

scrutiny

focus on performance

Adult's Portfolio Task & Finish Group Children's and Health Overview and Scrutiny Committee

1. Introduction

Each Committee asked their respective Executive Members to attend the first meeting to explain the current status of their portfolio / departmental reviews, giving the Committee an explanation of how confident they were of meeting the budget challenges agreed at Finance Council. Each of the Executive Members was supported by a Strategic / Director. It was anticipated that Scrutiny Committee members would focus their attentions between June and September 2011 on the delivery and outcomes of those reviews; in that the implications of not meeting the required targets would have significant impact on delivering the Performance Agreement from September onwards. It is anticipated that Scrutiny of these reviews will be completed by September. At the Committee's first meeting it was decided that the best way to proceed with Scrutiny in this area was to divide the Committee into three Task and Finish Groups looking at the three individual Portfolios.

Following the first Task and Finish Group of the Adult's Portfolio, in which Members had the opportunity to scrutinise Senior Officers, around key and relevant parts of the 'RAG' Report, the Committee agreed on their initial focus and work plan until September 2011. The Committee decided that they would like to:

- Examine the effects that Telecare is having on the budget and look at the impact that Telecare is having on clients.
- Investigate client satisfaction with the changes that have taken place to Day Care.
- Scrutinise the re-modelling of Mental Health.

2. Work Plan : The Impact of Telecare

The issues around Telecare and its impact on the budget were discussed at the first two Overview and Scrutiny Committees and this was further examined by the Task and Finish Group. This issue caused concern for the group due to it being 'amber' on the Transformational Agenda 'RAG'

Report and Members were keen to explore further if Telecare was having a positive impact on the quality of service being provided.

Did we do what we said we would do?

The committee agreed that the scope of the review would include:

- Explore the benefits of Telecare to clients. ✓
- Explore case studies of client's satisfaction with this service. ✓
- Examine the impact that this service has on the budget ✓

Scope of the Review

The purpose of this review was to look at the impact that cuts to the budget were having on Telecare and whether a quality service could continue to be provided. The use of Telecare devices continue to rise and this is resulting in the reduction of overall cost of care packages. However whilst the overall cost of care packages fall Members were concerned that the Telecare element of the Performance, Management and Efficiencies Framework would prevent this area of the 'RAG' Report from meeting its budgetary target. The Committee were keen to ensure that whilst customer satisfaction was being maintained the Telecare service was staying within the budget set, and that it would move from 'amber' to 'green' on the Transformational Agenda 'RAG' Report within the specified time period.

In order to undertake this review Committee Members have:

- Conducted research around the benefits of Telecare to clients.
- Examined the budget implications of providing this service.
- Examined various sources showing client satisfaction with the service.

Client Satisfaction

As part of the review Members were provided with case studies of Telecare service users. Each service user had a positive view of the Telecare that had been provided for them, the Telecare products had made a vast improvement to their quality of life and had also reduced the stresses and worries for family members.

Benefits of Telecare

Using both local evidence and Department of Health documentation, Members undertook research on the benefits of Telecare. The Task and Finish Group found that Telecare had benefits for the user and their family as well as the Local Authority. Benefits included:

- Reduced risk for those living at home
- Prompt rapid and appropriate response to emergencies
- Delayed admission to residential or nursing care
- Safer discharge from hospital care.

For local authorities, Telecare allows those people who would normally need residential care to remain in their own homes longer, thus impacting positively on budgets. The Task and Finish Group looked at information on two best practice examples of Telecare, in North Yorkshire County Council and Essex County Council.

In North Yorkshire an analysis of 132 users in September 2008 found that the authority was making an average saving of £3600 per person per year reducing care costs by 38%. In Essex figures have shown that for every £1 they are spending on Telecare they are saving £3.82 on traditional care.

Meeting with Officers

The Member responsible for leading the review of services in this area held a meeting with Officers, in order to gather more information around Telecare. In the meeting the following information was gathered:

- Telecare is making a significant contribution to helping the Portfolio achieve the savings targets.
- Preliminary results of satisfaction surveys indicate positive responses from service users and their carers towards Telecare.
- Early intervention is seen as key. The use of Telecare at an early stage for people who do not meet eligibility criteria will help to prevent/delay people's dependency on services.
- It is hoped that the development of the Independent Living Service will help to make people more aware of the possibilities of Telecare and therefore increase its uptake.
- Consideration of the use of Telecare in Local Authority Residential Homes could help to relieve pressure on staff
- Blackburn with Darwen is still showing a greater use of residential care than comparable authorities and the use of Telecare will help to bring the Authority into line with others
- Blackburn with Darwen is recognised regionally as a leader in Telecare use.
- Future expansion of use of this service will help to moderate the increasing demand on Social Care Budgets through demographic changes.

Savings

Members were provided with the current position on savings in this area, due to their concerns around whether the Portfolio would make the relevant savings. Members were informed that during the first quarter £862k had been saved with Officers reassuring Members that with the efficiencies made in the

first quarter the department is on course to make the £1.9 million saving required by the end of the financial year.

