

**COUNTY COUNCIL MEETING – 17 SEPTEMBER 2010**

**Statement from: Cllr G A Marsh, Executive Councillor for  
Adult Social Care and Supporting People**

**Supported Housing**

The Supporting People Programme continues to go from strength to strength, pushing quality and performance of services up whilst reducing costs and managing the reduction of funds available.

The Programme is currently talking to all of its customers and stakeholders about one of the most radical reforms of its services ever undertaken. Its ambitious objectives are to make services available to more people without them having to leave their homes of choice, and to enable a wider range of support to be provided by each individual service. The service changes will also need to deliver efficiencies through the reduction in management overheads and more integrated working.

I understand that service change proposals on this scale are likely to cause some anxieties for customers and service providers, who are used to an existing system that has been in place for some significant time. Full information on what is being proposed is available on the website to all members and stakeholders, and I would urge you to understand these to enable you to discuss them with constituents and participate in the debate.

**Electronic Rostering & Monitoring**

I recently had the pleasure of visiting Sleaford Area Office to witness the operation of the Home Support Service Electronic Rostering and Monitoring system which was introduced as a pilot in the south of the county on 1 July 2010. The system will enable managers to spend more time managing services and less on administration. As a result, people will be better served and staff will have more immediate access to information to help them deliver first class services to the people that need it. Plans are now being drawn up to roll out the system across Lincolnshire.

**AIS**

After many months of development work we have successfully upgraded our social care database system. This means staff will be able to directly input information in relation to assessment and care management, and the system has the functionality to calculate personal budget entitlements. Staff training continues and, by the end of the financial year, some 700 frontline staff will be using this system. This is a major transformation for the service, helping to reduce the amount of paper and process while improving the quality of information held.

**Smartcare Clinics**

Following the introduction of Smartcare Clinics in March 2009, their success continues to grow. A web-based reasoning tool, experienced staff and demonstration facilities are used to ensure a 96% satisfaction rate from people attending the clinic. Referral rates continue to rise, and peaked at a record 249 referrals in July 2010. This has been so successful that we have now received

visitors from nine other local authorities (from as far apart as Cornwall and Lanarkshire) to see how we run this innovative service. Asking people to come to us for their assessment means that we take a third of the time for each assessment compared with the traditional home visit. We are now working with ADL Smartcare to develop the reasoning tool further and will, in future, be able to assess people for stair lifts.

### **Newly Qualified Social Work Framework**

Lincolnshire Adult Social Care services have been part of a project for developing the Newly Qualified Social Work Framework (NQSW) programme in the Eastern region. The work is ongoing and will continue to inform the future development of NQSWs nationally. As part of the project, ten NQSWs in Lincolnshire completed the programme in August 2010 which is a very positive outcome for our staff and the people that use our services. It also supports the intentions of Adult Social Care and Lincolnshire County Council generally to have a competent and confident workforce.

### **Bridge Project**

We recently commissioned a low level preventative service with Pascal. The service is designed to support older people who do not meet the FAC's criteria but are at risk of losing their independence.

The service is short term and time limited and aims to regain improved independence and prevent or reduce the need for statutory services. It is a county-wide service and the contract is initially for three years.

### **Practice Based Commissioning**

Adult Services is well placed to become more involved with GP Clusters, having been involved with the Clusters for the last two years. We have seen the development of a number of joint working initiatives: intermediate care, hospital admission avoidance, community hospital redevelopments, stroke service and development of extra care housing. Being at the forefront allows us to influence and shape local services.

### **Dementia Strategy**

I am delighted to report this has now been formally agreed by all parties – LCC, NHS, Age UK, Alzheimer's Society – and was recently signed off at the Executive. The strategy is an ambitious programme detailing our intention to develop services to meet the growing need across Lincolnshire.

### **First Contact**

August has seen an important development in our award winning 'First Contact' service for older people. The service can now be accessed on line, opening a new avenue for service users and making the service more usable for professionals whose customers would benefit from referral, and who operate electronic systems. Doctors, for example, will be able to complete the referral form on line for their patients within a minute or so.