

Meeting: Well-Being Strategic Partnership Board

Date: 10 June 2010

Report Title: Transforming Social Care Update

Report of: Director of Adult Culture and Community Services

Purpose

To provide the Board with an update on the delivery plan for Transforming Social Care, now that the programme is into its third and final year and to clarify its relationship to Well-being.

Summary

The programme delivery plan is set to ensure the following, within the context of the four Quarters of Transforming Social Care diagram set out at Appendix A:

- Introduction of an Integrated Access Team providing advice information and signposting to services for the public (**already achieved**);
- Provision of a web based public facing information directory about all services (**target date August 10**);
- Introduction of a “Re-ablement Service” for 4-6 weeks for service users on discharge from hospital or in response to a crisis at home for service users who do not need admission to hospital, and need a period of recovery to become as self caring as possible again (**target date October 10**);
- Implementation of self directed support using a supported self assessment questionnaire (SSAQ) validated by a risk assessment, providing a personal budget based on a points to pounds system (responding to the answers to the questions in the SSAQ) and a support plan (**target date end October 10 for all service user groups**);
- Introduction of a Personal Budget Support and Service Finding Team which will enable service users to take their personal budget as a direct payment and purchase their own services or support them to make choices about services to implement their support plan and purchase them on their behalf;
- Introduction of a revised IT system to underpin the new pathway to service (**October 10**);
- Provision of a wider choice of services by changing the process of commissioning to market shaping and mapping, responding to service users views and choice instead of the current very limited

offer (**ongoing**);

- Continued provision of the Safeguarding Team to respond to referrals of suspected abuse and the Out of Hours Emergency Service at night and at weekends;
- Introduction of an independent advocacy service for service users to gain advice, information and support re the new pathway (**during 10/11**);
- Development of “social capacity” in local communities to assist in the support of vulnerable adults prior to any need to refer to adult social care or for people who are not eligible for self directed support by the provision of neighbourhood networks of support and volunteers (**ongoing development during 10/11**).
- Consultation with service users has been continuous within the pilots and with a reference group linked to the Transforming Social Care Board; and
- The new pathway to service is set out at Appendix B

The pilot projects in each care management team for people with physical disabilities, learning disabilities, older people and people with mental health needs have been testing the new self directed support pathway and process. Self directed support is now implemented for people with physical disabilities and for people with learning disabilities and is beginning to be for older people, but as the numbers of people are far larger in older peoples services it will take longer to complete the pilot. In the community mental health service the pilot has only just begun.

The delivery plan expects that all service user groups will be using self directed support by end October 10, that the reablement service and the Personal Budget Support and Service Finding Team will also be in place and therefore the last five months of the transforming social care programme will be about making adjustments to the process and organisation and monitoring the outcomes for service users.

Staff will be provided with appropriate training to deliver the changes required as part of an integrated local workforce strategy and programme which overtime will involve not just in house staff but staff across the adult social care sector in the borough of Haringey.

There are a number of assumptions built into the Transforming Social Care Programme. They are:

- Staff will change their “professional culture” so that more choice and control is transferred to the service user (and carer where appropriate in agreement with the service user);
- More service users will take their personal budget as a direct payment
- The Reablement Service will reduce the numbers of service users requiring hospital admission and reduce some dependence on long term provision of services;
- Overtime more service users will depend on others than care management staff to complete their SSAQs and Support Plans

(that is the evidence from other authorities who were involved in the national pilots);

- All “new” and those service users having a review where needs have changed will undertake the Self Assessment and receive a personal budget;
- The transformed service will continue the process of reducing demand for expensive and restrictive residential care services in favour of more independent and continued life in service users’ own homes;

The well being of vulnerable adults is directly entwined with their ability to maintain independence, choice and control over their lives which is the main aim of personalisation and the provision of self directed support.

Legal/Financial Implications

None.

Recommendations

That the update be noted.

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Appendices

Appendix A - Four Quarters of Personalisation

Appendix B - Future Access to Self Directed Support