

What's New in Adult Social Care & Public Health

Working together to support adults and unpaid carers...

Welcome to the latest issue of our joint Adult Social Care and Public Health newsletter.

It was great to see so many of you at our recent staff engagement sessions at Inspire 2 Learn. The presentations from the sessions are now available on [Tri-X](#). I hope you found the sessions useful and enjoyed catching up with colleagues as we discussed ideas for building on our joint working between Adult Social Care and Public Health to better support adults and unpaid carers.

It was great to hear from the Junction and their Multibank initiative at the staff engagement. Practitioners who would like to sign up as referral partners can do so [here](#). Referral partners will then receive a weekly inventory of the goods that are available that week and a link to an order form. Further information is available on The Junction's website [here](#)

As I communicated in my email on 31st January 2025 we have received a draft Care Quality Commission Assurance report. We followed the process regarding checking the contents and factual accuracy of the report and submitted a response back to the Care Quality Commission. The full detail will not be available until the final report is published; at this stage I am still not sure when that will be. Further details will be shared just before the final report is published.

This issue of the newsletter contains lots of information including Adult Social Care's plans for World Social Work Day and Practice Week, important guidance from the Information Governance and Data Protection team and a spotlight article on the resources available to signpost adults to support services.

I hope you continue to find this newsletter helpful. If you have any suggestions for focused topics or good news stories, please contact Nicole.pope@redcarcleland.gov.uk



Patrick Rice
Executive Director
Adults & Communities

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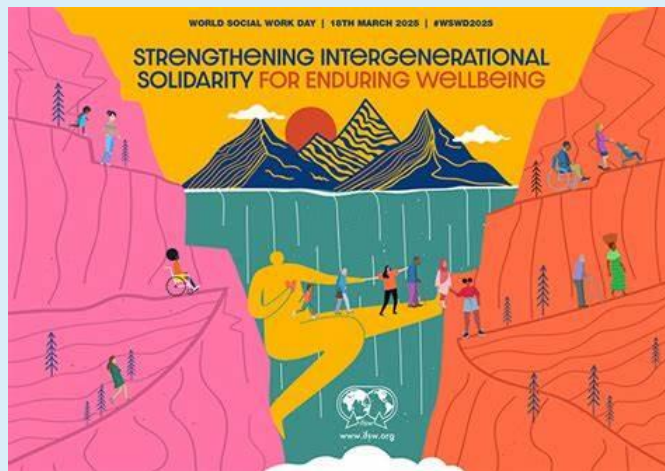


World Social Work Day 2025 & Practice Week

World Social Work Day, Tuesday 18th March 2025.

This year's theme is 'Strengthening Intergenerational Solidarity for Enduring Wellbeing', which emphasises the importance of caring and respecting across generations to build strong societies, sustain the environment, and share wisdom for a better future.

You can find out more about the background of the theme on the International Federation of Social Workers website [here](#).



To celebrate World Social Work day, we have arranged for **Ellie Lowther** who has supported hundreds of people through transition as a trans awareness activist, to come and discuss how attitudes towards LGBTQ+ has and continues to change throughout the generations. Ellie is also studying to become a social worker and is looking forward to her upcoming placements in and around Redcar & Cleveland.

The 2-hour session will include coffee and cake for the first half an hour, followed by Ellie's presentation and time for questions and discussions after. **Tuesday 18th of March 10-12pm.**

We hope to continue the celebrations in the afternoon with members of our community groups teaching us new skills. More details to follow when they have been confirmed.

Practice Week 2025

To coincide with World Social Work day we are excited to announce that Practice Week will run from **17th of March to 21st of March 2025**. This is a great chance for all adult social care staff to learn new skills and connect with each other.

We have some great events planned already, including the highlights below. More details will be circulated when our timetable is finalised, but please can practitioners make a note for this week in your diaries and aim to attend at least one event of interest to you!

Why Join?

- **Grow Your Skills:** Improve your knowledge and abilities.
- **Team Collaboration:** Work together to enhance our services.
- **Get Recognized:** Receive a certificate for participating.

How to Join: Sign up through courses on Agresso. If you have any questions, contact ASCPA@redcar-cleveland.gov.uk

Highlights for Practice Week:

Siobhan Maclean; Reflective Supervision - Thursday 20th March 1:30 – 4:30pm via Teams

- The what? why? how? framework and its use in supervision
- What does good supervision look like in contemporary practice?
- How do we make supervision more creative and reflective?

