

Market Position Statement

The council is committed to building effective and supportive relationships with our local health and social care providers to better meet the needs of our local community and service users.

The Market Position Statement is the first step towards growing a working relationship with the local provider marketplace to ensure better and more effective outcomes for the people of Peterborough.

The Market Position Statement is a tool for providers of health and social care services in Peterborough to understand the current and future needs of service users and our local communities. It will translate key local, regional and national strategic directives to enable organisations to forward plan their services, giving focus to the areas of greater need and priority. The information shared on these pages will assist care and support service providers to effectively plan their provision and identify opportunities for business development in Peterborough based on predicted demand for services.

Key strategic values will be shared with the local provider market to support growth and improvement in practice to ensure high quality care and support services in Peterborough. Demographic data for current and future local populations will be available to support the identification of the emergent needs of individuals and communities in Peterborough. Key government priorities are shaping the future requirements of key services at a local level; the Care Act 2014 emphasises key elements including choice and control, independence, prevention and earlier intervention and more personalised services.

Adult Social Care Commissioning Intentions:

- **Improving the information and advice that is available to enable people to help themselves, and to empower people to make informed choices about their care and support**

The council is undertaking a significant programme to improve its website and customer first point of contact service. The aim is to provide easy to use self-service and delivery of better advice and information to the community, ensuring it is compliant with the [Care Act 2014](#). All communication will be available in a form that is understandable by all people. The council is also undertaking a fundamental review of core IT systems, so that customers are able to better interact with the council and receive a wider range of advice and information. This will allow people to contribute directly to their assessments and reviews, and the aim is that they will be able to arrange their own care and support.

- **Promoting preventative services including Assistive Technology**

We will encourage providers to embed Assistive Technology into their service offer.

- **Supporting family carers to enjoy a good quality of life and maintain their caring role**

In the 2011 Census, 9.6% of the Peterborough population, around 1 in 10, stated that they provided some level of unpaid care. Of the 17,690 providing unpaid care 4,342 provided 50 hours of care per week.

- **Commission services and support jointly with health partners that promote an earlier safe discharge from hospital**

The council operates an in-house reablement service that provides up to six weeks of intensive social care support aimed at maximising independence, health and wellbeing. Additional reablement capacity is available through independent sector homecare providers and through a voluntary sector *Support at Home* service commissioned by the council.

- **Increasing the uptake of Direct Payments and related support options, including the Personal Assistant market**

Around 37% of people taking a Direct Payment employ a Personal Assistant. Personal Assistants known to the council offering support in Peterborough can be accessed through the [Peterborough Care Directory](#).

- **Supporting the development of a thriving, strong and diverse social care market that is flexible and responsive to everyone in Peterborough, not just those eligible for direct council support**

We want to stimulate the development of new services and promote competition so people have a varied care and support market to purchase from. The social care workforce in Peterborough (as elsewhere in the UK) continues to be poorly trained, poorly paid and transitory which causes recruitment and staff turnover issues for care providers. This will require the council and the Market working differently with schools and colleges to develop social care academies of excellence that can grow a new workforce that sees caring as their role of choice.

- **Assistive Technology has a key role to play in supporting independence**

Advances have enabled us to replace some invasive and costly monitoring services (i.e. night time support) with equipment and Assistive Technology, and we will be looking to accelerate this going forward.

The Think Local and Act Personal Paper 2012

The Think Local and Act Personal Paper, released in October 2012, placed significant emphasis on evidence that suggested interventions which increase people's support networks and social networks reduces illness and death rates. Through the delivery of the plans set out in our Better Care Fund submission, we will be working to expand and develop community capacity within Peterborough. Specifically the council will be working with partners, the local market and voluntary, community and social enterprising sector to build community capacity that delivers preventative services and an integrated approach to discharge planning and admission avoidance.

The role of able adults living in the community is vital as they could provide valuable resource to develop the community capacity. The successful delivery of this work will be reliant on a redesign of services, which will be focused on achieving capacity within the system. This redesign will specifically include the expansion and development of community capacity and services that enable citizens to remain at or return home wherever and whenever possible.

Care Act 2014

Care Act 2014 was implemented in April 2015. The Act includes: a new general duty to promote 'individual well-being'; a new national criteria for determining adults' eligibility for services; and more stringent statutory safeguarding policies, processes and procedures to protect people from abuse or neglect. Specifically, for the adult social care market in Peterborough, this Act has the following impact:

- Carers will be recognised in law, in the same way as those they care for, putting carers on an equal legal footing and putting their needs at the centre of the legislation;
- Duty on the council to ensure 'sustainability' in the market and to have contingency plans in place for provider failure;
- Self-funders and others are better able to plan ahead for long-term care and to make fully informed choices about who will provide their care; and
- A national 'deferred payment' loan scheme for people moving into residential care.

Personal Health Budgets

From April 2014, individuals with Continuing Health Care needs had the opportunity to request a Personal Health Budget. This led to a greater demand for services to support and facilitate the uptake of individual budgets. With a potential cohort of 360 individuals seeking greater choice and control there was a need for the market to offer services that supported the individual in support planning, brokering their own services and managing their own money and spending.

Local organisations need to develop their capacity to offer Individual Service Funds (ISFs) and this may require care organisations to diversify in offering greater management and administrative support to the individual receiving their care services.

Such demands from the local market could also encourage more collaborative working between organisations to offer the customer a more holistic service. From October 2014 those who had the opportunity for a Personal Health Budget if eligible for Continuing Care

had the right to “choose” one thereby placing a need for support services within the marketplace. This change will lead to a wider recognition of entitlement and the level of support available to patients, service users and carers. The balance of power will be shifted towards individual choice, control and person-centred services.

