

**ADULT SOCIAL CARE - COUNCIL FORUM – APRIL 2010**

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**Reablement service rated 'excellent' again by CQC**

The Reablement service is continuing to achieve its aim of helping people regain their independence and remain in the community longer. The service achieved an 'excellent' rating from CQC (Care Quality Commission) in its recent assessment. This is the same result as the service achieved in May 2007, showing that Reablement has maintained its high standard over the last three years.

The Reablement service provides planned, short-term, intensive assistance to adults. The intervention is designed to maximise people's independence following a period of illness, disability or loss of confidence. Individuals are assisted, in their own home, to try and regain the skills needed to live as independently as possible and increase confidence in their own abilities.

Reablement was praised by CQC for providing thorough assessments. Service users reported that they were treated with respect and dignity, and said they valued the service's input. The service was also recommended for having a low number of complaints, and having good practices and procedures to assist staff. Employees working in the service said that the management team are very supportive. Other professionals informed CQC that Reablement was a very reliable and effective service.

Reablement gets most of its referrals from hospital, although more and more referrals are now coming from community teams and other professionals.

At the end of a Reablement programme, lots of service users get discharged without a package of care, or a reduced package of care. This is enhancing people's quality of life, and helping people to maintain their independence, whilst also helping to save money on commissioned services.

A typical case is that of a 92 year old lady who had spent some time in residential care. After the involvement of Reablement she was discharged from the service without a package of care and four months later she is still independent.

As of April 2010 the Reablement service is being extended to people who are due annual social care reviews. Where appropriate, the team will provide Reablement to individuals to help them regain their independence.

**New operational Safeguarding Team**

The new Safeguarding Adults team commenced work on 15<sup>th</sup> March. The team is made up of one manager, five senior social workers, one social worker, two administration staff and a DOLS (Deprivation of Liberty Safeguards) Officer. The team has a mixed skill base with workers bringing experience from their backgrounds in learning disability services, Children's

Services, hospital social work, and all age disability and sensory impairment teams. They will process all new safeguarding referrals to enable a more efficient safeguarding service for vulnerable people living in the borough. The team will continue to jointly work on cases with other community teams, but may often take the lead in safeguarding investigations from a social care perspective.

An extensive induction programme has commenced, incorporating a comprehensive training package, which includes the following:

- Communication for investigators. A course designed and delivered by speech and language therapists, aimed at facilitating effective communication with people who have complex communication needs.
- An event featuring speakers from the forced marriages/honour based violence support services, domestic abuse team and input from the independent chair of the Safeguarding Vulnerable Adults Board

In addition to this, some of the team are close to completing a post graduation training programme which has incorporated 'Best Interest Assessment' under the Deprivation of Liberty Safeguards (DoLS). Other members of the team are at varying stages of this programme to meet the required standard of the post. All members of the team will also receive training on 'Achieving Best Evidence', a programme designed to interview vulnerable witnesses and victims, and 'Appropriate Adult Training' to support vulnerable service users when they face a police interview. A shadowing day has also been arranged for all members of the team to spend time with Children's Services to enable a conducive model of practice across the departments when safeguarding vulnerable people in the borough.

The operational team work closely with a range of key partners, most particularly the local Police and NHS organisations.

The department has recently launched a safeguarding module on its existing client database software which will help facilitate the process of safeguarding investigations. All staff have been trained in this module and this will allow the quality and monitoring team to analyse data in a more effective manner. This data will in turn be fed into the quality monitoring group of the Safeguarding Vulnerable Adults Board to inform partnership initiatives and strategy development.

### **Personalisation; update**

The pace of development of personalisation has increased further over the past two months. A robust action plan is in place to drive and monitor progress in relation to the progress measures for the implementation of Putting People First set in Autumn 2009 by the Association of Directors of Adult Social Services (ADASS) and the Department of Health (DH).

Provisional figures to 31<sup>st</sup> March show we have achieved approximately 440 people receiving personal budgets, exceeding our target of 350.