We encourage all Team Managers, ASYE Assessors, and Practice Educators to attend.

Sign up on Agresso using course code **102338**.

Stephen Mordue; The Three Pillars of Resilience - Monday 17th March 10-11:30am, and Wednesday 19th March 3-4:30pm. Both via Teams

How resilient we are is dependent on three things - our emotions and how we manage them, how organised we are, and how physically prepared for life we are. These are the three pillars of resilience – emotional, physical, and practical.

We will focus on the physical and practical pillars of resilience and consider what getting these pillars 'right' looks like. We will then explore how these 'pillars' of our resilience enhance our emotional resilience and mental well-being so we can effectively 'pilot' our lives by strategising work and life 'flow' so we can be at our most effective and organised whatever we're doing.

Sign up on Agresso using **102352**

Adult Social Care celebration day event - Friday 21st March 11:00-2:00pm

To end the week, we have an event to recognise all of the hard work that goes in to delivering quality adult social care! A buffet lunch will be provided along with some fun activities.

Social Work England's Social Work Week 2025 programme

Social Work England (SWE) are hosting a whole range of free virtual sessions to support the profession. You can review the full timetable [here](#). To register your free place, please select the "view and book onto session" button for each session.

If you have any comments or suggestions of events for Practice Week please contact Katie Murphy: katie.murphy@redcar-cleveland.gov.uk

Transitional Safeguarding

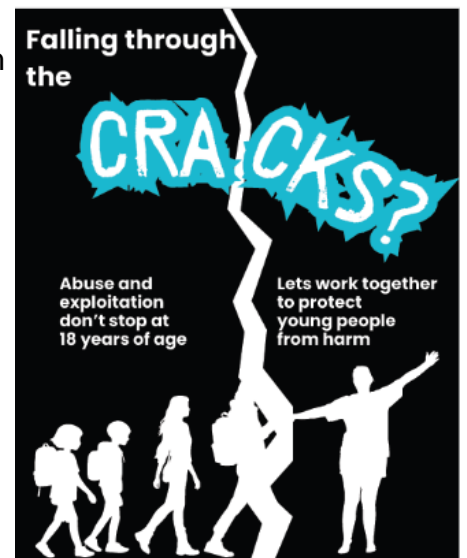
The Teeswide Safeguarding Adults Board (TSAB) in partnership with Hartlepool & Stockton Safeguarding Children Partnerships and South Tees Safeguarding Children Partnership recently hosted an event to highlight the importance of transitional safeguarding.

Transitional safeguarding is an "approach to safeguarding adolescents and young adults fluidly across developmental stages which builds on the best available evidence, learns from both children's and adult safeguarding practice and which prepares young people for their adult lives."

Transitional safeguarding requires all those working in children's and adult's services to "think beyond child/adult silos for the benefit of young people at a key life stage." Where there is evidence of abuse, neglect and exploitation as a child, this rarely ends when a person turns 18. The event highlighted that we must all work together to prevent and protect these young people from harm regardless of their age.

The TSAB website has collated a number of useful resources to support practitioners' knowledge and awareness of transitional safeguarding on their campaign webpage: [A Spotlight on Transitional Safeguarding | Teeswide Safeguarding Adults Board](#) . Please take the time to review.

TSAB are consulting with partners to develop transitional safeguarding procedures that align with best practices to promote a seamless and consistent approach for young people moving from children's to adult safeguarding services. The procedures will be co-produced, acknowledging the requirement for multi-agency collaboration whilst utilising a holistic, strength based and trauma informed approach. **Watch this space for further updates!**



Information Governance & Complaints Update

The Information Governance and Data Protection team has supplied the below information to make us aware of new policies that we all should know and tips to help us keep information safe.

A number of policies, procedures and guidance have been recently reviewed and updated. The policies are available to view on the intranet [Information Governance Home](#). Please can staff take the time to read and familiarise themselves with the policies.

- Information Governance Strategy
- Information Security and Incidents Reporting Policy
- Data Protection Policy
- Records Management and Retention Policy
- Information Asset Register and Records of Processing Activity Guidance

Tips for Protecting Personal Data

Here are some practical tips to help protect personal data:

- Use strong passwords – create unique, complex passwords for different accounts
- Enable Multi-Factor Authentication (MFA) – add an extra layer of security to your accounts
- Be cautious with personal information – only share personal data with trusted sources and services, and only if there is a lawful basis to do so.
- Regularly update software – keep your devices and software up to date to protect against vulnerabilities.
- Be aware of phishing scams – be vigilant about suspicious emails and messages.
- Clear Desk & Screen – lock away personal data when not in use and lock your laptop when you are away from your desk.
- Complete Mandatory Data Protection Training **Data Awareness** and **Cyber Security Top Tips for Staff** on Talent Management.
- Complete **Records Management** training on Talent Management.

