

**REPORT OF THE 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**

**Capita IB National Award for BEDs Innovation**

2. I am proud to announce that the Council has won the Capita IB Solutions Innovation in the Public Sector National Award for our BEDs Solution. This is in recognition of Nottinghamshire's idea and software solution to monitor bed movement in Care Homes and provide advice and support to self-funders and people looking for a care home in Nottinghamshire. Capita IB works closely with a number of other organisations across the UK so it is a real honour to have been chosen.
3. The system is web-based and will enable people to search for care homes in Nottinghamshire and find out how many vacancies are available at any moment in time. BEDs includes an electronic method of paying care homes which will deliver back-office efficiency savings.
4. The judges described BEDs as "a truly unique solution that addresses a highly topical issue facing the public sector." The BEDs software is a cutting edge solution that has already attracted interest from Health colleagues and a number of local authorities including Kent, Derby, Worcester and Essex.

**Think Local Act Personal – Making it Real: New citizen-led approach for councils, organisations and people to check progress with personalisation and community-based support**

5. *Making it Real - Marking Progress towards personalised, community-based support* is a set of statements from people who use services and carers which sets out what they would expect, see and experience if personalisation is working well in a local authority. These are described as 'markers'.

6. The initiative has the support of the Association of Directors of Adult Social Services (ADASS), national provider bodies, the Care Quality Commission and the Department of Health. "Markers" have been developed by people who use social care and family carers who are part of the National Co-production Advisory.
7. Staff are currently measuring progress against 'Making it Real' and a report will be taken to the Adult Social Care and Health Committee to inform Members of the progress made.

### **Think Local, Act Personal**

8. The Government has reaffirmed that anyone who is eligible to receive a personal budget should be supported to use their budgets in personalised and cost effective ways to achieve outcomes regardless of where they live.
9. To meet this expectation, personal budgets are being rolled out to people living in Care Homes by March 2013. This includes all new and existing service users in care home settings. There are approximately 3,000 people who need to be moved onto a personal budget.
10. This work started from 2<sup>nd</sup> April 2012 and the authority is expected to meet the target, ahead of schedule, by the end of December 2012.
11. By moving service users onto a personal budget they will know exactly how much the Council will contribute towards their care home placement and how their outcomes will be met.
12. Offering choice means that service users are given the support they need to make informed decisions. This allows them to choose which care home they would like to move into and where their identified outcomes can be met.
13. From the early work completed, service users and their carers value being given more choice and control and key outcomes included:
  - Having people who know them well and will support them in a way which suits them throughout the day and night
  - Being around other people, having friendships, and access to activities and the local community
  - Staying in touch with families and friends
  - Being consulted, retaining decision making opportunities and having choice.
14. By moving people onto a personal budget this will help the authority to better understand how we can work alongside both residents and care home staff to support people living in care home settings to achieve their desired outcomes.
15. Positive feedback has already been received from residents and carers. This includes comments that the reviewing staff were extremely sensitive and re-assuring with residents and their relatives.

## **Capita Social Care Resourcing National Partnership Award 2011 – 2012**

16. The Council has been working in partnership with Capita Social Care Resourcing to ensure people who are currently receiving social care are offered a face-to-face holistic review. These reviews consider people's eligibility for long-term social care funding and to also move them onto personal budgets. They also consider ways in which individual outcomes can be met and whether alternative support would be more cost effective.
17. To achieve this agency staff have been engaged to work alongside social care staff in the four Countywide Reviewing Teams. The teams have reviewed all older adults and those younger adults with a physical disability to move them onto a personal budget and to offer them more choice and control.
18. The teams have reviewed over 3,000 service users and moved them all onto a personal budgets. This work has achieved over £4 million in efficiency savings over a 2 year period. Savings continue to be made with subsequent reviews.

### **Invitation to Bid – Individual Employers**

19. I am pleased to report that Nottinghamshire has been successful in gaining funding to work with Skills for Care to support people who employ their own care and support staff; 'individual employers', in accessing opportunities and resources related to staff development.
20. Skills for Care have offered, to Nottinghamshire, the full amount applied for: £4,999. A Skills for Care local area officer will support the department during the term of the contract.
21. The Council will run 6 Seminars targeted at existing service users who are currently on a Personal Budget, but have not chosen to receive this as a Direct Payment and social work staff who help service users decide whether a Direct Payment could be appropriate for them.