3. Changes to Day Care

The Committee agreed to look at how budget restrictions had impacted on Day Care Services. As a result of the efficiencies there has been a remodel of day services and a number of day care facilities have now closed. Members were keen to explore if the changes had had an impact on client satisfaction and investigate whether a quality service was still being provided.

Did we do what we said we would do?

The committee agreed that the scope of the review would include:

- Review of the new model for day care. ✓
- Gather opinions of service users and there families ✓

Scope of the Review

In view of the closure of two Day Care sites coupled with the remodel of Day Services, the Task and Finish Group felt that this was an important area to explore further. The purpose of the review was to discover how the restructure had impacted upon the service, as well as its impacts on service users and their families. The Committee also wanted to examine if as a result of the closures service users who had previously used one of the closed sites were now experiencing any transport issues and if there had been any change in client satisfaction as a result of the restructure.

In order to undertake this review Committee Members have:

- Examined the new Day Care model
- Explored customer satisfaction by reviewing minutes from discussion and advocacy groups held at Stansfeld Day Care Centre

Service User Satisfaction

The Task and Finish Group were informed, that following the restructure of Day Care Services that there had been no real complaints about the changes from service users or their families. After the initial reduction in centre numbers activities for service users were limited, however this improved quickly and did not cause complaints.

The Task and Finish Group were made aware that to date the closure of three of the Day Care Centres had not had a negative impact on the time that it was now taking service users to get to and from the centres. The Committee

were informed that the majority of service users are now spending less time travelling than previously.

New Day Care Model

The Task and Finish Group were advised that the Authority had not followed the model of another authority when redesigning the new Day Care model. Under the new model there are now two hubs, where service users are given support and have the opportunity to take part in activities. By having just two hubs the service is hoping to encourage more users to take advantage of their personal budgets to participate in activities. To date only a small number have opted to utilise their personal budgets with the majority opting to remain in receipt of more traditional services.

Members were informed that the new model had been designed in order to provide service users with greater choice through the Personalisation Agenda. This agenda allows for service users to have a freedom of choice and independence when choosing activities through their own Personalisation budget.

Service User Opinions:

The Task and Finish Group were also provided with the views and opinions of service users and their families since the re model of day care services. Feedback provided to the Day Care Centres from service users was on the whole positive. Views included:

- Service users being happy with the service since the re model
- Wide range of service users accessing helps people to socialise with a wide range of ages and abilities
- Continuation of activities that service users did prior to the change in service
- Pre move visits helped service users adjust to changes

However some service users were negative towards the changes, concerns included:

- Groups being too large for community activities
- Costing more than private day care
- Centres being too noisy

Feedback was also provided to the Task and Finish Group by the Stansfeld Centre, this is a centre which is predominantly attended by adults who have learning difficulties and this can often make gathering feedback difficult, however the Centre does regularly consult with both service users and their families around the service provision. Since the changes have taken place, Stansfeld have undertaken weekly advocacy/ discussion groups as well as one to ones with service users and their families to ascertain their feelings. Whilst those who have moved to Stansfeld from centres that had closed were

upset about the closures, feedback has generally been positive and comments have included:

- Sessions at Stansfeld going well
- Everyone has adapted well and new friendships have been formed
- Like the staff a lot, they are really nice, it is brilliant
- The centre is wonderful
- Staff team is the best.

4. Review of Mental Health Service Remodel

The Committee agreed that they would further explore the impact that the re-model of Mental Health Services had had on Service users. As a result of financial efficiencies it was necessary to re-model the service. The Committee were concerned that the re-model may have impacted on the quality of the service and therefore felt it necessary to closely examine the new model for this service.

In order to undertake this review Committee Members have:

- Reviewed the current and proposed structures for Mental Health Services
- Met with an Officer involved with the Mental Health Service to ask further questions around the remodel.

Following examination to the changes in the structure, Members had further questions to ask around the restructure of the service and the impact that it would have on client satisfaction and service delivery.

The Member responsible for leading this review met with the Lead Officer for Mental Health who was responsible for the re model of the service. It was explained that the re model had not had an impact on the service being delivered. Whilst 6.8 posts had been lost from across different areas within the Mental Health Team the majority of these positions had been vacant prior to the re-model and therefore staff members had not been lost.

The Officer informed Members that she felt the re model had been a positive move for the service and that the team were coping with the volume of work at its current level. She did however recognise that the service would be stretched if there was to be an increase in things such as depression and personality disorders or if there was an increase in dementia due to people living longer.

Draft Recommendations Subject to Committee Agreement

Telecare

1. That the Portfolio look at accelerating the use of Telecare with existing service users who meet the eligibility criteria

2. That the Executive Member should actively look at increasing publicity around Telecare for those clients who are eligible to use it
3. That that Portfolio should accelerate the development of the Independent Living Service as a source of information for non eligible clients

Re-model of Day Care Services

1. That the Committee commend the staff for ensuring a smooth transition and the continued high quality of service delivery for service users following the re-model.
2. That the Portfolio should explore ways in which it can promote greater uses of personalisation amongst service users who are currently using more 'traditional' ways of accessing services.

Mental Health Service Re – model

1. That the Portfolio develops a contingency plan, that allows for the continued smooth running of Mental Health Services should the Care Trust Plus funding come to an end after two years.

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