Personal Data Breaches

In 2024/25 to date, **68% of data breaches** have related to emails or documents being sent to the incorrect person. Here are some tips to prevent this type of breach:

- Use a different method to send personal data other than email. If sharing internally, consider saving information to a secure system or shared file location. If sharing information externally, consider other methods such as OneDrive.
- Always use the address book to select recipients and double check name and job title as some staff have the same or similar name.
- Keep systems and addresses up to date.
- Include a return address on envelopes.
- Mark letters or emails as private & confidential.
- Ask the recipient to confirm receipt of information or use delivery/read requests.
- When sending personal information in attached documents, use a pre-agreed password or inform the recipient of the password via another method, such as phone.
- Use a delivery delay when sending emails
- Slow down – Stop. Check. Share

If you discover a data breach, you must report to your line manager and Information Governance as soon as possible and **within 24 hours**.

Complete the data breach reporting form available on the intranet and send to InformationGovernance@redcar-cleveland.gov.uk The Information Governance team are available to provide advice and assistance.

Team nominated for award

The team has also been nominated for national Team of the Year at the national Freedom of Information Awards 2025. Well done, to all involved!



Adult Social Care Survey 2024-25 Reminder



Redcar and Cleveland Borough Council is undertaking the **2024-25 Adult Social Care User Survey**. The survey forms part of a national programme led by NHS England. Initially **1,443 surveys** were sent to adults with care and support needs across our borough.

A further reminder was sent week commencing **10th February 2025** to approximately **1,200 adults**.

Please help us reach our survey target by encouraging adults who draw on local authority funded support to complete the survey.

If anyone needs any support completing the survey, please email AdultsIntelligenceTeam@redcar-cleveland.gov.uk

HeadStart South Tees

Giving all South Tees children and young people the necessary support to build resilience and achieve good emotional health – in school, home and community.

The aim of HeadStart is to support young people aged 0-19 to cope better in difficult circumstances and do well in school and in life.

Engagement with schools and families has identified that parenting support - to better enable parents to nurture good emotional health in their children - is an area of need. This has emerged as a cross-cutting and key priority in the Joint Strategic Needs Assessment. To build on current practices and the skills of the HeadStart team a new approach has been introduced, **"Invest in Play"**.

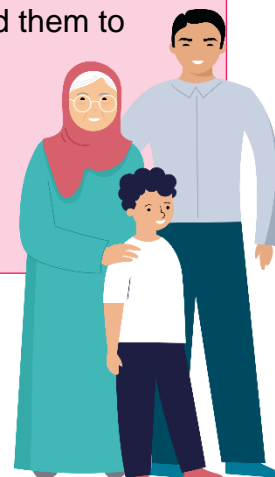


"Invest in Play," models an environment where learning through play becomes an integral part of family life. The course works with families to build positive relationships with their child/ren by emphasising the importance of play as a vital learning tool. Through interactive sessions, families are equipped with practical strategies to engage their children in meaningful play, which enhances social and emotional development and strengthens the parent-child bond.

The programme is currently being delivered in two Redcar and Cleveland primary schools and evaluation is evidencing that families have already seen the shift in their home life and the positive responses from their child/ren.

Many have shared how the programme has allowed them to reflect and explore strategies that have supported them with their child/ren's behaviours in a supportive and positively engaging environment. They recognise how the practices shared in group sessions have allowed them to develop their own confidence and understanding when with their child/ren.

For further information about the HeadStart service or to subscribe to the fortnightly newsletter please contact wendy_kelly@middlesbrough.gov.uk



Commissioning Update

Meet Jonathan Hall – Commissioning Officer

Jonathan Hall has recently joined the Commissioning Team as a Commissioning Officer.

We caught up with Jonathan to find out what attracted him to the role and the work the team are doing.



What interested you most about this role?

I liked the idea of working on a varied range of projects, in a role where no two days are the same. After working in social care for several years, I am aware of the challenges facing the sector and wanted to play a part in helping to tackle these.

