

## **Adult Social Care and Health Committee**

**Monday, 22 April 2013 at 14:00**

**County Hall, County Hall, West Bridgford, Nottingham NG2 7QP**

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### **AGENDA**

- |   |  |         |
|---|--|---------|
| 1 | Minutes of the last meeting held on 25 March 2013  | 3 - 6   |
| 2 | Apologies for Absence  |         |
| 3 | Declarations of Interests by Members and Officers:- (see note below)<br>(a) Disclosable Pecuniary Interests<br>(b) Private Interests (pecuniary and non-pecuniary) |         |
| 4 | Tender for Replacing InfoCare System   | 7 - 10  |
| 5 | Progress on Development Initiatives in the Social Care Workforce   | 11 - 16 |
| 6 | Co-Production in Mental Health Services  | 17 - 24 |
| 7 | Pressures on Health and Social Care Services for Older People in Hospitals   | 25 - 30 |
| 8 | Work Programme   | 31 - 36 |

### **Notes**

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.

- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Paul Davies (Tel. 0115 977 3299) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.

## minutes

Meeting ADULT SOCIAL CARE AND HEALTH COMMITTEE

Date 25 March 2013 (commencing at 10.30 am)

### **Membership**

Persons absent are marked with 'A'

### **COUNCILLORS**

Kevin Rostance (Chairman)  
Stuart Wallace (Vice-Chairman)  
Reg Adair  
Ged Clarke  
John Doddy  
Rachel Madden  
A Geoff Merry  
Alan Rhodes  
Martin Suthers  
Chris Winterton  
Jason Zadrozny

A Ex-officio (non-voting)  
Mrs Kay Cutts

### **OTHER COUNCILLORS IN ATTENDANCE**

Councillor Mel Shepherd

### **OFFICERS IN ATTENDANCE**

Paul Davies, Democratic Services Officer  
Sarah Gyles, Committee Support Officer  
Paul McKay, Service Director, Promoting Independence and Public Protection  
David Pearson, Corporate Director, Adult Social Care, Health and Public Protection  
Anna Vincent, Independent Group Administration/Research Officer  
Jon Wilson, Service Director, Personal Care and Support for Younger Adults

### **MINUTES**

The minutes of the last meeting held on 4 March 2013 were confirmed and signed by the Chairman.

### **APOLOGY FOR ABSENCE**

An apology for absence was received from Councillor Merry (other reason).

### **DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **CARE AND SOCIAL FUNDING REFORM: GOVERNMENT RESPONSE TO THE DILNOT REPORT**

### **RESOLVED: 2013/028**

That the report be noted, and further reports be brought to Committee as more information emerges regarding the implications of the proposals for service users and the Council.

## **AGENDA ORDER**

With the consent of the Committee, the Chairman changed the order of the agenda.

## **DAY SERVICES MODERNISATION PROGRAMME - UPDATE**

### **RESOLVED: 2013/029**

- (1) That the completion of the day services refurbishment project as per the project budget and work schedule be noted;
- (2) That the progress of the Day Service Modernisation Programme to date and the work to be completed in 2013/14 be noted.

## **PROGRESS REPORT ON ESTABLISHMENT OF THE DISCRETIONARY NOTTINGHAMSHIRE LOCAL WELFARE ASSISTANCE SCHEME**

In presenting the report, Paul McKay informed the Committee that the scheme would be known as the Nottinghamshire Welfare Assistance Fund.

### **RESOLVED: 2013/030**

That the report be noted, and the Committee receive quarterly monitoring reports on the Fund.

## **SELF FINDING ADULTS RECEIVING COMMUNITY CARE SERVICES**

### **RESOLVED: 2013/031**

- (1) That the progress made on supporting people who self-fund in care homes be noted;
- (2) That approval be given to extending the support and advice to those people who self-fund Community Care Packages.

## **REABLEMENT SERVICES IN YOUNGER ADULTS TEAMS**

### **RESOLVED: 2013/032**

That the report be noted.

## **ALTERATION TO ESTABLISHMENT AND MANAGEMENT OF PHYSICAL DISABILITY SERVICES**

### **RESOLVED: 2013/033**

- (1) That a fourth Physical Disability Team be established from within the existing Broxtowe, Gedling and Rushcliffe Team.
- (2) That the following posts be established with effect from 1 April 2013, to be based at Sir John Robinson Way, Arnold, with approved car user status:

1 fte (37 hours) Team Manager, Pay Band D, scp 42-47

1 fte (37 hours) Advanced Social Work Practitioner, Pay Band C, scp 39-44

## **WORK PROGRAMME**

### **RESOLVED: 2013/034**

That the work programme be noted, subject to the inclusion of quarterly monitoring reports on the Nottinghamshire Welfare Assistance Fund.

The meeting closed at 11.40 am.

## **CHAIRMAN**



**22<sup>nd</sup> April 2013****Agenda Item: 4****REPORT OF THE SERVICE DIRECTOR FOR JOINT COMMISSIONING,  
QUALITY AND BUSINESS CHANGE****TENDER FOR REPLACING THE INFOCARE SYSTEM****Purpose of the Report**

1. To seek member approval to commence the first stage of the tender process to replace the current home care electronic monitoring system, InfoCare, with a new electronic system which will provide the Council with information to assist in the monitoring of outcomes and actual hours delivered to the service user.

