

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

Supported Assessment

2. Following a successful pilot project in 2007 in the Ashfield and Bassetlaw areas, the Supported Assessment service was rolled out countywide in 2008. The service allows those people who require simple items of community equipment, and who have less complex needs, to access these services more quickly by allowing them to self assess for equipment.
3. The emphasis of the scheme is on preventative services; small pieces of equipment can be ordered which help people to live independently. A supported assessment may be the first contact that a person has with the department and if further help is required they can be referred on appropriately.
4. A telephone-based assessment is completed between the service user and a service adviser, the equipment is ordered and delivery is arranged. After 2 weeks a follow-up telephone call is made to review the equipment and check it is being used and is fit for purpose. The process promotes service user choice and gives them control over their care and has resulted in quicker and easier access to simple items of equipment
5. The number of referrals has grown from 385 in 2008 to 743 referrals last year.

Dedicated Adult Care Team (DACT)

6. A new Dedicated Adult Care Team (DACT) has now been formed at the Customer Service Centre (CSC). This consists of 15 Service Centre Advisors. Currently, the DACT continue to respond to queries regarding all of the 460+ services the CSC deliver, in the future the DACT will become dedicated to responding to all Adult Social Care, Health and Public Protection customer enquiries that are telephoned through to the Golden Number (08449 80 80 80).

7. The role of the DACT is to support the Adult Access Team in providing more information, advice and signposting to customers who have low level needs.
8. The Customer Service Centre is in the process of arranging specialist technology, interactive voice recognition (IVR). This technology will enable future customers, who ring the Golden Number with an adult social care, health and public protection enquiries, to be correctly routed through to the DACT.

Personal Health Budgets

9. People receiving continuing healthcare support from the NHS will have the right to ask for a personal health budget, by April 2014. It will give the tens of thousands of people who receive NHS Continuing Healthcare (those assessed to have complex health and care needs) more choice and control over their care.
10. In making the announcement Health Secretary Andrew Lansley said:

“Personal health budgets clearly fit with the future direction of a modern NHS - an NHS which focuses on quality and gives patients more control and choice.

They allow people to work with the NHS so that they can receive more personal, more tailored care which fit with an individual’s life and uses resources most effectively.

This is a solution which must come as part of a cultural shift for doctors, healthcare professionals, providers and patients which sees the patient as an equal partner in decisions about their care. It will personalise the NHS and provide more integrated high quality care across health and social care.”

11. A personal health budget is an amount of money that is allocated to patients so that they can use it to meet their health and wellbeing needs in a way that best suits them. It aims to improve the patient’s experience by delivering care in the most appropriate setting and by the provider of their choice.
12. Those eligible for NHS Continuing Healthcare will be the first group to receive personal health budgets and officers will be working with health colleagues as part of the implementation.

Social Care Clinics

13. Social Care Clinics aim to assess residents with disabilities primarily who have functional difficulties and are run by the occupational therapy staff.
14. I am pleased to report that social care clinics are now running in Ashfield, West Bridgford and Gedling. The West Bridgford clinic location is being used for residents in Broxtowe. The Bassetlaw clinic will be set up at James Hince Court and will start in January 2012 as soon as the assessment bath has been fitted.
15. A clinic has also been established in Newark at Bishops Court. The Newark clinic can also be used by people living in the south of Bassetlaw if that is easier for them.

16. Learning from the clinics is helping to shape the model. For example, Gedling will operate with one staff member and offer fewer appointments and Rushcliffe has expanded their range of assessment equipment. Data collection is carried out on all service users invited to a clinic appointment and is collated periodically and reported back to senior managers. Time and travel data will also be collected on non clinic assessments for comparison purposes.
17. Corporate communications and marketing are assisting in producing an information article for the general public to help publicise and promote the service.

Visit by William Vineall, Deputy Director of Social Care Policy, Department of Health

18. William Vineall Deputy Director of Social Care Policy, Department of Health visited Nottinghamshire on 14th November 2011.
19. The aim of his visit was to engage with micro providers as part of the 'Caring for Our Futures' engagement exercise on behalf of the Department for Health. The engagement exercise is aiming to gain views from a whole spectrum of people on 6 key areas which will shape the Care and Support White Paper due in April 2012. For the purposes of this meeting Mr Vineall focussed on Personalisation.
20. Discussions held centred on the following issues:
- What are the barriers to personalisation of services?
 - How could we change cultures, attitudes and behaviour among the social care workforce to ensure the benefits of personal budgets, are made available to everyone?
 - How could people be helped to choose the service they want, which meets their needs and is safe too?
21. Nine Micro-providers participated in the consultation exercise. The meeting was very constructive and Mr Vineall thanked everyone for their participation.

