

# HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE

23 JUNE 2015

## MEMBER'S ITEM: CARE IN THE COMMUNITY

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### Summary

This report sets out the response to an issue raised by Councillor Purdy regarding care in the community. It describes the range of community services which provide care and support to eligible adults in need in their own homes and in other settings. The report explains how individuals and their carers who seek assistance from Medway Council have their needs assessed and what services can then be provided to meet and review their assessed needs.

### 1. Budget and Policy Framework

1.1 Under Medway Constitution Overview and Scrutiny rules (Chapter 4, Part 5, Paragraph 9.1) Councillor Purdy has requested that an item on this matter is included on the agenda for this meeting.

### 2. The Issue

2.1. Councillor Purdy has requested that an item was placed on the agenda.

2.2. Further details have been requested on:

- What community care services are provided for older people, disabled people and young families?

- How much time and money is allocated to each visit/service?
- How long does it take for people to access what is needed?

### **3 Director's comments**

3.1 In response to Cllr Purdy's question about the range of community care services provided by Medway Council for vulnerable people in need I supply the following by way of clarification

3.2 The Council has a statutory duty to provide a range of community care services to both protect and support vulnerable adults and their carers. The Care Act (2014) which came into effect on the 1<sup>st</sup> of April, 2015 is the primary source of these legal duties, which includes :

- A duty to promote people's wellbeing and to prevent needs for care and support
- A duty to provide an information and advice service about care and support
- A requirement to carry out an assessment of both individuals and carers whenever they have needs which reach the national minimum eligibility threshold for support.
- A duty to facilitate a vibrant, diverse and sustainable market of care and support provision and to meets people's needs if a provider of care fails.
- A duty to make enquiries or to arrange for enquiries to be made in relation to any safeguarding concerns in relation to a vulnerable adult.
- A duty in some cases to arrange 'independent advocacy' to facilitate the involvement of an adult or carer in assessing needs and planning care.

3.3 The Council provides community care services in a diverse range of way. These can be summarised as the provision of information, assessment of needs, planning of care and support, commissioning or directly providing care for individuals to meet their assessed needs, monitoring and reviewing the quality the care provided, and taking appropriate steps to protect individuals and their property.

3.4 Information services are currently provided by the Council and its partner organisations through existing publications and information on the Council's website. The Council is currently working on the development of a web-based 'Citizen's Portal' which will provide all of the information that an individual or their carer might require to access support and make appropriate decisions about their needs for care and support.

3.5 The Council provides or funds services for the following groups if they meet the national eligibility criteria for services :

- Older people
- People with learning disabilities and autism
- People with physical disabilities
- People who are blind or partially sighted
- People who are deaf or hard of hearing
- People with mental health problems
- People who misuse substances
- People who are affected by HIV/AIDS
- People who are terminally ill
- Family and others who provide care.

3.6 The aims of social care services are :

- To enable people to live as independent a life as possible in their own home or in a home environment in their own community.
- To provide the right amount of care and support to help achieve the maximum independence possible, and in undertaking essential living skills and help individuals to fulfil their full potential.
- To give individuals a greater say in how they live their lives and the services they need to help them to do so.

The Council works in collaboration with a wide range of partners in the delivery of community care services. In order for an individual to have a comprehensive plan to meet all of their health and social care needs it is essential that social and health care providers work in an integrated way to assess needs and provide care and treatment. Additionally the Council will work with a wide range of voluntary and community sector organisations and groups who play a crucial role in delivering community care services.

3.7 When the Council receives a referral regarding an individual who appears likely to have eligible social care needs, an assessment is undertaken by suitably qualified or trained social care professionals in the Intake Team. The assessment will establish the full extent of an individual's needs based on a range of sources including the individual, their carer/s, family members, GP, health care professionals providing hospital and community based services, and current or previous providers of services. At the end of the assessment process a support plan is agreed with the individual in need of care and support, and a written copy of the plan is provided to the person who is the subject of the plan.

The Intake Team provides a 're-ablement service' that provides an individual with a tailored rehabilitation programme to help regain independence and improve confidence.