**Information and Advice**

2. The current InfoCare system is used by the independent sector providers with whom the Council has a contract to provide home care services. The system is used to record the actual duration of time spent delivering care to the service user, enabling the Council to achieve best value by only paying for care delivered.
3. The system works by the care worker logging in and out of a small box unit sited in the service user's home, connected to the landline. Details of the call are then transferred via the landline to the Council's IT servers. This information then informs the Council as to the level of payment to be made to each of the home care providers.
4. Prior to implementation, the process was to pay providers on manual invoices submitted to the Council. This was both time consuming and complex, requiring significant input from administrative staff. In addition, there was no way of checking the duration claimed had actually been delivered, and this often resulted in paying for services not received.
5. Service users, who contribute to the cost of their care, also benefit from the Council's use of InfoCare, as they are contributing for actual services received.
6. In addition to visit data, the InfoCare system has also provided the Council with qualitative data, which has been used by Service Organisers and Market Development Officers to monitor the quality of care provided to service users, and to inform work with providers to improve the services they deliver.

7. Changes in the business such as the increase in Extra Care facilities and the government targets for increased personalised budgets, mean that electronic monitoring will need to adapt to collect monitoring and charging information from a much more diverse range of providers and organisations.
8. There is also the potential to offer the electronic monitoring system to service users and their carers in receipt of a Direct Payment to give peace of mind to families and ensure efficient use of personal budgets.
9. InfoCare has been used by the Council since 4<sup>th</sup> October 2008 to pay providers of home care and has proved to be successful in achieving efficiencies, but it is recognised that technology has advanced significantly over recent years, and electronic systems now have the capability to monitor more flexible services such as social inclusion activities, care delivered in extra care facilities and the night response service.
10. The Council is now approaching the end of its contract with InfoCare which presents the opportunity to test the market and source a system better suited to the changing needs of the business.
11. The Council is also in the process of considering a range of options for how Home Care Services, (care delivered in the service user's home), extra care housing and preventative focussed support can be delivered more efficiently and effectively. These contracts come to an end in March 2014. The tendering exercise for the new electronic monitoring system will need to be completed prior to this date, to ensure sufficient time to plan the transition of systems.
12. Whatever model of Home Based service is adopted, there will still be a need to have a robust electronic monitoring system in place. It would be helpful to have a new monitoring system identified prior to the invitation to tender for the Home Based service is released.
13. The intention is to procure the new electronic monitoring system through the Eastern Shires Purchasing Organisation (ESPO) framework. The framework offers a fast, low cost method for the procurement of electronic monitoring solutions and is available for use by any local authority or public sector body in the UK.
14. It is anticipated, that using this framework to procure the new system, will take approximately 6-8 weeks. This will enable the Council to identify the preferred solution in sufficient time for it to be included in the Home Based services invitation to tender.

## **Other Options Considered**

15. Consideration has been given to adopting a devolved approach where the provider purchases their own electronic monitoring system and provides the Council with details of the care delivered via an electronic feed. This approach would mean the provider would bear the cost of purchasing the system, however, the Council will not own the data and therefore the integrity of the data received cannot be guaranteed. In order to capture the data collected by providers, the Council's existing internal systems and resources would require significant redevelopment which would offset any initial savings.



16. In addition, prior to using InfoCare to pay providers, the Council operated a system of paying providers based on information they submitted via a return process resulting in payment for undelivered hours.
17. Under European Union Procurement Rules and under its Financial Regulations the Council is required to tender for this provision. To keep the InfoCare system is not an option as the existing contract expires in March 2014 and will need to either cease or commence the re-tender process.

## **Reasons for Recommendations**

18. The contract with the supplier of the InfoCare system, Tallon, comes to an end in March 2014.
19. Since the implementation of the InfoCare system in 2008 technology has advanced considerably and other systems may better suit the business as we move towards commissioning and payment on outcomes.
20. It is the optimum time to invite expressions of interest, to put in place new electronic systems which:
  - a) enable the service user to have greater choice and control
  - b) provide staff with the tools to empower their day to day working
  - c) help realise value for money for the overall service provision
21. Greater efficiencies can be realised in terms of identifying variations of commissioned hours against actual care delivered over time to highlight packages for review and potential reduction. This level of information would be resource intensive using manual systems such as submission of timesheets.
22. Electronic reconciliation of commissioned against actual care delivered enables the authority to pay providers electronically reducing the need for costly manual processes.
23. The Council will have more information to monitor the activity of providers to ensure continuity of care for the service user as the identity of the carer would be reported via the electronic system.
24. The continued use of electronic means of recording and paying for actual care delivered is recommended in order to ensure best value for the taxpayer and for service users and carers.

## **Statutory and Policy Implications**

25. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, 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.

## **Implications for Service Users**

26. The purpose of the proposed new system is to ensure that we can improve monitoring the service provided to service users and carers.

## **Financial Implications**

27. The existing InfoCare contract costs £210,000 per annum to maintain and the Council anticipates this maintenance cost to remain the same.
28. It is, however, anticipated that there will be one off implementation costs associated with the purchase of the monitoring devices. The cost will be met from the ICT Reserve and/or the ICT Social Care Reform Grant.

## **RECOMMENDATIONS**

- 1) It is recommended that approval is given to commence the tendering process for a new electronic monitoring system to replace the InfoCare system.

