



Haringey Council

Agenda item:

9

[No.]

Overview and Scrutiny Committee

On 1st February 2010

Report Title: Progress update on the recommendations made in the Overview and Scrutiny Review of Access to Services for Older People, April 2008.

Report authorised by: Mun Thong Phung, Director of Adult, Culture and Community Services (ACCS)

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Wards(s) affected: All

Report for: Non-key decision

1. Purpose of the report (That is, the decision required)

1.1 To provide an update on the recommendations made in the Scrutiny Review of Access to Services for Older People, April 2008.

2. State link(s) with Council Plan Priorities and actions and /or other Strategies:

2.1 The Review links to a number of strategies, policies and strategic agendas including:

- The Sustainable Community Strategy
- The Council Plan
- Well-being Strategic Framework
- Experience Still Counts
- Carers Strategy
- Older People's Commissioning Plan
- Equal Opportunity Policy
- Safeguarding Policy and Procedures
- Joint Adult Mental Health Strategy
- Community Engagement Framework
- Ten Point Recession Action Plan
- Personalisation Commissioning Framework

The actions undertaken to address the recommendations in the review help to deliver the Experience Still Counts outcomes. The table below shows the links between the outcomes of Experience Still Counts, the Well-being Strategic Framework and the Sustainable Community Strategy.

Links with other strategies and frameworks

Experience Still Counts Outcomes	Well-being Strategic Framework Outcomes	Sustainable Community Strategy Priorities
1. Being respected	<ul style="list-style-type: none"> • Freedom from discrimination or harassment • Maintaining personal dignity and respect 	<ul style="list-style-type: none"> • People at the heart of change • Safer for all • Healthier people with a better quality of life
2. Keeping informed	<ul style="list-style-type: none"> • Increased choice and control 	<ul style="list-style-type: none"> • Healthier people with a better quality of life
3. Staying healthy	<ul style="list-style-type: none"> • Improved health and emotional well-being 	<ul style="list-style-type: none"> • Healthier people with a better quality of life
4. Being active	<ul style="list-style-type: none"> • Improved quality of life • Making a positive contribution 	<ul style="list-style-type: none"> • People at the heart of change • An environmentally sustainable future • Economic vitality and prosperity shared by all • Safer for all • Healthier people with a better quality of life • Be people and customer focused
5.	<ul style="list-style-type: none"> • Improved health and 	<ul style="list-style-type: none"> • An environmentally sustainable

Choosing work	<ul style="list-style-type: none"> emotional well-being Economic well-being 	<ul style="list-style-type: none"> future Economic vitality and prosperity shared by all
6. Feeling safer	<ul style="list-style-type: none"> Improved quality of life 	<ul style="list-style-type: none"> People at the heart of change An environmentally sustainable future Economic vitality and prosperity shared by all Safer for all Healthier people with a better quality of life
7. Having a safe, comfortable and well-maintained home	<ul style="list-style-type: none"> Improved quality of life 	<ul style="list-style-type: none"> People at the heart of change An environmentally sustainable future Economic vitality and prosperity shared by all Safer for all Healthier people with a better quality of life
8. Living with support	<ul style="list-style-type: none"> Increased choice and control 	<ul style="list-style-type: none"> Healthier people with a better quality of life
9. Getting out and about	<ul style="list-style-type: none"> Improved quality of life 	<ul style="list-style-type: none"> People at the heart of change An environmentally sustainable future Economic vitality and prosperity shared by all Safer for all Healthier people with a better quality of life
10. Making the most of your income	<ul style="list-style-type: none"> Economic well-being 	<ul style="list-style-type: none"> An environmentally sustainable future Economic vitality and prosperity shared by all

3. Recommendations

3.1 That Overview and Scrutiny Committee note and agree the update found in Appendix 1.

5. Summary

5.1 The Overview and Scrutiny Review in April 2008 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 ACCS,

but have been noted.

The recommendations are set out in Appendix 1, including whether accepted by ACCS or referred on as appropriate (each recommendation is noted as agreed, agreed in principle, for consideration by cabinet, or referred on to NHS Haringey).

5.2 A report outlining the ACCS response to the recommendations was agreed at Cabinet on 15th July 2008.

5.3 Progress has been made against all of the recommendations as detailed in Appendix 1. Work will be ongoing to continue to improve access to services by older people.

