

CABINET MEMBER UPDATE REPORT

**Overview and Scrutiny Committee (Adult Social Care and Health)
25th February 2020**

Councillor	Portfolio	Period of Report
Paul Cummins	Adult Social Care	Jan/Feb

Strategic Commissioning

Single-Handed Care Project - Dignity at Home

This project has been established to support independence at home and reduce the number of care staff required on each domiciliary care call. This is a less intrusive way of delivering care to people in their own home. There is a national evidence base that indicates safety can be compromised in some circumstances when there are two carers managing moving and handling care in a person's home.

Work is ongoing with different care agencies across Sefton to provide equipment so that agencies can use it to improve independence at home for people who use services. The single-handed care reviews are being allocated across the project team and guidance is being worked on for all teams regarding this area of work.

This project is anticipated to save £322k full year effect in 33 cases.

Extra Care Housing

The new strategic manager for extra care housing started in this new exciting role in January. The remit to help develop the strategic plans and turn these into the delivery and provision of Extra Care Housing. The role will work across both adult social care, housing and commissioning. To date, several meetings with internal partners have been undertaken to ensure key officers understand the roles, remit and internal partnership arrangements are embedded from the start. Some early meetings with external partners have also taken place to provide an overview of the role, and begin to form potential partnership arrangements.

A project plan and an extra care prospectus will be developed to provide an early indication of, and outline to, the proposed approach to this work going forward, and which sets out the Borough's needs and approach to future extra care provision.

Residential and Nursing Care Sector

Payments to Care Homes

A report was approved by Cabinet in September which both provided an update on work taking place on the sector, and the commencement of a project regarding Sefton making gross payments to care homes. One element of this is how Sefton will explore linking into a newly established forum which has been set up by a provider.

There is the potential to link into this forum so that Sefton can outline issues such as its future commissioning intentions etc. The forum can also be utilised as a mechanism to share good

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practice, drive service quality improvement work and assist with the promotion of training opportunities.

The Cabinet report also sought approval for the commencement of a pilot project for Sefton to scope out the potential to amend payment mechanisms to care homes, which encompasses moving from paying net to paying gross. Work is currently taking place formulating a project plan, which will include elements such as assessing the financial impacts, and reviews of current policies and procedures.

Care Home Quality

Members will be pleased to hear that the Sefton New Directions home, Hudson Road has been awarded “outstanding” rating from the CQC. This is now the second home within the Borough to receive this status out of only 6 across the City Region. Members will be pleased to hear that there are currently no “inadequate” rated homes within the Borough.

Financial Update

Revenue

As reported within December’s monitoring position, the forecast for 2019/20 outturn is a balanced budget. Although the Community Care budget remains under pressure, the overspend in this area can be mitigated in part from surpluses within other areas.

Surpluses in other areas include employee vacancy turnover, reduction in specialist transport costs due to a revised split between Adults’ and Children’s, and capitalisation of some community equipment will go some way to offsetting the deficit on the placements and packages spend. However, there remains a budget gap of £0.641m. Remedial measures to enable the Adult Social Care service to achieve a balanced budget will include the development of projects including Double to Single Handed Care which can progress due to enabling capital funding. Further areas of mitigation include service reviews and maximisation of income collection from NHS for joint funding where appropriate.

Work has begun on projects to contain demand for services which will gain traction as the year progresses.

Capital

The Capital programme was reviewed as part of December monitoring and any delays in project start dates or slippage in projects have led to a reprofiling of expenditure into the next financial year. The capital programme will continue to be reviewed monthly and forecasts amended where required.

The plan for the ‘Wider Social Care’ element of the Disabled Facilities Grant has a reduced forecast capital spend of £1.085m in 2019/20 and an increased forecast of £4.942m in 2020/21 due to the reprofiling of a number of the capital schemes including Retail Model (£0.250m), Improvement Programme - complex needs (£0.200m) and Care Home Improvements (£0.200m).

Other projects which are designed to support and improve service provision and maintain independence are anticipated to spend their full allocation in the current year. Projects include:

- Equipment/OT staff to support the Double to Single Handed Care project
- Community Equipment - Adults and Children
- ICT development and Transformation
- Assistive technology

The 'Core' DFG element of the Disabled Facilities Grant agreed for 19/20 was reprofiled earlier in the year and £1.82m is being carried forward.

Safeguarding

Developments with Trading Standards work

Safeguarding and Trading Standards Team colleagues have met to discuss the management of referrals from the Nationals Scams Team. The national team hold details on 700 victims living in the Sefton area, which they have collated over some years. This information is categorised from 1-4 with Priority 1 being respondents to telephone/marketing scams that have either sent money or paperwork to the scammers. This mail is lawfully intercepted by the enquiry agency without notification to the individual. This has resulted in the retaining of money/documents that require return and attempts made to educate the individuals reducing risk of continued involvement.

Safeguarding and Trading Standards are exploring pathways for management of the referrals and Sefton Trading Standards have agreed to take referrals made in the past 3 years, this amounts to information on 291 people. The first batch of information will be for individuals that have met Priority 1 criteria initially, with a limited number of referrals delivered each month.

Sefton Trading Standards staff will advise Adult Social Care of the referrals and the computer system will be checked to determine if and what information is known about the person prior to agreeing the most appropriate approach to be taken.

