

SAC

**Adult Social Care - Council Forum**  
**June 2010**

**Domiciliary services and Shared Lives service rated 'excellent' by Care Quality Commission (CQC)**

Our domiciliary services were inspected by CQC in May and they achieved 'excellent' status for the second year running.

Domiciliary services covers crisis, and St. Margaret's Court and Cotton Spinners Court extra care housing. The crisis support team respond to the social care needs of people living in the community who find they are in crisis and may be at risk of hospital and residential admission. They provide personal care in a person's home for a period of up to three days. During that period of time a full assessment of need will be undertaken by a care manager and a care plan and appropriate services will be commissioned. Extra care housing provides people with the opportunity to live independently in their own home, but with the peace of mind of having 24 hour care and support services on hand should they be needed.

The Shared Lives service has also received an 'excellent' rating from CQC. The Shared Lives service is for people with a learning disability, older people, people with mental health problems, physical disabilities or sensory impairments who need personal care and/or support and who would benefit from sharing a lifestyle in a home environment. The Shared Lives service puts people in touch with specially recruited carers from the community.

**Personalisation: update**

The drive and motivation to transform adult social care in order to provide individuals with greater choice and control continues. 438 people were in receipt of a personal budget as of 1st April this year. The next stage of the transformation process will focus on 420 people who currently access our in-house and externally provided day services. The review will take place over the next few months and will include a consultation element where people who use the services have the opportunity to tell us what is working and not working for them at the moment. Alongside this each person will have a statutory review and be assisted with support planning. This will provide us with valuable information which in turn will inform how we need to commission and develop services in the future.

We have commissioned a 'Provider Innovation and Accelerator' programme which has been designed to increase the number of providers who are using innovative and creative ways of addressing the personalisation agenda. There will be an initial selection process to identify a range of providers who would benefit from this pilot programme with a view to working with a total of 12 providers. A base line assessment with each organisation will identify areas of need for support with reference to 9 key areas. The 6 month fast-track

programme covers the 9 key areas identified in the benchmarking programme. After the selection process we aim to hold the first workshops for the providers on the 9th July.

Our 'Stronger Communities' programme supported by 'In Control' is now underway. This will focus on facilitating community based solutions for people. The Neighbourhood and Learning department are taking a lead on the programme. One option currently under consideration is the development of 'time banking'. A time bank provides a new and exciting way for people to come together to help others and help themselves at the same time. Participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves.

On the 28th June we will begin our 'Developing Community Based Support Brokerage' programme. The primary aims of the programme will be to ensure that information and advice is available to people as they try to work out the best options for their support. There will also be a focus on developing cost effective options for people who need assistance with planning and organising their support. The programme will run for a year from June 2010 to end of May 2011.

#### **Quickheart project**

'Quickheart' is the name of a software company who have developed a website product aimed specifically at providing advice and information to the public on Adult Social Care. We have purchased this product and over the next couple of months will be tailoring the site content to reflect local BwD policy and practice before launching it publicly. If you are interested in a preview of how the site will look you can see the Stockport version of the site at [www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)

#### **Resource Allocation System (RAS) development**

Work will begin in July on gathering data across the 3 main client groups to shape the RAS. A group of operational staff will be trained for the data collection process using the FACE Overview Assessment. We will be co-ordinating the work in conjunction with a project manager from FACE. '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.

#### **Consultation on Positive Risk Taking and Financial Governance Policies**

The consultation period on these policies has now ended. We will be reviewing the feedback received and preparing a report to senior managers with recommended changes to the draft policies that were consulted on.

#### **Training**

In July there will be an opportunity for 30 more people to attend another two day 'Support Planning' course. The feedback from the three previously held courses

has been excellent. There will also be a two day training course on 'Positive Risk Taking' which will be invaluable for our social work and safeguarding teams.

### **Integrated Care Partnership (ICP): update**

The Integrated Care Partnership (ICP) programme is a partnership currently between Blackburn with Darwen Borough Council (Adult Social Care and Health and Children's Services), the NHS Provider Services Unit (PSU), East Lancashire Medical Services (ELMS) and East Lancashire Hospitals Trust (ELHT). Here's an update on ICP's current projects:

### **GLOW**

The GLOW (Guidance on Living Over Winter) project pilot set out to reduce the number of seasonal excess deaths by 30% in the first year, which equates to saving the lives of 60 people in just 6 months. Work was undertaken to identify possible interventions and to identify people who would benefit from those interventions. The pilot has now concluded and a lessons learned report will be produced using the performance data which will be submitted at the next project group meeting. A discussion will then take place as to whether GLOW has proved itself during the pilot phase and how the project should continue.

### **Intermediate Care**

Intermediate Care services have been developing within the Borough for a number of years and significant joint working has been established between health and social care teams. The project being undertaken as part of the ICP programme will build on current systems and provision making, to make the most effective use of capacity and establish new ways of working.

Three task and finish workshops have been set up to take place (May, June & July) to consolidate the current work before commencing new tasks. A good response has been received from partner organisations and the first workshop was well attended, it is anticipated that these workshops will produce practical outputs and make steady progress on the work plan.

In the meantime, progress has been made on the Intermediate Care work plan. The documentation work group has met twice and is moving forward with the implementation of the completed integrated care documentation.

### **Safeguarding**

The Safeguarding project is looking at how partner organisations within Blackburn with Darwen can work together to deliver seamless and integrated safeguarding services/practices of the highest quality to the families of Blackburn with Darwen, which are preventative, responsive, proactive, effective, efficient and offer value for money, whilst valuing, supporting and championing the staff who deliver these services.

To commence work on the Safeguarding project we held a number of workshops which proved to be very effective. We held three workshops for employees to input into the project and share their thoughts and ideas. This led to the production of the project plan, which contains the tasks, timescales and dependencies for the project (the project plan can be viewed on the ICP website).

As a result of the workshops a Steering Group was established, who met for the first time in April to discuss and confirm workload responsibilities. Terms of Reference and a standard proforma for the Steering Group have been prepared which are to be agreed at the June meeting. In the meantime the work area leads are continuing to establish their teams and progress in line with the plan.

There are a number of other projects currently on hold whilst the future of the Provider Services Unit (PSU) is determined. If you would like more information on any of the ICP projects you can register on the ICP website at <https://govx.socitm.gov.uk/spaces/icpprogramme/>. All project documentation, plans and status reports are shared on here as well as all programme information.