



Haringey Council

Cabinet

On 15th July 2008

Report Title: **Adult, Culture and Community Services response to the Overview and Scrutiny Review of Access to Services for Older People**

Forward Plan reference number (if applicable): **[add reference]**

Report of: **Director of Adult, Culture and Community Services (ACCS)**

Wards(s) affected: **All**

Report for: **Key Decision**

1. Purpose (That is, the decision required)

1.1 To set out the response of ACCS to the Scrutiny Review of Access to Services for Older People.

2. Introduction by Cabinet Member (if necessary)

2.1 The council is committed to doing all we can to support older people to access appropriate services to support their independence and well-being. I welcome the acknowledgement by the Chair of the review that advances have been made by the council and partners in improving the lives of older people. I also welcome the challenge to further improve the outcomes for older people that is set by this review.

3. Recommendations

3.1 That Cabinet agree the response.

Report Authorised by: **Mun Thong Phung**
Director of Adult, Culture and Community Services

Contact Officer: **Lisa Redfern, Assistant Director, Adult Services**
e-mail: lisa.redfern@haringey.gov.uk

4. Chief Financial Officer Comments

- 4.1 The agreed recommendations will need to be developed within the existing departmental budget; some will need to be resourced by Haringey Teaching Primary Care Trust (HTPCT). In particular, the broadening of the GP referral scheme and proposals from the HTPCT for improving foot health will be a call on HTPCT budgets.
- 4.2 With regard to the Social Care Reform Grant, time limited resources are being provided to undertake the redesign of systems processes and transactions to **transform** service delivery, not to provide additional services. Alongside this additional investment, councils are expected to spend some of their existing resources differently, utilising mainstream services to ensure the health and well-being of their communities and working in a collaborative way with third and private sector agencies.

5. Head of Legal Services Comments

- 5.1 The Overview and Scrutiny Committee (OSC) conducted the Review of Access to Service by Older People in accordance with its statutory functions. The OSC is empowered to do this by section 21 of the Local Government Act 2000 as amended by section 7 of the Health and Social Care Act 2001 and in accordance with The Local Authority (Overview and Scrutiny Committees Health and Scrutiny Functions) Regulations 2002. The Cabinet response to this review will help facilitate the discharge of the Council's statutory powers and duties towards older people.

6. Local Government (Access to Information) Act 1985

- 6.1 Our Health, Our Care, Our Say – DH 2006
Experience Counts – London Borough of Haringey 2005
LAC (DH) (2008) 1 – Transforming Social Care
- 6.2 [Also list reasons for exemption or confidentiality (if applicable)]

7. Strategic Implications

- 7.1 Haringey currently has a population of approximately 20,400 aged 65 years and over. Of these, approximately 4,200 receive assessed services (including pieces of equipment) from Adult Services. Many more receive non-assessed services.
- 7.2 In line with the rest of the country, Haringey has a population that is incrementally growing older. Although population predictions indicate only an increase of around 3,000 people in the next 20 years, a sizeable proportion of these residents will be over 85 years and these are some of the most dependent residents of the borough who are most likely to require higher levels of support from health and social care systems.
- 7.3 In addition to population growth, health inequalities across the borough mean that some people are presenting with long term health conditions that require support earlier than might others.

- 7.4 In 2005, following extensive consultation, Haringey Council, along with partners and older people's groups in the borough published "Experience Counts" – a five-year strategy (currently under review) that sets out key objectives setting the direction of travel for developing services for older people.
- 7.5 The White Paper "Our Health, Our Care, Our Say" (DH 2006) highlighted the need for preventative services and a personalised approach to services that make a real difference to the lives of individuals.
- 7.6 Adult Services is currently engaged with other parts of the Directorate in developing seamless pathways for people who approach any part of the directorate into appropriate service provision.
- 7.7 Adult, Culture and Community Services directorate is currently in the process of further developing personalised services utilising the Social Care Reform Grant over the current year and following two years. This will lead to greater utilisation of Direct Payments and Individualised Budgets enabling people to be in greater control of their care and support.
- 7.8 In common with most councils, the adult social care budget is under increasing pressure and there remains a tension between targeting resources to those most at need under the council's "Fair Access to Care Services" (FACS) policy and investing in preventative services that are more widely available and support well-being.

8. Financial Implications

- 8.1 All of the agreed recommendations are to be undertaken within current resource allocations. Where agreement is only in principle, these will only progress as and when resources permit.

9. Legal Implications

- 9.1 There are no specific legal implications arising from the recommendations of this report.