**CAROLINE BARIA**

**Service Director Joint Commissioning, Quality and Business Change**

**For any enquiries about this report please contact:**

Sue Dumelow

Team Manager Business Support South

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Tel: 0115 8546214

## **Constitutional Comments (NAB 21.03.13)**

26. The Adult Social Care and Health Committee has authority to approve the recommendation set out in this report.

## **Financial Comments (CLK 11.04.13)**

27. The financial implications are contained within paragraphs 27 and 28 of the report.

## **Background Papers and Published Documents**

None

## **Electoral Division(s) and Member(s) Affected**

All

ASCH116

22<sup>nd</sup> April 2013

Agenda Item: 5

## **REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND SUPPORT – OLDER ADULTS**

### **PROGRESS ON DEVELOPMENT INITIATIVES WITHIN THE SOCIAL CARE WORKFORCE**

#### **Purpose of the Report**

1. To report on progress made by the Nottinghamshire Partnership in relation to funding received from Nottinghamshire County Council to raise the standards of care through the development of the independent sector social care workforce.

#### **Information and Advice**

2. The Partnership has three funding streams that it currently receives to deliver its main purpose, which is to raise the standard of care delivered to people in Nottinghamshire through ensuring that the social care workforce has the required levels of skills, knowledge and behaviours. This report will set out the outcomes that have been achieved under each of these funding streams, with particular attention to the funding received from Nottinghamshire County Council's Adult Social Care and Health Committee.
3. Nottinghamshire County Council is hosting the Nottinghamshire Partnership which supports access to three funding streams. These include:
  - a) Rollover monies from the Workforce Development Grant (£241,000 April 2013) – used to provide an annual programme of training for mandatory training and targeted development needs.
  - b) Monies received through the Skills for Care Innovation Fund (£88,000) – used for innovative projects that will add value to the services provided through the Partnership.
  - c) Funds invested by Nottinghamshire County Council (£352,000) – targeting sustained social care workforce development for the future as well as focusing on improving management of social care organisations and provision of high quality dementia care.

## **Outcomes achieved to date**

### **4. Quarterly face to face training programmes:**

- From April to December 2012 (9 months) 1,600 staff were trained from across 130 care settings.
- The training sessions varied from half a day to two full days depending on the subject matter.
- Average cost of training is £20 per course offering opportunity to support income generation for the Partnership.

### **5. Skills for Care Innovation Fund has enabled the Partnership to deliver four projects:**

- a) Action Learning Sets – to develop confidence and compliance evidence to meet the CQC Essential Standards. As a result a toolkit is being produced incorporating the good practice identified in order to share and support the whole sector.
- b) Leadership and Management Training – to strengthen the evaluation demonstrating a strong correlation between good managers and good standards of care.
- c) Coaching to Institute of Leadership and Management (ILM) level 3 award – to cascade best practice in organisations and to develop Best Practice Champions to improve best practice across other social care organisations in Nottinghamshire.
- d) Competence Framework for Person-Centred Moving and Handling – to provide a cost effective training model that encourages care workers to consider the personal needs of the individual, including dignity and safety.

## **Areas for Development**

### **6. Listed below are some of our areas for development:**

- Lack of engagement from lower banded homes that would benefit from bespoke training plans.
- Concern over income generation whilst hosted by Nottinghamshire County Council.
- Need to make sure that we work in partnership with the right contacts within local authorities to make sure that the market reflects their commissioning priorities.
- Lack of capacity and resource, including lack of a database to support the management information that is required.
- Lack of opportunity to tender for contracts that could support sustainability, due to not being an independent legal entity.

## **Nottinghamshire County Council Funding**

7. The £352,160 funding received from the County Council is to be used over a 2 year period (October 2012 until October 2014). The scheduled expenditure until the end of March 2013 amounts to £70,000. This has been committed as planned, and has enabled the two members of staff to be appointed, the website to be established and incorporated into the County Council's site and the dementia training to commence. The training involves over 80 staff from 28 care homes and runs from February until December 2013.

### The Business

8. The objective is that in 12 months' time the Nottinghamshire Partnership will be self-financing and accepted in the sector as the one organisation that supports care providers to meet their regulatory requirements. It will achieve this by providing a central point of contact for delivering excellent workforce development opportunities. Engagement with the sector is complex and a business model is being established in order to offer different types of customer contracts based on need. It is anticipated that this will attract strong membership and commitment from the sector. Evaluation evidence shows that approximately 1,800 delegate places will have been filled by the end of March 2013.

### The Offer

9. Care providers would be able to access the following workforce development opportunities to fulfil the offer to help them to meet their regulatory requirements:
  - Conferences, local network groups
  - Special interest action learning sets
  - E-learning and blended learning approaches
  - Face to face training with line management competence assessment
  - Best Practice Champions offering coaching and mentoring
  - Competence frameworks e.g. person-centred moving and handling
10. Local Authorities and other corporate organisations will be able to work with the Nottinghamshire Partnership to negotiate and design packages to shape their targeted market by:
  - raising standards to specified levels
  - meeting commissioning standards
  - delivering agreed programmes of learning and/or certification

### Development of a website and database

11. The website has been developed within the pages of the Nottinghamshire County Council website and this is being kept up to date. The statistics show that in December 2012 the Nottinghamshire Partnership pages received 3,053 unique page views.
12. A quote has been obtained to produce a purpose built database that will increase our capacity and provide a range of information that will help with the evaluation of the benefits of the training that the Nottinghamshire Partnership is delivering.

## Management Development

13. The aim is to develop management career pathways specifically for the social care sector. Access to career pathways will:
- encourage succession planning to avoid costly gaps when managers leave
  - raise the numbers of registered managers with the required level of qualification.
14. The career pathways being developed are for:
- new and aspiring managers using the new management induction framework to develop qualifications at levels 3 and 4; and
  - new and existing managers at level 5
  - continuing Professional Development guidance
15. Evaluation of the success of the management development initiatives will consider:
- turnover of managers and other staff
  - number of registered managers with management qualifications
  - the outcome of Nottinghamshire County Council audits and CQC inspections.

