

Programme
Early Resolution £1.317m over 2018/19 to 2020/21
Work within the Programme
<p><i>Early Resolution</i></p> <p>This project extends the existing Early Resolution project through the adoption of the 3 Tier Model to engage with people who approach the Council for care and support:</p> <ul style="list-style-type: none"> • Tier 1 connects people to local resources • Tier 2 helps people whose problems have not been wholly addressed at Tier 1, with a focus on offering swift and appropriate support to help people regain their independence or develop new skills. This may include access to short term support. • Tier 3 helps those people who, after Tier 2, have ongoing care and support needs. <p>This approach applies equally to Service Users and Carers.</p> <p>In addition, it involves minimising variation between district teams and within the Adult Access Service in resolution of queries.</p> <p>Examples of what would be monitored include:</p> <ul style="list-style-type: none"> • The effective use of alternative provision. • % cases resolved at each Tier. • Number of cases progressing to assessment.
Impact / Benefits of the Programme
<ul style="list-style-type: none"> • A reduction of 15% or 637 people assessed for care and support and subsequent long term support by providing an alternative way of meeting their needs. • Less people will be formally assessed, but short term support will be provided to more people to help maintain or increase their levels of independence. • The approach will change where work takes place within current pathways. In practice, it should mean less people will be referred to district social care teams so capacity can be freed up to deal with the most complex cases. • More people will be on the best pathway possible and receive a timelier and proportionate response to their queries. • Reduced demand for long-term care solutions.
Resource Requirements of the Programme
Resources to deliver this work are outlined and contained in the main body of the report.

Programme
Promoting Independence Interventions £12.751m over 2018/19 to 2020/21
Work within the Programme
<p>This programme of work will look at changes across 3 main areas that can be summarised as:</p> <ol style="list-style-type: none"> 1. Older Adults Interventions

2. Younger Adults Interventions
3. Cross Cutting Interventions

More detail on what this includes is set out below:

Older Adults Interventions

This work builds upon projects approved at previous committees. It brings together 3 projects:

- Improve best practice and decision making in support planning
- Increase capacity in reablement
- Ensure short term provision is used to maximise independence

Improve best practice and decision making in support planning

This will look to improve the consistency of support planning to minimise any variations in practice across teams and ensure best practice is shared and supported. Specifically, in hospital settings, better decision making will be supported by ensuring easier access to community and prevention service as part of discharge arrangements.

This activity has already been approved at 9 October 2017 ASCH Committee.

Increase capacity in reablement

In reablement the aim is to increase the capacity of the START reablement service by 709 people.

The current position is as follows: the total number of people entering the service in 2017/18 will be 2,043 (predicated), which is a rise of 109 people or 8.2% on 2016/17 figures. The reablement service also delivers excellent outcomes with 94% of people still at home after 91 days following reablement. The percentage of people 2017/18 (to end December) requiring no homecare package following reablement was 75% or 885 people.

The increase in capacity will be achieved through the following action to improve its effectiveness and efficiency:

- Increased therapy oversight (through more frequent reviewing, effective support planning and supervision and improved goal setting)
- Improving the speed at which people are able to leave the service
- Working with social care and health teams to build a better understanding of START to ensure the service is being used to its full potential, and correct referrals are received.
- Expanding the service to further needs, such as low-level dementia, to help people who still have the potential for more independence.

This approach builds on project activity already approved at 9 October 2017 ASCH Committee. Specifically:

- Extending scheduling to the START team, to help release capacity to release staff time for face to face reablement work.
- Implementing a charging policy for homecare, at the point the reablement work is completed, for any people who remain in START.

Ensure short term provision is used to maximise independence

This project will improve access to short term provision to ensure the right interventions to maximise independence. This will be achieved by:

- Reviewing the current availability of settings (short and medium term) and designing the required level of settings.
- Redefining the acceptance criteria for each setting.
- Exploring the potential to commission on a more outcomes-focussed basis.

2.Younger Adults Interventions

This work will focus across three areas in younger adults and they are summarised below. The overall aim of this work is to ensure service users are supported to live as independently as possible with a good quality of life.

Promoting independence in current settings

This work seeks to ensure that service users in their current accommodation are supported to have skills to be as independent as possible. This means working with individuals to set goals to help them learn or relearn everyday independent living skills directly. It also involves more regular reviews to ensure goals are met. Once the need for support diminishes, the social care worker can work with the person and their family to safely reduce support.

Supporting service users to live as independently as possible

This work involves working with a person to move from institutional settings to more independent settings over time. This project builds on existing work to move younger people from residential care into supported living (which is a form of independent living where some element of staff support is available on-site). Work will also be undertaken to understand the potential for people in supported living to move to general needs housing. In both cases this work involves understanding which service users might be interested or suitable to move to more independent accommodation and the factors that need to be in place to facilitate this (for example available housing to move into).

This activity has already been approved at 9th October Adult Social Care and Health Committee.

Preparing for Adulthood – Improving Transitions between Children’s and Adult’s Services

This work seeks to explore and implement further options for greater working together across Children and Adult services, with the aim of:

- sharing information at an earlier stage on individuals requiring support into adulthood, especially those with complex needs
- ensuring a smooth transition for the individual
- maximising young people’s independence and life chances through inspiring a culture of enablement and progression
- prioritising support to service users where it will have most impact.

This activity has already been approved at 11th September 2017 Adult Social Care and Health Committee.

3. Cross cutting interventions- This work refers to intervention that apply to service users in both older and younger adults and includes work across:

Reviewing

This existing approved project refocuses and extends priority areas for review by the Central Reviewing Teams. More detail on these are included in the report approved at 11th September ASCH Committee (Supporting the Delivery and Expansion of Assessments and Reviews).

