
Halstead St Andrew's	Braintree Central & Beckers Green	Hatfield Peverel & Terling	Galleywood	Moulsham and Central	Heybridge East
Halstead Trinity	Braintree South	Little Baddow, Danbury and Sandon	Rettendon and Runwell	Moulsham Lodge	Heybridge West
Hedingham	Braintree West	Tollesbury	South Hanningfield, Stock and Margaretting	Patching Hall	Maldon East
Kelvedon & Feering	Great Notley & Black Notley	Tolleshunt D'Arcy	Springfield North	St Andrews	Maldon North
Stour Valley North	Rayne	Wickham Bishops	The Lawns	Trinity	Maldon South
Stour Valley South	Silver End & Cressing	Witham Central	Writtle	Waterhouse Farm	Maldon West
The Colnes		Witham North	Goat Hall		Mayland
Three Fields		Witham South			Purleigh
Yeldham		Witham West			South Woodham-Chetwood and Collingwood
					South Woodham-Elmwood and Woodville
					Southminster
					Tillingham
					Woodham

Mid Essex – Braintree North



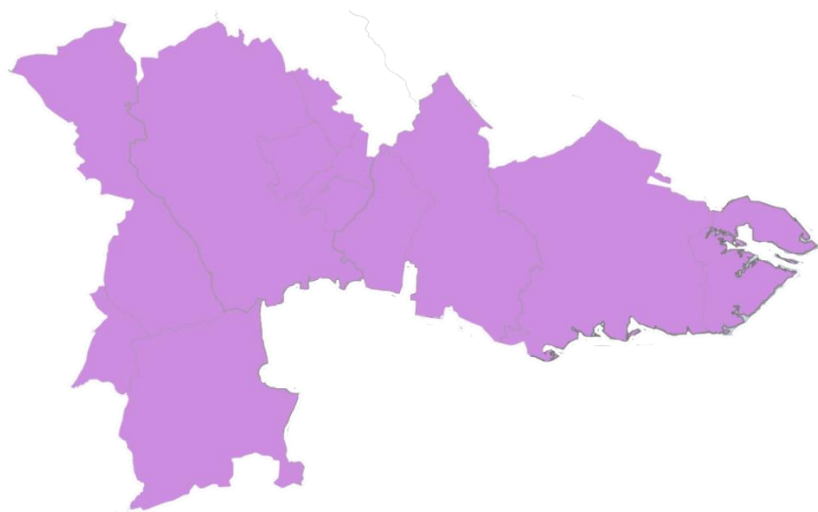
INT 1 (Braintree North)		
Bumpstead	1 District (Braintree) 1 PCN (Colne Valley) 6 Practices 562 Care home beds + 25 Supp Living 50,293 patients 19% children 24% older people (65+) - Average Life exp: 81 (M), 84 (F) - IMD ave Decile: 7.1 - Activity volume Decile 6.5 - Rate of demand Decile 6.5	Braintree North Team Manager: Carrie Boldock Carrie.Boldock@essex.gov.uk Deputy Team Manager: Larisa Emonovici Larisa.Emonovici@essex.gov.uk
Coggeshall		
Gosfield & Greenstead Green		
Halstead St Andrew's		
Halstead Trinity		
Hedingham		
Kelvedon & Feering		
Stour Valley North		
Stour Valley South		
The Colnes		
Three Fields		
Yeldham		