## Dementia

16. A dementia programme has been commissioned that is aimed at raising standards of dementia care in Nottinghamshire through implementing a person-centred approach. This programme has been designed to make a difference as it requires the participation and full commitment of the owner and registered manager.
17. Nottinghamshire County Council funds have already secured 80 delegate places on a nationally recognised person-centred dementia training programme. This first tranche of training covers 28 care homes across bands 1 to 5, including 6 of the Nottinghamshire County Council care and support centres. This forms part of the Nottinghamshire Partnership's holistic workforce development initiative, which covers:
- dementia awareness for all staff through e-learning
  - signposting for care staff to dementia qualifications at levels 2 and 3
  - training for social workers to support and place people with dementia
  - outcome measurement training for auditors of aspects of dementia care in quality frameworks.
18. Evaluation of this comprehensive training programme will consider a range of indicators that delegates will be trained to use, including quality of life, interactions, environment, well-being, occupation, pain reduction, behaviour prevention, personal and nursing care, relationships, specialism, staff impact and harm reduction.
19. The Nottinghamshire Partnership will also conduct a study that will be base-lined and repeated at annual intervals over a 2 year period that will look at reductions in the number of falls, admissions to hospital, medication errors, complaints etc.

## **Priorities over the next 6 months**

20. Listed below are our priorities over the next 6 months:

- Delivering management training in line with the career pathways developed.
- Recruiting to a further cohort of the 12 month dementia programme to support the drive for care providers delivering excellent dementia care.
- Designing a person-centred dementia care programme for home care.
- Developing the competence based frameworks.
- Evaluating the work done in 2012, including completing the evaluation report for the Innovation Funding Project (due to be completed at the end of March 2012).
- The Partnership will be working with the newly developed Steering Group to establish a Governance Board of Directors.
- Consulting with potential customers on the workforce development support that they would like to be able to access and pay for.
- Developing a front end relationship with the My Home Life Project in the delivery of the training to the care and nursing staff.
- Producing a report back to the Adult Social Care and Health Committee on the progress made for February 2014.

## **Statutory and Policy Implications**

21. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, 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.

## **RECOMMENDATIONS**

It is recommended that the Adult Social Care and Health Committee:

- 1) It is recommended that the Adult Social Care and Health Committee notes the contents of this report and receives a report on progress in early 2014.

**DAVID HAMILTON**

**Service Director for Personal Care and Support – Older Adults**

**For any enquiries about this report please contact:**

Claire Poole

Team Manager, Workforce Planning and Development for the Nottinghamshire Partnership for Social Care Workforce Development.

Email: Claire.poole@nottscc.gov.uk

**Constitutional Comments (SLB 09.04.13)**

26. Adult Social Care and Health Committee is the appropriate committee to consider the content of this report.

**Financial Comments (CLK 11.04.13)**

27. The financial implications are contained in paragraphs 3 and 7 of the report.

**Background Papers and Published Documents**

None

**Electoral Division(s) and Member(s) Affected**

All

ASCH117



**22<sup>nd</sup> April 2013****Agenda Item: 6****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND  
SUPPORT - YOUNGER ADULTS****CO PRODUCTION IN MENTAL HEALTH SERVICES****Purpose of the Report**

1. This report has been submitted to update the Committee on the development of Co Production services and approve funding for posts until March 2015.

**Information and Advice**

2. In 2010 Nottinghamshire County Council began consulting on the future of mental health day services. The government's mental health policy publication 'New Horizons' in 2009 had also focused on the improvement of the mental health and well being of the general population and emphasised the improvement of the quality and accessibility of services for people with poor mental health.
3. The changes in the services therefore had to offer:
  - a personalised approach to meeting individual outcomes;
  - aim to improve the mental wellbeing of the wider population-not just those who were already receiving specialist mental health services;
  - provide opportunities for early intervention and prevention;
  - encourage the development of natural social supports and personal independence;
  - provide an effective service that was good value.
4. In June 2011, the Council approved the report and recommendations for the day service modernisation programme. For mental health services, the following specific proposals were agreed:
  - The building based Mental Health Day services would be integrated with other day services' provision.

- People who were eligible for personal budgets could meet their individual outcomes via the purchasing of individualised support to engage in community activities.
  - A Co Production Project would be initiated to benefit those who would not be eligible for Personal budgets and to widen out accessibility to promote mental well being in the community.
5. Two workers were enabled from Day Services to become Co Production Development workers, with the third post being filled via the redeployment register. A Co Production Project Officer was recruited to in November 2012. These posts are temporary for two years (from April 2012) and are funded by Day Services Transformation funds.
  6. The Co Production Project aims to utilise its resources in a way which creates opportunities for people experiencing mental health difficulties to engage with community services.
  7. The service is designed to engage adults who have experienced mental health difficulties across Nottinghamshire with three locality teams operating within Ashfield and Mansfield; Bassetlaw, Newark and Sherwood; and Broxtowe, Rushcliffe, Gedling.
  8. Co-production will ensure that its activity is complementary to the Nottinghamshire County Council strategic priorities, as well as aligning to the Health and Wellbeing Strategy with particular reference to the following priority areas:
    - achieving mental health and wellbeing.
    - ensuring linkage with Community Mental Health Teams and the Reablement process so that staff members within those teams can knowledgeably 'sign-post' their service users to the appropriate local networks.
    - supporting the growth of social enterprises in the community.
    - raising aspirations through promotion of educational, training and employment opportunities, including development of social enterprise (where appropriate and identified as a localised need).
    - development of community networks which will help maintain members' health and wellbeing, so that reliance on statutory services is reduced.
    - development of community projects (e.g. music, horticulture, arts) which enable members to engage with as well as influence the planning, evaluation and delivery through the co-production practice approach.
    - development of micro-services by members, pertinent to the Mental Health and Well-being Strategy and localised need. For example Information Advice and Guidance (IAG) service for parents/family members, Mental Health and Wellbeing training packages for the private and public sector professions.
    - development of community venues and partnership working which result in complementary and mutually supportive practices.