Pre Payments Cards for Direct Payments

22. Proposals are underway for a pilot project using pre payment cards for direct payments.
23. One of the Government's priorities in 'Think Local, Act Personal' is that local authorities are expected to increase the number of service users on a direct payment.
24. For some people, an obstacle is opening a separate bank account, which is one of the direct payment requirements. Pre payment cards remove the necessity for this requirement.
25. The department currently uses the Advanced Payment Solutions (APS) pre payment card for service users where the authority acts as the appointee. The authority is proposing to extend this scheme to enable a direct payment to be paid onto the card, which can then be used to pay for support, in the same way as any other debit card.
26. There is a bank account which sits 'behind' the card which can be used to pay personal assistants and providers who do not accept debit cards or credit cards.

27. The pilot will trial the cards with 10-15 service users. It is anticipated that using these cards will speed up the direct payment process, creating efficiencies in staff time and will also make direct payments more attractive to service users in hospital or in reablement services.

Personal Outcomes Evaluation Tool (POET) Survey

28. In Control, a national charity, published the results of the POET surveys¹ (Personal Budget Outcomes and Evaluation Tool) for Personal Budget holders and the carers of Personal Budget holders in June 2011. Ten local authorities were asked to send the survey to 100 service users and carers to enable them to share their experiences of Personal Budgets, in which Nottinghamshire participated.

29. In June 2011, In Control published the national results as well as a separate local report. Overall, people reported positive experiences of the impact of personal budgets on their lives, although their experiences of the process of being put on a Personal Budget were more varied; this view was reflected nationally and locally.

30. As a result of this survey and the findings, In Control have agreed to do some follow-up work with service users and carers and this took place as part of the service user and carer's reference group held on the 14th December.

31. The outcome from this work will help to shape the Self Directed Support process further within Nottinghamshire.

Micro Enterprises - Nottingham Social Enterprise Awards

32. Two micro enterprises that Rebecca Stanley, the Micro Provider Coordinator, is currently working with in Nottinghamshire, have won an award in their category at the Nottingham Social Enterprise Awards.

- Break Barriers won **Nottingham new start-up social enterprise of the year**.
- Jill Carter from Pulp Friction won **Nottingham social entrepreneur of the year**.
- Jessie (Jill's daughter) from Pulp Friction was awarded **Nottingham young social entrepreneur of the year**.

33. This is wonderful news and it is very encouraging to see these new social care micro enterprises winning awards. I am sure we would all wish to extend our congratulations to these organisations.

¹POET - the Personal Budgets Outcomes and Evaluation Tool has been developed over a number of years by In Control and the Centre for Disability Research at Lancaster University. Its aim is to provide a national benchmark on the impact that personal budgets are having on people's lives.

JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE

Local Account

34. As part of the expectation that Public Services will take greater responsibility for assessing, monitoring and publicising their own performance, it is recommended that adult social care services publish a Local Account.
35. The department is committed to producing a Local Account on performance in adult social care services for the period April 2010 to March 2011, by December 2011. The purpose of the Local Account is to report back to citizens and consumers on performance in adult social care around priorities, outcomes achieved and areas for improvement.
36. The Local Account is an important tool for the public to use in holding the local authority to account for the quality of the services it provides and demonstrating that the Council is improving through the lessons learned from the process. The overarching aim is that the Local Account gives greater transparency to drive improvements and increase performance.

Carers' Services

37. Some changes have been made to the carer assessment documentation and to the process of commissioning services and recording outcomes for carers. These arrangements were launched on 7th November 2011 and information, with links to relevant policy documents, has been published on the intranet.
38. The information below provides a summary of the services that can be provided to carers, supported by Nottinghamshire County Council. Some services require a carer to have had a carer assessment. Others are available free to all carers.
39. Service that require an assessment are:
- **Regular breaks from caring** - All services that provide a regular break for carers (e.g. residential respite care, sitting services and day care) are now arranged following an **assessment of the needs of the service user**. If a carer wants a regular break from caring the person that they care for will, therefore, require a community care assessment. For this they (or someone acting on their behalf) will initially need to contact the Customer Service Centre (CSC).
 - **Carers' Personal Budget** - In addition to the person being cared for receiving an assessment, **the carer can also request an assessment in their own right**. Carers that provide regular and substantial care can ask for an assessment even if the person that they care for refuses to be assessed. Carers that are assessed as having substantial or critical needs are eligible for a carers' Personal Budget. This will usually be a one-off direct payment of up to £200 to enable the carer to support their own physical/mental health and wellbeing. Examples are:
 - Funding towards the cost of holidays, weekends away, days out, spa days -
 - Transport for a break away or visiting family
 - Funding for a hobby e.g. fishing, golf, cooking, exercise equipment

