

meeting COUNTY COUNCIL

date 22nd September 2011

agenda item number **7a iii.**

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.

ADULT SOCIAL CARE, HEALTH AND PUBLIC PROTECTION

The Commission on Funding of Care and Support

1. In July, the Commission on Funding of Care and Support – headed up by Sir Andrew Dilnot – published its report and recommendations on the future of adult social care funding. The Commission was set up by the Government last year to look at how adult social care can be funded now and in the future as demand and need continue to increase significantly.
2. Under the current system £14.5bn is spent nationally on adult social care. The projection is this needs to increase to £22.8bn by 2025 without any changes to the current system. For Nottinghamshire this means an extra £100-£125m to be spent on adult social care services. Currently adult social care is approximately 44% of our local expenditure (2011-12). If there is no national solution, adult social care will need to be about 70% of council expenditure. This issue, therefore, has a major impact on local government as a whole as well as individuals and families with care needs.
3. The Commission's main proposals include: the threshold for contributing the full cost of care be increased from £23,250 to £100,000; the maximum cost to an individual for their care would be £35,000; individuals would pay between £7,000 and £10,000 for general living costs, e.g. food and accommodation; and people who need care before they are 18 years old or who start needing care under 40 years will get all their care for free.

The additional cost of the commission's proposals would be £1.7 billion initially rising to £3.6 billion by 2025

4. The Corporate Director, Adult Social Care, Health and Public Protection has been keen to support the debate around this very important issue, and has offered to give a presentation on the Commission's findings and proposals to all the political groups. A briefing summary has been issued for staff in the department and the Director has had an opinion piece published in the Nottingham Evening Post.

Senior Leadership Team Road Shows

5. In June the Senior Leadership Team undertook 7 road shows for staff across the county. They visited local office bases and establishments in the 7 districts to talk to staff about the ambitions and priorities for the new department, and the Council, and to answer questions from staff on these and other issues. In total 182 staff attended the road shows and the feedback was generally very positive.
6. Staff appreciated the smaller groups within venues local to them and the opportunity to hear from the Director and Service Directors, and to be able to have a discussion with them about their concerns. 81% of staff who completed the evaluation rated the road shows as excellent or good, and 91% said road shows were a good way of communicating with staff.
7. Further to these events, specific operational issues of concern raised by staff have been picked up by the relevant Service Directors and are being followed up. The Director's presentation has been made available on the intranet and will soon be followed by information from the Question & Answer sessions. As a result of the success of these events, the department is now planning to undertake a series of road shows targeted at Team Managers. It is likely that further road shows for all staff will be undertaken in the future.

PROMOTING INDEPENDENCE AND PUBLIC PROTECTION

Blue Badge Update

8. In its letter to local authorities on the 14th February, the Department for Transport outlined a Blue Badge Improvement Service (BBIS) for the national blue badge scheme. The outcome of a competitive procurement process for a supplier to develop and deliver the BBIS resulted in the tender being awarded to Northgate Information Solutions in partnership with Payne Security.
9. Northgate will develop this new service so that it is available for all local authorities from 1st January 2012. The service will include a central database of all Blue Badges on issue and it will be linked to an on-line application form to allow individuals and organisations to apply to their local authorities via the Blue Badge website. The County Council is expected to sign an Access

Agreement with Northgate Solutions by the end of September 2011 in order to join this service.

10. As part of the service Northgate and Payne Security will design, securely print, personalise and distribute a new, more secure style of Blue Badge. The capital costs involved in the development of BBIS will be funded by Northgate and no up-front capital investment is required from local authorities. Local authorities will pay £4.60 per badge (excluding VAT) when they join the service; a fixed rate for the duration of the contract. The Department for Transport will be revising legislation later this year to allow local authorities to charge up to £10 for the issue of a badge in order to cover the increased costs associated with the new service; the current maximum fee allowed is £2. A proposed increase in the fee is the subject of a report currently being prepared by the CPU and Enforcement Manager for the Transport and Highways Portfolio Holder.
11. In addition, the Department for Transport has transferred funding to local authorities as part of the Health and Learning Disability Reform Grant to pay for independent mobility assessments for applicants applying under the “subject to further assessment” criterion. This has resulted in £82,000 a year additional funding for Nottinghamshire. Two occupational therapists have been approved under delegated authority to undertake these assessments.

