

REPORT OF THE CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH**KEY ISSUES AND ACTIVITIES****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**Personal budgets for people in residential settings**

2. "Think Local, Act Personal" sets out the sector wide commitment to moving forward with personalisation and community-based support. It states that everyone who is eligible to receive personal budgets should be supported to use their budgets in personalised, cost effective ways to achieve outcomes regardless of where they wish to live. The expectation is all service users will be on a personal budget by March 2013 and this means all new and existing service users in residential settings will be given a personal budget.
3. Before the end of March 2012 the Countywide Reviewing Teams will have reviewed residents funded by Nottinghamshire County Council who live in the six residential homes bought by Runwood Homes. The review with service users, their families and care home staff is to explain how much their personal budget will be. Residents support plans will have a greater emphasis on outcomes which will help the department to measure service user satisfaction and quality of care.
4. Once this work has been completed, work will begin to move other older adults, in long-term care, onto personal budgets, of which there are approximately 3,000 currently being funded by Nottinghamshire County Council.
5. Learning from the work will inform the roll-out of personal budgets for all service user groups.

Personalisation – Visit from Sweden

6. On the 20th and 21st of February a delegation from Sweden visited the County Council to find out more about Personalisation in Nottinghamshire. The delegation was led by Mr Arnfinn Kleveland, who visited with 7 of his colleagues.
7. Following a welcome and introduction by Councillor Stuart Wallace and Service Director Paul McKay, the two day programme incorporated various presentations about personalisation which included: the resource allocation system, direct payments, micro providers, support with confidence, customer access centre, re-ablement and other topics.
8. The delegation heard from Stephen Kirk and Nicola Darby; a user of personalised care and his partner, about what a difference personalisation has made to them and how it has enabled them to regain control of their life. They also had the opportunity to talk to staff from district assessment teams to get their feedback on personalisation and the changes it has made to their work practices.
9. Half the visitors spent a morning at Wren Hall, a nursing home specialising in dementia care, using a highly personalised approach; and the other half spent the morning with The Adventure Service; a micro provider specialising in providing outdoor activities for people with special needs. These visits gave them the opportunity to see personalisation in practice.
10. The delegation enjoyed lunch with the Chairman and his lady, and were all presented with commemorative pens. They then in return, presented the Chairman with a Jarfalla tie and scarf plus some Swedish chocolates.
11. Following their 2 day visit the delegation returned to Sweden inspired to evaluate their services and to endeavour to make them more personalised.
12. Christina Erenvidh, International Officer at Jarfalla Municipality in Sweden emailed this feedback: "On Behalf of Mr Kleveland and his group I would love to express their thanks for a great programme, amazing work and a warm reception! They are by now full of energy and really inspired to continue their work."
13. I would like to express my appreciation to the Chairman, the Putting People First team, staff and external partners, who made this visit so successful.

Capita IB National Award for BEDs Innovation

14. I am proud to announce that the Council has won the Capita IB Solutions national award for our BEDs innovation. This is in recognition of our software solution to monitor bed movements in Care Homes and provide advice and support to self funders. Given the Capita IB works closely with a number of other organisations across the UK it is a real honour to have been chosen.
15. The authority has worked closely with Adam Gibbons in Capita IB Solutions who put us forward for the award. The BEDs solution is a testament to the work of a number of people across the Council. With assistance from staff in the authority we have developed a cutting edge solution that has already attracted interest from a number of local authorities and colleagues locally in Health. This includes Kent, Derby, Worcester and Essex.

16. I would also like to recognise the work of internal communications who developed a marketing strategy and legal services who have worked with key officers to ensure the Council retained the intellectual property rights for the software.
17. This is a real example of the Council working together to improve services to the public and deliver efficiency savings.

SEE IT in Action 2012 Conference

18. Paul McKay, Service Director for Promoting Independence and Public Protection was invited to be a key note speaker at the See IT in Action 2012 conference in London on Monday 21st February 2012. This was a prestigious event to demonstrate how information technology is transforming the delivery of frontline services and improving people's lives.
19. As part of the event, Paul shared the authority's cutting edge work with self funders and the authority's stall, which showcased the work of the Council, also won the best stall award.
20. The BEDs software, developed with Capita IB Solutions, improves the processes and communication between the Council and Care Homes. The software allows the general public to interact with Care Homes via a public portal, enabling the automation of payments to Care Homes for local authority funded beds. The system also provides information for emergency planning and delivers improved financial advice for the public.
21. The BEDs system, which was launched in Nottinghamshire Care Homes for older people on 27th February will realise significant efficiency savings.

Capita Social Care National Award

22. I am delighted to inform you the authority has won the Capita Social Care national award for working in partnership. This is in recognition of our joint work with reviews, the efficiency savings realised and moving people onto a personal budget.
23. This is the first time this award has been presented, so it is a real privilege to have won it.
24. The department has worked closely with Capita's Regional Business Manager who put us forward for the award.
25. With Capita's assistance the authority has completed over 3,000 reviews and will move all the people living in the community, who are eligible, onto a personal budget by the end of March. This authority will be one of a very few authorities who have achieved this. At the same time we have already realised £3.5m efficiency savings and are predicting to meet the target amount.
26. This is one of the most complex pieces of work that the department has sponsored and it is a credit to all the staff involved that we have achieved this.