6. Legal Services Comments

3.2 There are no specific legal implications arising from the recommendations of the review report in 2008.

7. Equalities and Community Cohesion Comments

7.1 Most of the users of this service are due to age and/or impairment some of the most vulnerable and excluded residents in the borough. Improving access to services for older people will help enable people to have greater control over their care and increase independence.

8. Consultation

8.1 Service managers, other council departments, NHS Haringey and the voluntary sector were involved in this update.

8.2 Older people's groups were represented throughout the scrutiny process and their concerns were reflected in the recommendations.

9. Financial Comments

9.1 All of the agreed recommendations in the Overview and Scrutiny Report completed in April 2008 have been taken forward where possible within current resource allocations. Where agreement was made only in principle, these have only progressed as and when resources permitted. Adult Services & Commissioning is committed to continue with implementation of recommendations in the review and will proceed on this same basis.

10. Use of appendices /Tables and photographs

10.1 a. Appendix 1- Update of Overview and Scrutiny Review of Access to Services for Older People, October 2009

b. Appendix 2- Overview and Scrutiny Review of Access to Services for Older People, April 2008.

11. Local Government (Access to Information) Act 1985

11.1 Our Health, Our Care, Our Say- DoH 2005

Experience Still Counts

Cabinet Report, ACCS response to the Overview and Scrutiny Review of Access to Services for Older People, April 2008.

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

RECOMMENDATION	RESPONSE from ACCS to O&S June 2008	COMMENTARY FROM ACCS TO O&S June 2008	UPDATE JANUARY 2010
<p>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.</p>	<p>Agreed</p>	<p>Much of this will be dealt with by the ongoing development of Access Pathways</p>	<p>A group of carers, including older carers, and carers who are supporting older people contributed their views to the government's <u>Fair Access to Care Services</u> consultation which closed on 6th October 2009. The government proposes to abolish the lowest level of need as they argue that with <u>personalisation</u> there should be greater focus on prevention, information and open access to services.</p> <p>The launch of the Integrated Access Team in November, a single point of entry for referrals and signposting callers; and plans for a public access online directory and 'shopping' function next year – will give people access to advice and information, and greater choice of appropriate services and support in the community.</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>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.</p>	<p>For consideration by Cabinet</p>		<p>See above.</p> <p>The council funds a number of prevention and well-being projects for older people including:</p> <ul style="list-style-type: none"> • Active Card for people over 60: Park Road Leisure Centre, Tottenham Green Leisure Centre and White Hart Lane Community Sports Centre offer a variety of activities that are suitable for older people and beginners. • Free swimming for people over 60. • Day opportunities- An arts pilot project between the National Gallery and clients of The Haven and The Grange Day Centres to encourage older people's engagement in the arts. • Drop-in centres: Each centre offers groups and outings, ranging from arts, crafts, dancing, and keep fit to bingo. Staff also offers individual advice and support. • HALs courses including Start
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Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>3. That Council recognises:</p> <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. 	<p>Agreed</p>	<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>	<p>IT- a programme of courses designed for complete beginners who have no or little experience of using computers. Courses include: mouse and keyboard, computer basics, Internet for beginners, email for beginners, and silver surfers Internet for over 60s</p>
			<p>Transforming Social Care Programme is developing a range of service options for residents who fall below the eligibility criteria, for example the e-market services directory; income maximisation assessments, advice and information services.</p> <p>A key priority for 2010 is investing in the development of 'Social Capital' – for example to be delivered through volunteering and neighbourhood networks.</p> <p>Quality monitoring continues to be rigorously applied through contract monitoring and reviews, including safeguarding</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<ul style="list-style-type: none"> The progress made enabling older people to influence decision making processes, including commissioning. 			<p>Older people sit on the Older People's Partnership Board and are involved in the strategic decision making process. (Refer also 5a.)</p>
<ul style="list-style-type: none"> The importance of advocacy services. 			<p>Advocacy is recognised as key to the successful implementation of Personalisation (refer also 7.)</p>
<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 Teaching Primary Care Trust and the voluntary and community sector.</p>	<p>Agreed in principle</p>	<p>Although much of this information is known, it is acknowledged that there are gaps. Further as the community changes, so do many community 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. 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>The 3rd sector mapping project: Primary research has been completed including postal survey to 1600 organisations, focus group discussions and interviews with strategic stakeholders. This data is now being analysed and a headlines report went to the Performance Management Group (PMG) on the 22nd October. A multi-agency steering group of the CAB, HAVCO, NHS Haringey and Council Corporate Voluntary Sector Team is in place to implement actions identified from the review, including the development of a database of organisations. A final report will go to PMG on the 7th January and a launch is planned for February.</p>
<p>4b. That an action plan be put in place to cover any gaps and optimise take up of all services.</p>			

