

## **COUNTY COUNCIL MEETING – 18 MAY 2012**

**Statement from: Councillor G A Marsh, Executive Councillor for Adult Social Care**

### **Re-ablement**

Significant work continues around Re-ablement Workstream 1, which focuses on joint working between Health and Social Care services which has led to the development of a pilot for a new pathway involving Health and Social Care providers in Boston.

An aspect of integrated working will be the consideration of a Trusted Assessment process so that potentially, social care assessments may be carried out by bodies other than Adult Social Care and elements of health care assessment may be carried out by assessors other than NHS employees.

The rationale for this approach is to reduce duplication by making it easier for individuals, families and carers to get effective support when they need it from trusted agencies. Similarly, Trusted Assessment aims to reduce waiting times for assessments and may reduce assessment costs.

### **Adult Social Care Microsite**

We are developing a new Adult Social Care Information and Advice microsite which will make it easier for individuals and families looking for help and care options to find solutions that work for them. Called [www.MyChoiceMyCare.org.uk](http://www.MyChoiceMyCare.org.uk) it will sit within LCC Connects. It is designed to be simple and engaging, and we hope service users, carers and professionals will find an attractive alternative to calling the Customer Service Centre. It will feature a Resource Directory of support agencies who can help people to live at home; and a financial calculator so people can work out what charges if any may apply. We are aiming to launch in late May subject to final user testing.

### **Carers**

Thanks to a partnership funding arrangement over two years from Macmillan Care, the county has a new palliative care worker who can support carers at this difficult time of life. The worker can assist with carers' assessments, information, advice and guidance. The new postholder is based with the county's virtual Carers' Centre – Carers Connect.

### **Personal Budgets**

Personal Budgets for carers are being extended for the first time to parent carers from April 2012 and in response to a recommendation from Adults Scrutiny Committee this will be funded through the Carers' Grant.

## **Community Support**

ASC is continually reviewing its ability to meet its requirement to provide personalised care to the residents of Lincolnshire. Designed to increase quality and choice as well as respond to residents' needs, a team of officers have been committed to increase the pool of available service providers able to deliver community support in Lincolnshire. The team has been successful in procuring new and flexible services which will commence delivery in the coming months. This service will mean that residents and carers will be supported in accessing these services via personal budgets and direct payments in order that their personal care needs can be supported to maintain independence within their own home.

## **Shaping Care – Phase 2**

Arrangements to close the three remaining LCC residential homes, by the end of May, are well advanced. Current users of the services are having their needs re-assessed and, where appropriate, will be receiving personal budgets to enable them to choose their future services.

## **Performance**

The Adult Social Care Performance Framework is now embedded and reflects the strategic direction of prevention, re-ablement, maintenance and safeguarding, but there is flexibility to adapt the framework to allow for more integrated health and social care reporting. Since April 2011, the Performance Team has responded to 195 requests for management information to support Operations and Commissioning, including support to core offer and priority areas. The weekly monitoring of admissions to residential and nursing care is ensuring that more people are enabled to remain living independently in the community but with appropriate support. The number of admissions in 2011/12 has reduced by 19% compared to the previous year, leading to a significant reduction in placement costs.

We continue to make progress with personalisation, and the national target for Personal Budgets has just been achieved for 2011/12. In the last 12 months, the proportion of people receiving a personal budget has increased from 30% in March 2011 to 51% in March 2012. Also, our in-house re-ablement service is continuing to improve, and the proportion of people who regain their independence as a result of the intervention is increasing from month to month. Between March 2011 and March 2012 there was an increase of 12% in the people who left the re-ablement service requiring no ongoing social care support. At the front end, approximately 10% of new social care contacts are signposted to universal and preventative services by the Customer Service Centre.

## **Workforce Quality and Development - Medication Standards**

Lincolnshire's Prescribing and Clinical Excellence Forum (comprising GPs and Pharmacists) has now endorsed the Medication Standards and guidance documents for Care Homes completed in partnership with NHS colleagues and Sector representatives. The inter-agency work is continuing to embed awareness of the Standards and to evaluate the impact of the quality standards in terms of the DoH requirement to reduce medication errors in Care Homes. The outcomes evaluation will be reported via the Multi-Agency Safeguarding Board.

New Medication Standards for community based services have been devised for incorporation into new framework contracts. Supporting guidance will be developed in partnership with an NHS Pharmacist, NHS colleagues, Operational and Independent Sector representatives, and Mouchel Health and Safety. This will improve quality and consistency of medication support for people who use contracted services across all community integrated re-ablement and maintenance pathways. We are working with an East Midlands Joint Improvement Partnership task group pilot to develop and commission e-learning support and web-based guidance for Direct Payment employers of Personal Assistants.

### **Workforce Quality and Development Programme 2012-13**

A comprehensive Plan and Programme for the Independent Sector has been developed. The Plan is based on a Sector Training Needs Analysis and consultations and informed by local and national Commissioning priorities for Prevention, Protection, Personalisation and Leadership and Management. Integrated health and social care imperatives for self-care and the management of long term conditions are reflected in joint events with Public Health, NHS and Clinical Commissioning Groups. All programmes are underpinned by the CQC Outcomes and relevant National Occupational Standards. A risk profile is being used to determine Universal, Targeted or Intensive access and support to services.

### **Eligibility Criteria Change Project**

Re-assessments are continuing with regard to the changes to eligibility criteria. The re-assessment project has gained Resource Board approval to extend to late May 2012 (previously 31 March 2012).

It was projected that approximately half of the people concerned would be re-assessed to substantial/critical and currently this stands at 46%. Many people assessed with moderate needs are being supported to purchase alternative support privately, with help to ensure benefits are maximised. Fewer people than expected are choosing to have their support package transferred to Public Health for them to continue funding support for a transitional period (currently approximately 10%).

### **Adult Charging Implementation Project**

A commitment was given to review the care needs of service users prior to charges being applied. To date 63% of such cases have now been re-assessed by the Re-assessment Team. Re-assessment activity will continue in line with an agreed extension of the re-assessment project.

### **Re-assessment Project**

In addition to eligibility re-assessments, the project is continuing to re-assess the needs of people affected by the Charging and Transport projects to move people on to personal budgets and charge people in line with the current charging policy. The project is also re-assessing the needs of people through the Shaping Care 2 project (closing the final three LCC care homes) which will all be complete by the end of May 2012, as well as re-assessing additional resources have been assigned to the project to help increase the pace of the re-assessment work, and meet the challenge of completing the re-assessments of around 2,700 people by the end of May 2012.

Over 1500 individuals have been reviewed and have had their care provision amended appropriately.

### **Supported Housing Older Person's Service**

We are working with the Home Improvement Agency to pilot a Housing Options Advisory Service. The aim of the service is to enable older people to make good decisions about their housing, care and finance. It would lead to a move to more suitable accommodation for a specific number of cases and in so doing could also address potential reductions in benefits (for under-occupation), under-occupation generally, and support the county homelessness strategy, especially for families and homeless young people.