- development of growth within the voluntary sector.
- development of growth within the social enterprise sector.

9. The Co-Production Project (CPP) has a number of key stages:

Stage 1: Sign Posting; An adult is signposted to the local Co-production Project team through the reablement pathway (reablement workers work with people when they are first referred into community mental health teams to prevent them needing long term support and help them engage with community facilities).

Stage 2: Co-Production Project (CPP) Engagement; Sign posted adults meet the local team and are introduced to the project and informed about its remit e.g. Co-Production. Time Banking will be explained and how people can contribute towards helping themselves, others and the community.

Stage 3: Time Banking (A volunteering scheme allowing the sharing of skills/time towards projects, activity, help, community etc). As a Time Bank member an individual can choose to exchange their time weekly, monthly or even yearly. They are encouraged to see themselves as an asset to the community, with a view to sharing their unique skill, knowledge, and experience in a voluntary capacity in return for a time credit, upon which they can request an exchange that benefits them. It is a reciprocal relationship.

They are asked to complete a membership application form and a skills check list will be available should the person wish to join the Time Bank. A Disclosure & Barring Service (DBS) form will be completed and proof of identification will be needed to do this. If an individual does not wish to have a DBS they are still able to join the Time Bank, but will not be able to have one to one exchanges.

Once an individual has joined the Time Bank and their references and DBS have been returned, they can offer to share their skills, request exchanges and attend workshops, social and educational activities and events. A handbook is made available to all Time Bank members along with a unique Time bank membership number.

Stage 4: Network Awareness; Here the team help enable links with other community projects and organisations, including the development of new groups/networks. Time Bank members will have access to lots of community links, support networks, and opportunities to re-engage with other provisions and services such as further education college courses, health programmes, allotments, art and music projects and even retail and charity work experience. This in turn should enhance their quality of life and develop their potential.

This stage also enables mutual partnership practice as opportunities are identified to work together and co-produce not only health outcomes for members but outcomes for services/organisations/communities.

Stage 5: Social Enterprise ;This final stage is about the development of co-produced services by members. They could be small micro-enterprises (e.g. selling arts and crafts) or larger ones (e.g. coffee shop, digital hub).

Linkage with external funding is encouraged and bringing in expertise from the business and voluntary sectors for example, Social Enterprise East Midlands, and Community Accountancy. The development of social enterprise not only helps co-production to reach its full potential, but also enables economic growth, routes to employment and training, the growth of charities and the voluntary sector as well as support statutory provision.

For example, the nurturing of a coffee shop enterprise at the Beeston Day Centre Site (Middle Street) enables the growth of the Mindset charity, and the up-skilling of its members through specific training (food hygiene certificate through Central College) who volunteer to run the enterprise. This in turn creates the potential to augment economic growth as the business can be expanded either by drawing in trade from the wider community, or as they diversify and start supplying a lunchtime 'sandwich run' for commercial offices established in Beeston. This in turn will give potential for new businesses to be developed.

10. Through feedback from members the impact on people's health and well being can be seen;

***One member who was previously mute began to re-develop her expertise at communication (she had once completed a degree in Administration) through Time Banking her skill by producing the Time Bank news letter. As well as earning credits she has gone on to find part time employment.***

***"...as the Time Bank grew, so did my confidence"***

***"...and making sure everyone was OK increased my self-confidence, awareness and self-esteem too"***

***"I have been able to do Journal Covering Workshops which I thought I would never be able to do...as well as doing workshops I have been party to some Guitar lessons, Alphabet Sign Language, Reiki, Relaxation, and Healthy Eating sessions all organised through Time Bank"***

***"What I have gained through being a member of Ashfield and Mansfield Time Bank has been more than time and skills. You acquire connections, a little community of friends with a common goal to share"***

***"Before joining Time Bank I hardly went out, had no motivation, I basically lost my way, but since joining I have started to find myself and started to gain confidence".***

11. The development of Co-production services has enabled the mental health services to provide alternatives to the traditional day services offer thus reducing the demand on day services. It also provided an alternative and cost effective means of providing preventative services which maintain independence for people who are not eligible for social care support. Many of the people who are involved in the co-production service have moderate level needs whilst their mental health is stable, however without this support their mental health may deteriorate such that they develop substantial levels of need and risk to their independence.

12. The Co-production service is now providing support to over 200 people, the majority of whom had previously relied on day services to provide their support. Prior to the

development of Co-production the authority's mental health day services were providing for these people at significantly higher cost to the authority.