Mid Essex – Braintree South



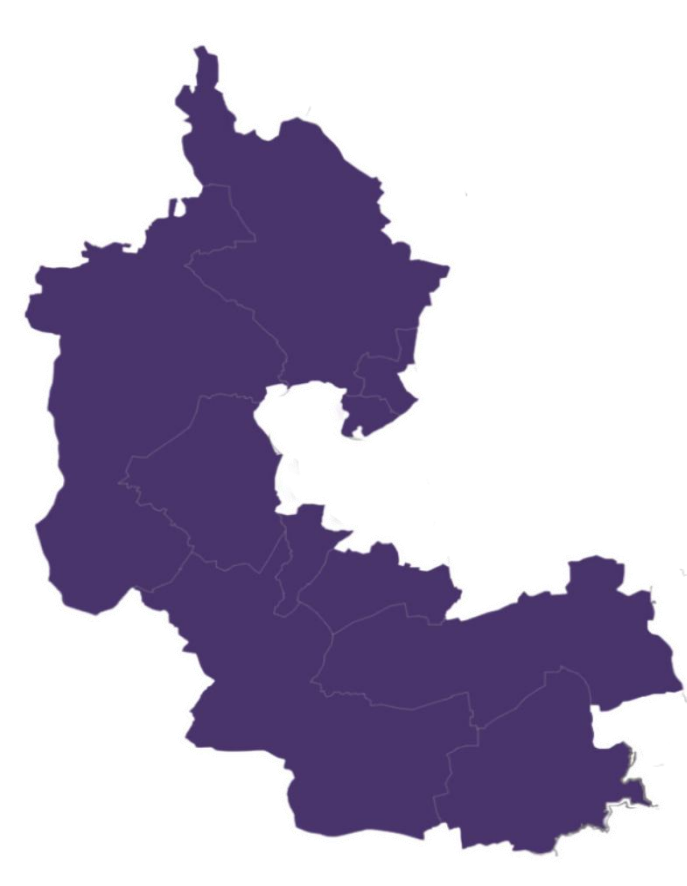
INT 2 (Braintree South)		
Bocking Blackwater	1 District (Braintree) 2 PCN (Aegros, Braintree) 6 Practices 767 Care home beds + 98 Supp Living 67,862 patients 22% children 18% older people (65+) - IMD ave Decile: 6.6 - Average Life exp: 80 (M), 83 (F) - IMD ave Decile: 5.9 - Activity volume Decile 6.0 - Rate of demand Decile 6.1	Braintree South Team Manager: Giulia Grantham Giulia.Grantham@essex.gov.uk Deputy Team Manager: Michal Pietroczuk Michal.Pietroczuk@essex.gov.uk
Bocking North		
Bocking South		
Braintree Central & Beckers Green		
Braintree South		
Braintree West		
Great Notley & Black Notley		
Rayne		
Silver End & Cressing		

Mid Essex – Maldon North, Chelmsford East & Witham



INT 3 (Maldon North, Chelmsford East & Witham)		
Boreham and The Leighs	• 3 Districts (Braintree, Chelm, Maldon) • 3 PCNs (Aegros, Chelmer, Witham & Maldon) • 12 Practices • 507 Care home beds + 59 Supp Living • 71,901 patients • 21% children • 20% older people (65+) • Average Life exp: 81 (M), 84 (F) • IMD ave Decile: 5.2 • Activity volume Decile 6.0 • Rate of demand Decile 5.8	Maldon North, Chelmsford East & Witham Team Manager: Leyre Zarobe Leyre.Zarobe@essex.gov.uk Deputy Team Manager: Shane Simpson Shane.Simpson2@essex.gov.uk
Chelmer Village and Beaulieu Park		
Great Totham		
Hatfield Peverel & Terling		
Little Baddow, Danbury and Sandon		
Tollesbury		
Tolleshunt D'Arcy		
Wickham Bishops		
Witham Central		
Witham North		
Witham South		
Witham West		

Mid Essex – Chelmsford Outer



INT 4 (Chelmsford Outer)		
Bicknacre and East and West Hanningfield	• 1 District (Chelmsford) • 3 PCNs (Aegros, Chel West, CCH) • 12 Practices • 329 Care home beds + 55 Supp Living • 60,742 patients • 21% children • 21% older people (65+) • Average Life exp: 82 (M), 86 (F) • IMD ave Decile: 5.5 • Activity volume Decile 5.3 • Rate of demand Decile 4.9	Chelmsford Outer Team Manager: Deborah Taylor Deborah.Taylor@essex.gov.uk Deputy Team Manager: Agnieszka Daukszewicz-Stamper Agnieszka.Daukszewicz-Stamper@essex.gov.uk
Broomfield and The Walthams		
Chelmsford Rural West		
Galleywood		
Rettendon and Runwell		
South Hanningfield, Stock and Margaretting		
Springfield North		
The Lawns		
Writtle		
Goat Hall		

Mid Essex – Chelmsford Central



INT 5 (Chelmsford Central)		
Great Baddow East	• 1 District (Chelmsford) • 3 PCNs (Chelmer, Chel West, CCH) • 8 Practices • 550 Care home beds + 60 Supp Living • 80,068 patients • 20% children • 16% older people (65+) • Average Life exp: 81 (M), 84 (F) • IMD ave Decile: 4.2 • Activity volume Decile 4.4 • Rate of demand Decile 5.4	Chelmsford Central Team Manager: Sally Davey Sally.Davey@essex.gov.uk Deputy Team Manager: Ganiyat Asiebgu Ganiyat.Asiebgu@essex.gov.uk
Great Baddow West		
Marconi		
Moulsham and Central		
Moulsham Lodge		
Patching Hall		
St Andrews		
Trinity		
Waterhouse Farm		

