

11 September 2017**Agenda Item: 6****REPORT OF THE CORPORATE DIRECTOR, ADULT SOCIAL CARE,
HEALTH AND PUBLIC PROTECTION****ADULT SOCIAL CARE SUMMARY REPORT – ISSUES FOR APPROVAL****Purpose of the Report**

1. This report covers issues relating to the structure of the Adult Social Care department and use of the Better Care Fund to support work to protect older people from scams, which require the approval of the Committee.

Information and Advice**Systematic Care of Older People's Elective Surgery (SCOPES)**

2. For a number of years the Council's Adult Access Service has been undertaking social care assessments alongside medical staff in a hospital clinic for older people who have been recently diagnosed with Upper Gastro-intestinal and Oesophageal cancer at Nottingham City Hospital. The adult care and support assessment identifies proactively what social care needs the person has pre-operatively and post-operatively and provides advice and makes referrals as required.
3. A Community Care Officer from the department, who is funded by Macmillan, attends the SCOPES clinic one day per week. Social care representation at the clinic prevents multiple referrals being made by different professionals and reduces duplication of work.
4. It has become apparent that the input from social care would be better provided by the hospital social work team based at the hospital. This will enable any ongoing interventions post treatment to be provided by the team that attends the SCOPES clinic. The hospital social work team is better placed to work with the person throughout the SCOPES process from assessment in the clinic, to treatment, admission to hospital, and subsequent discharge home.
5. It is therefore proposed that the management of support to the staff attending clinic transfers from the Adult Access Service to the Hospital Social Work Team. This proposal is supported by the relevant Service Director and the Group Manager responsible for the hospital social work team as well as the Consultant Geriatrician for the SCOPES clinic.

Request for change of team name – Mosaic

6. The Framework Development Team provides the department with a database capable of monitoring delivery of services to the citizens of Nottinghamshire. The database holds social care records for all service users and the role of the team is to work alongside operational staff and senior managers to help identify positive developments within the system and support the business by translating business needs into workflows within the database.
7. The system holds data relating to personal budgets and budget information, in addition to producing payments and billing in relation to commissioned services and aids the budget management process.
8. The team provides a significant resource to users of the system, including day to day support, setting up of users and identifying suitable access requirements as well as ensuring information held within the system is maintained in a secure and safe environment. In addition, the team has responsibility for implementing developments and changes, many of which are connected to delivering significant efficiencies and cost saving initiatives; management and safe storage of sensitive service user information; maintaining and improving support to users of the social care database (previously Framework but since 24th April 2017 Mosaic); providing training and advice on both a planned and ad-hoc basis, and working with colleagues to deliver the integration programme.
9. Originally the social care database procured in 2004 from Servelec-Corelogic was called Framework. A team was created to manage the implementation of the system and to provide support to users of the system across the department. The team created was known as the Framework Development Team.
10. Over a period of 12 years, a number of upgrades to the Framework system have taken place to ensure the system was fit for purpose and able to respond to changing needs within the area of social care. Due to technology changes, Servelec-Corelogic were recommending its customers upgrade to Mosaic in order to take advantage of the benefits it would deliver, and also as they would be reluctant to deliver improvements to Framework as resources would be deployed into developing the Mosaic system and supporting its customers to upgrade.
11. In April 2017 a successful upgrade took place from Framework to Mosaic and although this is not a new system, it is a significant upgrade delivered by the team, working alongside a Programme Manager. Due to the significance of the upgrade, the supplier renamed the product to Mosaic to reflect the difference. Following the upgrade a period of intense support has been provided to users of the system, ensuring staff are both competent and confident in using Mosaic.
12. It is therefore recommended that the team name is changed from Framework Development to Mosaic Development Team to reflect the system now being used by the department.

Extension of Mass Marketing Scams Initiative

13. Nationally, mass marketing scams cause between £5-£10bn p.a. financial detriment to the most vulnerable and disadvantaged. The average victim's age is 75 years old, and average monies lost is £2,800. The criminals involved ruthlessly and repeatedly target victims, causing significant harm to health, well-being and independence, which drives increasing demands for social and health care. £76,000 of Better Care Funding is currently paying for two additional officers (October 2016 to September 2017) to deliver scams prevention work in Nottinghamshire. Over this period, the total lost by the victims dealt with by these officers is predicted to be £795,000. Three victims supported so far have each lost over £150,000, whilst many others have lost tens of thousands. One victim has been evicted after losing her £260,000 house to a telephone scam.
14. Nottinghamshire is set to receive information about more potential victims from the national scams team, between October 2017 and April 2018. This is likely to be in the region of 800 people. £49,000 is therefore sought from the Better Care Fund for the extension of prevention work by two dedicated officers for these six months (a Grade 5 Community Care Officer, and a Trading Standards Officer). This additional funding will allow:
 - work with partner agencies to visit and intervene to protect the additional victims identified by the national team.
 - responses to the increasing scams referrals coming into the Service via the Multi-Agency Safeguarding Hub (MASH), and social care colleagues.
 - further promote and develop the 'Friends Against Scams' initiative (at June 2017, 101 Friends Against Scams and 15 Scams Champions registered)
 - development of video material to promote awareness of mass marketing scams.
 - further promote and embed the national banking protocol.