PERSONAL CARE AND SUPPORT – OLDER ADULTS

Aiming for Excellence

Transfer of Residential Care Homes to Runwood Homes

27. I am pleased to say that contracts have now been exchanged with Runwood Homes with completion due by the end of March when all of the 6 homes will transfer to Runwood Homes.
28. The project team are meeting regularly with Runwood staff to ensure that there is a smooth transfer and staff are engaging in shadowing work and have also undertaken “Taster Sessions” in Runwood’s Dementia Programme. A number of staff have requested becoming “Champions” of the programme called LIFE (Living In Full Engagement).
29. A group of 12 staff and also residents and relatives visited some of Runwood Homes last month and were really impressed with what they saw. They visited a home that Runwood have bought from a local authority and also one that they have built.
30. A Team Leader at Jubilee Court said “The two homes that we visited were very clean and well organised. The decoration was lovely. I found the whole visit very welcoming and the atmosphere was very calm and relaxing. All the questions we asked were answered and the discussions that took place with the Management Team afterwards were very positive. I am looking forward to being part of the Runwood Homes Team.”
31. Runwood colleagues have been spending time at the homes getting to know the residents and staff. They have also begun “taster sessions” of their LIFE (Living In Full Engagement) Dementia training programme and there will be 6 Champions at each of the homes who will share their knowledge and expertise and also encourage best practice within the homes.

Extra Care Procurement

32. The formal tender process that will deliver phase 1 of the Extra Care Strategy has now begun. The 3 sites identified for Extra Care Schemes are:
- Walker Street in Eastwood - Broxtowe
 - West Furlong in Retford - Bassetlaw
 - Skegby Lane in – Mansfield.
33. The Council will have nomination rights to a number of units within each scheme for people that are eligible for an Extra Care service.
34. It is envisaged that the schemes will have a range of services and facilities within them that are available to people that live within the schemes and also in the wider community. The services and facilities available will be dependent on the size of the scheme but typically have such things as:
- Restaurant/café or dining room
 - Health and fitness facilities
 - Hairdressers

- Computer room
- Space that can be used flexibly.

35. It is anticipated that contracts will be awarded to the partner/partners in August 2012 with the building of the smaller schemes delivered in 12-18 months beyond that date.

PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

Day Services

36. **Bassetlaw** - James Hince Court and Westwood Older Persons Day Services continue to work closely together and share an area within the Greenacre Service. Some integrated activities have been developed with Physical Disability Services and these are working well.
37. The Learning Disabilities service has undertaken an in-house project working with service users who have complex needs. This is being run in conjunction with the Regal Theatre and has included musical interaction and drama sessions.
38. The service at the Worksop Library continues to be successful. Some integrated groups are now taking place with the Mental Health Day Service. New courses have started for Learning Disability users in Tai Chi, Healthy Lifestyles and Working with Change.
39. **Newark and Sherwood** - The Balderton Day Service is beginning to make preparations for their move to Whitewater. The refurbishments at Balderton are due to take place towards the end of May 2012. Three groups, who utilise the centre, are being supported by the manager of the service to source alternative venues in Newark.
40. Carers meetings were held during February to inform and update carers on the changes planned and a meeting in March gave details on planned changes to the building.
41. The Learning Disability service and the Older Persons services are integrating very well at the Whitewater site. A representative from the older person's service now attends the user group meetings held at the site, resulting in the integrated groups being fully involved in steering their service.
42. **Mansfield** - The Red Oaks services have been busy packing and planning the transfer of services to alternative sites. The service will operate from four bases. Some minor works have been undertaken at the Rokerfield site to ensure that users who have complex needs are able to utilise this building.
43. **Ashfield** - College courses are being accessed by older person's services at the Willow Wood site. Groups in beauty, skin care, flower arranging and card making are all very popular. On the 3rd February, learning disability service users were presented with certificates of achievement at a presentation evening at Sutton College. The evening had a Chinese theme this year and is becoming an important annual event.
44. The New Outlook and Open Door day services at Sutton are planning changes and the transfers to the combined day services where appropriate. Meetings have been held with users, carers and staff during February.

45. **Broxtowe** - The Barncroft service is running out of five sites whilst the refurbishments are being undertaken. Work is going well on the refurbishment and the first site meeting has been held; this provided the service with an opportunity to take photographs, to give users and carers a pictorial update.
46. Integration between the Mental Health service users and the Learning Disability users is working well at the Middle Street service in Beeston. A successful music session is being run for learning disability users by mental health users of the service. Learning disability users have also integrated into an embroidery session at this base.
47. **Gedling and Rushcliffe** – Some service users from Barncroft have moved into the Rushcliffe site (BGR) on a temporary basis, and have integrated well into the service.
48. Meetings have been held at Ernehale Lea and Ley Street to inform service users, carers and staff of the refurbishments planned for these sites. The plans were well received with very favourable comments received in relation to the alterations. The Ernehale Lea refurbishment is planned to take place from March to May, with Ley Street refurbishment following from May to June. Although the service will not have to close during the refurbishment, some sessions will have to be run from alternative sites.
49. Significant work has been progressed since December 2011 in relation to the procurement of external day services. An accredited list of providers has now been developed, which will be published soon. Price negotiations with the largest providers have been very successful to date and will continue with remaining providers.

COUNCILLOR KEVIN ROSTANCE

Cabinet Member for Adult Social Care and Health

CC104