

REPORT OF CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH

KEY ISSUES AND ACTIVITIES IN ADULT SOCIAL CARE AND HEALTH

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.

ADULT SOCIAL CARE, HEALTH AND PUBLIC PROTECTION

Caring for Our Future – Shared Ambitions for care and support

2. On the 15th September, the Government launched *Caring for our future: Shared ambitions for care and support*¹ – an engagement with people who use care and support services, carers, local councils, care providers and the voluntary sector about the priorities for improving care and support.
3. Six areas have been identified where it is believed there is the biggest potential to make improvements to the care and support system. These are:
 - Quality
 - Personalisation
 - Shaping local care services
 - Prevention
 - Integration (in partnership with the NHS Future Forum)
 - The role of the Financial Services.
4. The engagement runs until 2nd December. At the end of the engagement, the discussion leaders will bring together views about the priorities for change. This will help the Government decide what to do. The Government will publish a White Paper in the spring of 2012, alongside a progress report on funding reform. The White Paper will set out the approach to reform, to start the process of transforming the care and support system.

¹ http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_129923

Rota Visits to Adult Social Care Establishments

5. During September, I wrote to all County Councillors to gauge interest and support in continuing to undertaking Rota Visits inspection to Adult Social Care Residential and Day Services. I can confirm from the interest shown that these visits will continue and members will be contacted shortly. In the meantime a report was considered at the Social Care and Health Standing Committee on 17th October 2011 and it was agreed that a review group be set up to examine issues associated with Rota Visits.

Great British Care Awards 2011 – East Midlands

6. The Great British Care Awards are a celebration of excellence across the care sector. The purpose of the awards is to promote best practice within both home care and care homes sectors, and pay tribute to those individuals who have demonstrated outstanding excellence within their field of work.
7. The awards, whose principal sponsor is h.e.t. software, were supported by Nottinghamshire County Council. The event took place at the East Midlands Conference Centre on the 7th October hosted by Vanessa Feltz.
8. The Great East Midlands Care Awards is part of a series of regional Great British Care Awards. The winners from all the regional awards will then be invited to attend the National Events for either home care or care homes sectors at the prestigious London venue in May and June 2012.
9. There are a total of eighteen awards categories available for nomination, which represent all areas of the care sector, whether it be older people or specialist services, residential or home care. From frontline staff such as care workers and care managers to people who have made an impact in other ways such as training, specialist care and innovation.
10. Nottinghamshire County Council had nominations in the following categories:
 - The Putting People First/ Personalisation Award – Sue Mercer and the Nottinghamshire Aspergers Team
 - The Dignity in Care Award – Jane Buxton
 - The Care Trainer Award – Steph Pindor and Elise Adam.
11. The latter award is for staff employed by NHS Nottinghamshire County who were nominated by the County Council's Workforce Planning Team, who worked with them in partnership on End of Life Care Project – a broad training project for independent sector, health and social care staff on how to provide good quality care for people in the final stage of their lives.
12. I am pleased to announce that Sue Mercer, Business Support Administrator at Willow Wood won the Putting People First Award with the Nottinghamshire Aspergers Team being presented the runners up award. Jane Buxton, also from Willow Wood was runner up along with the two NHS Nottinghamshire County staff for their awards.

PROMOTING INDEPENDENCE AND PUBLIC PROTECTION

Social Care Clinics

13. I am pleased to report that Social Care clinics are now running in Ashfield, West Bridgford and Gedling. The West Bridgford clinic location is also being used for residents of Broxtowe. A site has been identified in Newark which is being progressed. Bassetlaw have yet to locate a suitable venue but this is actively being pursued.
14. The Gedling and West Bridgford clinics have evolved with different operating models and the staff involved will share their experiences to see which model might produce the best return for the staff time committed. Data collection is carried out on all service users invited to a clinic appointment and is collated periodically and reported back to senior managers.
15. Attendance continues to be variable despite reminders the day before the appointment. However, this is in line with averages recorded by similar services such as NHS outpatient clinics, rehabilitation etc.
16. Corporate communications and marketing are assisting in producing an information article for the general public to help publicise and promote the service.

Micro Enterprise Project – Final Report

17. The attached report details the findings of the first year of the Micro Enterprise Project in Nottinghamshire and particularly the work of Rebecca Stanley the Community Catalysts Micro Services Co-ordinator. I would like to take the opportunity to thank Rebecca for her work so far and good luck in the final year of the project by continuing to support established providers whilst also focusing on new and emerging providers.

