

9th September 2013**Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR FOR PERSONAL CARE AND
SUPPORT – OLDER ADULTS****OVERVIEW OF PERSONAL CARE AND SUPPORT FOR OLDER ADULTS****Purpose of the Report**

1. To provide an overview of the responsibilities and services provided by the older adults services.

Information and Advice**Key areas of service**

2. The Service Director for Personal Care and Support (Older Adults) holds the responsibility for a range of diverse services across the County. These include assessment and care management services as well as some direct provision of services to people predominantly over the age of 65 years. Older adults services consist of:
 - Services for older people who have mental health issues
 - Services to people in a hospital setting
 - Community-based services provided in people's own homes
 - Residential and respite services
 - Specialist short term services such as intermediate care and assessment beds
 - Services providing support and assistance to carers
 - Safeguarding investigations to protect the most vulnerable
3. **Demographics – The Local Picture** - The expected increase in the number of older adults across Nottinghamshire is well documented and understood. Currently, 18.1% of the population are over the age of 65 years (150,200) with a predicted increase of 29% by 2025 (194,500). In particular the increase in people over the age of 85 is of significance as the majority of services are provided to those over the age of 80. The table over the page gives the latest predictions for the County in comparison to similar Counties.

Projected growth of population 85 and over (2012-2030)

	2012	2015	2020	2025	2030
Nottinghamshire	19,800	21,500	25,200	30,700	38,300
Derbyshire	20,200	21,900	25,900	31,500	40,300
Leicestershire	16,100	18,200	22,00	27,100	34,000
Lincolnshire	20,400	22,600	27,100	33,700	42,600
Staffordshire	20,500	22,900	28,000	35,400	45,300
Warwickshire	13,700	15,200	18,300	22,800	29,200

4. **Current Demand and Cost for Services** – Older adult services provide care and support to almost 14,000 older adults across the County. There are currently 5,585 service users over the age of 65 years, receiving a personal budget, of which, 975 receive this through a direct payment. The net revenue budget for older adult services for 2012/13 is £105 million, of which, over 70% is spent on long-term nursing and residential care.
5. Over 9,600 people receive care and support services in their own homes and assessment staff have completed 5,614 new assessments from April 2012 until March 2013 and carried out 17,719 reviews during the same time period.
6. Through the development of services providing real alternatives to long-term care over 100 people last year were diverted from long-term care, enabling them to continue to live with appropriate care and support, at home or in alternative accommodation in local communities.
7. **Assessment and Care Management Services** - there are currently fourteen district-based social work teams providing a range of assessment and care management services to older adults. These are formed around four localities and provide assessment of need as well as support planning to service users and their carers. Social work staff are involved in safeguarding work to ensure that vulnerable older people are able to live as safely as possible and assist in identifying and reducing risks that people live with on a daily basis. The number of safeguarding referrals received has increased over the last two years; consequently the numbers of assessments have also increased.
8. **Referral rates and safeguarding assessments aged 65+**

2011-12		2012-13 actual (Apr to Aug)		2012-13 predicted	
Referral	Assessment	Referral	Assessment	Referral	Assessment
1438	581	787	289	1889	694

9. Social work teams have recently been restructured creating multi-disciplinary teams combining Occupational Therapy and Social Work services into single teams.
10. **Occupational Therapy Services** - Occupational Therapists in older adult's services work across the County. Occupational Therapists can be instrumental in

promoting independence and enabling people to remain in their own homes, providing advice, equipment and adaptations thereby enabling people to live safer in a homely environment.

