

2nd July 2012**Agenda Item: 9****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND
SUPPORT – OLDER ADULTS****ESTABLISHMENT OF A TEMPORARY SOCIAL WORKER WITHIN THE
ADULT ACCESS TEAM****Purpose of the Report**

1. The purpose of this report is to seek approval to recruit a full-time temporary social worker in the Adult Access Team.

Information and Advice**Carers Crisis Prevention Scheme Co-ordinator**

2. Adult Social Care, Health and Public Protection department provides a Crisis Prevention Service for carers (previously referred to as Carers' Emergency Respite). This service provides 24-hour support delivered to the person cared-for in their own home when the carer is unable to care for a short period of time due to an unforeseen event, for example short-term illness or sudden death of a relative.
3. The Carers' Break Demonstrator Site (2010-2011) piloted a scheme whereby two specific homecare providers were commissioned, under block contracting arrangements, to provide the Crisis Prevention Service. Following the successful evaluation of the pilot it was agreed by the department's Senior Leadership Team in May 2011 that a tender process should take place to enable the scheme to continue, commissioning one or two providers to deliver the scheme on a block contract basis.
4. The tender process has now been completed and two providers appointed. Discussion has been underway with the departmental carers' lead, the Group Manager for Customer Access/Social Care and the Team Manager for the Adult Access Team, regarding the management and oversight of the scheme (a role previously undertaken by the demonstrator site project lead and administration staff). There is strong support for the proposal to manage this activity within the Adult Access Team.

Objectives

5. It is anticipated that this role will provide the following functions:
 - Provide a first point of contact for carers wanting to access the scheme

- Carry out a brief eligibility check (carers accessing the scheme should have had, or be eligible for, a carer's assessment i.e., they are providing regular and substantial care, and the person cared for should meet the "critical" or "substantial" assessed level of need)
- If a carer (or the person cared-for) has not had an assessment ensure that they are referred for one
- Liaise with the providers to set up the support required by the carer in the timescale required
- Record the service provided and use to cross-check against monitoring information submitted by the providers
- Manage the interface between the block contract and spot contracting (e.g. if the block provision is full to capacity, commission emergency provision on a spot contract basis with relevant providers)
- Ensure the scheme is delivered within the allocated budget.

6. Anticipated outcomes

- Quick and easy access for carers to the crisis prevention scheme
- Avoidance of admissions to residential care following crisis/emergency arising for the carer
- Increase in use of the crisis prevention scheme through the establishment of clear processes
- Increase in number of carer assessments following use of the crisis prevention scheme.

Financial/resource implications

7. Additional resources would be required by the Adult Access Team to carry out the role, as there is insufficient capacity to do so with existing resources. It is proposed that due to the development aspect of the role, the need for eligibility checks and the commissioning of services on a 'spot contract' basis, a social worker is appointed for 18.5 hours per week at Pay Band B, scp 34-39 (£28,636-£32,800, with additional on-costs). It is proposed that the post would initially be for one year.
8. Funding for this element of the post has been identified within the Carers' Crisis Prevention budget for 2012-13. There is sufficient budget available to deliver the direct service provision for carers and to support this post.

Carer 'triage' role

9. There is a wider role that could be developed within the Adult Access Team regarding carer support.
10. In some authorities, for example Worcestershire, carers are 'triaged' following their initial contact with adult social care access teams. The access teams carry out a simple 'carers' well check' with the carer, then make the decision as to whether they require further support, for example through a carers' assessment, or whether they can be offered advice and signposting. This has resulted in carers' being referred to district teams only when they need to be, providing a more efficient and effective response.

Key objectives of the carer triage role

- Ensure that carers, and the people they care for, contacting the Customer Service Centre receive accurate and timely advice and information
 - Make an initial professional judgement regarding the level of care provided by the carer, the impact of the caring role and the likelihood of eligibility for services (primarily carers' personal budget) following a carer assessment
 - Ensure that carers are aware of the services available to them, whether or not they are assessed as Fair Access to Care Services¹ eligible (for example the Emergency Card, services provided by the Carers' Federation) and signpost as required
 - Promote the principles of choice and control, personalisation and Self Directed Support
 - Identify and respond to safeguarding and other risks
 - Ensure that up-to-date information is recorded on Framework-i², for example linking main carers to people cared for.
11. A potential development for this role could be the conducting of unscheduled reviews for carers on the telephone, when appropriate, and commissioning a carers' personal budget without the need to refer to district teams.