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<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>Agreed in principle</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>The Older People's Personalisation pilot was brought forward to June 2009. Phase 2 of the pilot (offering self directed pathway for older people will start in March 2010. A launch event was held at Alexandra Palace on 10th November 2009, to which over 120 older people attended. A User Reference Group has now been convened and has met on a number of occasions following the launch event. Extensive consultation with older people will also start in February in partnership with the Haringey Forum for Older People, using their innovative peer-to-peer outreach programme.</p> <p>NHS Haringey is currently working on implementing the new criteria for fully funded NHS services, improving patient involvement in the process and plans to further promote applying individual budgets in 2010 as appropriate, in line with Pilot arrangements when this is extended to Older People Services.</p>
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Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>5b That Full Council lobbies the Department of Health for Direct Payments to be extended to health care services.</p>	<p>For consideration by Cabinet</p>		<p>An initial plan outline has been developed within the Learning Disability Service (to include older people with learning disabilities) to pilot the integration of Personal Health Budgets with the Social Care Individual Budget. First stage is looking at Continuing Health Care based on the new DOH guidance effective from October 2009.</p>
<p>6a. That Councillors make themselves aware of the information on older people's services available on line.</p>	<p>Agreed in principle</p>		<p>See 6b. for link to information on older people's services on the website. Information includes:</p> <ul style="list-style-type: none"> • Supported housing • Day care • Residential care • Rehabilitation and preventative care <p>Experience Still Counts is a strategy developed to tackle discrimination and to promote positive attitudes towards ageing in Haringey. It outlines the 10 goals to be achieved for older people between 2009-2012 and is available on the website at: www.haringey.gov.uk/index/social_care_and_health/olderpeople/experiencecounts.htm</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>6b. That Older People's services are included in the Quick Links section on the Haringey web site home page.</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>Information on services for Older People can be found on the website at: www.haringey.gov.uk/index/social_care_and_health/olderpeople.htm We are developing a web based service directory for residents to be completed in 2010/11.</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>A joint Information and Advice Strategy will be considered by the Wellbeing Partnership Board.</p>	<p>This has been delivered through the Integrated Access Team which started in November 2009, acting as a contact point for adult social care, with a key role in providing information and advice, and signposting to Council and non-Council services where appropriate. Information packs for older people are being refreshed in light of personalisation. An e-market directory is being developed to user friendly on-line advice, information and access to services, and will be completed in 2010 NHS Haringey will be more able to provide support to this to this initiative from November 2009 as the Director of Communications is now in post.</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<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>Consideration to be given to linking up with the Haringey Forum for Older People's quarterly magazine (Older and Bolder Voices).</p>		<p>Consideration will be given and options explored around the development of a publication for older people in the borough.</p>	<p>Information on services is published in Haringey People in 9 editions in 2008 and 8 in 2009 to date. The November issue has older people special features on:</p> <ul style="list-style-type: none"> • Personalisation • Inter-generational schemes • Fear of crime • Abuse of elderly • Day in the life • Time on your hands • Volunteering <p>Haringey Forum for Older People newsletters include information about services which promote older people's well-being in their Older & Bolder Voices newsletter e.g. Stroke clubs, Dementia café, Bowel Cancer screening, transport information, walking groups, healthy eating for over 50s programme, Safeguarding Adults information, Benefits Advice sessions, adult learning and community safety information.</p>
<p>7. That advocacy and representation be built into the assessment and care management processes.</p>	<p>Agreed</p>	<p>Although already a feature, the development of self-assessment and individualised budgets will enhance this role for social workers and care managers.</p>	<p>Adult Services is now working with a voluntary sector partner, funding capacity building role to support the development of specialist advocacy linked to transforming social care.</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>8. That the Urban Environment Directorate, which leads on Income Maximisation, publishes the strategy and action plan as soon as possible.</p>	<p>Agreed</p>	<p>Although no date is set for publication, work continues with Urban Environment to move this forward.</p>	<p>The Income Maximisation Strategy has been incorporated into the Recession Action Plan, developed in Economic Regeneration. A report on the Recession Action Plan is going to the HSP on 5th November. There are a number of actions in the plan that may support older people, e.g. fuel poverty.</p> <p>Income maximisation assessments have been moved to the beginning of the assessment process to ensure more people benefit.</p>
<p>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.</p>	<p>Agreed in principle</p>	<p>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</p>	<p>Organisational Development & Learning (OD&L) recognise the importance of including customer care and person centered care delivery as the golden threads in their short course training. There are courses where carers/service users take part in the training to give their experiences of services and care. OD&L would be happy to play a part in enabling older people to assist in training.</p> <p>NHS Haringey is planning to include Older People led information session to each of the Practice Based Commissioning meetings within</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>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.</p>	<p>Agreed</p>	<p>This piece of work is scheduled for this year led by ACCS but with involvement of statutory and 3rd Sector partners</p>	<p>collaboratives which links with GPs and other key front-line staff in primary care. In addition NHS Haringey requires Community Health Services to facilitate sessions with District Nursing, Clinica and other key front-line health service staff.</p>
<p>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.</p>	<p>Referred to NHS Haringey</p>	<p>This recommendation has been passed on to NHS Haringey.</p>	<p>This is now being incorporated into planning for implementation of personal budgets in older people's services and the market development strategy, and is scheduled for 2010 -led by ACCS but with involvement of statutory and 3rd Sector partners.</p>
<p>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.</p>	<p>Agreed</p>	<p>This Strategy will be submitted to partners later this year</p>	<p>This is being reviewed in line with the development of NHS Haringey locality based commissioning intentions.</p> <p>Intermediate care and rehabilitation remains a key priority for both NHS Haringey and Adult Services. Since Autumn 2009 NHS Haringey has contracted with Clinica to enhance the intermediate care service offer. The strategy is now</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