- College courses
 - Driving lessons
 - Home improvements, Gardening, Domestic help
 - Equipment to help caring – washing machine, dishwasher.
- **Assistive Technology** - Carers assessed as having substantial or critical needs are eligible for 'Assistive Technology for Carers'. This scheme provides equipment which can alert the carer, if the person they care for requires assistance. It is only suitable when the carer and cared for person are in the same property. Equipment available through the scheme includes bed and door exit alarms and simple call buttons to enable the cared for person to call for help. These are linked to a portable pager unit, which the carer can take with them around the home or keep next to their bed at night. The equipment will be supplied and installed at the carer's home. No charge will be made for this service.
 - **Carers Crisis Prevention Scheme** - Crisis prevention services are short-term sitting services in the home (on average up to 48 hours, but on occasions up to a maximum of 2 weeks) that have previously been described as 'Emergency Respite'. It enables someone to be cared for if a carer has an unforeseen or emergency situation, for example admission to hospital, death of a relative.
 - **Carer Breaks funded by NHS Nottinghamshire County** - NHS Nottinghamshire County funds breaks for carers. This applies to carers that have had a carer assessment and have been assessed as having a substantial or critical level of need. The 'cared for' person does not need to be assessed for a 'NHS carer break'. The breaks usually take the form of 'one-off' residential or sitting services.

40. Services that do not require an assessment are:

- **Advice and Information Services** - Nottinghamshire County Council funds the Carers' Federation to provide free general advice and information to all carers.
- **Emergency Card** - The emergency card is a free small card which identifies someone as a carer in the event of an emergency. It is available to all carers and ensures that emergency contact arrangements are in place through identifying three people to contact in an emergency and a 24-hour number provided through the Adult Social Care Duty Team.
- **Looking After Me** - 'Looking After Me' is a free course available to adults who care for someone living with a long-term health condition or disability. The course is about carers making time to look after their own health needs and is run by NHS Nottinghamshire County. All carers can apply for the course. Information including contact details is available on the Nottinghamshire County Council website.

Improvement Programme

41. Good progress is being made towards delivery of savings and efficiencies in the Adult Social Care, Health and Public Protection department. Of 42 projects being delivered within the Adult Social Care and Health portfolio, 20 have now been completed generating savings of £13.002 million. A further 17 projects are on target to deliver by 31st March 2012. Just 3

projects are experiencing obstacles in delivering 2011/12 savings in full, due to slippage in project delivery, but it is still anticipated that these projects will deliver target savings by 31st March 2013. The slippage in savings from these projects in 2011/12 is more than offset by increased income being greater than anticipated and as such total savings of £25.929 million are still on track to be delivered in 2011/12. Work is now underway to ensure the delivery of additional savings totalling £35.020 million for 2012/13 onwards, alongside the new proposals for the 2012/13 budget. Thanks to all staff in Adult Social Care, Health and Public Protection Department for the successful delivery of savings and efficiencies made to date.

PERSONAL CARE AND SUPPORT – OLDER ADULTS

Aiming for Excellence – Extra Care Update

42. The Council is investing £12.65m into the Extra Care Housing strategy to enable people across the County to have access to this type of service. There will be a range of services and facilities that will not only benefit the people that live within the schemes but also people in the wider community. The schemes will enable people to develop their own networks and retain their independence for longer.

43. The Extra Care procurement process commenced formally on the 9th December 2011 with the official OJEU (Official Journal of the European Union) Notice. The process will achieve phase 1 of the strategy which is a minimum of half of the 160 places of extra care housing within the County. The sites within the process are the Walker Street school site at Eastwood, the Elizabethan school site at Retford and the Skegby Lane site which is on the open break between Mansfield and Ashfield.

44. Officers and Elected Members have met with colleagues from each of the Districts across the County to keep them updated about the strategy and this will continue.

County Short Term Assessment Beds

45. The County Short Team Assessment Beds pilot project aims to test the effectiveness of assessment beds for people who are at risk of being admitted into a residential care home follow a hospital admission.

46. I am pleased to report that the services based at Maun View in Mansfield, Kirklands in Ashfield, Bramwell in Broxtowe and Braywood in Gedling all commenced on 12th September and the Newark and Sherwood service at Woods Court started on 5th September. From the start date up until 7th November the services had received a total of 62 referrals, 12 people had received the service of whom 7 had been successfully discharged home the other 5 had been admitted into a care home. Of the remaining 50 referrals; 13 people were currently receiving the service, the other 37 had not accessed the service for a variety of reasons, for example some people had been re-admitted into hospital or died, some had been offered another service and some people had declined the service.