10. Equalities Implications

- 10.1 By the nature of age and / or impairment, most of the users of this service are some of the most vulnerable and excluded residents of the borough. Improving access to services will help ensure that people are enabled to have more control over their care and reduce the risks to their loss of independence and place in the community.

11. Consultation

- a. Older People's groups were well represented throughout the Scrutiny process. The concerns that they reflected are included in the recommendations.
- b. HTPCT was a partner in the process, offering evidence to the committee.

12. Background

- a. In 2006/07, 1,721 people over 65 years of age were referred to older people's services. Of these, some 32% were deemed not to be eligible for a service under FACS. However, given the vulnerability of the people, officers seek to ensure that appropriate information, advice and signposting to other agencies or services takes place.
- b. As well as new referrals to services, many older people's needs change over time and thus they may have assessments or reviews several times over a 12 month period. In

general, people's needs increase as they get older and packages of care are often increased on reassessment / review.

- c. Staff of Haringey Council and the HTPCT staff have very good working relationships. Referrals between the two agencies occur on a daily basis in line with the needs of service users.
- d. Haringey Council commissions or grant funds a number of Third Sector organisations who support older people. For example, Age Concern (Haringey) supported 74 people last year through its Befriending Scheme and ICAN Care supports 60-70 Asian older people.
- e. Services that are accessible via self-assessment or open access may be able to reduce the overall demand on assessed services and help people maintain their independence, dignity and quality of life.
- f. The current Local Area Agreement (LAA) highlights the benefits of reducing isolation for older people by developing day opportunities for older people across the borough. This includes utilising the skills of older people to become befrienders, peer mentors in an IT (Silver Surfer) project or by access to more traditional models of day care.
- g. Through reviewing assessed services provided directly by the council and through commissioned providers, the council has successfully reduced dependency on long term care and incrementally been able to support people in their own homes. Where this has not been possible, the council has sought to ensure through internal and external commissioning that a range of appropriate resources are available close to people's homes in order that they can maintain community links.
- h. Together with NHS partners, the council has moved resources to help optimise independence. This includes developing a re-ablement model of Home Care, investment in services that reduce the need for admission to hospital and maximising independent living skills within the community.

13. Conclusion

- a. The Overview and Scrutiny Review explored how older people in the borough access a range of health and social care services (including barriers to access). Sixteen recommendations were made, of which:
 - 11 recommendations or parts of recommendations have been accepted
 - 6 recommendations or parts of recommendations are not applicable to Adult, Culture and Community Services, but have been noted.

14. Use of Appendices / Tables / Photographs

- a. Appendix 1 – Scrutiny Review of Access to Services for Older People
- b. Appendix 2 – Recommendations



Haringey Council

RECOMMENDATION	RESPONSE	COMMENTARY
1. That systems be put in place to follow up those older people who do not meet Haringey's Fair Access to Care Services Criteria and are redirected to other appropriate services.	Agreed	Much of this will be dealt with by the ongoing development of Access Pathways
2. That Cabinet writes to the Department of Health to encourage more funding to allow the Council to support the low and moderate bandings of Fair Access to Care Services in line with the well-being agenda.	For consideration by Cabinet	
3. That Council recognises: <ul style="list-style-type: none"> • The statutory responsibilities Local Authorities have with regards to the Fair Access to Care Services criteria. • The challenges faced between meeting the needs of people with high level dependency on the one hand and promoting the well-being and preventative agenda on the other hand. • The work undertaken and the structures in place to ensure process checks and the provision of services in the most cost effective manner. • The progress made enabling older people to influence decision making processes, including commissioning. • The importance of advocacy services. 	Agreed	<p>The council is committed to supporting independence, moving the balance of care to support people at home and moving control both of the strategic direction and delivery of care closer to Older People who use services.</p> <p>The council welcomes the role of advocacy for all vulnerable residents and is seeking resources to extend formal advocacy for older people.</p>
4a. That a mapping exercise and gap analysis is undertaken on what low level services and activities are currently available in Haringey, including Haringey Council, Haringey	Agreed in principle	Although much of this information is known, it is acknowledged that there are gaps. Further as the community changes, so do many community