Visit from Perth and Kinross Council and Norfolk County Council

12. On the 4th and 5th July the authority received visitors from Perth and Kinross Council and Norfolk County Council to discuss how this authority has implemented Putting People First and the significant achievements made by Nottinghamshire County Council. A report updating members on personalisation was considered at the Social Care and Health Standing Committee on the 5th September 2011 and a copy of the report can be view on the following link:

[http://itsacr02a.nottsc.gov.uk/apps/ce/memman/memman.nsf/1E27D13C238ACDBD802578710048CE96/\\$file/5_Fostering%20aspiration.pdf](http://itsacr02a.nottsc.gov.uk/apps/ce/memman/memman.nsf/1E27D13C238ACDBD802578710048CE96/$file/5_Fostering%20aspiration.pdf)

Visit by Derbyshire County Council

13. On the 27th June the authority received visitors from Derbyshire County Council to find out how the Customer Service Centre and the Adult Access Team are resolving more queries at first point of contact and providing a better service for the customer. The Adult Access Team are a specialist social care team based at the Customer Service Centre who provide advice, signposting and complete assessments for simple services to enable customers to get a quicker service and enables social care staff in the district to focus upon more complex cases

Putting People First staff champions

14. It is imperative that the implementation of Putting People First is co-produced, co-developed and co-evaluated with service users, carers, the public, the Councils workforce and key stakeholders.
15. Since March 2011 a network of Putting People (PPF) First Staff Champions has been created to support the bedding in of self directed support. There are currently 45 Champions who represent all service user groups across adult social care which includes a mixture of social workers, team managers, community care officers and reviewing staff. Awareness sessions are held approximately every six weeks and encompass all aspects of self directed support, from the community care assessment to brokerage for example. There have been four sessions to date, all of which have attracted a great deal of interest and enthusiasm. Representatives from adult financial care services, the micro provider project and the brokerage pilot have all been invited. At the sessions champions share their own, and their colleagues experiences, of how self directed support is working in their specific teams. Champions are a conduit between the teams they work in and the Putting People First Project Team to ensure that any issues raised are dealt with accordingly. Champions ensure that self directed support is raised at all team meetings and provide day-to-day support to their colleagues.

Micro providers – update

16. The Council has a key role in shaping and developing the market to support communities and voluntary organisations to develop new ways of addressing social care needs, and thereby allowing service users to take more choice and control.
17. A key step has been supporting micro providers such as social enterprises to flourish and develop innovative and creative ways to meet support needs. The Micro Provider Project continues to grow with 78 enquiries from potential providers with a breakdown of activity below:
 - 31 of these are actively working with the Project Co-ordinator
 - 23 are currently providing services
 - 9 providers have been through the quality assurance process and are currently showing on the Nottinghamshire County Council (NCC) Directory of Support.
 - 3 of these providers are also NCC approved providers – 1 direct payment support provider and 2 day service providers.
 - 64 micro providers have been given information and advice and signposted to the relevant organisations where appropriate.

Support with Confidence

18. Support with Confidence is a web-based directory of personal assistants who can provide care and support services to other adults. A personal

assistant is someone who is paid to help service users in any aspect of their day-to-day life and in most cases they are employed by the service user.

19. The Support with Confidence scheme is now fully functional with 12 Personal Assistants showing on the website as having been trained and approved - their approval includes a full Criminal Records Bureau check. There are a further 173 applications in the pipe line. All these Personal Assistants are looking for either full or part time work.
20. More information about the scheme can be found at the follow web address:
<http://www3.nottinghamshire.gov.uk/caring/supportwithconfidence/>

Social Care Clinics

21. Social Care Clinics aim to assess residents with disabilities primarily who have functional difficulties and are run by the occupational therapy staff. Likely solutions will be uncomplicated but will act to maintain or increase independence and prevent deterioration and reduce potential future crisis. Information leaflets and advice and guidance are offered and an opportunity to try specialist equipment and to access minor adaptations to their property.
22. Clinics operate on a fortnightly basis with solutions tried, agreed and items ordered on the same day. Where appropriate, a follow-up telephone call is undertaken to ensure ordered items are appropriate thus speeding up throughput of referrals and reducing delays in assessment.
23. Clinics have been introduced in Gedling since March and since June in West Bridgford. A clinic in Ashfield and Mansfield is due to begin shortly and suitable locations are being actively sought in Newark and Bassetlaw.

JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE

County Enterprise Foods

24. On the 25th August, the meals service new web page on the County Council website when live, which links to the County Enterprise Foods website. Member of the public will be able to request a service by completing an on line form which will make it easier to request a meal(s).

County Horticulture and Work Training

25. The refurbishment of the Brooke Farm shop has seen an increase in shop takings this summer with good feedback from customers on the improvements made. In addition, the take up of the Golden Gardening scheme has increased since last year and staff are working flexi-time to meet the increased demand.

Information to Manage the Service

26. A workshop on "Information to Manage the service" was held in July. The purpose of the workshop was to look at ways in which the department can improve how information is recorded on the front line and then how this information is used to help manage and monitor services. A project has been set up so the department can ensure consistency of recording data, clear accountability for recording and improvement management information reports.