I was also aware that the team make good coffee and have a steady supply of snacks!

What is your background?

I came into social care from a background in human resources. I studied English and Creative Writing at university, and my first role after graduation was Human Resources (HR) Administrator / Archivist. I completed my level 3 HR certification and moved into social care as a Deputy HR Manager for a care organisation.

During the COVID pandemic, I could see the increased pressure social care was facing and wanted to do something more hands on to help out. I left my role in HR and worked as a support worker in a residential care home specialising in autism, before moving to Redcar and Cleveland Borough Council as a Brokerage Officer in 2022.

What will you be working on first?

I will be introducing myself to providers and I will start taking on responsibilities around the older peoples' care home portfolio for the borough.

Advocacy Roadshow

Thank you to those who attended our recent **Advocacy Roadshow**. Practitioners met with our commissioned advocacy provider, People First and gained knowledge on the services they provide.

Delivered in partnership with Darlington Association on Disability and Middlesbrough and Stockton Mind, advocacy services for Redcar and Cleveland covers:

- NHS Complaints
- Care Act Advocacy
- Independent Mental Capacity Advocacy
- Independent Relevant Person's Representative
- Independent Mental Health Advocate
- General Advocacy



People First provide a Redcar and Cleveland Advocacy Hub which provides information and support to guide adults to the services they need, this includes frequently asked questions and step by step guides: [Redcar and Cleveland Advocacy Hub - People First](#)

A helpline is available for guidance and support, Monday-Friday 9am-5pm: 03003 038037 and a single online referral form is available on their website: [Referral - People First](#)

If you need more information about People First, please contact Julia.grayson@redcar-cleveland.gov.uk

Spotlight on Signposting



We are committed to providing adults with information and advice when they need it. We have access to great resources that can help you signpost adults to a whole range of local and national services. Please take the time to explore these resources...

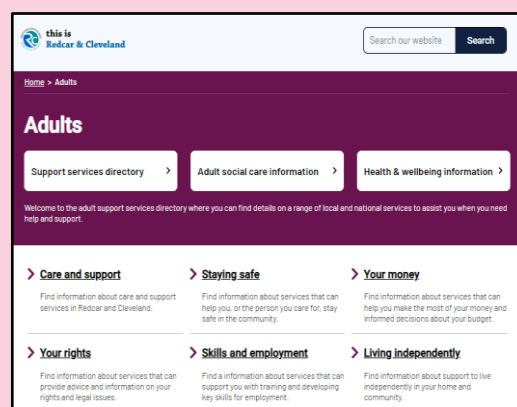


Redcar & Cleveland Information Directory – linking our community to local and national support services.

<https://informationdirectory.redcar-cleveland.gov.uk/>

Our directory has been developed alongside our colleagues in Children's services and offers support to everyone in all stages of life. For adults, the directory includes local and national services which support our community including:

- CQC registered care homes and homecare providers;
- Local day services and community opportunities;
- Support for specific conditions such as Dementia or Learning Disability;
- Services that support Unpaid Carers;
- Support to gain skills and employment or volunteer opportunities;
- Help to live independently such as housing, equipment and travel support;
- Support to make the most of your money; and many more.



Last month the adults directory was viewed **680 times**, please continue to use and promote this resource when signposting members of our community.

Need further support?

If you have any feedback, we'd love to hear it, send any comments to ascenegagment@redcar-cleveland.gov.uk. If you would like to request a demo please contact Nichola.Wilson-Barrett@redcar-cleveland.gov.uk

AskSARA – find equipment to support independent living!

<https://redcarandclevelandasksara.livingmadeeasy.org.uk/>



AskSARA is an online tool which provides impartial advice about suitable equipment and assistive technology to help people live independently in their own home and maintain their lifestyle. By completing an online assessment, it will return a personalised report including:

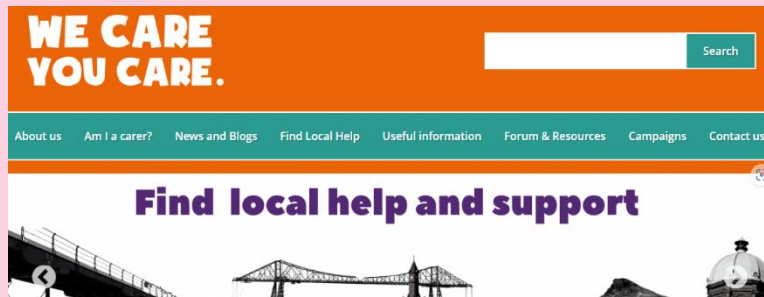
- Ideas and tips to help adults with their tasks at home
- Details of products that might help and where to get them
- Contacts for more information and further help if needed.