Mid Essex – Maldon Central, Dengie & Woodham



INT 6 (Maldon Central, Dengie & Woodham)		
Althorne	• 2 Districts (Chelmsford, Maldon) • 2 PCNs (Phoenix, Dengie & SWF) • 8 Practices • 499 Care home beds + 27 Supp Living • 69,157 patients • 18% children • 24% older people (65+) • Average Life exp: 81 (M), 84 (F) • IMD ave Decile: 6.0 • Activity volume Decile 5.2 • Rate of demand Decile 5.5	Maldon Central, Dengie & Woodham Team Manager: Johanna Yoko Nonos Johanna.Yokononos@essex.gov.uk Deputy Team Manager: Keji Crook morenikeji.crook@essex.gov.uk
Burnham-on-Crouch North		
Burnham-on-Crouch South		
Heybridge East		
Heybridge West		
Maldon East		
Maldon North		
Maldon South		
Maldon West		
Mayland		
Purleigh		
South Woodham-Chetwood and Collingwood		
South Woodham-Elmwood and Woodville		
Southminster		
Tillingham		
Woodham		

Operational Team Contacts

Mid Leadership Team	Director of Adult Social Care - Mid Essex Alison Ansell Alison.Ansell@essex.gov.uk 07786 125508						Integration & Partnership Delivery Lead	
	Service Managers Brid Boraks, Julie Molyneaux & Sylvia Chabata Brid.Boraks@essex.gov.uk - 07921397022 Julie.Molyneaux@essex.gov.uk - 07748 623372 Sylvia.Chabata@essex.gov.uk - 07585308087							Michael Farrell
Braintree Neighbourhood Teams	Chelmsford Neighbourhood Teams	Maldon Neighbourhood Teams	INT1 (Braintree North) Team Manager: Carrie Boldock Carrie.Boldock@essex.gov.uk Deputy Team Manager: Larisa Emonovici Larisa.Emonovici@essex.gov.uk		INT 3 (Maldon North, Chelmsford East & Witham) Team Manager: Leyre Zarobe Leyre.Zarobe@essex.gov.uk Deputy Team Manager: Shane Simpson Shane.Simpson2@essex.gov.uk		Leadership Assistant	
			INT2 (Braintree South) Team Manager: Giulia Grantham Giulia.Grantham@essex.gov.uk Deputy Team Manager: Michal Pietroczyk Michal.Pietroczyk@essex.gov.uk		INT 4 (Chelmsford Outer) Team Manager: Deborah Taylor Deborah.Taylor@essex.gov.uk Deputy Team Manager: Agnieszka Daukszewicz-Stamper Agnieszka.Daukszewicz-Stamper@essex.gov.uk			Lucy Trangmar
								Lucy.Trangmar@essex.gov.uk
			INT 5 (Chelmsford Central) Team Manager: Sally Davey Sally.Davey@essex.gov.uk Deputy Team Manager: Ganiyat Asiegbu Ganiyat.Asiegbu@essex.gov.uk		INT 6 (Maldon Central, Dengie & Woodham) Team Manager: Johanna Yoko Nonos Johanna.Yokononos@essex.gov.uk Deputy Team Manager: Keji Crook morenikeji.crook@essex.gov.uk			

Operational Team Contacts

Mid Leadership Team	Director of Adult Social Care - Mid Essex Alison Ansell Alison.Ansell@essex.gov.uk 07786 125508						Integration & Partnership Delivery Lead Michael Farrell Michael.Farrell@essex.gov.uk	
	Service Managers Brid Boraks, Julie Molyneaux & Sylvia Chabata Brid.Boraks@essex.gov.uk - 07921397022 Julie.Molyneaux@essex.gov.uk - 07748 623372 Sylvia.Chabata@essex.gov.uk - 07585308087							
Focussed Teams	Physical Impairment Team Manager: Kim Hemmings Kim.Hemmings@essex.gov.uk Deputy Team Manager: Liz Robinson elizabeth.Robinson2@essex.gov.uk	Learning Disabilities & Autism Team Manager: Lisa Seaman Lisa.Seaman@essex.gov.uk Deputy Team Manager: Megan Coster Megan.Coster@essex.gov.uk	Older Adult Mental Health Team Manager: Sabira Ladha Sabira.Ladha@essex.gov.uk Deputy Team Manager: Sophie Groves Sophie.Groves@essex.gov.uk	Virtual Prison Team & Mid Temporary Workers Team Manager: Nichola Howes Nichola.Howes@essex.gov.uk Deputy Team Manager: Maureen Bohannan Maureen.Bohannan@essex.gov.uk	Discharge to Assess Teams	Discharge to Assess Team Manager: Madeline Carroll Madeline.Carroll@essex.gov.uk Deputy Team Manager: Napoleon Albert Napoleon.Albert@essex.gov.uk	Discharge to Assess Team Manager: Sarah Green Sarah.Green@essex.gov.uk Deputy Team Manager: TBC TBC	Leadership Assistant Jessica Foxley Jessica.Foxley@essex.gov.uk