Best Interest Assessors

27. In 2010/2011, eight staff successfully completed their best interest assessor training. This specialist training is required to enable specific staff, (who become best interest assessors or BIA's) to undertake assessments for a deprivation of liberty authorisation. Such assessments need to be undertaken on behalf of the supervisory bodies (the local authority and primary care trusts) in order to ensure that if a person has to be deprived of their liberty it is lawful and individuals are protected.
28. The training and support provided to the staff to equip them to undertake the training and, subsequently, the role has involved close collaboration with the Safeguarding Adults Group, Learning and Development and Birmingham University. This partnership working ensures that staff are subject to academic rigour as well as benefiting from the knowledge and experience of staff currently undertaking the role. The Departments ongoing workforce development strategy ensures Nottinghamshire continues to have sufficient well trained and experience staff to fulfil the legislative responsibilities of the Deprivation of Liberty Safeguards.

PERSONAL CARE AND SUPPORT – OLDER ADULTS

County Short Term Assessment Beds Pilot

29. This pilot project is to test the effectiveness of assessment beds for people who are at risk of being admitted into a residential care home following a hospital admission.
30. Currently, however, a high proportion of older people are placed into long-term residential or nursing care from hospital. The development of assessment beds is intended to offer an alternative to this practice by providing short-term residential care services which can offer recuperation, assessment and reablement.
31. The service will be targeted at older people (55+) who no longer need to remain in hospital, but at the time of discharge are unable to return home and so are at risk of being admitted into long-term residential care.
32. For the duration of the pilot it is proposed that the assessment bed service will be integrated within the existing residential intermediate care units and will

utilise the under usage / spare capacity of the intermediate care services or short-term care units. This will, therefore, protect the total bed capacity of the intermediate care services by reconfiguring the current beds service into 'assessment beds' and 'rehabilitation beds'. The assessment beds will focus on people who are at risk of being admitted into residential care who may require a short period of recuperation and reablement before being assessed for their ongoing needs. The rehabilitation beds will concentrate on more intensive rehabilitation and will provide a higher level of clinical and therapeutic support than the assessment beds.

Integrated Discharge Management Project

33. The hospital social work team at the Queens Medical Centre has agreed to be part of a pilot sponsored by Productive Notts to improve the planning and delivery of services for vulnerable people being discharged from hospital. The pilot has established a multi-agency team of staff from the Trust, the City and County Councils and the Primary Care Trusts to provide an early warning system for people who may need care and support services to enable them to manage at home. The aim is to provide a more timely service and to reduce delays in getting people home, as well as improving our response to people who may need our support.

Assisting People with Dementia to Live Independently

34. The Mental Health Intermediate Care Team for Older People works by combining technology which monitors movements at home with practical support from health and social care workers.
35. More than 500 people in Rushcliffe had been supported since the team was set up three years ago and it has proved so successful that it was extended to Newark last September and will be launched in Broxtowe in the autumn. The intention is to roll this service out across the whole county.
36. A computer programme called Just Checking monitors the movement of dementia sufferers, which plays a key role in moulding their care plans. Small, wireless sensors are positioned in rooms and are triggered as a person moves around the home. Activity is recorded and is accessible to an authorised person anywhere with internet access.
37. The equipment shows when someone leaves the house, whether they are going into the kitchen and what time they go to bed.
38. The hands-on practical support is provided by staff from Nottinghamshire County Council and Nottinghamshire Healthcare Trust. A team of occupational therapists, a social worker, psychiatric nurse and assistant practitioners give dedicated support to people, who are mostly over 65, for between 4 and 12 weeks.
39. By getting to appreciate sufferers' needs, recognise their fears and understand their behaviour; the team work out plans for their wellbeing.

PERSONAL CARE AND SUPPORT – YOUNGER ADULTS

Day Services Modernisation - Update

40. During July 2011, 8 Open Meetings were held across the County in some of the County Council buildings which are going to become the future multi-purpose day service venues. The purpose of the meetings was to explain to service users and carers what had been agreed at the Full Council meeting held on 30th June, when the Day Service Modernisation programme was approved.
41. Around 185 people attended in total; they were able to put questions to managers, look at displays and take a tour of the building to see the facilities available. This was the first chance for many to see the future venue for their day service, as 19 of the smaller day service buildings will no longer be used in the future, as part of the modernisation changes.
42. Twelve of the smaller day services for older people will have transferred into the multi-purpose day service building by the end of September 2011, with most of the moves having happened during August 2011. Most people reported being reassured following their visit.
43. User who do not wish to move we will offer support to find an alternative service within their own area.

COUNCILLOR KEVIN ROSTANCE
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