Development of high quality homecare capacity to meet demographic growth pressures in the over 65 population

It is the council’s intention to re tender the Personal Care and Support Services Framework for adults and children with generic care at home needs during 2017/2018. The new proposed framework will focus on generic care for all ages and will be needs not service led.

Supporting people with dementia to retain their independence for as long as possible and enjoy a good quality of life

The growth in people experiencing dementia presents probably the greatest challenge for health and social care services. Supporting people in the familiar settings of their own homes can reduce the numbers prematurely entering long term care. Providers can play an important role working alongside health professionals to ensure the early identification of dementia, and the provision of appropriate support to delay and minimise the impact of this condition. For people in the later stages of dementia, registered care settings play an important role in supporting people to live well and with dignity.

Promoting preventative services including assistive technology

We will encourage providers to embed assistive technology into their service offer.

Older People's Day Services

The use of day care by our service users has been reducing in the last four years with only 70 accessing day service facilities in 2016 across three sites. We want to work with providers to develop new and innovative day opportunity models across both rural, urban and hard to reach areas.

Capacity within the nursing sector

We will work on the development of capacity within the nursing sector, particularly for people with dementia and/or nursing needs.

Adults Over The Age of 18 and Under The Age of 65

Background

There are increasing numbers of adults over the age of 18 and under 65 who need social care support. The significant advances in neonatal care have resulted in growing numbers of young people with very complex needs surviving into adulthood. The life expectancy of adults with learning disabilities has increased significantly and many are developing age related conditions such as dementia.

People at risk of admission to a psychiatric hospital

We will work with partners to deliver the model of service set out in “Building the Right Support” for people with a learning disability and/or autism who are at risk of requiring hospital admission to psychiatric hospital.

Personalisation

Personalisation is about how people experience the support they receive on a day to day basis and the relationships they have with the people providing this support, We will work with providers to ensure that people have the information to make informed choices when arranging and purchasing services for themselves and, wherever possible, to have control over how those services are provided.

Transition from children's to adult services

To support a smooth transition from children's to adult services, the council is developing an all age approach to the way it commissions and structures services for people with disabilities and complex needs. The development of the 0-25 service is the first step in achieving our intention.

Access to universal services

Further implementation of access to universal services for all service users will be developed including but not limited to housing, benefits advice, leisure opportunities.

Co-production

The voice of all people with a learning disability will be supported in the planning and monitoring of services, through further development of co produced models of service based on evidence to deliver the statutory responsibilities of the council.

Respite care

We will redefine the capacity of the respite care market in Peterborough for people with learning disabilities.

Framework contract

We will develop a new Framework Contract for suppliers to deliver core services in people's homes, as well as more specialist support for people with complex and challenging needs.

Getting into work

We will extend access to work opportunities for people with disabilities based on evidence of effective models through partnership with the Department for Work and Pensions and the Clinical Commissioning Group.

Advocacy

The Commissioning Team have recommissioned its advocacy services during 2016/2017 to support people who cannot represent themselves and need support to access the services that they are entitled to receive.

Day opportunities

We will develop a range of day opportunities for those with disabilities to refocus on supporting people under retirement age to take up employment, training and volunteering.

Mental Health

Our commissioning intentions for people with mental health issues are summarised as follows:

- **New service specification**

A new service specification for those with Mental Health has been developed which combines Wellbeing and Recovery alongside Employment support and is to be market tested. The new specification supports working age adults so that they have strong employment, community and progression focus and deliver high quality support outcomes and good value for money.

- **Accommodation Strategy**

The Adult Social Care Accommodation Strategy sets out to develop a clear pathway to access appropriate housing for people who experience mental ill health. The key priorities for Peterborough, as set out in that document, are to develop supported housing, alternative to hospital admission and crisis care using a pathway approach in partnership with the Clinical Commissioning Group and Cambridgeshire and Peterborough NHS Foundation Trust.

We will reduce our investment in registered accommodation and through working with partners promote the development of more supported living accommodation. The council will work with specialist providers to ensure cost effective support packages are available for people with specialist needs.

- **Joint Commissioning**

We will establish a joint commissioning function between the council and the Clinical Commissioning Group for all planning and monitoring of services, joining, where possible, with Cambridgeshire County Council. The Partnership with the Clinical Commissioning Group and Department for Work and Pensions will be developed to ensure people are ready for work and supported to obtain work. This will involve a review of current funding by the council for support into employment.

- **Access to mainstream services**

We will ensure people with mental health issues have access to mainstream services including health and social care, education, employment, social and sports/leisure, that enable them to lead a good and meaningful everyday life.

Adults with a Learning Disability or Autism

Communication

All written communication will be in a format that is understandable for a person with a learning disability and/or autism spectrum condition wherever possible and practicable. We will reduce our investment in registered accommodation and through working with partners promote the development of more supported living accommodation. The council will work with specialist providers to ensure cost effective support packages are available and meet the needs and aspirations of people with specialist needs.

Supporting Adults with Autism Spectrum Condition

We will ensure service providers have the skills and experience to work with service users with autism, particularly those with behaviours that challenge. Providers are encouraged to develop their service offer to meet current and future need.

Expanding employment opportunities

All people with a learning disability and/or autism spectrum condition to be supported to experience work related activities. We need providers to develop social enterprises that deliver products and services with a community/social purpose and offer employment opportunities to adults with learning disabilities.

Assistive Technology

Assistive technology has a key role to play in supporting independence. Advances have enabled us to replace some invasive and costly monitoring services (i.e. night time support) with equipment and assistive technology, and we will be looking to accelerate this going forward.

Direct Payments

We will increase the uptake of Direct Payments and related support options including the Personal Assistant market for adults with a learning disability or autistic spectrum condition.

This page is intentionally left blank