			<p>under review following an in-depth review of delayed transfer of care led by NHS Haringey. In December 09 a multi-agency steering group has been established to take this forward</p> <p>NHS Haringey has also provided additional community nursing and other specialist support, including time for diabetes self management and will continue to focus on improving arrangements for early supported discharge and reduction in length of stay.</p>
<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>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>The service has established a robust system of quality assurance for in-house services based on spot checks of worker performance followed by detailed face to face interviews with service users. Approximately 250 interviews are being completed per year. The information collected from these interviews is collated and used to inform management. There is also a system of customer satisfaction telephone checks where within any one month 20% of all current service users are surveyed as to their satisfaction. This is fed into reports</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

		<p>to management. Should particular issues arise on a one of basis ie. regarding consultation, the service plans to use one off focus groups to get service user feedback and opinion.</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>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>The quality of reviews is now routinely checked as part of the case file audit process. In addition a random sample of 100 recently reviewed clients were sent questionnaires looking at the quality of their review experience and outcomes.</p> <p>In addition, case file audits are now done monthly by Practice Managers and Team Managers, providing additional quality checks on provision of care.</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>Adult Services & Commissioning are further reviewing the efficacy of implementing Telephone Monitoring</p>	<p>Under Personalisation, new style contracting arrangements are under development, with a move away from block contracting arrangements for domiciliary care. Framework agreements, including an accreditation framework has emerged as most appropriate option. Telephone monitoring to be considered as part of this.</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<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 NHS Haringey</p>	<p>This recommendation has been passed on to NHS Haringey</p>	<p>NHS Haringey has provided additional resources for training of key personnel to provide improved essential and non-medical foot care borough wide. Currently the details of numbers to undergo training are being finalised. It is planned to proceed with training in 2009 and continue this into 2010.</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>The Scrutiny Review of Day Centre Transport both involved and consulted service users, carers and staff. The response to the review went to Cabinet is September 2009 and ACCS will provide an update on progress against the recommendations in 12-18ths.</p> <p>OSC are working on implementation of the recommendations. The recommendations can be found at: http://www.haringey.gov.uk/srdayce/retransport..pdf</p>
<p>16. That an in-depth Scrutiny review is undertaken into Carers services in Haringey as and when</p>	<p>For consideration by Members</p>		<p>A scrutiny review into support for carers is currently underway looking at both Haringey Council and NHS</p>

Appendix 1: OSC Review of Access to Services for Older People Update January 2010

<p>resources become available.</p>			<p>Haringey services. It is believed that the evidence sessions for the review will be completed in early 2010 with recommendations reported to OSC before the end of the municipal year. ACCS is fully participating in this review and looks forward to the final report.</p>
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