RECOMMENDATION	RESPONSE	COMMENTARY
<p>Teaching Primary Care Trust and the voluntary and community sector.</p> <p>4b. That an action plan be put in place to cover any gaps and optimise take up of all services.</p>		<p>services. The work on the Joint Strategic Needs Analysis being led by the Joint Director of Public Health will update some of the knowledge gaps.</p> <p>If any gaps are identified then decisions will be made on priorities and resources available in line with the priorities of the council or partner agencies as appropriate.</p>
<p>5a That health and social care jointly agree a Person Centred Strategy. To include the continued uptake and promotion of Direct Payments and Individual Budgets.</p> <p>5b That Full Council lobbies the Department of Health for Direct Payments to be extended to health care services.</p>	<p>(a) Agreed in principle</p> <p>(b) For consideration by Cabinet</p>	<p>The council and partners already operate in a person centred way and targets for take-up of Direct Payments were exceeded last year. A pilot is being developed for Individual Budgets and this is planned to be extended to Older People's services in 2009</p>
<p>6a. That Councillors make themselves aware of the information on older people's services available on line.</p> <p>6b. That Older People's services are included in the Quick Links section on the Haringey web site home page.</p> <p>6c. That a joint Information and Advice Strategy and Action Plan be written. This should include Haringey Council, the Teaching Primary Care Trust and the voluntary and community sector.</p> <p>6d. That there is a quarterly publication (e.g. a newsletter or magazine) sent to older people in Haringey and available at community centres, libraries and leisure centres and GP surgeries.</p> <ul style="list-style-type: none"> • The publication should include basic information on services which are available to promote the wider well-being of older people. 	<p>Agreed in principle</p>	<p>Liaison with IT services has been initiated to ascertain the feasibility of Older People's Services being included on the "Quick Links" page of the council's website.</p> <p>A joint Information and Advice Strategy will be considered by the Wellbeing Partnership Board.</p> <p>Consideration will be given and options explored around the development of a publication for older people in the borough.</p>

RECOMMENDATION	RESPONSE	COMMENTARY
<ul style="list-style-type: none"> Consideration to be given to linking up with the Haringey Forum for Older People's quarterly magazine (Older and Bolder Voices). 		
7. That advocacy and representation be built into the assessment and care management processes.	Agreed	Although already a feature, the development of self-assessment and individualised budgets will enhance this role for social workers and care managers.
8. That the Urban Environment Directorate, which leads on Income Maximisation, publishes the strategy and action plan as soon as possible.	Agreed	Although no date is set for publication, work continues with Urban Environment to move this forward.
9. That information sessions be provided to front line staff, both in Haringey Council and the Teaching Primary Care Trust, who are likely to come into contact with vulnerable older people. Older people should be recruited as trainers to assist in this training.	Agreed in principle	Customer care is a critical element of training for front line staff. Using older people to assist with this training will be beneficial to the council and partners. This will be fed into the ACCS Learning and Development Board
10. That the Day Opportunities Strategy is re-energised and an action plan is put in place to ensure that the services available for older people are strategically planned and commissioned in a joined up way.	Agreed	This piece of work is scheduled for this year led by ACCS but with involvement of statutory and 3 rd Sector partners
11. That the GP referral scheme is broadened and developed beyond the current cardiac programme, so that all parties who would benefit from leisure services are referred, not just cardiac patients, to promote wellbeing in Haringey.	Referred to HTPCT	This recommendation has been passed on to HTPCT.
12. That the draft Rehabilitation and Intermediate Care Strategy be reported to the Overview and Scrutiny Committee and that Full Council fully supports plans for integrated care teams for older people.	Agreed	This Strategy will be submitted to partners later this year

RECOMMENDATION	RESPONSE	COMMENTARY
<p>13a. That a Chair representative of the service users be appointed to the Home Care User Forum to allow for a greater involvement of service users in the design of services.</p> <p>13b. That arrangements are put in place to further encourage both positive and negative feedback from service users on both in house and commissioned providers.</p> <p>13c. That the Telephone Monitoring system, which is used to ensure accurate billing for Home Care, is implemented as soon as is practically possible.</p>	<p>Agreed in principle</p>	<p>a. This has already been implemented and the Chair of the Home Care user Forum is now a service user</p> <p>b. The council has initiated a feedback form for all service users. This is to help ensure that outcomes sought agreed in the care-plan are being achieved. Further we have improved review performance to monitor changing needs, listen to service users and quality of provision.</p> <p>c. Adult services are working with colleagues in Commissioning and Contracts to implement this system</p>
<p>14. That the Teaching Primary Care Trust reports to Overview and Scrutiny Committee on its proposals for improving foot health in Haringey once it has completed its research and consultation with the voluntary and community sector and with the Adult, Culture and Community Services Directorate. The Commissioning timetable should be circulated widely.</p>	<p>Referred to HTPCT</p>	<p>This recommendation has been passed on to HTPCT</p>
<p>15. That an in-depth Scrutiny review is undertaken into Transport services for older people in Haringey as and when resources become available.</p>	<p>For consideration by Members</p>	
<p>16. That an in-depth Scrutiny review is undertaken into Carers services in Haringey as and when resources become available.</p>	<p>For consideration by Members</p>	