11. The objectives of the Occupational Therapy Service in Nottinghamshire are to assist people with a physical impairment to achieve health and wellbeing by improving their ability to carry out daily activities. This is done by placing the emphasis on supporting independence and enabling people to achieve their maximum potential.
12. There is a range of equipment and adaptations to people's homes that can be provided through the Occupational Therapy Service. These are delivered to people following an assessment and equipment is provided through the ICES (Integrated Community Equipment Store) service. This is an equipment service jointly funded with health partners and operated by the Red Cross.
13. Pilots are underway training Community Care Officers in two integrated teams to be able to undertake social care and Occupational Therapy assessments. It is anticipated that this will deliver a more flexible and efficient service by reducing the need for duplicate visits by more than one member of staff.
14. We have also established an Occupational Therapy intake team at the Customer Service Centre who now deal with a number of Occupational Therapy enquiries and redirect or address the issues directly. This has resulted in a speedier service for many and helps to manage the demand for services from the community based teams.
15. There are a number of factors that are placing increasing demands on the need for Occupational Therapy services. These include demographic changes, an increase in people wishing to remain or return home at the end of their lives, and service users' choice which has increased the numbers of people with complex health needs and disabilities being cared for in their own home.
16. **Hospital based social work teams** - There are hospital based social work teams based in the five main acute hospitals across Nottinghamshire. These teams work alongside Health colleagues to facilitate safe and timely transfers from hospital enabling people to return to their own homes in local communities wherever possible. We are working closely with Health to develop and improve integrated teams to maximise joint working and enable patients to be discharged from hospitals in a safe and timely manner. In June approximately 550 referrals were received by the hospital social work teams, of these we had 37 people delayed in hospital due to social care the majority of who were waiting for home care services. We are determined to reduce this further through the joint initiatives underway across the County.
17. **Older People with mental health issues** – there are a range of services provided enabling people with mental health issues to continue to live in local communities wherever possible. Many of these services are provided jointly with Health including specialist intermediate care teams and social care support to Memory Assessment Services (MAS). Early diagnosis of dementia is one of the

key aims of the National Dementia Strategy¹ and locally Clinical Commissioning Groups have committed additional funding to extend the provision of MAS across the County. Advice, guidance and support is crucial to people who are newly diagnosed and their carers and research has shown the early information and support can prevent crisis situations occurring and delay the need for statutory services. Nottinghamshire County Council jointly funds a MAS social care support service which is currently provided by the Alzheimer's Society.

18. **Mental Health/intermediate Care Teams** - provided jointly with Health the teams work specifically with people living with dementia and their carers in local communities to provide support and enable independent living where appropriate. Last year, 232 people received a service, as a result of which 162 remained in their own home and only 22 were admitted into a care home. The other 48 were admitted into hospital, short term care or died. An evaluation of the service showed that of the people that remained at home 75% were still at home 90 days after discharge from the service and after 180 days 67% were still at home.
19. The Clinical Commissioning Groups have made a commitment to extending this service into all districts. From October 2012 the existing teams of Rushcliffe, Newark and Sherwood, and Broxtowe have been joined by teams in Bassetlaw, Mansfield and Ashfield, and Gedling. These teams are funded mainly through the Clinical Commissioning Groups with annual team costs at around £400,000 per team, with the social care contribution being social work support to each team.
20. **Specialist Short-Term Services** - a range of services are currently provided to facilitate early discharge and to try and prevent direct admission into long-term care from hospital settings. These pilot assessment beds are based in seven care homes providing 33 beds. In the first six months 99 people were accepted into an assessment bed; on discharge 27 of those returned home and only 17 were admitted into a care home, the remaining people were either admitted back into hospital, short-term care or died. This service works in conjunction with the Reablement Service as well as Intermediate Care. We are currently reviewing the range and number of services we provide as a part of the work we are doing with health to transfer patients from hospital into community settings where we can provide a range of reablement services and joint assessment facilities. We anticipate an increase in the number of places we provide in the near future
21. There are a number of short-term care beds available throughout the County, providing much needed respite for carers. Last year over 700 people benefited from short breaks in these establishments receiving over 2,529 weeks of respite care (compared to 2,029 in the previous year).
22. **Residential Care Homes** - following the sale of six local authority Care Homes to the independent sector, the authority has retained the remaining six homes across the County. They are currently providing specialist short-term care, gradually reducing the amount of long-term care provision in the future. These

¹ [Living Well with Dementia – a National Dementia Strategy](#) – 3rd February 2009 – Department of Health

homes currently provide 157 beds achieving an occupancy level of 84% over the last 12 months.

