

REPORT OF THE EXECUTIVE MEMBER FOR ADULT SOCIAL CARE

Care Quality Commission (CQC) judgment re adult social care: 2008/09

We have now received our 2008/09 performance judgment and scores from CQC, and the results are as follows:

Delivering outcomes	Grade awarded
Improved health and well-being	Well
Improved quality of life	Well
Making a positive contribution	Excellent
Increased choice and control	Well
Freedom from discrimination or harassment	Excellent
Economic well-being	Excellent
Maintaining personal dignity and respect	Adequate

The results were reported to the Executive Board on 14th January 2010. They represent further improvement on 2007/08, and thanks are due to staff in all services for their efforts over the past year. We have increased our score from one excellent outcome (economic wellbeing) in 2007/08, to three excellent outcomes in 2008/09, by adding 'making a positive contribution', which covers user engagement and consultation; and 'freedom from discrimination and harassment', including focus on diversity.

Care Trust Plus (CTP): update

Ministerial approval for the establishment of the Care Trust Plus is expected later this month following the submission of the draft legal agreement which was requested by DH civil servants just before the Christmas break. The Policy and Resources Task and Finish group which has been looking at the development of the Care Trust Plus has met regularly and compiled its report to Policy and Resources. Concerns over elements of the commissioning arrangements for children's services have been alleviated through a phased approach to the introduction of children's commissioning to the Care Trust Plus. The necessary arrangements to bring about the governance of the CTP and transfer of employees from the Council are making progress. This is leading to joint meetings between NHS and social care to learn about each other's business in more detail. Arrangements for the establishment of a Shadow Board and the appointment of Non-Executive Directors to the CTP are being made in the coming weeks.

Integrated Care Partnership (ICP): update

Over the next two years the ICP programme will create integrated care solutions which will improve the health, safeguarding and well-being of people in Blackburn with Darwen. Our partnership philosophy will encompass the whole community and will result in the development of innovative, easily

accessible services which people choose to use. Our programme is underpinned by the need to consider safeguarding and personalisation in all aspects of our work, and to look for opportunities to avoid inappropriate hospital, residential home and nursing care home admissions.

The programme consists of nine projects: GLOW (Guidance on Living Over Winter); intermediate care; mental health; safeguarding; children with complex needs; urgent care/urgent care centres/single point of access/intermediate children's community service; long term conditions – COPD and diabetes; end of life; and dementia care. We have recently added a pilot to look at dedicated social work support to a GP practice and we have also been approached by commissioners planning other areas of work.

We have been undertaking work to clarify the position with regard to information sharing and we have developed a draft partnership agreement that has been shared with each of the partner organisations.

Since the inception of the ICP there have been significant changes to the environment in which it will be working, particularly the current financial situation where significant budget cuts are anticipated. This means that the whole systems approach of the ICP partnership is more crucial than ever if real savings are to be achieved rather than offset to each other.

We have also been progressing our current projects via a number of multi-agency stakeholder workshops. In addition to these workshops producing some great results, we have received excellent feedback from staff to say they have enjoyed taking part in the work.

If you want to see the ICP programme documentation for yourself and perhaps add your suggestions or comments please register on the ICP website at: <https://govx.socitm.gov.uk/spaces/icpprogramme>

Personalisation: update

We are continuing to drive the development of personalisation both within the department and more widely in accordance with the five progress measures published by the Government in autumn 2009. Recent developments within the personalisation programme include:

- Plans to reach our target of 350 personal budgets by April 2010 (and 1000 by April 2011) are being implemented and monitored. We have so far written to over 300 people to make an offer of a personal budget and more will follow in February and March. All service users to whom we make this offer are receiving an up front courtesy call and subsequent follow-up, including the provision of a support planner where needed.
- Care Network and the Carers Service are providing trained support planners via two pilot schemes. These allow people to access help outside the Council in deciding how to plan their support.

- Work to develop a centre for independent living (a user led organisation) in the Borough has commenced.
- The department and Lifelong Learning service have agreed to set up a college course, based at Bank Top Community Centre, that will assist users to plan their own support under a personalised model.
- We have agreed an action plan to ensure uniform progress in relation to the five progress measures. Progress against this plan will be reported to the Adult Social Care SPT every quarter.
- Work is progressing on the development of a social care resource allocation system that will meet national requirements under personalisation for being up front, fair and transparent.

What's next?

Work will continue under a programme management model to develop and implement activities over the six individual workstreams. The personalisation project board, which meets weekly, will continue to monitor this activity and report directly to lead elected members and senior officers on a regular basis.

