

<b>CABINET MEMBER UPDATE</b>		
<b>Overview and Scrutiny Committee (Adult Social Care) – 15<sup>th</sup> October 2024</b>		
Councillor	Portfolio	Period of Report
Ian Moncur	Adult Social Care	August-September 2024

## **Introduction**

It continues to be an extremely busy time for Adult Social Care and activity has remained high. The service continues to receive around 2,000 contacts per month from members of the public and other agencies relating to both new referrals for people who need assessment for care and support and from people who have existing services which need to be reviewed.

The service continues to support just over 4,200 people on a long-term basis. Since March 2024 this number has increased by around 4%. A full report on Adult Social Care performance is due to be presented to Overview and Scrutiny Committee at the October meeting.

The service continues to support the Southport recovery work and colleagues from Adult Social Care were involved in the first of many multi-agency events (held at the Atkinson Centre on 25<sup>th</sup> September) and will support to undertake a community impact assessment to understand and ensure the longer term support strategies, resources and capacity in place. The Executive Director for Adult Social Care, Health and Wellbeing has continued to chair the recovery and coordination meeting and works with Steve Martlew who has been appointed to lead the recovery program team for Sefton.

## **Preparation for Care Quality Commission Assurance and Assessment**

5 out of the 6 local authorities within the Liverpool City Region have now received their notification letters to inform them of the timeframe for their Assurance visits. No date has been received as yet for the onsite visit at Sefton. The service is continuing to focus on working through its improvement action plan which has been developed.

The service continues to be fully engaged with regional support which is in place including the Northwest ADASS Assurance group which is taking key learning from the 9 Local authorities that have already gone through the assessment process.

Both myself and Cllr Atkinson, Leader of Sefton Council and members of Overview and Scrutiny Community are due to meet Adult Social Care front line teams during October.

A comprehensive communication strategy is currently being finalised to ensure continued engagement, with people with lived experience, partners and staff regarding preparation and transformation. This will include gathering journeys of support directly from people and carers.

### **Safeguarding Adults Partnership Board**

The Safeguarding Adults Partnership Board is currently seeking the appointment of an Independent Chair and it is hoped that an appointment can be made prior to the end of 2024. Deborah Butcher is acting as Interim Chair until this appointment.

The Safeguarding Partnership Board Annual Report for 2023- 2024 has been finalised and is now in the process of being shared with Partners for wider circulation. Within this, Partners report on attainments over the previous 12 months and identify safeguarding priorities for the current period. A detailed account on achievements of the subgroups of the Board during the previous 12 months is also included. The Partnership website, launched in November 2022, had over 26,000 views during the period and the most popular areas visited on the website have proven to be the 'Learning Zone' and 'Protecting Adults'. The Website address is [www.seftonsab.org.uk](http://www.seftonsab.org.uk).

A refreshed three year Strategic Plan, detailing the core objectives, has been agreed by SAPB Members. The priority areas moving forward, focus on:

- strengthening Sefton's approach to making safeguarding personal and increasing community engagement
- improving understanding of themes, issues and trends relating to specific needs
- improved application of data analysis and research to inform the business of the Board, ensuring consideration of all aspects of risk within adult safeguarding and appropriate, proportionate and timely response where risk is identified.

A full update on the report and strategic plan will be brought to the next Committee.

The Partnership recognise and embrace inter-board relationships and are continuing to strengthen links between Sefton Safeguarding Adults Partnership Board (SSAPB), Sefton Safeguarding Children Partnership, Safer Sefton Together and Sefton Domestic Abuse Partnership Board.

### **Better at Home Transformation Programme**

Better at Home is the three year program transformation for Adult Social Care and Health, which is designed to support people to stay at home for longer with appropriate support and reduce the need for residential care. Work is progressing at pace and since the last Overview and Scrutiny Committee the service reports that the following has been undertaken:

#### **Market Shaping**

The commissioning of additional reablement to ensure greater availability and access across the borough continues. Short term delirium/dementia beds have been commissioned for people with cognitive issues so individuals can be safely transferred out of hospital.

### Urgent Care and Improving Access to Adult Social Care

Areas of rapid transformation have been identified to improve access to Adult Social Care for individuals and professionals. These include taking live calls, improved information and advice and additional social work capacity to improve response times with the aim of completing “today’s work today”. Care Transfer Hubs are now operational in both Acute Trusts (SDGH and Aintree), with Community Health partners and ASC staff forming multi-disciplinary teams to enable more timely discharges.

### Quality Assurance of Social Work Practice

The first evaluation has been completed with Partners for Change and one innovation site to embed the **three conversations model** and put the person at the centre of what we do. We are waiting the evaluation report but initial feedback from people who have accessed Adult Social Care through the innovation site is positive.

