

## CABINET MEMBER UPDATE REPORT

Overview and Scrutiny Committee(Adult Social Care) - 27<sup>th</sup> June 2017

Councillor	Portfolio	Period of Report
Paul Cummins	Adult Social Care	April/May 2017

### **Market Oversight Exercise**

As part of the Cabinet Member decision made in July 2016 it was agreed that Sefton Council together with the Sefton CCGs would commission an external body to conduct an independent review of the local care market, including gaining a better understanding of care costs for care homes, domiciliary care and supported living services, inform future decisions regarding fees and to assist the Council in maintaining a continuing viable local care market. This work is currently underway and will be reported upon once completed.

### **Domiciliary Care - Future Tender/Contracts**

Work is underway to develop the new approach and model for domiciliary care. During the 1 year extension period of the existing contract a trusted assessor role will be implemented to support the development of an outcome focussed model of care. A report will be submitted to Cabinet on 22<sup>nd</sup> June to approve the process for re-procurement.

This work falls under the Liverpool City Region programme and Sefton are working with Liverpool and Knowsley Councils to jointly commission Domiciliary Care Services. The benefit of a joint approach is that there will be greater consistency of staffing across the borough boundaries, particularly in areas where it has been historically difficult to recruit care staff. The current focus of the work is the alignment of processes across the 3 councils, developing the new service specification and formulating the information required for the tender.

### **Pre-Paid Card Cards**

Pre-Paid Card (PPC) roll out has been ongoing since 1<sup>st</sup> October 2016 when Sefton's Direct Payments (DP) scheme transferred to the PPC system. There are now 60% of DP recipients on the new scheme. This equates to 475 cards in operation with a further 35 in the process of transferring on to the scheme. The DP team is aiming to have the remaining 284 recipients transferred by the end of March 2018, with the exception of cases that are managed by Court of Protection (CoP) solicitors. Promotion of the PPC to the remaining recipients is continuing through various mechanisms including; providing key messages to Social Work staff, PPC offered by Social Workers when conducting reviews and re-assessments, through direct contact by the DP team, and at promotional events and training sessions.

Significant benefits are being provided to recipients and the DP team including ease of use, reduced paperwork, and easier reconciliation of accounts. The following case studies from DP recipients transferred onto the PPC scheme illustrate the benefits from a Service User and their Carer's perspective

### **Case study 1**

A young man now managing the prepaid card independently, where he was previously supported by his parents.

*“Our son always found the monitoring paperwork very difficult to complete and hence very stressful. He was never able to complete the task on his own. For someone with limited organisational skills, completing these tasks at the end of a quarter was both stressful and time consuming. We took part in the PPC pilot scheme as we saw it as a way of reducing the amount of paperwork to complete. By doing this we anticipated that: Once familiar with the system, our son would be able to do more of the tasks himself. It would be less stressful for him and us. Both the above were proved to be the case.”*

### **Case study 2**

A parent who manages the prepaid card on behalf of her daughter.

*“I find this new system great to use. I can log into the account at any time, as can the Direct Payments Team if they need to monitor it, and see the balance at a glance. I can look at the transaction history to check which payments I have made. Any documents such as payslips, Inland Revenue paperwork are uploaded onto the account, after I have photographed them on my phone. A great system to use!!”*

### **Supported Living Review**

Work has continued on the Supported Living review including predominantly the social work reassessments, which will inform recommissioning and procurement. The pace of these reassessments is slower than standard reassessments due to the need to focus on the whole service, reconcile a range of elements including different funding streams and introduce where feasible new models of care. Additionally there has been a delay in anticipated progress due to the need to accommodate Court of Protection applications.

The Council is working across the Liverpool City Region to consider joint approaches to developing a new model of care, agree service specifications and a process to re-commission Supported Living services. Further consultation and engagement will take place with providers and Service Users to develop the specification based upon a co-produced model of care. Locally work is underway between Commissioning Support, Adult Social Care and Housing colleagues to ensure that the right accommodation is available to meet the needs of the new model.