Need further support? If you would like a demo, please contact: Nichola.Wilson-Barrett@redcar-cleveland.gov.uk

We Care You Care – find information and support for our carers!

<https://wecareyoucare.info/>

We Care You Care provides information, advice and signposting for carers in Redcar and Cleveland. It brings all local carers services together in one place. Information covers wellbeing, financial support, training and employment and rights as a carer.



You can sign up to their e-bulletin to keep up to date with their coordinated efforts to support unpaid carers [here](#)

Need further support?

We Care You Care, in partnership with Teesside Mind, The Junction Foundation and Carers Together provide in person training to increase your knowledge and understanding of carers issues and rights and know where and how to effectively signpost and refer carers to local support. Book your place via Agresso or contact Workforce Development for further information: workforcedevelopment@redcar-cleveland.gov.uk

Making Every Contact Count - linking our community to local and national support services.

<https://www.meccgateway.co.uk/nenc>

The website details health and wellbeing services and activities open to people living in Redcar and Cleveland and across the North East. The aim is making the most of our daily conversations with others to signpost people to help and support which will benefit their health and wellbeing.

The resource is designed for everyone, and for practitioners it provides confidence to deliver health and wellbeing messages to help encourage people to change their behaviour and to direct them to local services that can support them.

The website can text, email and print the information. It has accessibility features such as the 'recite me' function and can translate the information into 100+ languages. All Redcar and Cleveland libraries have a paper copy of the health and wellbeing information and library staff are on hand to point adults in the right direction.



Need further support?

We have a course available on Talent Management, the module is open to everyone, whatever your role. Access Talant Management and search for Making Every Contact Count: [U4TM](#)

Additional free e-learning is available from the following sources: [Making Every Contact Count - e-learning for healthcare](#) and [Boost | Learning Academy](#)

Recording our signposting

A referrals and signposting form is available within Casebook. Created with the Carers Working Group for use across adult social care, the form captures how we link into our partners services and our Voluntary, Community, Faith and Social Enterprise (VCFSE) providers.



You can access it through the documents menu on the adult's record. We would like all practitioners to make it part of their everyday practice to complete the form when referring or signposting an adult or unpaid carer to a service.

This form will help us document the diverse range of support and services we use including our commissioned services and wider VCFSE offer. It will also assist the Commissioning Team in identifying gaps in services and support policy and strategy development.

Integration & Transformation Team Project Updates

Work continues on our transformation projects and we share updates below. We are currently exploring internal communications within adult social care. As part of this we are visiting staff during team meetings to gather feedback on a potential new communications SharePoint site, and asking for input on additional functionality on Tri-X. **See you soon!**

The team is also assisting with the Equality Diversity and Inclusion (EDI) working group. Katie Murphy is the new lead for EDI. We are scoping our current position and will be reaching out to staff to gather feedback and discuss our approach. Watch this space!

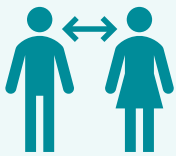
Occupational Therapy



One of the projects goals is to enhance our preventative services at our front door Access. Over the past 10 months, Kerry Garbutt, Occupational Therapist, has been piloting a service in collaboration with colleagues in Access, offering OT support, advice, and basic equipment at point of contact.

Building on this initiative, a small team of Occupational Therapists and Occupational Therapy Officers will rotate to support Access, expanding the service offering. This rotation team will handle cases with low level need, conduct home visits and help reduce the number of cases progressing to waiting lists.

Conversation Records (Needs Assessment)



The evaluation of the Conversation Record is continuing with focus groups scheduled to discuss feedback with Practitioners, Service Managers and Team Managers. Katie Murphy, Principal Social Worker has been engaging with adults who have been assessed using the tool, and the feedback so far has been positive.

Going Digital Projects

AskSARA

Last month AskSARA was visited **46 times** and a total of **8 AskSARA reports** recommended equipment to help people live independently in their own home. This month we are working to distribute posters and leaflets across all libraries, GP's, Dentists, Hospitals, Extra Care Schemes, and many more.