### Strategic Commissioning

#### New Directions

Work with Sefton New Directions is continuing with a focus on reablement and more specialist use of the beds in Chase Heys and James Dixon Court. Health and social care commissioners are working together to develop the wider Reablement offer through New Directions, with the aim of providing greater availability across the borough to support as many people as possible to regain and maintain their independence.

A report is scheduled to be submitted to Cabinet in November 2024 to provide an update on the transformation programme.

#### Care Homes and Quality

The service is working with health teams to support care home improvements. Fee consultation for 2025/26 will commence in the Autumn.

#### Carers Strategy

With the Carers Strategy now finalised, work begins, through the Sefton Carers Partnership Board, on the implementation plan. The Board will oversee progress against the strategy and actions agreed for the delivery plan. Work is also in progress using the National Accelerating Reform Fund to enhance the respite options currently available to Sefton Carers.

A Cabinet report is scheduled to be submitted to October Cabinet seeking approval to commence a procurement exercise for the delivery of Carers services post April 2025.

### Falls Strategy

Sefton's Falls Prevention Strategy 2024-2027 is currently progressing through the final sign off process. Overseeing the implementation of the strategy and delivery plan will be done by the new Sefton Falls Prevention Strategic Partnership Board which will be established and will commence the Delivery Plan Priority areas in October 2024. The Falls Strategy action plan has been formulated from the final Falls Strategy and has been sent out to key Stakeholders for their input. Working groups will then be established to deliver the action plan. Adult Social Care Commissioning team lead on the Falls Strategy implementation with input from Public Health and the ICB Place Team at Sefton.

### Quality Assurance

There has been a focus over the last few months around the quality-of-care provision. This follows concerns regarding a number of care homes where quality would fluctuate and deteriorate as soon as professionals stepped away. This has resulted in a review of the current way system partners support organisations where systematic, or organisational abuse cases are identified. Within Adult Social Care a new Quality Assurance Manager has been appointed on a secondment arrangement, while the role is advertised for a permanent position. This manager will continue to focus on ensuring there are suitable processes, procedures and professionals involved to provide the necessary assurances and oversight.

### Learning Disability and Autism

The Learning Disability and Autism Team began work on the 3<sup>rd</sup> June 2024. It was envisaged this team would manage all referrals for Learning Disability and Autism as well as all transition referrals. However since the formation of the team, it has been noted that there are a high number of transition cases that need allocating. It was agreed that x 3 additional social work posts would be recruited to focus on this work; at present one post has been recruited, with agency staff filling the posts whilst these are filled, although there is still a gap in terms of x 1 agency post.

All transition referrals have been prioritised accordingly and it is envisaged that once further agency social work posts are in place, this will support with the allocation of work needed.

The current rates of transition referrals have quadrupled over the past year; possible explanations for this are an increase in EHCP plans and increased awareness of neurodiversity.

**Adult Social Care Budget**

The budget forecast for 2024/25 indicates a potential deficit of £3.425M for the year, based on expenditure as at the end of August and on current activity levels continuing for the remainder of the year. The most significant risk remains the costs of placements and packages of care, although there are pressures in other areas also. As would be expected due to the size of the budget and the inherent risks, updates are reported monthly to ASC senior managers and to the Cabinet Member.

The Council's overall Budget Monitoring report presented to Cabinet in October reports the forecast outturn overspend of £0.308m. However, it should be noted that there are a number of significant assumptions and uncertainties that could impact on the position before the year-end, including the achievement of a significant savings programme.

**Adult Social Care Complaints, Compliments and MP Enquiries**

In August and September 2024, ASC received five compliments highlighting the compassion, knowledge and professionalism of the Adult Social Care staff team. We have received fifteen complaints to date and twenty-one Elected Members enquiries.

Eleven of the complaints received have been responded to within the expected timescale during this period, with four complaints received remaining open but within timescales. 100% of Elected Member enquiries were responded to within the expected timescale during this period.

In respect of the complaints received, those raised related to the following areas: decision making (5), fees and charges (3), advice and information (1), and the quality-of-service Provision (6).

Nine complaints have been upheld either fully or partially; two complaints were not upheld; four remain under investigation. Complaints upheld included a complaint about delays in allocation of a social worker, and problems with carers from an agency arriving late for visits.

All complaints are reviewed by the senior leadership team within Adult Social Care so learning and improvements can be taken forward across practice, process, and care provision. Learning is shared with practitioners across a number of forums within ASC. Listen and Learn notifications are shared across the Service with specific themes for learning. This month's Listen and Learning focused on recording standards and also provided guidance on the type of information that should (and should not) be input into a person's electronic record. One of the learning points has been that recording language must be clear and concise, not open to misinterpretation. The service is also reviewing how decisions regarding discretionary decisions about mandatory property disregards are explained to families following a Member Enquiry on this issue.

