

<b>SCRUTINY COMMISSION FOR HEALTH ISSUES</b>	<b>Agenda Item No. 7</b>
<b>19 SEPTEMBER 2013</b>	<b>Public Report</b>

## **Report of the Executive Director of Adult Social Care**

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### **TRANSFORMING PERSON-CENTERED OPPORTUNITIES FOR YOUNGER ADULTS**

#### **1. PURPOSE**

**1.1** To provide, inform and update the Commission on the progress made on the changes in Adult Social Care, particularly around Personalisation and Transforming Opportunities for Younger Adults (under 65).

#### **1.2 Things are changing**

The Council is moving toward enabling Personalisation for all our social care customers. This means we have to review how our services are currently delivered and work with our customers to understand how Personalisation can work best for them. This approach was agreed by Cabinet in February 2013 when it was resolved to:

- a) Revise the Eligibility Criteria for Adult Social Care from high/moderate to critical/substantial in line with Department of Health categories with effect from April 2013 for new service users and for existing service users from the date of their annual review or sooner if there is a change in circumstance which merits earlier review;
- b) Provide Reablement to all existing and new service users who would benefit;
- c) Offer longer term transitional support to younger adults with long term conditions including those who fall below critical/substantial needs as part of the council's preventative offer;
- d) Re-commission and further invest in 'a preventative offer' available to the wider community;

#### **1.3 What is Personalisation?**

Peterborough City Council, like other Adult Social Care departments, is moving towards 'personalisation'. The traditional social care model was for a social worker to assess a person's needs and then provide services to meet these needs. In most instances these were limited to a very small range of services such as residential care, home care or day care. Personalisation puts the service user at the centre of the decision making process and gives them choice and control over the care and support they receive.

In line with the Cabinet decision, we are reshaping our services to deliver a modern person-centred support that is flexible, responsive and based on customer needs and choices.

This will empower people to engage with their communities and have fulfilled independent lives, with the aim of reducing the need for on going statutory support.

The aim is to reduce the number of people who need care by providing a wide range of prevention support options and easy to access resources that give people the support and guidance they need to remain independent.

### **The Council is moving towards a support system that:**

- is dedicated to Personalisation, individual choice, greater independence and less reliance on ongoing statutory support wherever possible.
- supports individuals to maximize their potential to live as independently as possible through reablement and transitional support
- enables individuals, families and carers to be able to use our new front facing customer service which will provide information and advice, low level support and our preventative offer.
- delivers Personalisation by enabling people to have personal budgets
- enables the council to become a commissioning organisation that builds capacity, quality, service choice and the ability to offer personal assistance with social enterprises, commercial, NHS and statutory providers and voluntary and community groups.

Personalisation improves people's choices and confidence, build skills in daily living and opportunities to work, thereby can increase overall good health and wellbeing.

To be successful in embedding Personalisation in Peterborough it is important that citizen's voices are heard and incorporated into the modernisation process.

To this end we are actively working together with people affected by the changes to gather their views on what how we can incorporate their voice into programmes to:

- redevelop employment opportunities
- skills for independent living
- specialist day support
- accessing leisure activities
- improving the employment and activities offer within the city.

#### **1.4 What does change actually mean?**

This change doesn't mean people being helped less.

This change means developing a social care model where people will need less help because of the preventative opportunities in the city, and when they do need extra help they can choose from better quality services that are designed to support them to remain as independent as possible within their capabilities.

This transformation in Adult Social Care means people providing better, more personalised support and doing things differently.

Over the last few months, there has been an extensive engagement and design programme undertaken that is reshaping how we commission and deliver our services. This requires investing in programmes that are designed to prevent people from needing social care services as well as ensuring that people find the right information and advice quickly and easily. The new model will ensure that people receive efficient and effective solutions from trained staff and issues such as safeguarding and the need for more intensive interventions are identified early and dealt with quickly to try and get people back to independent living as soon as possible.

There are three main elements to the new service model that we are currently testing and researching. These are called: Universal Services, Reablement and Transitional support and Longer Term and Complex Care.

## **1.5 Our new Personalised social care model: A definition**

### **What are Universal Services?**

Universal Services will be available to all people. They are designed to help reduce the need for specific care services. For example, this could be information and advice on where to join local over 60's AquaFit class to help keep fit to support an active and healthy lifestyle and engaged with others within the local community. Obtaining information about aids available for people with mobility difficulties such as getting in and out of the bath or opening tins or jars are other common examples. This is commonly referred to as prevention.

