
Select Committee on Health and Adult Social Care (HASC) - 27th January 2011

Report of the Lead Officer to the Committee

A Vision for Adult Social Care:

Purpose of Report

1. The purpose of this report is to outline the key messages of the Coalition Governments vision paper for Adult Social Care 'Capable Communities and Active Citizens' and highlight progress within DACHS to implement the vision in Dudley.
2. The full document and supporting material was published on the [Department of Health](#) web site on 16th November 2010.

Background

3. The Vision is about making services more personalised, more preventative and more focused on delivering the best outcomes for those who use them. It encourages care and support to be delivered through wide and diverse local partnerships.

The vision sets out a new agenda for adult social care based on a power shift from the state to the citizen, by committing to:

- Extend the rollout of personal budgets
 - Increase preventative action in local communities,
 - Keeping people independent and helping to build the Big Society
 - Break down barriers between health and social care funding
 - Encouraging care and support to be delivered in a partnership between individuals, communities, the voluntary sector, the NHS and councils - including wider support services, such as housing.
4. The Governments vision for a modern system of social care is built on seven principles:

Prevention: empowered people and strong communities will work together to maintain independence. Where the state is needed, it supports communities and helps people to retain and regain independence.

Personalisation: individuals not institutions take control of their care. Personal budgets, preferably as direct payments, are provided to all eligible people. Information about care and support is available for all local people, regardless of whether or not they fund their own care.

Partnership: care and support to be delivered in a partnership between individuals, communities, the voluntary and private sectors, the NHS and councils - including wider support services, such as housing.

Plurality: the variety of people's needs is matched by diverse service provision, with a broad market of high quality service providers.

Protection: there are sensible safeguards against the risk of abuse or neglect. Risk is no longer an excuse to limit people's freedom.

Productivity: greater local accountability will drive improvements and innovation to deliver higher productivity and high quality care and support services. A focus on publishing information about agreed quality outcomes will support transparency and accountability.

People: we can draw on a workforce who can provide care and support with skill, compassion and imagination, and who are given the freedom and support to do so. The whole workforce, including care workers, nurses, occupational therapists, physiotherapists and social workers, alongside carers and the people who use services, is needed to lead the changes set out in the vision.

5. Specific targets include an expectation for Councils to provide personal budgets for everyone who is eligible by April 2013 and to increase the number of direct payments for carers' breaks over the next two years. Information about care and support is to be available for all local people, regardless of whether or not they fund their own care. The general thrust of the vision sees Adult Social Care playing a key role in the development of the Big Society.

Progress towards the vision in Dudley

6. Prevention:

- A report outlining how Dudley and NHS Dudley will work together to help people to live independently for longer was presented to the council's cabinet in December. The three year joint strategy 'Preventing the need for adult social care in Dudley', provides an updated long term vision on how Dudley, NHS Dudley and partners will continue to invest in prevention and early intervention measures which will help people to live independently for longer and so reduce the need to use social care services.
- Existing preventative services such as telecare, the falls service and START have been built on over the last twelve months. The Living Independently Team/(Intermediate Care) is a joint venture with Health consisting of experienced home care staff, Occupational Therapists and Social Workers; it has strong links with other preventative/support services and aims to ensure users the opportunity to maintain and increase their independence.
- In June, the INSIGHT carers' café was opened in Brierley Hill. It is hoped that the cafe will become established as a meeting place and information point for carers

across the borough. Monthly carers' surgeries are held at the café supported through our carers' coordinator.

7. Personalisation:

- The Access Project has seen the up-dated access arrangements for adults using adult social care services based at the Brierley Hill Health and Social Care Centre. This integration of services provides a single point of access for all referrals and ensures a more consistent response in Dudley for people in need.
- We have designated all of our thirteen libraries as carer's information points and have trained library staff to deliver this service. All thirteen of the Boroughs' Libraries provide this support backed up by Carers Aware training for staff both in recognising the needs of carers as well as supporting them to access a wide range of support.
- The Dudley Community Information Directory has been launched. The directory provides an excellent way for service providers to promote themselves to the public.

8. Partnership:

- On Wednesday December 1st 2010, potential residents, senior officers and the mayor attended the official opening of the show home at Whitehouse Street, Coseley. 'Willowfields' is the second of 5 schemes to be built in the borough with our development partner Midland Heart (Broad Meadow in Middlepark Road being the first).
- The Older Peoples Board has been strengthened by implementing key groups to respond to the revised Older People's Strategy through direct links with voluntary agencies and older peoples representatives. The strategic direction sits well with the Big Society aspirations.
- Our partnership with Health remains a strong one. Joint schemes such as the Virtual Ward project and the Early Supported Discharge Team have been developed this year. The former has gained strong GP support and showed promise to extend it across the borough. The LIT Team (above) is a further joint health project where shared strategy to achieve desired outcomes has significantly reduced duplication and is delivering a more efficient use of resources.