Merseyside Safeguarding Adults Board

MSAB has now been subject to an LGA Peer Review.

Independent Reviewers spoke to me, the Interim DASS and Board Sub Group members. The scope of the challenge was based on:

- How does the combined Board deliver against the original ambitions agreed in 2017?
- How does the combined Board work for members ...benefits and challenges of working across the wider footprint?

Initial feedback and key messages recognised a shared ambitious vision to keep people safe across the area with the Independent Chair bringing energy and commitment to the role. Membership of Board Sub Groups were recognised as having demonstrated strong commitment as was the good working relationship between the four Elected Members.

However, there is considered to be a confusion over the role and function of the Board, which needs to prioritise strategic and assurance functions. I am minded to instigate withdrawal from this Board and reinstate a full Safeguarding Adults Board on the Borough footprint.

Sefton's Safeguarding and Care Governance Board

This is a local assurance board established by the Interim DASS and its focus is on local safeguarding concerns. Membership of the Board has been extended to include Southport and Ormskirk Hospital, Liverpool University Hospitals NHS Foundation Trust, Sefton CCGs, Merseycare, Healthwatch, Sefton CVS and the Fire Service. This will help Sefton gain assurance of the effectiveness of safeguarding activity across the partnership and identify continuous improvement in improving the quality of life for adults with care and support needs and their carers in line with MSP. Invitations have been very gratefully received.

The forthcoming Board meeting will facilitate discussion to revisit Terms of Reference and identify the refreshed Workplan of the Board.

Operational Safeguarding Performance

Sefton's first Safeguarding Adult Review (SAR) is nearing sign off with the final draft now circulated to Panel members. This will be presented to the Safeguarding and Care Governance Board during Spring 2020 and will then be presented to Overview and Scrutiny in a future agenda.

During the month of December there was a continued decrease in new concerns. Around two thirds of reported abuse concerns are as a result of "neglect and acts of omission" or physical abuse (102). The proportion of abuse that takes place in a care setting or the victim's own home has seen a slight increase whilst the proportion of abuse inflicted by a care worker or a member of the victim's own home has seen a decrease from 65% to 59%.

Audit activity continues with the focus returning to safeguarding concerns that have remained open for some time. A previous deep dive audit resulted in a significant increase in closure, but this has now dipped, and needs addressing as a priority to enable free flow of cases.

In the past 13 months there have been repeat concerns raised for 646 individuals with the greater majority (428) having 2 concerns raised within the period.

The national comparator data for 18/19 has now been added to the dashboard. Safeguarding concerns have seen a significant reduction over previous years and is now more consistent with the national average. Sefton's rate of S42 enquiries remains lower than the national average. In general, Sefton's abuse types are in line with previous years although, physical, financial and organisational abuse rates continue to be lower in Sefton than elsewhere.

Case Study

Fiona is a 63 years old woman living with her husband in their family home in a prosperous area of Sefton. Fiona is a compulsive hoarder with anxiety, depression, arthritis, poor vision and mobility issues.

The Fire Service contacted ASC to raise concerns for Fiona's wellbeing and the pressure that her hoarding was putting on her marriage. All bedrooms in the property are used to store items and the couple are using the couches in the lounge for sleeping.

A visit to Fiona and her husband confirmed that they wanted assistance with de-cluttering and that Fiona also required a care needs assessment. Fiona stressed the importance of a slow de-clutter as she valued many of the items that she has hoarded. This was undertaken and alternative services offered to Fiona to help with her health issues.

The case has now been transferred to the community team in order that work can begin on improving the conditions in the property, hopefully freeing up one-bedroom space to allow the couple to return to bed for sleeping.

Progress on Integration

Integrated Commissioning

Joint work with Southport and Formby and South Sefton Clinical Commissioning Groups has secured funding to appoint 3 new integrated commissioning officer posts who will work on joint commissioning plans to promote integrated services across Sefton.

Integrated Teams

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The partners that make up the Sefton Provider Alliance have come together, working as one to improve population health outcomes for the population of Sefton. One of the key priorities is to develop highly effective Integrated Care Teams who serve a population of 30-50,000.

Social workers are integral to the approach and there has been a positive impact on how older and vulnerable people are supported through multi-disciplinary meetings and case finding approaches.

Key High-Level Outcomes

There are a number of positive impacts/outcomes as a result of the introduction of Social Work Link Workers into the Integrated Care Teams, some of the key ones are noted below:

- People (service users, carers, families, and other staff) are better informed from both a health and social care perspective.
- Attendance at the weekly MDTs gives a timelier response to packages of care and support.
- Social Worker has stronger links to Urgent Care systems who work together to prevent hospital admissions.
- Better communication with health colleagues and the sharing of risk and risk planning, enabling a more joined up and safer approach for service users.
- Shared decision making around capacity.
- Completing assessments with District Nurses.
- Service users, carers and families feel more assured with joined up working. For example they know that their nurse is in communication with their social worker and they feel that they are being cared for by a team who understand their whole story, rather than a group of individuals working in isolation.
- Supporting people to return home from a care home environment.
- Working with medication management colleagues has led to medication being planned alongside packages of care so that medication prompts happen at the same time as care provided.