All referrals to the Intake Team are triaged by the Team Manager or a Senior Member of the team on the day of receipt. If deemed 'urgent' the client will be

visited/contacted on the same day, and a package of care if required immediately will be commenced that day. Less urgent referrals will be assessed on a “next day” basis.

The Intake Team will work with people in the short term, usually up to 6 weeks, to support their return to an optimum level of functioning and independence.

Following the initial six week re-ablement period, people who are likely to have longer term support needs the responsibility for co-ordinating ongoing support rests with one of our ‘long-term’ teams. As with the Intake Team, they will ensure that a care and support plan is developed and agreed with the individual in need of care and support, at all times promoting the person’s independence.

The long term teams are:

- Older Peoples Teams [ East & West ]
- Disability Team – 25 +[ works with adults with learning and/or physical disabilities ]
- Disability Team – 0-25 [ works with children, young people and young adults with learning and/or physical disability ]
- Mental Health Social Care Team

In addition to the long term teams we have a number of specialist teams and services that fulfil specialist functions:

- Self-Directed Support team: this team supports people who wish to develop their own support plan through buying help from people they know or from Council services to achieve a set of agreed care outcomes. This is usually achieved through the provision of a ‘direct payment’ to allow an individual to find creative ways of meeting their assessed care needs and agreed outcomes.
- Client Financial Affairs Team: this team fulfils a range of statutory functions in relation to managing the money and property of individuals who have been deemed unable to manage their financial affairs independently.
- Adult Safeguarding & Deprivation of Liberty Safeguards [DOLS] Services: these specialist teams support the Council and its partners to fulfil their duties in terms of safeguarding vulnerable adults, and ensuring that safeguarding enquiries are appropriately undertaken and where necessary that adult protection plans are produced and effectively implemented. The DOLS service ensures that the appropriate authorisations are provided where an individual in a care setting such as a hospital or care home is subject to specified restrictions of liberty as appropriate to their best interests, safety and welfare.
- Services for People with a Sensory Impairment – these specialist teams provide a wide of range of specialist support and equipment for children and adults with sensory impairment. The Visual Impairment Service is provided in partnership with Kent Association for the Blind.

- Carer's Support Team: The Council has a small team of staff dedicated specifically to providing assessment and support to carers. It is important that the needs of carers are considered separately to the needs of the person cared for, but clearly developing a support plan that is set in the context of the overall care and support arrangements. It is essential that we recognise the invaluable contribution that carers make to support arrangements for their family member or friend. In many cases we will acknowledge through the provision of additional support such as respite, or through a one off carer's grant to meet a specified need for the carer.
- 3.8 The Care and Support plan for an individual is delivered through the commissioning of services to meet the eligible identified needs. The Council can provide this through one of its 'in-house' services, or through commissioned services from a range of providers in the independent and voluntary/'not-for-profit' sectors.
- 3.9 Examples of some of the services provided directly by Council include:
- The Community Support and Outreach Team which provides support for independence to people living with mental health problems
  - Medway Telehealthcare Service provides a telephone based community alarm system providing a Lifeline which provides reassurance through remote surveillance.
  - Respite for Adults with Learning Disability are provided at Birling Avenue.

The above is not an exhaustive list of the services provided by the council but shows the main types of direct provision.

- 3.10 The Council commissions an extensive range of social care services from a range of providers. These include residential and nursing home care, day care services and domiciliary care services provided by a range of home care agencies. We also commission supported living for adults with disability and mental health problems.
- 3.11 For clients in receipt of home care services the allocation is linked closely to the assessment of need and the personal care tasks to be completed during the homecare visit. These could include bathing, toileting, mobilisation, assistance with meals preparation, etc.

Unlike many other Councils, Medway Council does not commission home care visits of 15 minutes. Medway Council commissions a minimum of 30 minute calls so that the care workers have sufficient time to meet the person's care needs and not make the person feel rushed, or have unmet needs at the end of the call. It also allows the care worker to have a conversation with the person while undertaking the care tasks, rather than just focusing on the task itself. This gives people some meaningful social interaction, which can help reduce people's feelings of loneliness and boost their wellbeing.