13. The success of Co-Production and Time Banking as a model of engagement has been gaining interest from other services such as developing peer support for people who are new to the personal budget system, using Time Banking as a mechanism to engage peers who would be confident to offer information, advice and guidance (IAG) as a support package.
14. Age Concern and the County Council's older people's services have expressed interest in developing Time Banking as a universal model that builds community capacity to prevent loneliness and isolation, as well as encouraging community members to value the wealth of experience, skill and knowledge that older people possess. In turn, the scope of the 'University of the Third Age' (U3A) can be broadened if members are encouraged to 'Time Bank' in more disadvantaged communities.
15. The Adult Community Learning Service (ACLS) have recently become very interested in the Time Banking model and will build this aspect into their next business plan, with the idea that Time Banking could be included as part of their offer when learners have completed a community course and were looking at follow on activities, especially regarding volunteering opportunities.
16. Adult Care Financial Services are considering an approach which helps service users to understand their financial statements and manage them appropriately. We are therefore going to work together to encourage co-production, where volunteers from the wider community can be trained up to offer information and advice to service users and Adult Care Financial Services in order to help them make reasonable adjustments under the Disability Discrimination Act to their administration processes. This learning should therefore benefit all concerned.
17. Due to the success of this service and the request to extend it to cover other groups of vulnerable people including older people and people with disabilities there is a requirement to extend the current investment in order to facilitate the expansion in provision. It is therefore being recommended that the current posts are extended for a further twelve month period. With this additional time, the benefits of this approach could be spread out across other service areas, to provide a One Council approach to improved health and wellbeing.

## **Statutory and Policy Implications**

18. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, 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.

## **Implications for Service Users**

19. The initial success of the project has meant that people experiencing mental health difficulties in their communities are being engaged in developing a flexible and varied programme of activities. Although the feed back so far has been very positive, the potential

for this way of working has not yet been fully realised. By lengthening the life span of this pioneering stage, scope to develop this into a fully interconnected sustainable model should be secured. This in turn should create a strong foundation on which to further expand capacity in the voluntary, statutory and business sectors thus developing a productive, and positive, relationship between 'citizen and state'.

### **Ways of Working Implications**

20. The additional posts will be accommodated within existing office space, working flexibly between community bases throughout the County.

### **Implications for Human Rights**

21. Outcomes for service users and their families regarding health and wellbeing have been growing significantly. As they engage with the service they become community members who are also exposed to the process of empowerment. The integrated co-production approach therefore creates a new environment where there is open access, inclusion and flexibility to respond to members' ideas and attributes. This has been seen to have a positive affect on their family life, and health, e.g. raising their self-esteem, or improving confidence, self-expression, team working, increased fitness levels, learning new skills or having more capacity to cope. Through working co-productively on projects and engaging in Time Banking peer networks emerge and social capital is improved.

### **Equalities Implications**

22. Until now the service has worked primarily with people who have experienced mental ill health. Expansion of the service to meet the needs of older people and people with other disabilities is now being considered. In addition it is proposed that the co-production members can be engaged in advising the County Council in making reasonable adjustments to current processes (such as billing and invoicing) to ensure the authority is complying with its disability equality duties.

### **Human Resources Implications**

23. The current posts are funded until 31<sup>st</sup> March 2014. The temporary nature of the posts means that staff are likely to leave for new posts prior to April 2014. It is therefore proposed that the current posts are extended for a further twelve month period. All posts carry an approved car user status. The posts are located in community bases throughout the County with the exception of the co-ordinator post which is based at Sir John Robinson Way.

24. The current establishment is:

3 x fte Co-production workers, Pay Band A temporary until 31<sup>st</sup> March 2014

1 x fte Co-production Coordinator, Pay Band C temporary until 31<sup>st</sup> March 2014

25. It is proposed to extend the temporary posts to 31st March 2015

26. The Trade Unions have been consulted and no comments have been received.



## **Financial Implications**

27. The project has initially been funded up until April 2014 from Day Services Transformation monies. This will cost: £216,324 for the Band A posts (including on costs) for the initial two years and £94,118 for the Band C post (including on costs) for initial two years.
28. The additional temporary funding of £163,119 required to extend the posts can be met from the NHS to Social Care reserve funding.

## **RECOMMENDATIONS**

It is recommended that the Adult Social Care and Health Committee:

- 1) Note the excellent work being undertaken by the Co-production services and the intention to expand this to other vulnerable groups in the county
- 2) Approves the 1 fte (37 hours) temporary Co-production Co-ordinator, Pay Band C, scp 39-44 (£43,176-47,784) be extended for a further year from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015 and the post continue to be allocated approved car user status.
- 3) Approves the 3 fte (37 hours) temporary Co-production workers, Pay Band A, scp 29-34 (£31,458-£36,645) be extended for a further year from 31<sup>st</sup> March 2014 to 31<sup>st</sup> March 2015 and the posts continue to be allocated approved car user status.

## **JON WILSON**

### **Service Director for Personal Care and Support - Younger Adults**

For any enquiries about this report please contact:

Tessa Diment

Group Manager Mental Health Services

Tessa.diment@nottscg.gov.uk

## **Constitutional Comments (SLB 09.04.13)**

29. Adult Social Care and Health Committee is the appropriate committee to consider the content of this report; it is responsible for approving relevant staffing structures. The Council's Employment Procedure Rules require Human Resources comments and trade union consultation where changes to staffing structures are proposed.

## **Financial Comments (KAS 11.04.13)**

30. The financial implications are contained within paragraph 28 of this 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.

- a. New Horizons – A shared vision for mental health - December 2009

<http://webarchive.nationalarchives.gov.uk/>

## **Electoral Division(s) and Member(s) Affected**

All

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**22<sup>nd</sup> April 2013****Agenda Item: 7****REPORT OF SERVICE DIRECTOR PERSONAL CARE AND SUPPORT  
OLDER ADULTS****PRESSURES ON HEALTH AND SOCIAL CARE SERVICES FOR OLDER  
PEOPLE****Purpose of the Report**

1. The report seeks to highlight the current pressures on services for older people within the health and social care system specifically in relation to Hospitals and inform the committee of the intention to improve services through a more integrated approach to their planning and delivery.