As with the older adults and younger adults' interventions, the project will also seek to reduce variation in reviewing activity across district teams (volumes and average size of packages). Best practice will be shared between the Central Reviewing Teams and district teams. It will also look to encourage better use of preventative services such the Notts. Enablement Service.

Direct Payments

This existing approved project aims to develop the use of direct payments to ensure it is as cost effective as possible. This will be done through activity such as increase the availability and use of Personal Assistants (PAs) by service users and increased the use of pre-paid debit cards (PPCs) by service users.

This activity has already been approved at 25th February 2016 Full Council meeting.

Further Investment in Assistive Technology (AT) to Promote Independence

This approved project targets further investment in AT equipment and services to enable people to be more independent for longer and reduce the demand for community care and residential care where possible.

This activity has already been approved at 11th December 2017 Adult Social Care and Health Committee.

Income Generating Projects

The main focus of this work is improving the collection of Continuing Health Care (CHC) funding from Health partners for packages of care that are jointly funded with them and which have been commissioned by the Council on the behalf of Health. It also involves sharing learning with social workers on what is appropriate for Health to fund (and why), joint work with Health to improve processes and systems and cease case management of fully funded Health cases.

This activity has already been approved at 11th December 2017 Adult Social Care and Health Committee.

Impact / Benefits of the Programme

Older adults' interventions

- More service users will have benefitted from appropriate short term intervention, to support them to greater levels of independence
- Increased number of people receiving START Reablement (709 more people)
- Increased numbers of service users will be on the optimal pathway to maximise their independence
- Greater sharing of best practice will allow for improved consistency in support planning across teams leading to improved outcomes for service users

Younger adults: Promoting independence in current settings

- Service users' eligible needs may be met through community services, so reducing the reliance on paid support and promoting individual independence.
- Service users will be helped to gain skills to become more independent and as a result, support to access social activities can be reduced or withdrawn
- Providers will be required to develop links with community/voluntary organisations to provide resources.
- Providers will be commissioned for smaller care packages.

Younger adults: Supporting service users to live as independently as possible

- Potentially, a large number of service users will be supported to move to more independent accommodation.
- Providers will need to work with the authority to deliver a new support and accommodation strategy. This will mean a potential change in the market, with some providers exiting and new providers coming in.
- Service users will have greater independence and better quality of life in supported living services.
- Increased participation by service users in community based activities and day services.

Preparing for Adulthood – Improving Transitions between Children's and Adult's Services

- Young people will experience a more joined up and seamless transition into adults services.
- Some service users may have earlier engagement than they might otherwise have done from the Transitions Team.
- Some service users may no longer require support or be eligible for support (and signposted to external universal services), or may only be eligible for short-term support and, for those who are eligible, the level and type of support may vary.
- Increased independence for some service users & families, where progression is possible.

Cross Cutting Interventions

Reviewing

- More service users will be reviewed earlier or more frequently than previously, maximising the opportunity to increase or maintain their independence and reduce reliance on formal support.
- Increased use of community and voluntary support options for existing service users to maximise their independence
- Reduced use of homecare, day services and transport services as more service users are offered support that is a mixture of both formal and informal support to meet their needs.
- Increased consistency in support planning between the district teams and Central Reviewing Teams.

Direct Payments

- Improved choice of service options for service users.
- Increased use of Personal Assistants and Pre Paid Cards
- Reduced cost of Direct Payment packages.

Further Investment in Assistive Technology (AT) to Promote Independence

- Increased ability of service users to self-care and remain independent for longer.
- Increased opportunities to and prevent of falls and reduce hospital admissions.

Income Generation

- Increased income from collection of Continuing Health Care (CHC)

Resource Requirements of the Programme

The detail of this is contained within the separate Resource Plan.

Programme
Commissioning £3.838m over 2018/19 and 2020/21
Projects within the Programme
<p>The main focus of this programme is considering options around the use of some of the Department's Direct Services. In County Horticulture and the Work Training Service the Council are optimising opportunities to reduce running costs and increase income through commercial development, working with the Council's Commercial Development Unit.</p> <p>Relevant Direct Services under the scope of this work include:</p> <ul style="list-style-type: none"> • The County Horticulture and Work Training Service: at 5th February 2018 ASCH Committee approval was given to commence formal consultation with staff, service users and carers on a proposal to reduce the annual running costs of the service, and to report back to Committee on the consultation. • Care and Support Centres (CSCs): to make best use of the remaining CSCs for the period they remain open, with a view to reducing the numbers of long term residents and extending the provision of more short term and reablement services, such as respite, assessment beds, fall & fracture, transfer to assess, or any other short term provision. This will support the phased closure of the CSCs to coincide with the opening of Extra Care facilities across the County. <p>This activity has already been approved at 26th February 2015 Full Council meeting</p> <ul style="list-style-type: none"> • Shared Lives: increasing productivity within the service by investing in a new skill mix. This activity has already been approved at 25th February 2016 Full Council meeting
Impact / Benefits of the Programme
<p>The overall aim of this work is to:</p> <ul style="list-style-type: none"> • Make best use of the services and maximise productivity. • For some, support services to work in a more commercially focused way. • Promote greater community use of the services and their assets. • For some, explore and develop a range of new business opportunities in order to generate additional income to support the longer term viability of services.
Resource Requirements of the Programme
<p>Delivery of the programme is supported by existing approved resource. More detail on the resource requirements of the County Horticulture and Work Training Service are contained within the report taken to 5th February 2018 ASCH Committee (Adult Social Care and Commercial Development).</p>