- 3.12 The allocation of care is regularly reviewed and the care and support plans adjusted subject to any change in needs of the cared for individual or their carer
- 3.13 Financial Assessment: If an adult is assessed as being eligible for a social care service the Council will arrange for the provision of this care and support, but all recipients of care are financially assessed to see whether they are required to make a contribution towards their personal budget for these services.
- 3.14 Medway Council spent somewhere in the region of £88 million in 2013/14 on Adult Social Care, with approximately a quarter being recouped through charges to clients. The largest spend is on children and adults with disabilities and their families, closely followed by spend on services for older adults, and the third area of spend is on adults with mental health problems.
- 3.15 Demands for Adult Social Care Services is consistently high and based on demographic trends there will be clearly be rising demand in the coming years.

The Intake Team received 2671 new referrals in 2014/15, and of these 2037 were from individuals over 65, and 634 were from adults under 65. Of the 2037 adults over 65, 901 of these were offered a package of short rehabilitation and independence support through our re-ablement pathway. In 2013/14 approximately 4,500 people received a community based service where Medway Council provided all or some of the funding.

In 2013/14 1200 Carer's assessments were carried out and where appropriate support provided. As an integral part of carers assessments, carers get chance to talk in confidence about their caring role, and how it impacts upon them. All carers will get information advice and guidance and signposting to services in the local community that can help them.

At the end of March 2014, there were 859 people in permanent residential care and 223 in permanent nursing care. The trend in terms of admissions to permanent residential/nursing care is reasonably consistent, with 270-300 permanent admissions for older people, and 20-30 admissions for 18-64 adults with disability each year.

- 3.16 Quality Assurance: Adult Social Care teams and Partnership Commissioning both have a role in monitoring the quality of services in a number of ways. Central to this approach is the review by care management staff of the support and care plan for the cared for individual, to ensure that the plan is delivering the identified outcomes for the individual.

In Partnership Commissioning has a key role in quality assuring the care delivered in services such as care homes, independent foster agencies and home care agencies. There is a Quality Assurance Officer that monitors care homes, and liaises closely with the Care Quality Commission. The QA Officer (Adults) puts in place improvement plans with care homes that are not

meeting all of the CQC's fundamental standards so that they will meet the standards when expected. There is an equivalent QA Officer for Children's.

Partnership Commissioning has recruited an additional QA Officer who will be starting in post in July. His role will be to embed quality across the system, and to implement a Quality Framework in Medway, which is currently in development. He will also manage complaints for adult social care and will assist with in depth services reviews of service that are not delivering what is required, so that Partnership Commissioners have the evidence upon which to make commissioning decisions. The QA Officer (Commissioning) will also be supporting Commissioners with contract arrangements and to embed rigorous contract monitoring throughout Partnership Commissioning.

We also monitor safeguarding alerts and complaint reports so that if trends are emerging in relation to specific providers then action is taken to pursue additional investigation by the QA Officers.

Also within Partnership Commissioning is the Adult Access to Resources Team (Adult ART) which places new care packages with home care providers. This gives Partnership Commissioning the benefit of day to day contact with home care providers, so that they are aware of the capacity issues in the market, such as staffing issues. The team works with social care staff, and through them, the service user and their families, to ensure that where at all possible, people have a choice about who delivers their care, and when.

We also gather intelligence about satisfaction through the Annual Social Care Survey. The provisional 2014/15 provisional measure for Overall Satisfaction is 62.5%.

#### **4. Risk Management**

- 4.1 There are risks associated with ensuring that there is a sufficient supply of community care services in Medway, but this will be addressed initially through the development of a suite of commissioning products required by the Care Act 2014, including an assessment of the market. This will assess supply, the capacity of the market to deliver sufficient services for all that require them (i.e. including private customers), to assess whether Medway Council is paying a Fair Price for Care and to undertake a financial assessment of individual providers to assess the risk of provider failure. The market position statement is being developed by the Partnership Commissioning Team in conjunction with Adult Social Care Services.

#### **5. Financial and Legal Implications**

- 5.1 The Local Government Act 2000 provides that executive arrangements by a local authority must enable any member of an overview and scrutiny committee of the authority to refer to that committee any matter which is relevant to the functions of the committee.

## **6. Recommendation**

- 6.1 Members are asked to consider the above report and determine whether any further action is required.

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### **Background Papers**

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