## **1.6 What is Reablement and Transitional Support?**

Reablement and Transitional Support is our new model of working and it will be available to people who need support to regain skills and confidence to manage the activities of daily living.

This area of support is designed to help a person build and restore confidence and to help them to do as much as they can for themselves rather than someone doing things for them. This support enables individuals to either re-learn lost skills following a period of illness or to explore new opportunities to be more independent, especially in situations where they have lost confidence or opportunities to progress.

## **1.7 What is Longer Term and Complex Care?**

Longer Term and Complex Care is for people who have been assessed as having Critical or Substantial needs in line with the Cabinet decision to change the Eligibility Criteria in February 2013 and in accordance with Department of Health guidance.

With Universal Services, Reablement and Transitional support in place the need for specialist, intensive support will be reduced. However, there will still be a need for people who have gone through Reablement and Transitional support who may require ongoing support. This support will also align with our vision for personalisation.

## **1.8 How is the move toward Personalisation going to change our commissioning practice?**

In order to ensure people's choice in deciding what they need and want in terms of support, we must expand our offer. We will be doing this by reviewing how we currently commission external services and work in partnership with providers from the voluntary and commercial sectors to develop person-centred support options that will increase people's independence, skills and well-being.

The new commissioning arrangements will be outcome-based and people will be able to go direct to provider with their own personal budgets. Managed accounts by the council will only be offered after all other options have been explored.

Independent sector day activities contracts are being reviewed and improved specifications that are consistent with the personalisation agenda will be used to procure new and personalised services over the coming year.

The aim is to move away as much as possible from traditional and institutional models of residential care and day centres enabling people to be independent.

## **1.9 Why change?**

The Personalisation agenda came into being in 2001 with the National White Paper *Valuing People*. This was later strengthened with the *Our Health, Our Care, Our Say: A new direction for community services* in 2006 and later the *Putting People First* concordat, agreed across all government departments in 2007. An updated three-year action plan for embedding Personalisation *Valuing People Now* was released by the Department of Health in 2009. The main principle behind these national strategies is to put the individual at the centre of their care

and support plans, to empower them to lead independent, fulfilled lives and to ensure that people's own choice and control was that the heart of all social care operations.

However, for a number of reasons specific to the city over the last twelve years, Peterborough is catching up on the Personalisation agenda and requires extensive transformation within our social care culture and operations to achieve a truly person-centred approach.

This change means basing people's future care on personal choice and for people to remain healthy and independent for longer.

As set out in the Cabinet Report in February 2013, there are both barriers and expectations around Personalisation in the city. There is a significant customer and patient expectation now as a result of lifestyle changes of the population. People want more choice and good quality services that are flexible and personalised to individual needs.

There is a vast and growing demand in the country due to increases in life expectancy. Over the next 30 years nationally our population will age but will remain alive significantly longer than previous generations, with over 15 million people having at least one Long Term Condition.

This places additional demands on services necessitating more efficient ways of working hence the current Transformation of Adult Social Care currently underway.

#### **1.10 What have we been looking at?**

The report focuses on and highlights the visioning work to transform the way person-centred activities for younger adults are delivered, particularly through local authority managed day activities. This includes day centres, employment, voluntary work, leisure and other day services for people with learning disabilities and physical disabilities.

#### **1.11 People affected**

There are approximately 147 people that are in receipt of these services ranging from half a day a week to five days a week. The essence of the new vision is shifting the emphasis from a deficit culture (what people can't do) to a mind-set (what people can do on their own or with support) that builds on community assets, universal services, skills for daily living and integrating with mainstream services whenever and wherever possible.

### **2. RECOMMENDATIONS**

#### **2.1 The Commission is asked to:**

- a. provide feedback on the video that accompanied this report
- b. discuss the issues identified and considered changes
- c. note that the views of carers and current and future users have been appropriately considered; and
- d. highlight anything further that they feel should be explored before the proposals progress.

### **3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY**

#### **3.1 This report links to the SCS priority:**

- Creating opportunities - tackling inequalities
- Creating strong and supportive communities – empowering local communities

*What National Indicators does the report help to achieve?*

- I. Number of adults, older people and carers receiving self-directed support in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services.

Peterborough achieved 44% of people receiving self directed support in the year 2012/13 compared to our comparator group of authorities of 54% and the national average of 55.6% which is what Peterborough City Council's aims to achieve.

