

HAVE YOUR SAY...

A Service Model for Adult Social Care

Introduction

This consultation is about how we deliver Adult Social Care Services in Swansea. As a Council we recognise that we need to reshape our services to provide the right support at the right time in the right place to the people who need it.

We also need to ensure that we comply with the requirements of the new Social Services and Wellbeing Act through which there is a greater focus on preventative and early help services and allowing people to have better choice and control over the care and support that they need. Added to this is the need to deliver services to all those that need them while responding to the challenges of budget reduction and financial constraints.

The Council has therefore developed a model of what Adult Services would look like in Swansea if we were to provide the best possible services available to meet the varying needs, demands and challenges.

We want to emphasise that at this stage no decisions affecting the future delivery of any services have been made. We also want to reassure you that if you are currently receiving one of these services or may require them in the future you will continue to receive the service which you need.

This document summarises the draft model and we want to seek your views as to whether we have got it right. We want to hear everyone's views, including people who have used our services or who may need to do so in the future, their carers and families, and the many organisations that work with vulnerable adults or represent the views of vulnerable adults.

We believe your views count and we are very keen to hear them. They will be taken into account because we think they will help us strengthen the services provided in the years ahead, so please take part.

Background

Welsh national policy and legislation over the last 5 years has focused on:

- wellbeing, preventing problems and providing early help;
- supporting people to live in their own homes for as long as possible;
- greater integration of social care, health services and third sector organisations;
- putting individuals, families and communities at the centre of decision-making about health, wellbeing, care and support.

Public sector funding is under pressure. In Swansea, we need to reduce expenditure on adult social care services by 20% by 2017/18. Our challenge is to improve the support we provide whilst saving money wherever possible – at a time when an increasing number of people are expected to live longer. We believe this is possible. Working more effectively with a range of partner organisations, our aim is to deliver 'better support at lower cost' for the people of Swansea.

Our vision

Our vision for health, care and wellbeing in the future is that:

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“People in Swansea will have access to modern health and social care services which enable 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”.

Our Approach

Our service model is designed to ensure that we work co-productively with adults with care and support needs to delay and reduce their need for support while making sure that their experience is positive and that they are protected from avoidable harm. It has six key principles.

Better prevention

We will support care and wellbeing locally. By offering good quality information and advice, we can help build more supportive local communities where people are safer, less isolated and more resilient to problems when they arise.

Better early help

We will provide prompt help to enable people who have problems maintain or regain their independence. Through services such as reablement, intermediate care and respite support, we can help keep vulnerable people safe, reduce the number of people who are dependent on care services and manage the demand for longer term care.

A new approach to assessment

We will ensure that we understand what matters to the people we work with. To help people to maintain as much independence as possible, we will help them to build on their strengths and abilities and provide an appropriate level of care and support.

Improved cost effectiveness

We will commission and procure services more effectively and find more cost-effective ways of delivering care. This will mean we can ensure that every penny spent by the Council and its partners is used to maximise the health and wellbeing of our population.

Working together better

We will work with our partner agencies to better integrate our services, our assessments and our resources. This will help us to ensure that services are efficient, avoid waste and are more effective in meeting all of a person's needs.

Keeping people safe

We will take a positive approach to risk taking, respond proportionately to people's needs and ensure everyone is treated with respect, dignity and fairness.

The 4-tier model

Our service model is structured into 4 tiers, each delivering a different level of support and each supporting a smaller number of people than the one below. A person's needs should always be met at the lowest appropriate tier, and effective short term support in a higher tier will often enable someone to return to a lower tier. Over time, effective Tier 1 and 2

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services should reduce dependency and demand for managed care, and thus shift resources from complex and statutory services to universal and early intervention. It is not about stopping people having services, but ensuring that people have access to the right level of care at the right time.

- Tier 1 – universal services to support wellbeing
- Tier 2 – prevention and early intervention
- Tier 3 – managed support for identified needs
- Tier 4 – specialist support for high level or complex needs

Tier 1 – universal services to support wellbeing

The role of universal services is to ensure that adults are able to have a good quality of life. This includes support to keep active, stay healthy, avoid loneliness and isolation, keep informed and remain connected to their local community. We will expect these services to take an active role to identify and support those people who might be at risk of future health or wellbeing problems, and ensure that they are engaged and supported effectively.

Interventions under Tier 1 might for example include:

- Primary health care services
- Community, faith and social groups which bring people together as part of their local community, provide activities and support, and help to avoid social isolation
- Local Area Coordination – a strengths-based preventative approach to supporting individuals and communities
- Promoting the use of everyday technology such as phone apps and door entry systems to help people live independently
- Good quality, appropriate housing and housing-related support
- Information, advice and assistance to enable people to find the support they need
- Sport and recreation facilities to help people stay active and healthy
- Libraries and adult learning to access information and keep an active mind
- Social activities such as luncheon clubs and befriending groups which help people to be less lonely and isolated
- Volunteering opportunities that help people to stay active and make a contribution to the community
- Adequate transport services to enable people to access activities outside the home

Adult Social Care will not provide most of these services directly, but will commission and work with other organisations to ensure that such services are linked together so that people get the right support at the right time.