### **Reablement Services**

22. The re-structure of the Reablement Services has been completed and the following services are now the responsibility of the Group Manager (Reablement Services):
  - Mansfield and Ashfield Community Hospital and Intermediate Care Teams
  - Lings Bar Community Hospital and Intermediate Care Teams
  - Newark and Bassetlaw Intermediate Care Services
  - The Short Term Assessment and Reablement Team (START).
23. The aim of reablement is to help people remain living independently in their own home for as long as possible. Staff provide an intensive period of rehab support up to 6 weeks to help people learn or relearn the skills necessary for daily living. In the majority of cases the service is provided to assist people to recover after a hospital admission.
24. By enabling people to regain their independence this reduces the need for the Council to provide long term support.

25. During 2011/2012, START successfully reabled 1,244 people which equates to 60% of the people using the service so they had either no ongoing support needs or significantly reduced levels of needs.
26. Combined with the work of the Customer Service Centre and the Adult Access Team this has reduced the number of people needing an assessment by District teams by 18% for social work assessments and 32% for Occupational Therapy assessments.
27. This has resulted in a cumulative efficiency saving of £1.275 million over 2011/12, with projected savings of £1.75m in 2012/13.
28. If people do require ongoing support they are moved onto a personal budget. Staff in reablement services have assisted the Council in achieving 100% of eligible people onto a personal budget. Staff are also encouraging more people to take their personal budget through a direct payment which maximises their choice and control.
29. The reablement teams work very closely with Health colleagues to ensure people have access to support that will assist with their recovery. In Rushcliffe work with Principia has avoided unnecessary hospital admissions as well as significantly reducing the length of stay for patients in Lings Bar Community Hospital. This scheme is now being rolled out across the County.
30. The processes within the Community Hospital teams have now been streamlined to improve the services provided to the public. As a result there have been no delayed discharges at Lings Bar Hospital for the first time in 3 years. This work has recently been recognised by the Joint Social Care and Health Select Committee
31. During 2012/13, the department will continue to develop and improve our reablement services to maximise the number of people who can benefit.

## **PERSONAL CARE AND SUPPORT – OLDER ADULTS**

### **Aiming for Excellence**

#### **Transfer of Residential Care Homes to Runwood Homes**

32. The completion of the transfer of six of the Council's residential care homes to Runwood Homes took place on 26<sup>th</sup> March 2012. All of the residents will be able to continue living there and the services that are provided at the homes such as Intermediate Care and Short Term and Respite Care will also continue. The residents will also not pay any more for their care for the next 3 years. Runwood Homes have already submitted plans to extend each of the homes to increase the number of bedrooms and have also pledged £500k per home to improve the environment for the residents and their visitors.
33. This shows a real long-term commitment by Runwood Homes in providing services in Nottinghamshire. The sale of the homes means that people still have access to the homes and the Council has investment and revenue savings that it can use to develop more services for older people.

## Extra Care Procurement

34. The formal procurement process, that will deliver a number of new build extra care schemes, has now started. The Council is looking for a partner/partners to build schemes on 3 sites within the County; which is Phase 1 of the strategy. The sites are: Walker Street (a former school site), in Eastwood, Elizabethan Lower Site (a former school site) on West Furlong in Retford and Skegby Lane in Mansfield.
35. The schemes will see a range of services and facilities available not only to the people that live within them but also available to the wider community. Services such as a café/restaurant, a fitness room, space that can be used for wellbeing clinics or hairdressers, IT suite, shop etc.
36. The accommodation will be for people aged 55 years and over and the Council will have nomination rights to a number of the units. The people receiving the extra care service will have been assessed and eligible for the service and will have access to care support around the clock. This type of service is very flexible and means that people can live as independently as possible only having support as and when they need it.

## PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

### Day Services

37. **Bassetlaw** - work is on target to complete the Eastgate refurbishment. Bassetlaw day services maintain an allotment on Cheapside Road in Worksop. There are two groups who attend this site regularly, supported by staff from the day service. At the allotment, there are poly tunnels and raised beds where produce is grown; Fruit, flowers and vegetables. The produce is either sold or used to make jams and chutneys which are then sold at summer and Christmas fayres. All monies raised are used to purchase seeds, equipment and improving facilities at the site. As well as being popular with service users who like being 'outside', many also enjoy the whole aspect of seeing a product develop throughout the seasons to its harvest and ultimate sale. This is an integrated site where service users mix with other allotment holders. A recent donation from the British Lions has been welcomed.
38. The day service offered to older people in Retford will continue at the Grove Methodist Church on 3 days a week. Some capital funding has been agreed for the Grove, to enhance parking and toileting areas.
39. In **Newark and Sherwood** work will commence on the Balderton site at the end of May, whilst work is progressing, people will receive their day service from Whitewater (Ollerton) and Friary (Newark) bases.
40. Integrated activities involving service users with a learning disability and older people have been running in Ollerton and are being well received, alongside safety in the home, offered to day service users who live in supported living or at home with their carers.
41. Service users in **Mansfield and Ashfield** from learning disability services and mental health services have enjoyed the music sessions run at Rokerfield. Work is progressing well on the Red Oaks building and the site is looking very good. The service is planning

dates for service users to visit the site once the work is completed. At Willow Wood, information has been sent to carers informing them of the impending changes to service delivery in June 2012. Service users, carers and staff will be able to see plans and discuss the refurbishment which will commence on 2<sup>nd</sup> July; this is 4 weeks earlier than planned.

42. Clients and carers at New Outlook and Open Door day services continue to have their needs assessed and options for continued day service are being discussed, including the option for people to take their Personal Budget and purchase alternative services.
43. At the Ashwood Community Centre in Ashfield, service users have been participating in courses learning about how to join and use the library and a group of people with learning disabilities and older persons are supporting a luncheon club at Annesley Woodhouse.
44. In **Broxtowe**, the completion of Barncroft is on target for 6<sup>th</sup> June. The manager is keeping users and carers updated with regular fact sheets. Social events have been held across the service user groups supported by The Meercats and The Constantines; mental health service user led bands that were hired to play. The event was thoroughly enjoyed by all and requests have been made for a repeat.
45. Work has been underway in **Gedling** to start integrating the use of fleet transport. New runs have been planned and feedback from service users is being gathered on the proposed routes during May. The Ernehale Lea building refurbishment finished on 27<sup>th</sup> April and the service is thrilled with the improvements in security, storage and the general uplift of the site. Work commenced at Ley Street on 14<sup>th</sup> May and the service will use some community bases and the Ernehale Lea site during refurbishments. At Moorlands, an information sharing event took place on 4<sup>th</sup> April and this was welcomed by people attending.
46. An accredited list of external providers has now been published. The accreditation process has delivered:
  - 22 providers who meet the Council's quality standards and agreed cost benchmarks. They offer 44 distinct day services across Nottinghamshire. Eight of these providers are new to the market.
  - Providers who failed the process have received feedback about this and will be given support to apply again. Providers can apply to become accredited at any time.
47. Negotiations with the largest providers have been undertaken, which has resulted in significant price reductions. This ensures better use of available resources for the Council and a reduced price for self-funders. Further negotiations are still to take place with smaller providers.

### **Younger Adult Reablement services**

48. The Development of reablement services for younger adults with physical disabilities is progressing well and is beginning to make a real difference to people's lives. A service user in the south of the County has recently commented that the service has enabled him

to take part in community activities and physical exercise that he was previously unable to do, whilst at the same time he has been able to reduce his personal budget by over £100 per week.

49. The physical disability rehabilitation services have also received excellent feedback with one carer in the north of the county commenting,

“Many thanks for detailed communication, as well as all your other magnificent dedication to the cause! An entire family is in your debt. Only wish I was still a day-to-day journalist to write a pro-social worker story for a change.”

### **Learning Disability Community Services**

50. The Learning Disability Community Care Project has completed the first year of operation. The project has been highly successful in identifying and managing service improvements. The project has achieved a budget saving of £1.9 million, against a target of £1.25 million in the first year whilst ensuring that the services people receive continue to meet their needs.
51. The project has provided improved outcomes for people through developing alternatives to residential care, improved commissioning of services through better support planning and has delivered more transparent and robust procurement of services, including the out sourcing of supported living services previously directly provided by the Council.
52. This achievement has involved the commitment and hard work of staff working across the learning disability service, the joint commissioning team and the procurement team and is a testament to what can be achieved through working together as one Council.

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