- II. Number of adults, older people and carers receiving self-directed support via a direct payment in the year to 31 March as a percentage of all clients receiving community based services and carers receiving carer specific services.

Peterborough achieved 10% of people receiving self directed support via a direct payment in the year 2012/13 compared to our comparator group of authorities of 14.6% and the national average of 16.4% which is what Peterborough City Council's target is to achieve.

- III. Number of adults with learning disabilities with paid employment

Peterborough has 7.2% of people with learning disabilities in paid employment which is the same as the national average and better than the comparator group of authorities. Peterborough City Council is in 6<sup>th</sup> position out of 15 better than the comparator group average of 6.3%, our target is to achieve 8% which will take Peterborough in to the top quartile.

## **4 BACKGROUND**

- 4.1 Further to the Cabinet decision in February this year, Adult Social Care has been reviewing what people with learning and physical disabilities do during the day and what they want for the future. A project group made up of a wide range of stakeholders including service users and parent carers has been established with various work streams. One work stream has been working on what people with learning disabilities and physical disabilities and their parent carers want to do during the day including talking to parents carers of children that are not yet using adult services.

Engagement and activities undertaken to date to start to shape proposals for final consultation have included:

- Visioning day – approximately 150 people attended (service users and carers with staff support) on what people wanted out of day activities and how this could look moving forward.
- A group from Peterborough made up of service users, parent carers, day and employment staff and social workers went to visit services that have gone through a similar change such as a social enterprise in Thurrock on day activities and another social enterprise in Suffolk on employment services, both for people with disabilities.
- Advocacy led service user focus groups and engagement events which explored both aspirations and concerns people had about change.
- Parent carer drop in session events over tea and coffee – employment, voluntary work and social enterprise visits.
- Specific staff engagement events to be held at the end of September 2013 - also inviting staff from other areas/authorities that have gone through similar change to share their experience with local staff.

- 4.3** Many people are saying they want more meaningful activities and a sense of independence and being part of a community. Also greater choice and flexibility is a common theme whilst people feel they want to be reassured that they will not be left to cope on their own.
- 4.4** Some people are not entirely convinced change is a good thing and more work is planned with them in the coming months to ascertain what they are exactly concerned about and to try and meet those concerns.
- 4.5** Employment services managed by Adult Social Care has achieved some good outcomes over the past years achieving support for approximately 130 people in 289 placements, either in paid employment, supported employment, working in mini enterprises (three already set up) or are in voluntary work placements schemes. This is an area that the visioning work has identified the Council needs to build on as the work progresses and how this good practice can be expanded to other contracts.
- 4.6** Employment services and voluntary activities will be very much seen as the way forward whilst giving people real opportunities to be part of the community or be part of the various social enterprises the employment services intend to establish. This is particularly pertinent to those people coming up into adult services through transitions as their aspirations and ambitions are greater than what has been traditionally available.
- 4.7** Personal budgets and person centred support planning will be central to people having independence, choice and control. Introducing the concept of community connectors and focussing on what people 'can do' to what they are 'can't do' will be central to this change - shifting from a 'deficit based model' to an 'asset based model' which will run through all services as a golden thread. Community connectors will link people with activities and support as part of a wider support planning team for each individual when assessing for need or reviewing care packages.

## **5. KEY ISSUES**

- 5.1**
- Culture change within the support planning
  - Managing expectations and change for users and carers
  - Developing community capital and capacity
  - Lack of compliance for existing contracts
  - Potential impact on staff i.e. change of roles, working differently

## **6. IMPLICATIONS**

- 6.1** Change to day activities through alternative delivery models will impact all current and future users of day activities.

## **7. CONSULTATION**

- 7.1** To date there has been considerable engagement with all key stakeholders. However a formal consultation will not commence until a Cabinet Paper is presented in mid-autumn 2013.

## **8. NEXT STEPS**

- 8.1** Report to Cabinet to commence formal 12 week consultation on proposed plans. Outcomes from this consultation to come back to this Commission and Cabinet in early 2014.

## **9. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 9.1**
- Valuing People and Valuing People Now White Paper 2001 and 2007

- Our Health Our Care Our Say 2006
- Nothing About Us Without Us – DH Guidance
- Putting People First 2007 and 2010
- Social Care Bill and White Paper Caring for Our Future 2013

## **10. APPENDICES**

- 10.1** • Transforming Opportunities for Younger People: Film Part One – to be shown at the meeting.

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