

REPORT OF THE EXECUTIVE MEMBER FOR ADULT SOCIAL CARE**COUNCILLOR MOHAMMED KHAN****PORTFOLIO CO-ORDINATING
CHIEF OFFICER: SALLY McIVOR****DATE: 12th APRIL 2012****DIGNITY CODE FOR OLDER PEOPLE**

The Council has formally adopted the National Pensioners Convention (NPC) Dignity Code for older people further to the April 2012 meeting of the Executive Board.

Across the Country, Increasing numbers of older people are unable to care for themselves or properly conduct their affairs. Many older people have seen their basic human dignity undermined – they have been treated as objects rather than people. In extreme cases there have been instances of abuse and neglect, but there are many examples of older people being spoken about as if they were not there, deprived of basic privacy or denied respect for their hygiene or personal appearance

The Dignity code is intended to uphold the rights and maintain the personal dignity of older people – ensuring the health, safety and well-being of those who are less able to care for themselves.

TELEHEALTHCARE

The joint procurement exercise with Care Trust Plus for an integrated telehealthcare service has now been completed and the Executive Member has agreed to our recommendation to award the contract to Tunstall. This will mean that Tunstall will provide and install both telecare and telehealth equipment as well as provide a maintenance service and 24 hour call and monitoring service.

Telehealthcare brings together telecare and telehealth as a combined solution, and supports the national drive for efficiency, integration and a more flexible, integrated approach to health and social care delivery within the community setting, keeping people healthy, safe and in control within their own homes.

COMMUNITY SUPPORT PLANNING NETWORK

On March 26th Councillor Khan launched the Community Support Planning Network. Through providing quality information and good support planning, people will be able to get better outcomes from their social care support in a way that doesn't rely to the same extent on relatively expensive traditional services.

The community organisations that are part of the network have been taken through an accreditation process (devised in Blackburn with Darwen and the first of its type in the Country)

The network has currently generated 15 volunteer support planners including the Direct Payment Peer Support Group members who were the first people to take up a personal budget in Blackburn with Darwen. These volunteers are about to go through a wide ranging training programme to equip them to undertake support planning.

PROVIDERS OF PERSONAL ASSISTANTS NETWORK

One of the major challenges of personalisation is to ensure the availability of properly accredited alternative services, over and above traditional services such as home and day care, that both end users can trust and the Council can be confident in funding

Over the last few years there has been a growth in the demand for personal assistants. The relationship between the customer and personal assistants is subtly different than that with a traditional care worker. The customer is more in control over how and when their support is provided.

In response to the further anticipated increase in demand we have worked with a number of organisations to develop an accreditation model for Providers of Personal Assistants and five organisations have been taken through the accreditation process.

The Personal Assistant network was also launched on the 26th March, and offers local citizens more choice in where to go for personal assistant support other than having to rely solely on family and friends.

IN-HOUSE PROVIDER SERVICES UPDATE

Despite unprecedented financial cuts and service remodelling across Adult Social Care, in-house services have continued to meet the same level of need from our public, albeit from 2 buildings instead of 5 in relation to day care. The recently agreed budget for 2012-13 will see the allocation of a significant amount of revenue and capital investment for these remaining buildings.

This investment to further enhance Blackburn with Darwen Borough Council's adult social care facilities will provide improvements to the four residential care homes for older people and the two day services that support frail older people and people with disabilities.

The money was pledged after residents and their families who use the in-house services said how much they value and wish to retain them. A total of £220,000 will initially be available to undertake a range of planned maintenance work covering building, mechanical and electrical requirements that will ensure the existing buildings remain fit for purpose over the immediate years.

In addition, the Council budget includes a substantial resource allocated to support further service development in response to the anticipated demographic changes and increases of young people with complex needs and older people with high support needs.

People who use the services, their families and staff members have identified a range of improvements to include high specification accessible bathing facilities, modern dining facilities, indoor and outdoor areas that can be used for a range of activities and sensory areas for people with hearing or visual impairments.

The improvements across the four residential homes will provide the environment necessary to ensure flexible, person centred services for residents with an increasing level of support needs over the long term

The building improvements to the two day service hubs will provide far greater accessible environments that are safe, enjoyable to be in, and are adaptable for use with regards to activities and size of groups. In addition, the building improvements will provide the practical requirements in response to the increasing numbers of vulnerable people in our borough.