23. **Extra Care Housing** – the authority, in partnership, currently provides 153 extra care places in five establishments throughout the County. It has been recognised for sometime that additional extra care housing facilities are required in order to provide a real alternative to long-term care. The authority has entered into a procurement exercise investing £12.65 million to develop up to seven extra care housing facilities over the next four-five years. Committee has received a number of recent reports updating on progress so far and a further report will be presented to Committee today.
24. **Residential Care Services – Independent Sector.** In 2012/13, the authority spent over £70 million on long-term care contracting with over 169 residential and nursing care home providers throughout the County. The authority currently financially supports 2,877 older people in long-term care.
25. **Living At Home Project** – as one of the key savings and efficiencies projects the Living at Home programme consists of six separate projects developing alternatives to long-term care and looking at new ways of enabling older adults to live at home. These projects are as follows:
 - Extra care housing
 - Use of Assistive Technology
 - Demand Management – looking at ways to avoid or delay unnecessary admissions
 - Joint working with Health
 - Reablement
 - Care and Support Centres (the six care homes still owned by Nottinghamshire County Council)
26. These projects collectively aim to divert 483 people away from long-term care over the next four years. This will result in efficiency savings of £3.1 million over the same time period.
27. A programme board has been established and launch events have been held with staff and partners to engage them fully in the six projects.
28. **Carers Services** - According to the 2011 census, there are approximately 90,000 carers in Nottinghamshire (an increase of 7,500 in the last decade). Of these more than 57,000 provide between 1-19 hours of care per week and the number of carers providing over 50 hours of care has risen to 21,680.
29. All older adult carers are entitled to a carers' assessment. A person can have a carer's assessment whether or not the person they care for has had a community care assessment. In 2011/12 over 3,380 people received a carer's assessment.

Summary of services available to Carers

30. **Breaks for carers** - these are planned following the completion of a community care assessment for the service user. Whilst there is no charge for services provided as a result of a carer's assessment, services provided to the service user following a community care assessment, are subject to financial assessment to establish whether a financial contribution is payable.
31. **Carers' Personal Budget** - The authority provides carers with a personal budget as a one-off payment of up to £200 to help carers look after their own health and wellbeing. This personal budget is often used to assist with a return to work, domestic help and other arrangements which foster the health and wellbeing of carers and enhance their ability to continue caring. During 2011/12, 603 carers received this one-off payment.
32. **Assistive Technology for Carers** - Some carers are eligible for 'Assistive Technology for Carers'. This free scheme provides equipment which can alert the carer, through use of sensors and a portable pager unit, if the person they care for needs help.
33. **Carers' Crisis Prevention Scheme** - North Nottinghamshire Crossroads and East Midlands Crossroads are commissioned to run the crisis prevention scheme, which enables the service user to be looked after at home if the carer has an unforeseen or emergency situation, e.g. admission to hospital or death of a relative.
34. **Emergency Card** - The emergency card is a free small card which identifies the cardholder as a carer in the event of an emergency, when emergency contact arrangements are triggered.
35. **Advice and information for carers** - The Carers' Federation are commissioned to provide free advice and information to all carers. The Carers' Federation also provides information regarding local support groups and services for carers. We have placed a carers worker in the Adult Access Team to provide immediate advice and support to carers at the front end.
36. **'Looking After Me'** - This is a free course run by Nottinghamshire County Health Partnerships, available to adults who care for someone living with a long-term health condition or disability. The course helps carers to make time to look after themselves.
37. **Information for carers** - This is made available as a factsheet and on the Council's website, including links to national resources, e.g. Carers Direct, Carers UK, NHS Choices, Direct Gov, and the Princess Royal Trust for Carers. These will provide general and specific information e.g. Carers' Rights, Employment and Education, Money and Benefits, Health Services.
38. **Nottinghamshire Information Prescriptions** - also provides a wide range of information relating to long-term conditions, for example stroke and dementia.
39. **Carers' Strategy** - A report to Committee on the 22nd of July 2013 outlined the strategic plans for the development of additional services for Carers and following

Committee approval we are now progressing the plans in line with this joint strategy.