47. Over all this is a positive start to this new service and in the first 8-9 weeks of operation has enabled 7 people to return home who would otherwise have been discharged from hospital into a care home.

New Mental Health Intermediate Care Team for Older Adults established in Broxtowe

48. A new Broxtowe MHICS services has been developed to replace the specialist dementia beds at Bramwell. Reablement funds are being reinvested to create this new service to support carers and dementia sufferers in their own homes. The service provides both reablement and (re)admission avoidance to NHS inpatient and long-term social care.
49. This service which already exists in Rushcliffe and Newark aims to:
- Prevent avoidable admissions to hospital (acute and mental health)
 - To facilitate hospital discharge
 - Prevent inappropriate admissions to long-term care
 - Prevent inappropriate admission to urgent short-term care.
50. The team will provide a service to 30 people at any one time and 130-150 people per year. The service, which is consistent with the recommendations of the National Dementia Strategy and roll-out of Mental Health Intermediate Care across the County, will provide up to 12 weeks support for service users with dementia and carers in their own homes at a time of crisis and emergency provided by dementia professionals and specialist home care workers.
51. Similar teams already exist in Rushcliffe and Newark and Sherwood. These teams have produced positive benefits for services users and their carers by enabling people to remain in their own homes for longer, reducing time spent in hospital and providing community based crisis avoidance services.
52. Plans to extend this service across the remaining parts of the county have been developed however, there is currently no funding identified to fulfil these plans.

PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

Day Services Modernisation – Update

Service integration

53. All older people's services are developing and combined groups are starting to be delivered. Service users are recently reported to be enjoying beginners Spanish, Tai Chi and Sugarcraft at the Ashfield service. Service users from Ashfield also took part in the film developed to showcase the Council's Transformation Programme.
54. Approval has been given for promoting independence workers to transfer from day services into the district physical disability teams and for Mental Health day service staff to transfer into community mental health teams or the Supported Volunteering model. This will enhance the ability of the teams to provide reablement and short-term intervention work to their clients.
55. Transport is now being shared by service users in Bassetlaw. One vehicle has been saved in Ashfield due to re-planning of routes and service times for clients have also been improved. Planning of the future integrated runs is close to completion in Gedling.

56. Verification of service user support levels is underway so that people can be informed of their new day service costs, and any changes to their Personal Contribution, from December.

Property

57. Additional essential works have been identified by the service to ensure that use of the buildings is maximised, and these changes have been approved within available resources. Approval has also been given for all retained buildings to be decorated and have floor covers replaced, to reflect the comprehensive investment being made into the service.

58. The building works for Barncroft and Red Oaks are scheduled to start in January 2012. Information sharing events about transfer arrangements for the services and the proposed redesigns have been held at Barncroft (Broxtowe) and Red Oaks (Mansfield); these were well-attended and were received very positively. Detailed design work is now in progress for Ernehale Lea and Ley Street (both in Gedling) with a start on site programmed for March/April 2012.

Procurement of external day services

59. Negotiations regarding daily rates continue with the 10 largest day service providers for Nottinghamshire.

60. The accreditation process for external providers closed on 7th November 2011 and 34 providers submitted applications, which are now being processed. Two applications are outstanding and 2 providers are involved in negotiations. Of the total 38 providers, 24 are current providers and 14 are new providers. Results will be available during December and new contracts will come into force from April 2012.

Other development areas

61. The Mental Health Supported Volunteering model is furthest developed in Broxtowe, where a Local Management Team has been identified from within the service users at Middle Street. Other meetings are taking place around the County to engage with clients who are no longer eligible for day service support. The first volunteers have been recruited.

62. Individual assessments of clients who live in residential homes started in October, in Ashfield and Bassetlaw, to reduce people's day service down to 2 days per week and confirm how the residential home will be supporting their residents for the remainder of the week. Community Access Workers are linking the homes into community activities and adult community learning providers. Reductions in days will commence from February 2012. Assessments will continue across the remaining Districts.

Compliments

63. The department receives many compliments about the high quality care provided to people within the County. It is pleasing to report that this month there have been letters sent by carers to the Chief Executives office praising the work of the Adults with Aspergers Team and the Learning Disability Phoenix Work Project as well as a personal comment from the

Independent Psychiatrist to the Court of Protection commending the work of the Bassetlaw Learning Disability Team in relation to the high standard of Mental Capacity Act work.

COUNCILLOR KEVIN ROSTANCE
Cabinet Member for Adult Social Care and Health

County Council/CC100