9. Plurality:

- The CQC Inspection report of December 2010 indicated that Adult Services in Dudley are performing well. It was noted that "Dudley people now have more choice directing them to the kind of support they want. This has resulted in the council helping people retain independence and stay at home and provide better value for money."
- The Micro-services project operates to stimulate small social care enterprises and sustain existing small providers. Since it commenced in 2010 7 new social care

organisations have been set up, there have been 48 enquiries and ongoing support is offered to almost 30 new existing and developing providers.

- The development of the Access Team has resulted in increased numbers of callers being signposted to alternative support resources. This has arisen through the new team developing a strong awareness of resources throughout the borough. The outcome is that callers are able to access support and advice sooner and more effectively. The scheme runs a call-back system to ensure that callers have obtained their desired outcome and will benefit the continued development of the team.

10. Protection:

- The Adult Safeguarding Board has developed multi-agency procedures which are embedded in training, practice and protocols to protect vulnerable adults within Dudley. In 2010 residential and nursing homes where there have been concerns have been monitored through collaborative working between the Council, PCT and CQC to ensure standards are improved.
- Multi-agency initiatives with Community Safety, Trading Standards and Children's Services in 2010 promoted the message that safeguarding vulnerable adults is everyone's responsibility. The Safeguarding Boards training initiative has promoted this message with the delivery of Safeguarding Awareness training to the independent and voluntary sectors in 2010. At the end of the year 2,542 staff from these sectors had received the training.
- Information to vulnerable groups has been developed through sub-groups of the Safeguarding Board. Information has been developed for adults with mental health problems and learning disabilities following a consultation process. Bespoke workshops to service users in learning disability, Age UK and Local Authority day centres have addressed issues of protection and promoted safety from financial and emotional abuse. A questionnaire for those victims of abuse in 2010 has been developed and piloted so that we can audit practice and to ensure that lessons are learnt concerning service delivery.

11. Productivity:

- Work has commenced to deliver the first Adult Services Annual Report to the Citizens of Dudley. This will create opportunities to increase accountability through wider engagement and shape future development of services.
- The commissioning of outcome focussed training for all front-line social workers is almost completed. The training is designed to ensure that Dudley citizens are delivered a consistent and transparent understanding of FACS criteria.

12. People:

- DACHS is an active member of the Black Country Partnership for Care (BCPC), a partnership organisation comprising of care sector employers in the independent, voluntary and statutory sectors as well as a number of training providers. Its aim is to

gain maximum benefit from working in collaboration with other partners at a Black Country and regional level to improve standards in the social care sector through workforce development.

- One of our current projects - The 'Care to Make a Difference' Partnership - was short listed as a finalist for The National Skills for Care Accolades 2010, under the category of Most Effective Recruitment Initiative. The Skills for Care Accolades are the Oscars of the social care world, recognising excellence and commitment. The Care to Make a Difference partnership has been helping people launch their careers in social care for around 18 months now.
- The Social Work Review exercise is nearing completion and is due to report early 2011. The review aims to ensure that our skill mix will meet future demands and the ability to deliver the changes required to deliver high quality support to the people of Dudley.

13 Key Messages for HASC

Strategic planning within DACHS was addressing many of the issues raised within the vision paper prior to its release. As such we are positioned strongly to achieve the outcomes required by the Government.

The CQC annual performance assessment report identified areas for improvement that link to the Adult Social Care Division. In the coming year the Directorate will be looking to: -

- Continue progress on meeting Putting People First milestones.
- Expanding befriending services to ensure potential users are identified.
- Reviewing arrangements for young carers during the transition process.
- The continued development of emergency care plans
- Continue implementation and embedding the Outcome Based Framework
- Continue the rollout of self-directed support to those people eligible
- Continue implementation of the recommendations of the Learning Disabilities Joint Review 2008 and the safeguarding and older people's inspection 2009 and the embedding of practice changes arising from Serious Case Reviews.

14 Finance

The vision places some clear requirements upon local authorities such as all eligible people receiving personal budgets by April 2013 and an increase in the number of direct payments for carers' breaks over the next two years. This mandate is made at the same time that Government funding to Local Authorities has been reduced.

15 Law

The vision and consultation, the Public Health White Paper along with the law commission review of adult social care legislation (spring 2011) and the commission on funding care and support report (summer 2011) will culminate in a Care and Support White Paper at the end of this year. The final stage in this process will be the Social Care Reform Bill planned for Spring 2012.

16. Equality Impact

This vision for Social Care is fundamentally about addressing issues connected to equality. The Government will give further guidance in due course.

17. Recommendations

To note the content of the report

Richard Carter.

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Background Papers

The full vision document and supporting material can be accessed via the following link:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508