40. **Budget for older adults** – The total net budget for older adults services is £105 million. The County Council has also received additional funding from the Department of Health in order to address some of the current pressures in older adult services. In 2012/13 this additional funding totalled £9.262 million which is to be used to address ongoing pressures and explore new ways of working more closely with Health as well as contributing to improved health and social care outcomes for the people of Nottinghamshire.
41. Key areas of spend include over £70 million on nursing and residential care and over £23 million on home care and direct payments.
42. **Performance** - overall performance of the service is improving and the department continues to benchmark against others to ensure continued improvement.
43. A key area of performance is in relation to the numbers of older people admitted into and financially supported by the Council in long-term care. This year there have been 208 admissions into long term care (April-June). This is a reduction on the same period last year and is below our target of 225 which has been set to meet our year end reduced target.
44. Whilst admissions are reducing there are still a higher number of older people living in long-term care than other comparable councils. Work is underway through the Living at Home programme to address this issue.
45. **Key Challenges** - The actual and predicted growth in demographics for older adults demonstrates the anticipated increase in demand for services. Supporting older adults living at home remains a challenge given the ageing population many of whom have multiple long term conditions, requiring significant health and social care support. Many traditional services e.g. home care were not established to meet the needs of older people with such complex and multiple conditions. There is, therefore, a need to transform many services to meet the growing and changing needs of our population.
46. The service continues to work well with partners to facilitate safe and timely discharges from hospital. However, the recent unprecedented demand on the major acute hospitals has been challenging. Despite this, we continue to maintain good standards in terms of hospital discharge and have relatively few delays across the County.
47. The focus on avoiding unnecessary admissions into long-term care and hospitals combined with the need to discharge people from hospitals sooner will place increased demand on community-based services. Significant work is underway across the County in partnership with health to look at ways of improving services and maximising efficiencies through improved joined up working and where appropriate integrated services.

48. Safeguarding adults continues to be a high priority and is a clear focus for work both in communities and residential care settings. There has been a significant rise in safeguarding referrals in older adult's services, rising from 1,253 in 2010/11 to 1,438 2011/12. It is anticipated that the development of the Multi-Agency Safeguarding Hub (MASH) will help to manage this area of work in the future.

Areas for Further Development

49. Over the coming year further work will be completed, exploring closer joint working arrangements with a range of partners, including health. It is anticipated that a number of current pilot schemes will help to inform this work and lead to improved services for service users and their carers as well as delivering savings and efficiencies across the health and social care economy. The Council anticipates an increase in integrated commissioning with health to achieve identified joint objectives.
50. Building upon the range of real alternatives to long-term care remains a priority and best use will be made of the NHS Support to Social Care funding to trial a number of new services and implement new ways of working.
51. Work will continue to provide better and more timely information, advice and signposting (to other services) which will divert people who do not need social care services thereby enabling a greater focus of resources on those with the greatest risk of losing their independence.

Statutory and Policy Implications

52. 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.

RECOMMENDATION/S

- 1) It is recommended that the Committee notes and comments on the contents of the report.

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Constitutional Comments

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

Financial Comments (CLK 19/08/13)

54. There are no financial implications contained in 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. Previous reports to Committee on Extra Care Housing.
- b. Report to Committee on Carers' Strategy 2013-2014 – 22nd July 2013.

Electoral Division(s) and Member(s) Affected

All.

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