**Information and Advice**

2. Nottinghamshire's health and social care services are currently facing significant pressures caused by demographic change. Local hospitals are facing unprecedented demand and community based services are having to cope with large numbers of older people requiring care and support.
3. The Nottingham University Hospital (NUH) Trust has seen a 2.6% increase in the number of emergency admissions via Accident & Emergency, and a rise in demand for beds for people over 65 by 9% since January 2013. Similar increases in hospital attendances have been noted in Kings Mill and Bassetlaw hospitals.
4. As a result the Council's hospital social work teams have been responding to a considerable increase in referrals across the county. The social work teams at QMC and City hospitals dealt with a 50% increase in referrals in January 2013 compared to highest figures from the corresponding period last year. Their positive response to this increase in work prompted a letter of thanks from the NUH Trust Chief Executive, Dr. Peter Homa which is attached as an appendix.
5. A number of interim care and support services have been funded through the NHS Support for Social Care Funding, which was the subject of a previous committee report, and these have helped staff to deal appropriately with service users needing support to be safely discharged from hospital. These included additional Social care staff in hospitals, additional Home care capacity to cope with the increasing demand and the development of Assessment beds to provide an alternative assessment environment for patients. These services have helped to deal with recent pressures but it is now anticipated that current

demands on the system will continue and therefore a longer term approach is required to manage this. Experience in other health and social care communities such as South Warwickshire, Torbay and Sunderland has shown that commitment to a shared vision of more integrated care can lead to better outcomes for service users and patients.

6. The Community Programme was launched by NUH in July 2011 to identify issues of concern between primary and secondary care and improve the patient, carer and clinical experience. The Programme identified the 'frail elderly' as a priority area for a more integrated and systematic approach to planning and service delivery. In addition to this the Nottinghamshire Executive Team (NET) has sponsored work through Productive Notts, who are also engaged in supporting a number of joint initiatives to improve services for the frail elderly, e.g. the Integrated Care transfer (ICT) workstream seeking to improve discharges of care arrangements at NUH.
7. Nottinghamshire County Council's 'Living at Home programme' has enabled managers in the County Council to discuss with health colleagues in hospital and community settings how services can help reduce unnecessary admissions to hospital and long term care . As a result we have a more joined up approach and we are working more closely.
8. We continue to focus on how we can work differently across health and social care. As part of this the intention is to undertake a piece of work with the Nottingham University Hospital Trust which will involve partners 'walking the pathway' through the hospital to better understand how an older person experiences hospital care. This will lead to a better joint understanding of what services are required and will then help inform our integrated commissioning intentions for a more co-ordinated range of services that will better support people going home from hospital and avoid unnecessary hospital admissions.
9. It is hoped that the resultant proposals will create a more co-ordinated strategic approach which is affordable and sustainable in the longer term. Further reports will be presented to committee once these proposals have been developed.

### **Reason/s for Recommendation/s**

10. This report is for noting only.

### **Statutory and Policy Implications**

11. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, 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.

### **Implications for Service Users**

12. It is anticipated that service users will benefit from the new arrangements as there will be a range of services available to them that will help them transfer from hospitals and assist in promoting independence

## **Financial Implications**

13. There are no financial implications resulting from this report, as the report is for noting only.

## **RECOMMENDATION/S**

It is recommended that:

- 1) The contents of this report be noted.
- 2) Further reports on the progress of this work are brought to Committee.

## **DAVID HAMILTON**

**Service Director, Personal Care and Support Older Adults**

**For any enquiries about this report please contact:**

Phil Teall

Group Manager, Older Adults Gedling

Phil.teall@nottsc.gov.uk

## **Constitutional Comments**

14. As the report is for noting only no constitutional comments are required.

## **Financial Comments (CLK 10.04.13)**

15. The financial implications are contained in paragraph 13 of the report.

## **Background Papers and Published Documents**

None

## **Electoral Division(s) and Member(s) Affected**

All.

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Please ask for: Chief Executive's Personal Assistant

Our Ref: PH/kj/2013-015

28 January 2013

Mr Mick Burrows  
Chief Executive  
Nottinghamshire County Council  
Sent by email: [michael.burrows@nottsccl.gov.uk](mailto:michael.burrows@nottsccl.gov.uk)

Mr Ian Curryer  
Chief Executive  
Nottingham City Council  
Sent by email: [ian.curryer@nottinghamcity.gov.uk](mailto:ian.curryer@nottinghamcity.gov.uk)

Dear Mick and Ian

At the last meeting of the Nottingham Executive Team (NET) all of the Chief Executive's and Chief Operating Officers expressed their gratitude and appreciation for the exceptional efforts provided by the Social Services teams in each of the organisations. We agreed that I would write to you, on behalf of all NHS colleagues, to convey this message.

I hope that you will be able to share this letter of praise with your colleagues and look forward to seeing you in the near future.

With kind regards

Yours sincerely



**Peter Homa**  
Chief Executive

cc NET members



**22 April 2013****Agenda Item: 8****REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND  
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To consider the Committee's work programme for 2013.

**Information and Advice**

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chairman and Vice-Chairman, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the new committee arrangements, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme. It may be that the presentations about activities in the committee's remit will help to inform this.
5. The work programme already includes a number of reports on items suggested by the committee.

**Other Options Considered**

6. None.

**Reason/s for Recommendation/s**

7. To assist the committee in preparing its work programme.

## **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.

## **RECOMMENDATION/S**

- 1) That the committee's work programme be noted, and consideration be given to any changes which the committee wishes to make.