Option appraisal work has been undertaken to identify the best approach to supporting service users in respect of advice and information, including the 'Quickheart' system used in Stockport; and exploration of options around assessment processes to link to a Resource Allocation System (RAS) including plans for use of the FACE's RAS system. 'FACE' stands for the Functional Analysis of Care Environments, and they are the country's leading supplier of assessment tools to health and social care, supplying over 300 Local Authorities and NHS Trusts. The intention is to identify an approach to RAS which avoids duplication in the assessment process that would otherwise be inefficient and inconvenient for the user. The FACE RAS would also help minimise risk to the budget given a high degree of reported correlation between need and indicative budget. A small number of care managers have begun trialling the FACE overview assessment tool and initial feedback is positive.

The Department is commissioning time from support planners on a pilot scheme basis with Bootstrap, Age Concern and the Carers Service, signifying a new relationship between the decision to determine eligibility (FACS) as distinct from what support someone chooses and how it is arranged.

Other key developments include:

- We have commissioned a programme of work ('innovation accelerator') with up to 12 local providers to get them to change and update their offer in terms of providing more personalised services
- We are commissioning a program of work to further develop local capacity around support planning and brokerage
- We are developing an 'invest to save' business case for telehealthcare that will see assistive technology become the default position locally in terms of improving outcomes and realising large scale cashable efficiencies. We are collaborating with the regional JIP (Joint Improvement Partnership) and Tunstall on developing this business case
- We are undertaking the first in a regular series of workshops with care managers to begin a concerted program aimed at 'winning over the front line' in terms of personalisation
- We are consulting with staff in the department and wider Council on draft positive risk taking and financial governance policies, which are needed under personalisation given the imperative to deliver greater choice and control on the part of the user within a proper policy structure
- We are developing an information and advice strategy in partnership with the neighbourhoods, housing and customer services department and policy and communications department to reflect another milestone requirement
- We are in the process of writing to all current users of social care to tell them about the impending changes under personalisation

- We are setting up a disability alliance, comprising of disabled people who want to get involved in service design and delivery as per the 'co-production' model of working expected under personalisation
- Over sixty people are currently at some stage of the support planning process – they're planning how they would like to use their personal budget to get the support they want
- The Council's Lifelong Learning Service is delivering a course in partnership with Adult Social Care for people who want to learn how to plan their own support
- Feedback from the support planning training held in late January has been excellent. There will be a further course in April. We've also delivered two support brokerage awareness courses
- During March, 25 day service staff (from in-house and independent services) were trained in developing one-page person centred plans.

The department is working with HR to develop a personalisation training plan for 2010 – 2011. We have secured a comprehensive programme of training with Helen Sanderson Associates for the next year, for employees of both in-house and independent services.

#### **Care Trust Plus: update**

The Care Trust Plus came into being on the 1<sup>st</sup> April 2010, following the Secretary of State's approval and the transfer of the strategic commissioning function of the Adult Social Care service and the first phase of Children's Services. The three members of the Customer Care team and the three members of the Drugs and Alcohol team will transfer on the 1<sup>st</sup> May 2010.

The transfer has gone well and employees moving from the Council have been welcomed at the NHS headquarters at Guide and are settling into the new environment.

Objectives for outcomes, with milestones and targets, are being finalised during April for the first year's joint delivery plan.

The opportunities for joint working include care closer to home for reablement and intermediate care, transitions for young people, information, end of life care, Centre for Independent Living, and self directed support (personalisation).

Progress will be monitored and reported to the Board. Members of the Council are represented at that level by:

- Executive Director - Harry Catherall
- Non Executive Director - Councillor Mohammed Khan OBE
- Non Executive Director - Councillor Michael Lee
- Non Executive Director - Councillor David Foster
- Ex-Officio Board Member - Graham Burgess
- Ex-Officio Board Member - Gladys Rhodes
- Ex-Officio Board Member - Stephen Sloss

The dates of Board Meetings are listed below. These meetings are open to members of the public and a period of time is available at the end of the meeting for questions:

- 26th May 2010, Kings Conference Centre, King Street, Blackburn - 16:00
- 21st July 2010, venue to be confirmed - 16:00
- 29th September 2010 (inc. AGM - noon), venue to be confirmed - time to be confirmed
- 24th November 2010, venue to be confirmed - 14:00