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Work at Lings Bar

18. Following an independent bed utilisation review of in-patient admissions at Lings Bar Hospital, Mansfield Community Hospital and Ashfield Health Village, NHS Nottingham City and Nottingham City Care Partnership are now working together to pilot community based rehabilitation care to patients at home. This pilot is based at Lings Bar Hospital and delivered through an enhanced community support service.
19. The bed utilisation review's objectives were to determine:
 1. The level of 'avoidable' admission
 2. The appropriate clinical care path for patients not meeting medical admission criteria
 3. The timeliness of discharge from community hospital settings.
20. Key findings showed the majority of patients were appropriately admitted for the level of care provided by Community Hospitals. However, 40% of patients could have been

managed at home at an earlier point, through a combination of community health care and social care services in a “virtual hospital” model.

21. It was agreed to reduce the number of beds at Lings Bar from 96 to 72, a loss of 24 beds. The number of patients being admitted to Lings Bar is to remain the same, last year this equated to 870 patients with an average length of stay varying between 14 days and 43 days.
22. Officers are working with Health colleagues to deliver these changes and improve the outcomes for the public.

Review of hospital social work teams

23. Currently, the department has social care staff in all acute hospitals across Nottinghamshire, including Nottingham University Hospitals, Bassetlaw and Sherwood Forest Trust. The department also has social care staff based in Mansfield and Ashfield Community Hospitals, Newark, Lings Bar and in John Eastwood Hospice, Mansfield and some staff in Mental Health resources across the county.
24. A review of hospital social work has been undertaken to improve outcomes for service users, realise efficiency savings and meet the modernisation agenda.
25. The key proposals for the future of hospital social work are as follows:
 - The Council are firmly committed to retaining social care staff in acute hospitals to support integrated working and respond in a timely way to avoid delayed discharges of care.
 - Social care staff in non acute settings such as community hospitals and intermediate care will be part of reablement services and this will enable better integration of a menu of preventative services that can support people to regain their independence on discharge from hospital.
 - The Council values the work of the Integrated Discharge Teams (IDT) within acute hospitals and the potential to improve access and more effective integrated delivery of services. Further work is being piloted in the IDTs to ensure service users get help, advice and signposting to appropriate support in the right place at the right time.
 - The Council is *not* proposing any changes to current arrangements to support service users in hospices or oncology.
26. The review of hospital social work forms part of the reconfiguration of the Adult Social Care, Health and Public Protection department and wider changes to the structure are planned for implementation next year.

Community Care Reviews

27. The Adult Countywide Reviewing Teams were established in January 2011 and the teams are made up of reviewing officers who have been trained on subjects such as the

new self directed support process, eligibility for social care and the legislation such as Fair Access to Care Services (FACS), Safeguarding and the Mental Capacity Act.

28. The reviewing teams carry out scheduled reviews moving existing service users for older adults and younger adults with physical disabilities onto a Personal Budget using the Resource Allocation System (RAS). They played a key role in the department achieving its target of moving 30% of people receiving a service onto a Personal Budget by March 2011. Since April 2011 the teams have focused on implementing the new FACS eligibility criteria and achieving £4.275m savings over the next 2 years.
29. From April 2011 the team has reviewed round 3,000 service users and carers and is on track to achieve the savings, with £3.5million achieved so far.
30. These savings have largely been achieved by reducing packages of support in collaboration with service users and carers. It will ensure that the department is able to target its resources to meet the needs of more people, eligible for support in the coming years. Reviewing people's needs and outcomes has also ensured that service users are not being charged for support they do not need, and that they are given greater choice and flexibility in how their outcomes are met.

Visit to the Customer Services Centre and the Adult Access Team

31. On 15th September 2011, the Independent Group visited the Customer Service Centre along with the Service Director (Human Resources and Customer Service), the Customer Service Centre Manager and were also given the opportunity to listen into calls taken by advisers. During their visit they met the team manager of the Adult Access Team. The Adult Access Team is a group of highly skilled social care professionals who support the Customer Service Centre in resolving and signposting social care queries, which enables front line social care staff to focus more on people who have long-term eligible social care needs.
32. The Independent Group was very positive about their experience and noted the enthusiasm at the Customer Service Centre and the achievements made.

Review of the Resource Allocation System

33. iMPower, a consultancy firm, were engaged to review Nottinghamshire's resource allocation system (RAS), implemented in October 2010. A person eligible for social care support will get a personal budget to pay for support. The value of the personal budget is calculated using the RAS. The RAS is based on the answers arrived at in the community care assessment (SDS) to determine the level of need.
34. iMPower were asked to deliver an updated model that could meet future requirements and that could achieve the target of 90% of support packages to be allocated through the RAS.
35. Following data analysis, iMPower found that Nottinghamshire had made good progress in implementing self directed support and faced similar challenges to other advanced local authorities in embedding the required changes for personalisation. The RAS worked well and its performance was in line with benchmark figures for support plans

under £350 per week, but there were some issues where the RAS triggered out a person out because of level of complexity or high cost linked to key questions.