Our Access Team will also be attending the 'Here to Help' session arranged by public health at Brotton Methodist Church on **Thursday 27th February 10am-12pm** to do live demonstrations of AskSARA within our community. Please continue to promote AskSARA as part of our prevent, reduce and delay strategy.

Website

Our Healthwatch partners are working on a first draft of their report gathering public views of our on-line information and advice offer. We are continuing to work through the Local Government Associations Information and Advice Maturity Assessment to help assess the strengths and weaknesses as part of the project scoping.

As part of the project, we are undertaking accessibility training to ensure the review will actively remove barriers for our community. For anyone interested in digital accessibility AbilityNet offer a free 'Introduction to Digital Accessibility'- next course available **Thursday 17th April 2025**.

[Introduction to Digital Accessibility -- FREE | AbilityNet](#)

Visits Module

Tailored training for our Home Care providers to submit electronic care reports securely through the Visits Module portal continues. Several providers are now fully trained and are successfully submitting their electronic report alongside their regular invoice. A period of dual running gives us the opportunity to monitor and ensure records are correct before going live.

Thank you for your efforts to ensure that any new packages of care or changes are fully provisioned and on a support plan on Casebook and promptly authorised. This ensures that our records match the providers' weekly electronic report so they can be paid.

We are currently exploring the data that the Visits Module will provide and how best to report and action the valuable insights.

Measuring What Matters

The national Adult Social Care Outcomes Framework (ASCOF) for 2023-24 has now been published by NHS England. ASCOF enables the local authority to see how it is performing in implementing local changes required by the Care Act 2014.

This includes supporting people to maintain their independence and their connections to the community, and ensuring they have control over the care they receive. ASCOF is used both locally and nationally to set priorities for care and support, measure progress, and strengthen transparency and accountability. There have been some significant changes to the framework this year including replacing the existing 4 domains with 6 objectives that set priorities for care and support.

For this newsletter we are looking at the **ASCOF measure in Domain 2** which is Independence:

ASCOF 2A: The proportion of people who received short-term services during the year **Redcar and Cleveland scored 84.9%** against the England score of 79.4%.

ASCOF 2B: Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population, **Redcar and Cleveland scored 21.9** against the England score of 15.2 (lower is better).

ASCOF 2C: Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population, **Redcar and Cleveland scored 785.8** against the England score of 566.2 (lower is better).

ASCOF 2D: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services, **Redcar and Cleveland scored 80.9%** against the England score of 83.8%.

ASCOF 2D2: The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital, **Redcar and Cleveland scored 2.5%** against the England score of 3.0%.

ASCOF 2E: Proportion of adults with learning disabilities who live in their own home or with their family, **Redcar and Cleveland scored 89.3%** against the England score of 88.9%.

Regional Health and Care Learning Academy

A regional health and care Learning Academy has been launched and is open to all staff via the Boost platform <https://boost.org.uk/learning-academy/>

The platform provides a hub for innovation, idea-sharing, networking, and supporting improvement efforts across the North East and North Cumbria health and care landscape. While Boost is hosted by the North East and North Cumbria Integrated Care Board, the community is open to anyone with an interest in driving forward change in health and care. It's an opportunity for people to come together, share good ideas, promote new solutions, as well as learn when things don't go well.

We'd encourage all staff to sign up and to promote within their networks too.



Workforce Development – Training Opportunities



The following sessions are now available for **Adult Social Care and Public Health staff**. If you are interested in attending, please enrol via Agresso Self Service (Course Catalogue) or via your line manager.

Course Code	Course Name	Start Date	Location
100002-18	Achieving Best Evidence	10/03/2025	Location to TBC
102136-10	Procurement Training	27/02/2025	Board Room, R&C House, 1st Floor
102136-11	Procurement Training	27/03/2025	Board Room, R&C House, 1st Floor
102152-04	Business Continuity Training	26/02/2025	Microsoft Teams Meeting
102273-06	Widgit online tool demonstration	04/03/2025	Microsoft Teams Meeting
102344-03	Sponsored Internship Management Awareness	05/03/2025	Microsoft Teams Meeting
102299-02	Your Financial Wellbeing	19/03/2025	Microsoft Teams Meeting
101846-39	Agresso Training	26/03/2025	Microsoft Teams Meeting
100103-131	COSHH	10/04/2025	R&C House, 1st Floor, Meeting Room 1
102137-03	Presentation Skills	06/03/2025	Redcar & Cleveland College
102322-02	BIA Refresher	03/03/2025	R&C House, Conference Room 1
100146-34	First Aid Refresher	27/03/2025	R&C House, Conference Room 1 & 2
102167-08	Dementia Friends	07/04/2025	R&C House, Conference Room 1 & 2
100190-162	Manual Handling Awareness	08/04/2025	R&C House, Conference Room 1 & 2
101853-15	Decision making and working in a Political Environment	22/04/2025	R&C House, Conference Room 1 & 2
102307-05	Continuing Health Care - Refresher	19/03/2025	Redcar Leisure & Community Heart, Room 2 & 3
100719-25	Continuing Health Care - Theory into Practice	08/04/2025	Redcar Leisure & Community Heart, Room 2 & 3
102047-10	Social Care Finance Training	09/04/2025	Redcar Leisure & Community Heart, Room 2 & 3