Engaging with our Mid Workforce

Service Managers & Team Managers

- **Weekly Team Manager meetings** with Service Managers to discuss practice themes and priorities to inform service improvement plans as well as the opportunity to provide wider ASC updates
- **Monthly Team Manager/Deputy/Senior meetings** with Service Managers based around themes from above with a systemic lens to practice improvements
- **Weekly Service Improvement meetings** these are held between Service Managers and their individual Team Managers (Deputy Team Managers optional) to look at individual team data to inform actions, performance and priorities, complaint handling and management, financial and budget position discussions and any other service priorities

Forums & Events

- **Practice Forum** with Practice Leads across Mid workforce come together once a month to share the richness of learning from research, policy, legislative changes, audits, complaints and Supporting Independence Discussion – these are Practitioner lead sessions
- **Self-neglect and Hoarding Forum** – High level of MDT attendance including Police, Eastlight, Fire Service, Children's services, community agent, Environmental health and Peabody. Better collective thinking and understanding around those that hoard which is helping to move away from medical model of working with hoarding behaviours. Improving commitment and participation by our workforce to hoarding and self-neglect forum
- **Mid Live Events** – Our Live Events engage our Mid workforce, through specific themes like the Summer Wellbeing. Our workforce have shared some great examples of how they maintain their wellbeing, their practice with Adults their teams and collaboration with partners.

Mid Essex specific aspects for consideration

Chelmsford prison: Chelmsford prison is a category B men's prison and YOI and has capacity for 745 inmates, which are predominantly short sentence prisoners and those on remand. We have a virtual team of social workers and occupational therapists who carry out duties, in providing care and support to prisoners, under Care Act 2014, including arranging care and support as part of their release arrangements. Our practitioners work within the prison in completing assessments, reviews and support planning. We would closely work with care agencies, who we commission in meeting eligible needs.

Asylum Accommodation in Mid: We currently have two established asylum accommodation sites within Mid Essex, Legg Street in Chelmsford, offering self-contained accommodation to families which can accommodate between 200 and 280 adults/children and Wethersfield which will provide temporary support for up to 1700 men at any one time. Currently there are 83 men accommodated at this site and this will be increased in a phased and planned way. We have some dedicated members of our workforce who received recent training specifically around our responsibilities when assessing adults subject to asylum and immigration restrictions and have virtual team arrangements in place to respond specifically to referral requests.

Workforce: Recruitment and retention in Mid can be challenging. In Mid our full workforce establishment is 166 and we currently have 150.8 of these posts filled.

How we Manage...

Complaints

- **Weekly Service Manager meeting** with leadership assistants to track all complaints to ensure these are on track and required actions taken
- **Meetings between Service Managers and Team Managers** are arranged ahead of the due date to discuss investigations, agree actions to ensure deadlines are met or extended appropriately.
- **Share Learning and actions from complaints** themes of complaints are captured within the weekly Service Manager meetings and shared within Service Manager meetings when there is wider workforce learning and actions required. Team Managers share the learning from complaints within their individual team meetings and at the Team Manager, Deputy and Seniors meeting, to enable discussion and workforce actions

Debt

- **Monthly Debt Forums** these are made up of the relevant Service Manager and Team Manager, alongside our finance colleagues. The meeting is structured so that the first part of the meeting focuses on the top priority debts for Mid and then each of the three Service Managers attend with their individual team debts
- **Fortnightly catch-up meetings** Service Managers and Team Managers, check that actions have been followed up on in preparation for debt forum
- **Write off requests** Service Managers request that once it has been established that a write off is being requested that a summary of the circumstances of the debt are established with any learning and actions required. This learning has been used earlier this year to facilitate a workshop in Mid alongside our finance colleagues.

Quality Assurance & How We Learn

Practice forums - we use practice forums to pick up themes from our complaints, quality assurance feedback from managers to shape the topics for discussion

How we learn from complaints / safeguards – Team Managers take specific learning from complaints/safeguard enquiries to share at our Team Manager, Deputy and Senior meeting for dissemination with teams. Specific themes have been picked up by Service Managers who have worked alongside ESCA for bespoke workshops

Our processes for learning / developing – inductions, shadowing, joint visits, feedback from adults, carers/family, secondments, mentoring

Our quality assurance, the different levels, the use of data

Wider learning across ASC, learning with partners – representation at Provider hubs, SAR panel, ICB CHC panels, VAN,

Equality, Diversity & Inclusion

Equality, Diversity and Inclusion impact all that we do – for example our workforce, our practice, our development, our neighbourhoods, our communities and our partnerships.

We are committed to ensuring that maximising equality, diversity and inclusion is an overarching principle in Mid Essex.

Our [Workforce Equality, Diversity and Inclusion Strategy 2023-25](#) sets out a roadmap to how we will deliver on our objectives.

We are committing to being an employer that values difference. Recruiting, retaining and nurturing individuals from a diverse range of backgrounds allows us to grow to understand cultural differences and how it benefits an inclusive workforce in Mid Essex.