36. The following recommendations were made:

- Most trigger questions to be removed and points allocation to be clearer
- Some rewording of questions in the assessment and two questions to be merged
- A framework for allocating respite care was suggested.

37. iMPOWER made some recommendations relating to data quality and operational issues and suggested six work streams to address these issues. This is a wider departmental issue and is being managed through the 'Information to Manage the Service' project. The Putting People First team are working closely with the Framework team and Performance Improvement Team, to implement the changes suggested by iMPOWER in order to deliver the results required.

JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE

Links with Health Partners

38. Following the changes resulting from the Health and Social Care Bill, now on its second reading in the House of Lords, the 5 Clinical Commissioning Groups in Nottinghamshire and the Bassetlaw Clinical Commissioning Group are represented on the joint commissioning work programme at Chief Operating Officer level. One of the work programmes for mental health, learning disability and autism is now chaired by Amanda Sullivan, the Chief Operating Officer for the Newark and Sherwood Clinical Commissioning Group.

Future Joint Commissioning arrangements with Health

39. David Pearson has written to the Clinical Commissioning Group Chief Operating Officers and Clinical Leads to propose a half day meeting between the Council and the Clinical Commissioning Groups to review the current joint commissioning arrangements and agree a recommendation for the Health and Wellbeing Board. Early responses are supportive of this approach.

County Enterprise Foods

40. County Enterprise Foods have been successful in being nominated runners up in two National Competitions.

41. County Enterprise Foods, Meals at Home, were short listed to the final three in the country for The National Community Meals Award. They were awarded the runners up certificate in this National Competition. The award is presented to the authority, business or individual that has demonstrated the most effective marketing campaign which includes raising the awareness for Community meals on wheels throughout the year including campaigns and National Community Meals week. This recognises our service in Nottinghamshire and Warwickshire gaining publicity amongst other local authorities and providers.

42. The Catering Team at County Enterprise Foods were also short listed to the final three in the Country. The award was presented to the individual or team who has demonstrated outstanding achievement in their field, displaying provision of well balanced nutritious menus and empowering customers. Again were runners up in this National competition.
43. This huge achievement which demonstrates the wonderful work carried out by officers and staff at County Enterprises Foods.

National Meals Week

44. This year's theme was 'No one should go hungry'. This is part of a campaign run by the National Association for Care Catering to raise awareness of malnutrition amongst the elderly.
45. The activities during the week included:
- presenting boxes of chocolates to the seven centenarians in Nottinghamshire and the four in Warwickshire.
 - distributing over 100 gifts to randomly selected service users.
46. I attend a lunch on the Friday, along with Councillors Wallace and Garner, served at the Rainworth Unit. The lunch was attended by a centenarian, an 84 year old lady who has received frozen meals for over 17 years and an 85 year old lady who has been receiving chilled meals for 20 years.
47. I would personally like to thanks the following Councillors for taking part:
- Councillor Quigley
 - Councillor Walker
 - Councillor Wallace
 - Councillor Shepherd
 - Councillor Pepper
 - Councillor Stendall
 - Councillor Stephen Garner.

PERSONAL CARE AND SUPPORT – OLDER ADULTS

Integrated Discharge Management Project

48. I am pleased to report that the Integrated Discharge Pilot has been successful in improving the way that health and social care staff work together to improve the discharge service to vulnerable older people. A report by Productive Notts to Chief Executives during November will be making a number of recommendations which will include a further roll-out of the pilot to another 7 wards at the Queens Medical Centre and also to the City hospital. Other hospitals such as Kings Mill are also interested in learning from the outcomes of this project to see if they can improve discharge planning processes on their main campus.

Social Worker of the year Awards 2011

49. I would like to congratulate the Gedling Assessment and Care Management team on becoming finalist in the Social Worker of the Year Awards 2011.
50. The award ceremony is due to take place at the House of Lords in Westminster, London on Friday 16th December 2011. Four members of the team are travelling to the ceremony and will have an opportunity to meet and question some of the leaders of the social work profession who form the judging panel.
51. This is a huge achievement and recognises the excellent diverse work and achievements of social workers in one of London's finest setting. Well done on reaching this stage of the awards.

PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

Day Services Modernisation – Update

52. Service integration - All older people (612) from the residential day services have now transferred into the multi-purpose buildings, except for clients at St Michaels View in Retford. Weekend services are now running from the new buildings. Staff from the transferring and receiving services are working well with the complexities of this change and have supported service users well.
53. The consultation with staff and Trade Unions was completed on 1st September 2011. Feedback from the unions and staff has been discussed with union colleagues and a number of actions have been agreed. Staff who have requested voluntary redundancy will continue to be released where these requests can be accommodated.
54. Transport planning work is underway to organise the “end state” integrated Nottinghamshire County Council bus routes, starting with Gedling, Rushcliffe and Ashfield Districts.
55. Processes are in place to implement the new prices for Day Services, which came into effect from 1st October 2011.
56. Property - A feasibility design pack for all refurbishments has been received from Faithful+Gould (surveyors). Faithful+Gould and the appointed Contractors have confirmed that the completion date for all works in December 2012 can be achieved.
57. Planning is now underway across the services to secure alternative venues for the day services, for when building works are in progress. The first building closure will be at Barncroft (December 2011 to June 2012) and meetings were held on the 12th and 18th October with service users and carers, to advise people on the plans for alternative venues, and the Barncroft re-design.
58. Procurement of external day services - The following documents have been developed to support the accreditation process for day service providers, which was launched on 3rd October 2011 through Source Notts:

- General specification for provision of Day Services
- Agreement for provision of service, setting out terms and conditions
- Questionnaire for providers.

59. The deadline for applications is 7th November 2011 and accredited providers will be issued with a standard contract from November, to come into force from April 2012.
60. In addition, meetings are underway with the top 10 high-spend providers to negotiate rate reductions, based on the internal benchmark costs.

Reablement of Younger Adults with Physical Disabilities

61. Reablement is a service model and philosophy designed to encourage and facilitate people to maximise their function and independence, usually after a period of illness or loss in confidence.
62. In Nottinghamshire, the Reablement Services has developed thus far largely to meet the needs of older people, and as such focus on provision of home care support and therapeutic interventions to address illness and disability associated with older age groups and the needs of an ageing population.
63. I am pleased to report that work is now starting to develop reablement services for younger adults with physical disabilities and mental ill health.
64. The Mental Health Service will focus on people entering services for the first time, people being discharged from hospital and people in crisis in the community. This is a preventative approach that aims to keep people out of specialised services, maintain their existing support networks and to promote the use of community services. In addition when a person is being discharged from hospital, reablement will focus on safe discharge where social care needs are identified before and after the person is discharged. This should result in fewer delayed discharges due to social care issues and will support and enhance follow up requirements.
65. In Physical Disability Services there is growing evidence of successful reablement approaches to people with newly acquired disability; preventing longer term support needs in future years. In addition people with long-term and other chronic conditions often present high usage of health and social care provision with numerous admissions and re-admissions to hospital and community facilities.
66. The reablement model required for this service user group is anticipated to be a mix of the practical homecare service provided through existing services together with more specialist therapeutic interventions associated with occupational therapy and physiotherapy, but also linked to the development of social and personal capital as described above focussing on improvement of life outcomes around employment, housing, health and wellbeing.
67. The development of younger adults' reablement services has the potential to deliver long-term benefits both to individuals and to the health and social care economy. The services differ from traditional homecare reablement services, focussing on the development of personal and social capital, together with practical, emotional and

psychological support. The aims of the services are to improve people's outcomes in respect to employment, accommodation, relationships and thereby increase their participation in society and their contribution to their communities.

Disabled Parents and Young Carers

68. The additional funding for disabled parents and young carers, agreed at the County Council meeting on the 24th February 2011, is being implemented in two phases.
69. The first phase will involve social workers in the department contacting existing service users in the physical disabilities, learning disabilities and mental health service user groups to identify young carers in the family. This will be done by asking young people in the family to complete a questionnaire designed by the University of Nottingham. Young carers will be offered a carers' assessment and disabled parents will be offered additional help with their parenting through a Community Care Assessment (SDS). Support will be offered to the disabled parent as either a managed budget or direct payment. Support for the young carer will be offered both through the Young Carers Service run by Family Action and a direct payment. Where there are safeguarding or child protection concerns, an assessment will be conducted by a Children, Families and Cultural Services department social worker. Infrastructure changes and guidance for the social workers were available from 1st November.
70. Once Phase 1 is underway, the department will be raising awareness by contacting Schools, Health Professionals, Youth Workers and specialist agencies. Additional help in the form of parenting training will also be provided to disabled parents due to reasons of poor mental health, learning disability or substance misuse/alcohol problems.
71. The department is planning to offer support to 400 young carers and their disabled parents over the next 18 months.

COUNCILLOR KEVIN ROSTANCE CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH

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