Anticipated outcomes

- Quick and easy access for carers to the right level of support required
- More efficient screening of carer referrals for assessment, ensuring that those that are referred to district teams are likely to be FACS eligible (this will become more crucial in 2012-13 due to loss of the dedicated carer assessment worker role within teams)
- Greater numbers of carers and the people they care for, linked on Framework-i, enabling information regarding overall service provision to carers (including support provided to the

¹ Fair Access to Care Services - [Prioritising need in the context of Putting People First: a whole system approach to eligibility for social care - guidance on eligibility criteria for adult social care, England 2010](#)

² Framework-i is an integrated case management system which holds Electronic Social Care Record.

person cared for that benefits the carer) and performance data to be gathered more accurately

- More effective processing of unscheduled carer reviews.

Financial/resource implications

12. As above, it is proposed that a social worker is recruited to this role - Pay Band B, scp 34-39 (£28,636-£32,800, with additional on-costs) and that the post is initially for one year, operating as a pilot. A social worker is considered necessary due to the development aspect of the role, the understanding of eligibility issues for carers and the people they care for, the professional judgement and decision-making aspect of the role, the understanding of Framework-i and the potential for carrying out telephone reviews and commissioning services. In effect, the social worker will be carrying out a similar role to social workers already based within the Adult Access Team, but with a focus on carers. An evaluation framework will be developed by the commissioning officer - carers, in conjunction with the Adult Access Team.
13. Again, it is anticipated that the role will be required for 18.5 hours per week. Funding for the carer triage aspect of the post has been identified within the NHS support to social care funding for 2012-13. The combination of the two roles would result in recruitment to a full-time temporary post.

Other Options Considered

14. The other option considered is to retain the status quo where carers call the Customer Service Centre and may be referred to an Assessment Team, Carers' Federation or to the 2 Crisis Prevention providers.

Reason/s for Recommendation/s

15. Currently, carers may experience a convoluted pathway causing delay and frustration. There may be inappropriate referrals to Assessment Teams; e.g. when the carer just needs signposting, information or some emergency respite cover. The post, resulting from this recommendation, would ensure that carers are:
- Given accurate information and immediate support
 - Referred for carer assessments quickly and appropriately
 - Fixed up with emergency respite quickly and appropriately.
16. As mentioned, there will be an exploration into completing simple assessments and reviews over the telephone to access a Personal Budget; this would be faster and much more economical, and should lead to greater carer satisfaction.

Statutory and Policy Implications

17. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such

implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Human Resources Implications

18. The post is being established on a temporary basis as this is a pilot approach and an evaluation at the end of the trial will establish whether this way of working has been effective. The post will be reviewed in 12 months time against the set objectives and a decision taken in relation to its continuation in the future.

RECOMMENDATION/S

- 1) It is recommended that 1 fte temporary social worker, Pay Band B, scp 34-39 (£28,636-£32,800, with additional on-costs) be established in the Adult Access Team for one year, funded through the Carers' Crisis Prevention budget and Section 256 monies (transferred to social care from the NHS as a part of the support to social care fund), subject to job evaluation. The social worker would hold the combined roles of Carers' Crisis Prevention Scheme co-ordinator and carer triage lead. The start date would be as soon as the new worker is in post and would then run for 12 months. This post would attract approved car user allowance.

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Constitutional Comments (KK 21/05/2012)

19. The proposal in this report is within the remit of the Adult Social Care and Health Committee.

Financial Comments (CLK 15/05/12)

20. The financial implications are contained within the body of the report.

Background Papers

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

11th December 2009 - [Carers' Demonstrator Site for Carers' Breaks Services](#) (AC/2009/00092) (published).

Electoral Division(s) and Member(s) Affected
All.

ASCH16 / DD3544