

REPORT OF CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH

KEY ISSUES AND ACTIVITIES IN ADULT SOCIAL CARE AND HEALTH

PURPOSE OF THE REPORT

1. I am pleased to present the key issues and activities as Portfolio Holder for Adult Social Care and Health, since the last report to Council.

PROMOTING INDEPENDENCE AND PUBLIC PROTECTION

Assistive Technology

2. Sixty service users and carers have benefited from telecare equipment since ASCH started its new countywide telecare service in October 2011. The new telecare service is focusing on people with higher level social care needs and carers with significant caring responsibilities. The focus on people with more acute needs has led to an increase in requests for more advanced telecare, such as property exit sensors to alert carers when a person with dementia leaves their home at an inappropriate time.
3. One hundred and thirty-three (133) people with dementia have benefited from short-term assessments using the Just Checking system, since the initiative was rolled-out countywide in April 2011. Just Checking uses sensors placed around the home to record the daily living activities of people with dementia, who would otherwise be unable to communicate if they were managing at home. A pilot project in Nottinghamshire in 2010 showed that 14 out of 21 people with dementia previously assessed as needing residential care, could be supported to remain at home using the daily activity information provided by Just Checking.
4. Plans are being developed to roll-out use of assistive technology during 2012 for service users at key points in the customer journey, for example for people receiving the START service. Evidence shows that appropriate use of assistive technology can help to keep people independent and reduce stress for carers.

Pre Assessment

5. Following feedback from service user groups, who have asked for more information about the assessment process, a pre-assessment form has been developed.
6. The form is designed to support the assessment process and provide up-front information for people who approach the department for an assessment of need.

7. The aim is to help people to consider the impact of the assessment process and empower the person to think about their needs and support they want to meet their outcomes. The pre-assessment information ensures that they are informed about financial assessment, charging and eligibility criteria before the actual assessment visit. Consideration is given to the fact that in crisis or stressful situations not everyone retains what they are advised at the referral/contact stage.
8. It is hoped that the information will help them decide if they would need/want to continue with a full assessment. If they do they will be more prepared for the assessment process and be able to make a more informed choice in how they want to meet their outcomes.
9. It is hoped that with improved pre-assessment information the assessment process will be more efficient and provide a more positive experience for service users and carers.
10. The pre-assessment will shortly be piloted with the START assessment workers in order to evaluate the benefits for this group of people and help inform the use and how we can improve methods of communication and support before assessment takes place.
11. We have also identified areas within adult disability, whereby the pre-assessment will be used to assist with outstanding non-urgent cases to enable teams to prioritise workloads and gather relevant information prior to visiting.

Adult Access Team (AAT)

12. The Adult Access Team (AAT) is celebrating a year in existence. The team is based in the Customer Service Centre (CSC) and its purpose is to provide the best advice and information to potential services users and carers and, where necessary, refer to a separate team for full assessment. Recent statistics have shown that the AAT are beginning to reduce social care contacts from the CSC to District Teams.
13. The team has undertaken a series of briefings to district teams including Assessment and Care Management, Occupational Therapy, Physical Disability and Learning Disability Teams to raise awareness, provide up-to-date information on the team and get feedback. This is seen as important to improve the service and identify any training for AAT and CSC staff.
14. The implementation of the IVR (Intelligent Voice Recognition) system at CSC has been delayed until the end of January. Once on-line the system will further develop the role of the Advisers in the CSC Dedicated Adult Care Team and identify other training needs.
15. As part of the continuing progress with the Social Care Clinics, the AAT are working with the Newark and Bassetlaw Teams on a pilot project to identify the resources required in the beginning to end process for OT assessments at the clinics.
16. I would like to thank the Chairman, Councillor Keith Walker and Mrs Walker for their visit the CSC in November. The chairman met with the AAT Team Manager to hear about the work of the Team and how they support their CSC colleagues. Councillor Walker and Mrs Walker individually thanked all the staff on their visit.

JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE

Peer Review

17. Nottinghamshire County Council, through the Nottinghamshire Safeguarding Adults Board (NSAB), recently commissioned a review of adult safeguarding arrangements within Nottinghamshire.
18. This peer review was conducted over a six week period with a team of reviewers on site for six days in November 2011. The review is a learning process, which helps local authorities and partners to assess their current achievements and identify those areas where they could improve.
19. The independent lead reviewer (Mike Evans who is a former Director of Social Services) has produced a report detailing the findings of the review team and this was presented to the NSAB on the 19th of January 2012. The review team concluded that "Safeguarding Adults in Nottinghamshire is basically sound and there is much good practice." The review team identified a number of areas that they considered to be as areas of strength and good practice in Nottinghamshire. These included:
 - Effective leadership from the Board, the Council and its partners.
 - The electronic social care recording system (Framework i) which is used by adult social care, health and public protection is very good and the way the department is able to audit safeguarding adult records helps to improve practice.
20. As anticipated this comprehensive review also highlighted areas of safeguarding adults' practice that requires further development and improvement. These include:
 - Updating the departmental service user and carer strategy to ensure the authority always consult people about safeguarding services and ensures individuals who are subject to safeguarding processes are always included in decisions about themselves.
 - The local authority, through the Nottinghamshire Safeguarding Adults Board (NSAB), needs to consider whether to adopt new language, terminology and definitions. This would mean replacing the terms "vulnerable adult" and "abuse" with "adults at risk" and "harm". Some other local authorities have already done this because it is in line with a report published by the Law Commission.
21. All the recommendations contained within the report were examined at the NSAB meeting on the 19th of January and a subsequent action plan will be produced to help both the local authority and all the partners involved in safeguarding adults work to identify and prioritise areas for advancement and improvement.

Day Service Registers

22. Adult Care Financial Service has recently gone live with an IT system to record attendance, meals and transport to day services. The system allows fast and accurate recording of information which is then used to invoice service users. Service users will no longer have to bring in cash to pay at the day service and have more choice on how to make payments including direct debit, telephone and internet banking and by payment card at the post office.
23. The change will enable day service staff to spend more time with the service users.

County Enterprise Foods Meals at Home - Supply of Meals to Park Care Ltd

24. Members may be aware that County Enterprise Foods previously had a purchasing agreement with Park Care Ltd of Rotherham for the provision of frozen meals which was terminated in March 2011.
25. Since March 2011 a cordial relationship between County Enterprise Foods and Park Care has been maintained. The Strategic Business Review undertaken by Parallel Brand in July 2011 identified that there was potential to regain this business.
26. As a result of ongoing work by the Sales & Marketing Officer Park Care is now willing to enter into a one year service level agreement for the provision of 4,000 frozen meals a week (approximately 200,000 meals a year). There is existing production capacity in the Worksop factory to produce the extra meal volumes without incurring additional payroll costs.
27. This arrangement will commence from 1st March 2012.
28. The price which has been agreed is in line with the recommendations contained in the strategic business review and will yield an annual income of approximately £330,000. This will result in a contribution to overheads of £132,000 which will help to reduce the annual cost of the County Enterprise Foods Meals at Home service.

Supporting Community-based Service Users

29. The Client Finance Team (part of Adult Care Financial Services) are supporting community-based service users maintain their independence by issuing them with pre paid debit cards where the Department acts as either Appointee or Deputy.
30. The cards are provided by Advanced Payments Solutions, a partner organisation of the Cooperative Bank.
31. The team currently has 43 cards in circulation, and the benefits realised to date are:
- Service users cannot go overdrawn and so can only spend their agreed budget.
 - Card top ups can be set automatically to go daily, weekly or at an interval that meets the service users needs.