**Jayne Francis-Ward**  
**Corporate Director, Policy, Planning and Corporate Services**

For any enquiries about this report please contact: Paul Davies, x 73299

## **Constitutional Comments (HD)**

1. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments (PS)**

2. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

## **Background Papers**

None.

## **Electoral Division(s) and Member(s) Affected**

All



## **ADULT SOCIAL CARE & HEALTH COMMITTEE - WORK PROGRAMME**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>22<sup>nd</sup> April 2013</b>			
Adult Access Team	To seek approval for alteration to the establishment of the Adult Access Team	Service Director for Promoting Independence and Public Protection	Jane North
Pressures in Hospitals	To report on Pressures on Health and Social Care Services for Older People	Service Director for Personal Care and Support – Older Adults	Phil Teall
Electronic Monitoring System	To seek approval for the purchase of an electronic monitoring system to monitor care provided by the independent sector providers of Home Care.	Service Director – Joint Commissioning, Quality and Business Change	Sue Dumelow
Nottinghamshire Partnerships	Update on the progress on development initiatives within the social care workforce.	Service Director for Personal Care and Support – Older Adults	Claire Poole
Development of Co-produced Services in Mental Health	To report on the development of co-produced services in mental health	Service Director for Personal Care and Support – Younger Adults	Tessa Diment
<b>May 2013</b>			
<b>June 2013</b>			
Project to develop the Nottinghamshire partnership for social care workforce development training function to shape the independent social care workforce	Update on progress of the Social Care Workforce Development	Service Director for Personal Care and Support – Older Adults	Anita Astle/Richard Burke
Supporting People Deaf Floating Support Service Commissioning Update	To provide an update on progress made with commissioning the deaf floating support service	Service Director – Joint Commissioning, Quality and Business Change	Beth Cundy
Day Service Modernisation Programme – Outcome of	To report on the outcome of the consultation on the transfer of all day service catering staff and associated	Service Director for Personal Care and Support – Younger Adults	Wendy Lippmann

**Updated 15.03.2013 - SEG**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
consultation on the transfer of all day services catering services	catering budgets to the Catering and Facilities Team		
Living at Home – Extra Care – Care and Support Specialist Housing Fund Bid	To report on the outcome of the bid for funding to the Department of Health and the Home s and Communities Agency's Care and Support Specialised Housing Fund.	Service Director for Personal Care and Support – Older Adults	Cherry Dunk/ Paul Boyd
Proposals for redesign of community based services	Update on redesign of community based care services.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Overview of Adult Social Care and Health savings and efficiencies programme	Update on progress of projects in dept and savings made to date.	Service Director – Joint Commissioning, Quality and Business Change	Kate Revell
Carers Strategy - Update	Update on Carers Strategy and how the additional funding will be used across Health and Social Care.	Service Director for Personal Care and Support – Older Adults	Penny Spice
Contributions towards a Personal Budget Policy	To report to Members on contributions towards a Personal Budget Policy	Service Director – Joint Commissioning, Quality and Business Change	Judith Horsfall
Services to Support Young People in Transitions - Update	Update on the work taking place on the transition from Children's to Adult Services.	Service Director for Personal Care and Support – Younger Adults	Jon Wilson
<b>July 2013</b>			
Shared Lives Policy	To report back to Committee on the implementation of the Shared Lives Policy	Service Director for Personal Care and Support – Younger Adults	Cath Cameron Jones
Care Quality Commission – Secondment of an Officer – progress report	To report on the progress of the Secondments.	Service Director – Joint Commissioning, Quality and Business Change	Caroline Baria
Funding For Substance Misuse Social Worker Posts	To report back on the outcome of the consultation period regarding the social care element of residential placements for substance misuse and that any therapeutic element of the placements is sought from the NHS.	Service Director for Personal Care and Support – Younger Adults	Tessa Diment

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
Supporting People – Tendering Accommodation Based Services	To provide an update on Tending Accommodation Based Services	Service Director – Joint Commissioning, Quality and Business Change	Beth Cundy
Nottingham Welfare Assistance Fund	Quarterly update on the Nottingham Welfare Assistance Fund	Service Director – Promoting Independence and Public Protection	Paul McKay
<b>September 2013</b>			
Update on the progress of assistive technology use in maintaining the independence of vulnerable people	Update on the progress on the Assistive Technology (see report of the 29 <sup>th</sup> October 2012)	Service Director for Personal Care and Support – Older Adults	Mark Douglas
Transforming Care – Nottinghamshire’s Response to Winterbourne View Hospital	To provide an update on the local action being taken to respond to the national concerns.	Service Director for Personal Care and Support – Younger Adults	Jon Wilson
<b>October 2013</b>			
NHS Support for Social Care	To report back to Members as stated in the report on the 29 <sup>th</sup> October 2012	Service Director for Personal Care and Support – Older Adults	Jane Cashmore
Nottingham Welfare Assistance Fund	Quarterly update on the Nottingham Welfare Assistance Fund	Service Director for Promoting Independence and Public Protection	Paul McKay
<b>November 2013</b>			
<b>December 2013</b>			
<b>January 2014</b>			
Care Quality Commission – Secondment of an Officer – final report	To report on the conclusions of the Secondments.	Service Director – Joint Commissioning, Quality and Business Change	Caroline Baria
Nottingham Welfare Assistance Fund	Quarterly update on the Nottingham Welfare Assistance Fund	Service Director for Promoting Independence and Public	Paul McKay

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>Lead Officer</u>	<u>Report Author</u>
		Protection	

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