

SCRUTINY COMMISSION FOR HEALTH ISSUES	Agenda Item No. 7
10 SEPTEMBER 2014	Public Report

Report of the Executive Director of Adult Social Care, Health and Wellbeing

Contact Officer(s) – Tina Hornsby – Assistant Director Quality, Information and Performance
Contact Details – 01733 452427, tina.hornsby@peterborough.gov.uk

ADULT SOCIAL CARE UPDATE REPORT

1. PURPOSE

- 1.1 The report provides an update from Adult Social Care. It contains a brief progress report on our transformation and preparations for the Care Act 2014, and contains the annual complaints reporting and Local Account for information.

2. RECOMMENDATIONS

- 2.1 Scrutiny Commission is asked to review and note the contents of the report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 The Adult Social Care outcomes have strong links to the health and wellbeing aspects of the community strategy.

4. BACKGROUND

- 4.1 The commission received an overview report from Adult Social Care in March 2014 and this report provides a 6 monthly update.

The commission are also provided with a briefing note on the Care Act at **Appendix 1**.

The commission are also provided with a copy of the Target Operating Model (TOM) **Appendix 2**.

The commission have also received a draft of the Local Account for review and comments and are asked to accept the final report attached at **Appendix 3**.

The commission are also provided with an annual complaints analysis report for information at **Appendix 4**.

5 Preparing for the Care Act 2014 – Appendix 1

- 5.1 The Care Act 2014 completed its passage through Parliament in May this year, and is scheduled to be implemented in two stages: all of the new duties and powers in April 2016, with the exception of the lifetime cap on the cost of care for any individual, and the independent appeals process, which will be introduced in April 2017.

- 5.2 The Act represents the greatest change to adult social care legislation since the National Assistance Act 1948, and the most radical change to how adult social care is planned, commissioned and delivered since the NHS and Community Care Act 1990. The Act also changes how the NHS is regulated and managed, and requires Councils and the NHS to promote an integrated approach to services.

- 5.3 At the heart of the Care Act is the new general duty to promote individual well-being for anyone with adult social care needs, whether those needs are eligible or non-eligible needs.

The existing eligibility criteria are being replaced by a new framework that requires Councils to consider 'significant impact on well-being', rather than the current 'risk to independence'. For the first time in law carers will have the same rights to an assessment of need, and for services to meet eligible needs, as the people for whom they care, applying the same 'well-being principle'.

- 5.4 'Self-funders' – people who plan and pay for their own care without reference to the Council – will, from April 2016, have the right to open a 'Care Account', so that the money they spend on purchasing services to meet eligible needs will count towards a lifetime cap on what they have to pay for their care. (The Government have announced that for older people that cap will be set at £72,000 in April 2016, though it has not said what the cap will be for working age adults.) A briefing on the Care Act is attached as **Appendix 1**

5.2 Adult Social Care Transformation – Appendix 2

- 5.2.1 In line with approval from Cabinet, Adult Social Care implemented a number of changes to prepare and build foundations in anticipation of the Care Act. This included changing eligibility criteria to critical substantial, expanding access to reablement and offering transitional support to younger adults to help them to live more independently. We also developed a preventative strategy and invested resources with partners, users and carers to be able to strengthen what can be offered locally within the community to support people.
- 5.2.2 To support these changes work has been underway within commissioning to provide alternatives to nursing residential and day care to support this approach. This work will take time, but already good progress is being made.
- 5.2.3 Adult Social Care has also been looking at how it delivers services and how it can reorganise internally to develop more cost effective and efficient ways to deliver its responsibilities in respect of assessment and care management.
- 5.2.4 All of the above are intended to place us in a stronger position to implement the Care Act and to provide modern, responsive support that is focused on prevention, personalisation and independence. It is an approach that is increasingly outcome based and addresses the key areas of performance identified within the Local Account where we have been doing less well.
- 5.2.5 The Department was extended in November 2013 to become a Directorate for Adult Social Care, Health and Wellbeing. This also neatly aligns with the requirements of the Care Act.
- 5.2.6 Adult Social Care is now pleased to report that it has agreed a new operating model which aligns with wider work across the council on customer and digital strategies.
- 5.2.7 It is expected that the new operating model will deliver:
- Clear and accessible information and advice focused on prevention and early problem resolution
 - Customers that are supported to maximise any opportunity to facilitate their own care needs
 - Customer choice around services and support which are easily accessible
 - The ability to maximise the opportunity to work more corporately with other services
 - A model which is equipped to deal with growing demand and the growth in numbers of adults living with long term and complex health conditions
 - Different and efficient ways of working to address the additional demands on services

