

4th February 2013**Agenda Item: 7****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND
SUPPORT – OLDER ADULTS****UPDATE OF POLICY AND STAFF GUIDANCE: REVIEWING PERSONAL
BUDGETS****Purpose of the Report**

1. To summarise key changes within the new staff guidance for reviewing personal budgets.

Information and Advice

2. Every local authority has a legal obligation to review all existing community care packages, personal budget arrangements and care home placements. Department of Health (DOH) guidance *advises* such reviews should take place annually. Given the significant range of support provided by Nottinghamshire County Council, from single simple inexpensive care packages to others that are both complex and costly, the Department of Health also advises reviews should be 'proportionate'.
3. Historically, most local authorities have found the task of reviewing all existing care packages very challenging because of the high volume of cases involved. Hitherto Nottinghamshire County Council was able to complete a large number of reviews by issuing a review form for completion by independent care providers. Whilst this was an effective and low cost way of administering reviews, it did not provide a truly 'independent' review of the care provided. Furthermore, Department of Health guidance is clear; reviews should be carried out by staff other than those providing the service. For these reasons, the reviewing policy needed updating. Unfortunately, with more complex assessment processes in place, the challenge of completing all the required scheduled reviews remains, particularly if staffing costs are not to rise significantly.
4. To tackle this challenge, new Adult Social Care, Health and Public Protection guidance provides a framework whereby the most vulnerable services users can be identified to receive 'face-to-face' reviews, whilst other review 'types' can be used for more simple situations thus ensuring a 'proportionate' approach.
5. Before describing briefly the different review 'types', it is important to note, a service user or relative can ask for a review at *any time*. In addition, the majority of reviews completed within the department are not annual scheduled reviews but rather unscheduled reviews, whereby a service user requests reassessment because needs have changed.
6. The new guidance introduces *some* new arrangements whilst consolidating existing practice.

7. Below is a brief summary of the key changes:

- Minor amendments can be made more quickly and easily to existing care packages as these no longer require a face-to-face visit. Often changes can be agreed over the telephone, making it easier for staff but more importantly, more convenient for service users and relatives (section 2.1 page 3 of guidance).
- The guidance clarifies which cases should always have a 'face-to-face' review (section 8.1 page 15), describing key factors of vulnerability i.e. where service users' lacks capacity, where there has been a history of abuse and or the care support arrangements are complex and costly.
- In other situations, where the service user to be reviewed, has both simple and a single service of support, other approaches are available such as 'telephone reviews' and or review by 'correspondence' (section 8.2 page 16).
- In residential/nursing care homes, staff are advised to carry out 'surgeries' thereby undertaking a number of reviews of residents within the same care home setting.
- The guidance also emphasises the importance of reviewing carers' needs (section 3.7 page 8).
- Whilst different types of reviews are described, if during a 'telephone' review it becomes clear a 'face-to-face' review is needed, then the review types can be immediately changed.
- The guidance also outlines what is expected of staff when completing a review and an easy checklist has been made available for staff to use as an aide memoire.

Statutory and Policy Implications

8. 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

9. The Human Resources implications have been considered and it is not thought that there will be any impact on the current staffing establishment.

Financial Implications

10. None anticipated as a result of the introduction of this new policy and guidance.

Equal Opportunities Implications

11. The policy applies to all service user groups.

RECOMMENDATION/S

It is recommended that:

- 1) Subject to approval by the Adult Social Care and Health Committee the Reviewing Policy for Personal Budgets and staff guidance be approved and recommended for adoption by the Policy Committee at its next meeting.

DAVE HAMILTON

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Constitutional Comments (SLB 17/01/2013)

12. The Adult Social Care and Health Committee may approve the recommendations in the report and recommend to the Policy Committee that the policy be approved and adopted.

Financial Comments (CLK 23/01/2013)

13. There are no financial implications in this report.

Background Papers Available for Inspection

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.

- (a) See previous Departmental Review Policy documents.

Electoral Division(s) and Member(s) Affected

All.

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