Longshaw House and Brookside Homes for Older People: update

The planned refurbishments at Longshaw House are in the final stages of completion. The residents, currently living at Brookside, are due to return to Longshaw House over the coming weeks, when the grounds around both homes are felt to be safe for the transfer of the service users due to the recent snow and ice.

The refurbishment has led to the creation of six new double-sized bedrooms, a therapy room and practice kitchen, as well as a new central seating area fully fitted with new furniture. This will enable the residents and other people who will use the facility in the future to live in comfortable and attractive surroundings, whilst being able to keep up with their daily living skills whenever they wish. It is anticipated that people requiring short term care and support as well as day activities will also use the service and that it will become a centre for healthy activities and extended support for older people.

Once the residents have all moved back, Brookside, which has been returned to the corporate centre as an asset, will be secured until its future is decided.

Support to vulnerable adults during arctic conditions

Weather conditions over the past weeks have been the worst that we have seen in decades. This has impacted on all of us in some way, but the most vulnerable in our community, in particular those with little or no support from family or friends, have been potentially most at risk during this time. The services designed to support people living with illness and/or disability have been challenged over past weeks but have, due in no small measure to the personal commitment of thousands of staff, responded magnificently to ensure that services have been disrupted as little as possible and have, where necessary, been concentrated on meeting the needs of the most vulnerable and their families.

The Council's directly provided Adult Social Care services, residential care services for older people and our 24-hour supported living services have operated as normal and there are many reports of staff walking miles in the snow to honour their commitment to their duties and service users. In some instances staff have been unable to get home and have slept in their place of work whilst off duty. Where gaps in rotas have been created by people being unable to get to work, managers have worked hard to arrange cover and they, along with others, have undertaken additional duties to ensure people's personal needs are met. There are also many examples of our service users 'mucking in' and helping staff help others and/or themselves. Staff working in services that have been unable to operate during the bad weather, in particular some day services, were deployed to provide help in other services.

Unsurprisingly, services reliant on transport have been affected most by the bad weather, for example day services and meals on wheels, where vehicles have been unable to operate safely in side streets, many of which are steep or cobbled. In these instances, social work and other staff/partners have contacted hundreds of people whose services have been hit to ensure that they can cope or to arrange alternative support. During recent weeks reduced social work services have concentrated on urgent and crisis work either meeting the most critical or substantial needs of those known or newly referred to us. Our out of hours Emergency Duty Team social work staff have operated as normal.

The Council's in-house home care team has provided a slightly reduced service but have ensured that those most at risk have been supported in meeting their personal care needs. Again, staff have successfully struggled to walk up roads at all hours of the day and night even though they have been inaccessible by vehicle.

Partnership working has continued to be excellent during the bad weather, most particularly with independent sector providers of social care and our health colleagues both in the community and hospitals.

We would like to thank staff, both ours and our partner organisations', for the commitment they have shown during this period of bad weather in supporting some of our most vulnerable citizens.

Day services review

A major day services review started within Adult Social Care in December, with face to face meetings with users, carers and staff. Over the coming 6 months we will be working with stakeholders to review services across the 8 day centres for younger disabled and frail older people in Blackburn with Darwen. The review is aimed at finding out what kind of day support current and future users need and want, with a particular emphasis on the opportunities that personalisation brings. In order to do this we will be talking directly to groups of young people in transition to adulthood, working age adults and older people as well as reviewing the individual needs of all people

currently attending day centres. The review will focus on: current and future needs of users; value for money across the 8 centres; the physical state of the buildings; and how self directed support/personalisation will impact on day services.

The Health Overview and Scrutiny have established a sub-group to participate in the day services review and they will be undertaking visits to existing day centres, talking with users and visiting an example of a centre for independent living outside the Borough.

Website launched for people with learning disabilities

The Blackburn with Darwen Learning Disability Partnership Board website was launched on 3rd December, promising improved information for people with learning disabilities. The launch coincided with the United Nations' International Day of Disabled People. The website will give people an opportunity to find out more about learning disability services in Blackburn with Darwen, and has been designed to be easy for people with a learning disability to use.

The Learning Disability Partnership Board meets every two months to talk about opportunities and support for people with learning disabilities. The board's job is to make things better for people with learning disabilities and their carers in Blackburn with Darwen, and to make services better too.

The website content has been put together by local people with learning disabilities, and each page uses videos with explanations by local people, and users of the Council's day services posed for the photographs used on the site. The site has extra accessibility features, including options to change the size of the letters or the colour scheme to make things easier to read.

You can view the website at www.bwdld.org.uk