### **Day Care Modernisation**

The Modernisation of Day Care Services project is nearing completion and remains largely on schedule. All works have been completed at Morningson Road Resource Centre and the centre is open and operating well.

Completion of refurbishment at Dunningbridge Road Resource Centre was delayed due to additional unforeseen structural works that were required. New Directions is currently working with the Council to finalise the model of care.

### **The Assessed and Supported Year in Employment for Newly Qualified Social Workers**

The Sefton Assessed and Supported Year in Employment (ASYE) programme for Newly Qualified Social Workers (NQSW) is now embedded within ASC and we are currently supporting eight colleagues in their first year of practice. Our commitment to the ASYE programme is evidenced within our refreshed Service Operating Procedures following our recent refresh of team structures.

Within available supervisory capacity we ensure the ASYE experience for each post is planned and established at the earliest point prior to an employment offer being made. The NQSW requires a great deal of input from their assessor and must also be protected from the rigor of a full caseload and also have a series of observed interventions whilst functioning as a NQSW and not a student. Both the NQSW and their assessor must produce lengthy academic but evidence based written submissions.

Sefton Principal Social Worker chairs our internal moderation panel and also attends the external moderation panel. Thus far feedback on our ASYE programme is positive from our NQSW who are enthusiastic about the scheme, acknowledging the improvement it is making to their practise. Our assessors are also seeing an improvement in the practise of NQSW and report that they welcome the practise challenge and reflection upon their own professional practise. The volume of new legislation lends itself to a learning environment for all ASC staff alongside the ASYE learning, which generates an environment for mutual support and learning. This is of significant benefit to the service.

### **Home First**

Home First (supported discharge from hospital) continues to deliver good outcomes for Sefton patients on discharge from Aintree Hospital and work is ongoing to fully establish the service in Southport. Our provider, New Directions have been asked to provide training input into Liverpool's Home First service to support a consistent delivery across the two areas. We are currently reviewing the pathway and considering how to best target resource to ensure that people can move out of the Home First service without delay.

### **Integrated Community Re-ablement and Assessment Service**

An Integrated Community Re-ablement and Assessment Service (ICRAS) is being developed in response to a need for aligned community services in Sefton, Liverpool and Knowsley. ICRAS will deliver a step-up (admission avoidance), and step-down care (transition from hospital or other urgent care setting), for those people with support needs.

The Collaborative Implementation Group held its first meeting on 20 April with good attendance from all commissioners and providers across North Mersey. The intent is to mobilise Discharge to Assess by October 2017, however, it was recognised that a phased approach to this will be required and will form part of the project planning process.

This is also aligned to a development by Health Partners of a Discharge to Assess unit with a minimum capacity 60 beds on the Aintree Hospital site which will also be operational by November 2017.

### **Refresh Update**

The refresh of ASC teams that took place at the beginning of February 2017 is now established and the new structure appears to be functioning well overall, with some ongoing work to be continued across the areas of Triage and Review/reassessment.

Triage and Safeguarding Adults have been amalgamated and the new team are now working to further develop and refine the process that will contribute to reducing risk and improving timely interventions and consequently provide a smoother journey for Sefton people at times of most need. Triage will also provide a greater opportunity to signpost and prevent an escalation of need that might have resulted in people falling into crisis. This method of working appears to be achieving the intended benefit of improving stakeholders, staff and Service Users understanding of roles and responsibilities. It also helps provide greater clarity of pathways and subsequently a better management of concerns.

The Review/re-assessment team are currently facing a number of challenges establishing their processes and achieving the required productivity as since the refresh there have been several home closures requiring their intervention. Consequently this has reduced their capacity to address their core functions. Additionally a percentage of staff remain engaged with prior commitments to our Day Care Review, however this work is due to conclude over the coming weeks.