Other Options Considered

15. With regard to the SCOPES service, the option of continuing with the current situation, where the Community Care Officer is based in the Adult Access Service, was considered. Given the fact that the SCOPES clinic takes place in the hospital and in order to ensure the continuity of the service to people attending the clinic, it is considered to be more appropriate to provide the social care support through the hospital based social work team.
16. With regard to the change of the team name from Framework to Mosaic, the option of maintaining the current name was considered. Given that the social care record system for the department has been upgraded to Mosaic and the team's role is to support this system it was felt that it is more appropriate to make this change alongside the upgrade.
17. Due to competing demands on Trading Standards Officer (TSO) time, exacerbated by the difficulties experienced with filling 3 vacant TSO posts due to a national shortage of TSOs, it has not been possible to commit other mainstream TSO resource to this mass marketing scams prevention work.

Reason/s for Recommendation/s

18. The change to the social care support arrangements for the SCOPES service is recommended to improve the service that is provided to service users, and to support good relationships between health and social care staff.
19. It is recommended that the name of the team is changed from Framework Development Team to Mosaic Development Team in order that the team name reflects the system it supports and develops as well as clarity for system users being supported by the team.
20. The further £49,000 requested from the Better Care Fund would provide the additional officer resources needed to enable the Trading Standards Service to effectively intervene to protect the predicted high number of mass marketing scams victims in the County, during the period to March 2018. Going forward, the intention is to consider the possibility of funding this work through the Improved Better Care Fund.

Statutory and Policy Implications

21. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

22. SCOPES is a Health led scheme and they fund the one day a week Community Care Officer post. Funding is currently recouped via the Adult Access Service budget and in the future this will be done by the Hospital Social Work team. There are no financial implications in relation to the Mosaic Development team.
23. The £49,000 requested from the Better Care Fund for the mass marketing scams prevention work will fund the salary and related costs of the two additional officers for the 6 months period October 2017 to March 2018. The officers will work alongside the lead Trading Standards Officer who dedicates 95% of her time to this scams prevention and safeguarding work and whose salary is funded from the Trading Standards Service staffing budget.

Human Resources Implications

24. With regard to the SCOPES service, there is no individual post holder and as such there are no specific HR implications.
25. The Better Care Funding for the mass marketing scam prevention work would be used to extend the fixed term contract of the temporary Community Care Officer currently undertaking this work for a further 6 months until 31st March 2018. The funding would also be used to employ a temporary officer via the Reed agency for the same 6 months period to backfill the Trading Standards Officer who is also currently involved in this work.

Implications for Service Users

26. For the SCOPES service, it is anticipated that the transfer of the line management to the Hospital Social Work team will improve the efficiency of the service and provide greater consistency to older adults who are seen in the clinic.
27. The extension of the mass marketing scams initiative will provide much needed additional capacity to intervene to protect further older residents at risk of losing their life savings to mass marketing scams.

RECOMMENDATION/S

That Committee:

- 1) approves transfer of management of support for staff attending the SCOPES clinic from the Adult Access Service to the Hospital Social Work Team (City Hospital).
- 2) approves the change of the team name from Framework Development to Mosaic Development team.
- 3) approves the allocation of £49,000 from the Better Care Fund for the extension of mass marketing scams prevention work by two dedicated officers for a further six months from October 2017 to March 2018.

David Pearson

Corporate Director, Adult Social Care, Health and Public Protection

For any enquiries about this report please contact:

Jennie Kennington

Senior Executive Officer

T: 0115 9774141

E: jennie.kennington@nottscg.gov.uk

Constitutional Comments (LM 10/08/17)

28. The recommendations in the report fall within the Terms of Reference of the Adult Social Care and Public Health Committee.

Financial Comments (OC 11/08/17)

29. The financial implications are contained within paragraph 23 of the report.

Background Papers and Published Documents

None.

Electoral Division(s) and Member(s) Affected

All.

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