- Cards can be topped up instantly, enabling emergency situations to be dealt with quickly and effectively, with no need to travel to see the service user, and without the need for the service user to visit locality offices.
- Service users can use the cards at any cash point or merchant that displays the MasterCard logo.
- Service users don't require a separate bank account, and the card can be used as such if the service user has sufficient capacity.
- The service user can see current balances either via a cash point, on-line or via telephone.
- Cards can be locked to prevent service users accessing cash, which in certain cases can protect them from financial abuse.
- Cards can be locked against use at selected merchants if appropriate.
- There is no direct cost to the Council for this service.
- The Council as Appointee or Deputy can view transactions as they occur, preventing any possible financial abuse.
- Service users who have cards no longer require Council staff to deliver cash, thus saving staff time and travel costs, as well as reducing the inherent risk of staff carrying cash.

The use of these cards is very well received by the service users and their carers.

Future Joint Commissioning arrangements with Health

32. An event was held on 12th January to consider future joint commissioning priorities to recommend to the Health and Wellbeing Board. It was attended by Clinical Commissioning Group (CCG) Chief Operating Officers (COOs), GP Clinical Leads, Director of Public Health, Directors and Assistant Directors of adult and children's social care.

PERSONAL CARE AND SUPPORT – OLDER ADULTS

Social Worker of the Year Award 2011

33. I am pleased to report that Ian Baker, Nottinghamshire County Council, won the lifetime Achievement Award.

34. Ian has devoted most of his professional career to social work and specifically to campaigning for those with physical disabilities. As Manager of the Physical Disability Team in Nottinghamshire, he developed and expanded the team and participated in pilots on outcomes-focused social work and then in Self-Directed Support.

35. During his long career Ian gained the respect of service users, carers and team members alike. He worked tirelessly and creatively to set up complex care packages for profoundly

disabled people, giving them choice, flexibility and control. Described by colleagues as “an inspirational leader”, he always put the service user at the heart of his practice and pioneered the use of Direct Payments. Ian spent the last couple of years of his career at County Hall in the Self-Directed Support project team, laying down policies and procedures for the future ensuring that these policies were based on social work experience.

- 36. Ian changed people's lives. He impacted on service users and families, opening up for them possibilities that they had never dreamed of and he also changed the face of social work in Nottinghamshire by putting physical disability 'on the map'.
- 37. The judges were impressed not only by the length of Ian's career in social work and the excellence of his work and vision, but also because of his dedication to people with physical disabilities and his determination to get the best possible outcomes for them.
- 38. Ian richly deserves this award and I wish him well in his retirement.

PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

Evacuation of a Respite Care Centre for People with Learning Disabilities

- 39. On the 12th December 2011, Wynhill Lodge, a respite centre for people with learning disabilities in Bingham, had a power failure at 4.40pm. The Group Manager (Ian Masson) coordinated the incident for social care.
- 40. The Group Manager had commenced a ring-round for other bed spaces in the county and had contacted families who were able to collect residents.
- 41. Emergency Planning became involved at 6pm, when the Group Manager became concerned that the emergency lighting may fail whilst awaiting the response from the electricity board. It was decided to move people to the residential home's day room, to either await the power return or the allocation of alternative beds. It was felt that arranging a generator would take longer than the emergency lights would last.
- 42. With the support of St Johns' Ambulance crews which were organised through Emergency Planning the residents were evacuated to 3 different residential homes.
- 43. Power was restored the following morning and residents returned to resume their breaks.
- 44. I would like to thank Ian and the Wynhill team for being very organised and helping service users in a speedy and professional manner.

Care Quality Commission (CQC) Inspection of a Respite Care Centre for people with Learning Disabilities

- 45. An unannounced inspection of Kingsbridge Way respite care centre in Beeston took place in November 2011. The results have now been published on the CQC website. The Inspector met with residents and staff, and examined records at the service during a full morning of inspection.

46. The Group Manager (Ian Masson) is pleased to report that the result from the inspection is very positive with all of the inspected outcomes being met.
47. This is an excellent outcome for the committed work of the whole staff team at Kingsbridge Way and I would like to thank them for this.

COUNCILLOR KEVIN ROSTANCE
Cabinet Member for Adult Social Care and Health

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