- A front door that is the primary first point of contact, routine transactions resolved at the first point of contact and via other channels such as web and other digital platforms (channel shift)

Phase 1 is having the right structure in place. We are planning to have the new operating model live in early November, a diagram of the model can be found at Appendix 1. However, the programme of transformation is ongoing and we will adopt a phased approach. Further phases will continue thereafter, including:

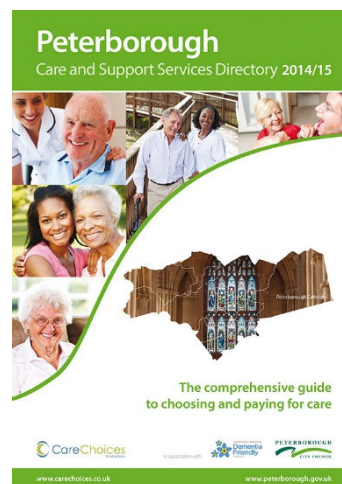
- **Commissioning initiatives** – ensuring that we have more effective preventative services and development of the third and independent care sector so as to provide viable alternatives to statutory services and to ensure the the provider market is able to flexibly meet the demands arising from the new model of working.
- **Reshaping and enlarging of enablement services**, to enable preventative action and intervention to divert demand and reduce the dependency culture.
- **Technology** – to enable us to work more effectively and efficiently, particularly with the right tools to resolve customer queries at the first point of contact, allow us to work more flexibly but to also allow our customers to self-serve

5.3 Peterborough Care and Support Directory 2014/15

Adult Social Care are developing the online directory in preparation for the Care Act 2014. However, it has been recognised that a paper directory is also still valued by the public and professionals across the system.

- 5.3.1 Adult Social Care have produced a printed Care and Support Services Directory including lots of helpful information about how to access care and support and listings of local care providers.

Hard copies are available from Peterborough Direct and an electronic version is available through the [Peterborough City Council website](#). This Directory will supplement the edirectory also available on the website.



5.4 Local Account – Appendix 3

Local Accounts form a key part of the Towards Excellence in Adult Social Care (TEASC) approach to sector led improvement in adult social care as they can provide a key mechanism for demonstrating accountability for performance and outcomes. Local Accounts are very important way to strengthen accountability and can also be used a tool for planning improvements, as a result of sharing information on performance with people who use services and engaging with them to get feedback on their experience.

The Towards Excellence in Adult Social Care (TEASC) Programme wrote to Directors of Adult Social Care in July 2011 stating that Councils may wish to publish an annual Local Account. Although Local Accounts are not a formal statutory requirement, they do form part of the ministerial line of sight and TEASC regularly check and publish progress on their production. Peterborough City Council published its first Local Account in December 2011 and the second in March 2012. The third was published in September 2013.