Tier 2 – prevention and early intervention

These are services that help people avoid risks to their health, wellbeing and independence. When people do have difficulties, they will be supported to recover their independence as quickly and effectively as possible. Such services will focus on helping those most likely to need complex support if they do not get early help.

Interventions under Tier 2 might include:

- Specialist community housing which promotes wellbeing and independence along with housing-related support

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- Community organisations which are able to detect risk factors early and help people to access appropriate support
- Advocacy services to give people a voice to exercise choice and control
- Practical support from suitably trained and supported volunteers
- A wide range of support services for carers
- Daytime activities to help people connect with their community and avoid loneliness and social isolation
- Prompt provision of equipment, adaptations and technological solutions to support people to continue to live safely at home
- Local Area Coordination to support people in their communities without needing to depend on managed care
- Information, advice and assistance from specific third sector organisations and charities.

Adult Social Care and the local health board would commission some of these services, but we will also need to rely on the wider Council, and our voluntary sector partners.

Tier 3 – managed support for identified needs

When health and wellbeing issues threaten someone's independence, care services will provide a targeted response to identify and reduce risks as soon as possible. These services will focus on supporting people to retain or regain as much independence as possible, even where a health or wellbeing issue is complex or long-term. A period of intensive support within Tier 3 may enable someone to move back to Tier 2 support.

Interventions under Tier 3 might include:

- A community team of nursing and social work staff providing a range of services that reduce the need for hospital admission
- A rapid response service to coordinate support in response to unplanned events
- A community reablement service to help people re-establish independence through tailored therapies and social care support
- Effective safeguarding systems to prevent abuse
- Short-term care home accommodation where people get medical and social care assessment and support that helps them become ready to return to a managed home environment
- Co-ordinated arrangements to follow patients through a hospital stay with a focus on the support that will need to be in place when they are discharged
- Employment support to enable disabled adults of working age maintain independence and contribute to their community
- Support for people to maintain the daily living skills they need to live independently
- Day services that provide social opportunities and practical support to assist independence, as well as enabling carers to take a break
- Direct payments which enable people to have more choice and flexibility through purchasing their own support
- Support to enable carers to manage a significant change in the needs of those they care for, along with respite care to provide a break.
- Domiciliary care for people with non-complex long-term needs to help people remain independent at home for longer.
- Supported living with adequate support to allow people to live as independently as possible.

The Council's Adult Social Care Services, in partnership with the local health board, would be responsible for commissioning or providing all elements of this Tier.

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Tier 4 – specialist support for high level or complex needs

These services will meet the needs of those who cannot manage without specialist care and support. We will ensure that such services are high quality, designed and delivered in a way that promotes as much independence as possible. Where possible, care will be provided within or close to someone's local community. People will be supported to retain their dignity and exercise as much choice and control as they wish.

Interventions under Tier 4 might include:

- A community team which includes a range of professionals who provide specialist support for people with complex, long-term needs
- Equipment and adaptations to enable people to be supported at home for as long as possible
- Telecare – sensors and alerts to provide continuous monitoring of care needs and emergencies
- Domiciliary care to support people with dementia and other complex long-term needs in their own home
- Support to help carers continue to care for those with ongoing support needs
- Accommodation providing support and care, including supported living for younger adults and extra care housing for older people
- Residential care homes for those who need 24-hour support in a safe environment
- Day support for people with complex social care and health needs, including people whose behaviour challenges, enabling them to maintain wellbeing and involvement with their local community, as well as enabling carers to take a break.

The Council's Adult Social Care Services work in partnership with the health board to commission or provide most elements of this Tier. Means-testing means that many people pay for their own care and support, but nevertheless rely on public services for information and quality assurance.

What would happen if we don't change our service model?

If we continue with current arrangements, it is likely that too many people will lose their independence when they could be helped to maintain it, and too many people who could be helped to stay at home will instead be admitted to hospital or long-term care homes.

This would put severe pressure on our reducing budgets, so either we would have to apply such strict eligibility criteria that we turn many people away, or we would provide such limited packages of support that they may not properly meet someone's needs. There would be increased problems getting people discharged from hospital. The effects of this pressure on social care staff would make it harder to get people to work at all levels of social care support.

Conclusion

We believe this reshaped system of care and support will provide the right framework for us to offer better support at lower cost for adults in Swansea. Implementing the new service model will require a fundamental and ambitious transformation and evolution in public services. A number of agencies will need to be prepared to work together and services must recognise their dependence on each other. The Commissioning Reviews currently taking place are based around the requirements of this service model and their outcomes will influence the detail of what we commission for the future, and from whom.

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At the moment, we are working through the options of specifically how each service delivered or commissioned by Adult Social Care Services will look. The first stage of this has been to look at options surrounding the shape of domiciliary care services, residential care and day services for older people in Swansea, and we are looking to consult on these proposals.

We want to emphasise that no decisions have been reached on the future of any of our services. This consultation will inform the recommendations made to City and County of Swansea's Council Cabinet, which is responsible for making decisions. The Cabinet will make the final decision on what happens to any services in the future. We will consult separately on specific proposals for changes to services in due course.