Activity & Wellbeing Update

The refurbished Saltburn Activity and Wellbeing Hub opened its doors on 4th November 2024. The adults the hub supports love the base and being in Saltburn. Linda Shaw, Support Co-ordinator, contributes this to the team who completed the refurbishment, accommodating all the hub's needs and did "an amazing job".

Having settled into the hub, the Activity & Wellbeing day service have started to make links with the schools that are on the same site and started a litter picking group, to keep the shared car park clean and tidy.

Their efforts have not gone unnoticed with a recent email from the school to thank the adults for their hard work.

The activity has given the adults a sense of pride, belonging and achievement in their new base.

Well done to all involved!



Noticeboard

The Bridge - Community Luncheon Club

Join our Wednesday Luncheon! Our Project Leader and volunteers serve this 2, or 3 course meal every week from the comfy dining lounge at Kemplah House, New Road, Guisborough.

Budget-friendly, wholesome meals for the over 60s, not for profit.

- Be seated by 11:45am. Service starts at 12noon and finishes by 1pm.
- Choose from 2 or 3 courses - £6.50 / £7.50* (Prices at Jan 25)
- Once trialed we hope for regular attendance e.g. 5 out of every 6 weeks
- For further information please telephone Tuesday – Thursday or email us Monday – Friday
- Bonus Option to stay on the second Wednesday of the month for Music & Memories 2-3pm.

Contact 07890228851 or email Staff@guisboroughbridge.org.uk.

Andy's Man Club

Andy's Man Club is a well-established mental health charity, offering those who attend a safe place to talk about mental health. The club is open to any man 18 or over, who is going through a storm, been through a storm or just wants to meet a good group of people with the aim of improving one another.

The group meet every Monday at 7pm at the Redcar Coast Family HUB on Rainbow Lane **excluding bank holidays**. No registration or referral is required, all we ask is that you arrive before 7pm.



Guidance Updates

The following guidance documents have recently been updated. Please click on the links below to ensure you are using the most up to date guidance. All practitioner guidance is available in the Local Resources section of Tri-X. You will need to be logged into Tri-X to access.

- [Practitioner Guide - Requests for Medication Support](#)
- [Practitioner Guide - Transfers of Care between the Local Authority and Continuing Healthcare Team](#)
- [Eligibility Determination](#)
- [Adult Social Care Structure with photos](#)
- [DAOS Feb 2025 - Newsletter](#)
- [Practitioner Guide - Identifying and contacting vulnerable adults in the event of an incident or severe weather](#)
- [Practitioner Guide - Duty of Candour](#)
- [Adult Social Care Privacy Notice](#)
- [Adult Social Care Complaints Privacy Notice](#)
- [Process Map - Home First Pathway Community Reablement Team](#)
- [Practitioner Guide: NHS Continuing Healthcare](#)
- [Practitioner Guide - Approval & Re-approval of Approved Mental Health Professionals \(AMHP\)](#)
- [Provider Newsletter 2025](#)
- [Magic Notes Privacy Notice](#)
- [Practitioner Guide - Fast Track Referrals](#)
- [Staff Engagement Event Feb 2025](#)
- [Public Guide - HAT Team](#)
- [Public Guide - Complaints, Service Requests and Compliments](#)

If you have any issues accessing Tri-X, please contact Nicole.pope@redcar-cleveland.gov.uk

Our vision:

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

Our commitment to adults and unpaid carers:

Listen I am listened to and shape my own support

Advise I am given information and advice when I need it

Enable I am enabled to regain my wellbeing and independence

Support I am provided with quality care that is value for money.

