

Adult Services

Overview, priorities and challenges

8th August 2017



Overview

- Overview of Adult Services:
 - who we are
 - what we do
- Summary of key priorities and challenges

Who is Who in Adult Services?

- Alex Williams, Head of Adult Services
- Helen St John, Community Services Manager
- Amanda Aldridge, Community Resource Manager
- Ffion Larsen, Professional Social Work Lead (Safeguarding Lead)
- Mark Campisi, Principal Officer for Mental Health and Learning Disabilities
- Rachel Evans, Principal Officer for Prevention, Wellbeing and Commissioning
- Cathy Murray, Principal Officer for Service Provision
- Lucy Friday, Principal Officer for Transformation

Overview of Adult Services

- Adult Services Model
- Prevention and early intervention
- Front door into Adult Services
- Care management and assessment
- Integrated Hubs
- Direct service provision
- Externally commissioned services
- Direct payments
- Safeguarding and DoLS
- Adult Services Improvement

Adult Services Model

- Development of an Adult Services Optimum Model to guide the overall direction of travel; approved by Cabinet on 15th June 2017 following public consultation

- Agreed vision for Adult Services:

“People in Swansea will have access to modern health and social care services which allow them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives. Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.”

Adult Services Model Ctd

- Model sets out what good looks like in Adult Services
- Seeks to describe the different tiers of support in line with the requirements of the Social Services and Wellbeing Act (Tiers 1 to 4)
- Aims to support people at the lowest tier possible to help maintain independence wherever possible.

Prevention and early intervention

- Social Services and Wellbeing Act has key focus on prevention and early intervention
- Adult Services needs to develop its approach to prevention in line with the Council's draft Prevention Strategy particularly in relation to Tier 2 services
- Current approaches include Local Area Coordination and Adult Family Group Conferencing
- Also need to develop approach to deliver information, advice and assistance across the Council in line with the Act requirements

Front door into Adult Services

- Common Access Point (Intake); entry point for older people, Physical Disabilities and Learning Disabilities
- Hospitals
- Mental Health clients access our services via secondary care
- Transition from Child and Family Services
- Wherever possible people will be given appropriate information and advice, and not referred into Adult Services to receive a service

Care Management and Assessment

- Following a referral into managed care via the front door into Adult Services, individuals will have a relevant social services/health assessment. This will assess the needs of the individual and what support is needed for that individual
- Following this an individual may choose to have a package of care, some form of direct/commissioned service or a direct payment
- Some interventions will be long term whilst others might be short term such as a reablement package of care

Care Management and Assessment Ctd

- If an individual has a long term intervention, their care plan will be reviewed as appropriate and at least once a year
- All carers will also be offered a carer's assessment to look at their needs and ensure that they have appropriate support in place
- People are supported either via the Integrated Hubs (older people and physical disabilities), CMHTs (Mental Health), the Community Support Team (Learning Disabilities) or the Transition Team (transition of young people with a Learning Disability from Child and Family Services)

Integrated Hubs

- Swansea moved to fully integrated arrangements between health community services and social care in April 2015
- 3 Integrated Hubs based on geographical location (Central, North, West)
- Co-located multi-disciplinary teams of professionals including social workers, district nurses, physiotherapists, occupational therapists and home care staff
- Includes Acute Clinical Response Service

Direct Service Provision

- 6 Residential Homes for Older People including 2 residential reablement units and a specialist dementia service
- 5 Day Services for Older People
- A range of services for Younger Adults with Physical Disabilities, Learning Disabilities and Mental Health Concerns
- Internal Home Care Service which focusses on reablement and long-term complex care
- Community Equipment and Assistive Technology

Externally Commissioned Services

- Placements in 39 Residential/Nursing Homes for Older People
- 3 Day Services
- Domiciliary care for long term non-complex packages and respite sitting-in service
- A range of packages/supported living for people with learning disabilities, physical disabilities and mental ill-health
- Supporting People/Substance Misuse Action Fund

Direct Payments

- Under the Act, Direct Payments should be the default option
- A direct payment gives an individual a personal budget to choose and pay for their own care through a range of means
- In the majority of cases, individuals use a direct payment to employ a Personal Assistant

Safeguarding and DoLS

- Comprehensive arrangements in place to safeguard vulnerable Adults, under governance of Regional Safeguarding Board
- Managing the Deprivation of Liberty Safeguards (DoLS) process as defined in the Mental Health Act.

Challenges and priorities

- Meeting the requirements of the Social Services and Wellbeing Act
- Changing population needs/wants
- Reshaping services to meet 21st century need
- Public expectation; supporting people at the lowest level possible to maintain independence
- Increasing demand is not sustainable; 70,000 care hours per month, 40 new admissions to care homes per month, 1,200 DoLS applications per year
- Need to rebalance focus to prevention/early intervention and tighter front door
- Embedding the enabling focus in everything we do
- Smaller financial footprint

Challenges and priorities ctd

- Care management and assessment; performance management culture
- Challenges of true integration
- Balance of provision; internal versus external, cost versus quality
- Developing the workforce
- Direct payments; are they a good thing?
- DoLS and safeguarding; managing flow and getting the process right

How are we meeting the challenge?

- Adult Services has a robust Improvement Plan in place
- Improvement activity to transform practice and services so they meet 21st century needs and demands in line with the requirements of the Social Services and Wellbeing Act.
- Ensure the building blocks are in place within Adult Services to ensure robust financial and performance management, test and challenge is in place.
- Improvement activity to drive down spend; savings tracker in place to monitor progress. End of 2016/17, £900K overspent; significant improvement on previous year.
- Cannot do it alone; many elements will be delivered with support from other parts of the Council and in partnership with others particularly the Health Board.

Improvement Plan; core themes

- Prevention
- Intermediate Care
- Workforce
- Demand management
- Commissioning Reviews
- Systems and Support
- Sustainable Swansea
- Savings tracker aligned to individual work streams; aim this year is to achieve balanced budget

Summary

- We are clear about the challenge
- A lot of work to do, but infrastructure now in place to do it
- Quarterly performance reports and aligning scrutiny forward work programme to Improvement Plan will allow Panel to monitor progress