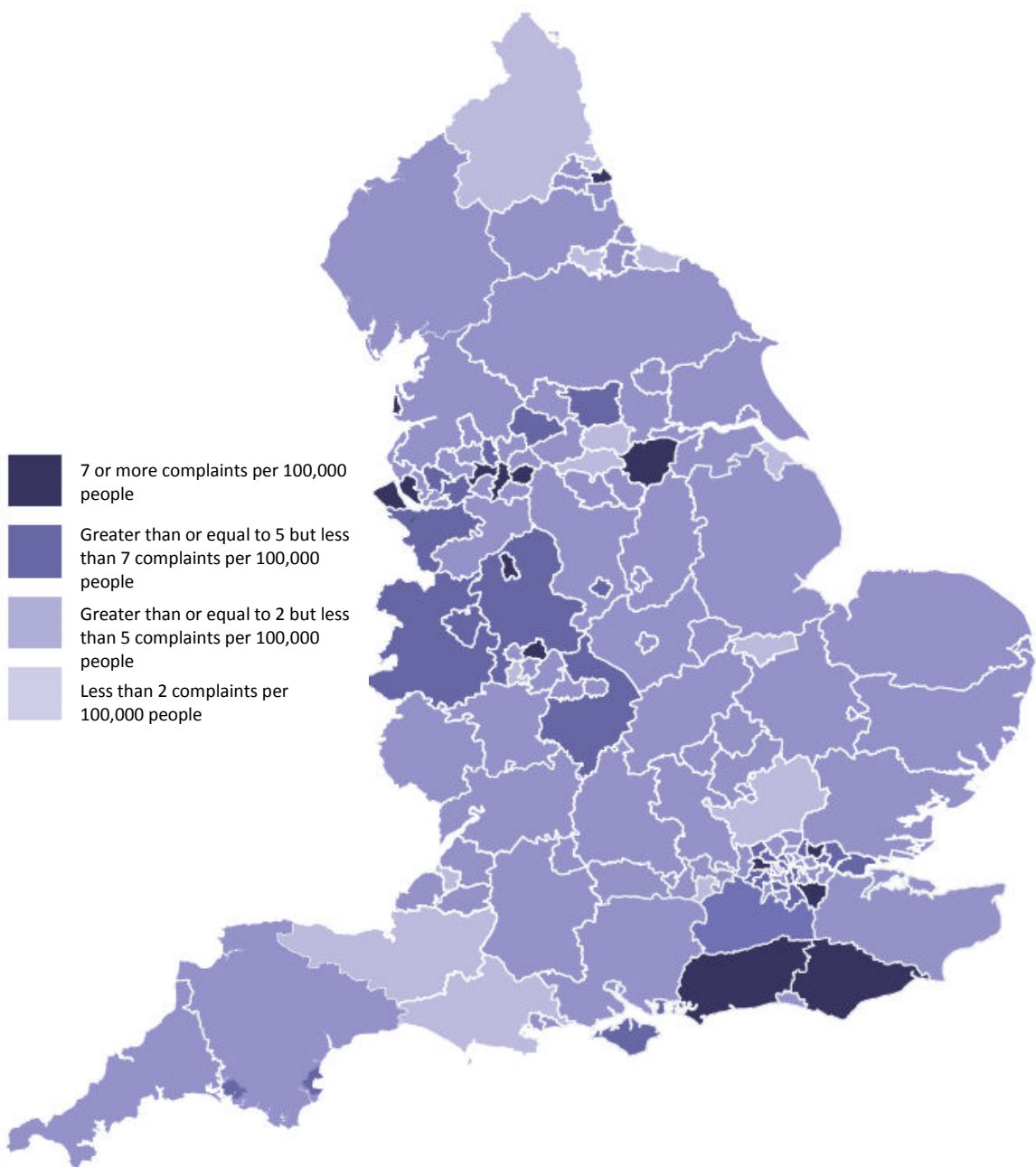
The fourth Local Account has been through consultation with service users and carers and has been circulated to Members for their comments. The designed version is included with the papers for this meeting, attached at Appendix 2. There may still be some final amendments to be made before the document is published on the Peterborough City Council website.

5.5 Adult Social Care Annual Complaints Report 2013/14 – Appendix 4

Complaints received by Peterborough City Council Adult Social Care Department are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

During 2013/14 a total of **67** complaints were logged about Adult Social Care services. This represents an increase of 97% from last year (34 complaints).

The Local Government Ombudsman’s report on Adult Social Care Complaints published in May 2014 included a map of England showing complaints made to them. Peterborough was in the lowest category having had less than two complaints per 100,000 people made to the Ombudsman during the period. The graph is shown below. A low number of complaints to the Ombudsman is an indicator of good local complaints procedures which provide satisfactory responses to complainants.



Source: Local Government Ombudsman Review of Adult Social Care Complaints 2013, published May 2014.

A full report on complaints can be found at Appendix 3 and on the [Peterborough City Council website](#).

6. IMPLICATIONS

6.1 The report relates to services provided to the whole city.

7. CONSULTATION

7.1 None.

8. NEXT STEPS

8.1 A further update on the preparations for the Care act will be brought to Scrutiny Commission prior to April 2014.

8.2 The Local Account will be published on the Council's website and shared regionally as part of the sector led improvement programme.

9. BACKGROUND DOCUMENTS

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

9.1 None.

10. APPENDICES

10.1 Appendix One – Care Act
Appendix Two – Target Operating Model (TOM)
Appendix Three - Local Account
Appendix Four – Annual Complaints

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