



CITY AND COUNTY OF SWANSEA
DINAS A SIR ABERTAWE

Councillor Peter Black
Convener – Adult Services Scrutiny
Panel

BY EMAIL

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5th July 2017

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Dear Councillor Black

Thank you for your letter dated 14th June 2017. In response to the specific questions/comments raised the response is as follows:

1. We believe this is the right direction of travel, recognising that the model is currently aspirational. But we do feel that a lot of work will be needed to deliver a service that meets these aspirations.

Response: Thank you very much for your support

2. There is no timescale attached to some aspects of the model. We recognised that things are at an early stage but would like to see a timeline particularly in relation to key parts of the model such as:
 - a. Day care and residential facilities
 - b. Dementia support and rapid response (this is detailed in the model as a longer term aspiration; we felt that this should be a much higher priority).
 - c. An end date for the Advocacy Review.

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Response: As Cabinet Member, I have suggested to the Chair of the new Safeguarding PDDC, that consideration of the Model and its future implementation should form a part of its initial forward work programme. To this end, I will be asking the PDDC to work with Officers to develop a programme of work surrounding its implementation. This will include a timeline for achievement of key areas of work as you suggest above.

3. We felt that better partnership working with the third sector could be developed. We had concerns about the sustainability, resilience and core funding of third sector organisations where their services may be required in developing the model.

Response: Thank you for expressing your concerns, and it is agreed that the 3rd sector is vital now and going forward. Our aim is to build professional organisational relationships including in commissioning, where core funding would be a key element of any organisation bidding.

4. We believe developing a joint strategy for older people is vital and would like to see this achieved on a cross cutting basis. We expect therefore that other departments such as transport and housing will be active partners in developing such a strategy and their work will be complementary to that being undertaken by social services.

Response: Adult Services is developing a Commissioning Strategy for Older People to help map future population need and what needs to be put in place to meet this need. Adult Services cannot work alone on this, and is already working in partnership with relevant departments across the Council including Housing, as well as externally with key partners.

5. We agree with the development of a joint accommodation strategy for older people but would like to see evidence of work with the housing department and RSLs in developing this work and particular increasing the support available through speedier adaptations and an enhanced benefit advice service. We recognise that a mini-review is being undertaken of benefit advice services but

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note that this appears to be a mapping exercise as opposed to an enhancement. We would welcome your views as to how any identified gaps in this service can be met in the future.

Response: A subset of the Strategy outlined above is the development of an Accommodation Strategy for Older People, whereby accommodation needs are identified and plans put in place to address them. Adult Services is working jointly with Housing to develop this and work will need to be undertaken with RSLs in due course. In relation to adaptations, Adult Services is in the process of restructuring its Occupational Therapy service to allow for a greater focus on planned work including necessary OT assessments for DFGs. This will help to speed up adaptations, in conjunction with Housing colleagues. In relation to the welfare rights mini-commissioning review, Poverty and Prevention are leading on this area of work. The review will map gaps, but it will also look at how those gaps can be met in the future to ensure the support needs of citizens are met.

6. We were pleased to hear that Adult Social Care and ABMU Health Board are working together to deliver an integrated domiciliary care service.

Response: Thank you for your support.

7. We felt that Housing Adaptations Services need further investment to enable people to leave hospital more promptly and to live in their own homes for longer.

Response: As outlined above, the restructuring of the OT service will assist with this. Please note that in Swansea, delayed transfers of care are only infrequently caused by delays in housing adaptations.

8. It is vital that we continue to get individual care packages in place as promptly as possible (not losing sight of individual needs in the drive to get model in place).

Response: Fully agree.

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9. We would like more information on the work to develop a city-wide Reablement service including funding, and how it will work.

Response: This proposal builds on plans already in existence in the City and County of Swansea. The Reablement Service is already delivered by the Council and significant work has been undertaken to ensure that as many people as possible leave the service with either no or a reduced level of care. The current service operates in the three Hub areas, but shortly the management will be reconfigured so it is operated on a County wide basis. This will allow for better deployment of resources across the City and County. The service is funded from core Council funding as well as the Welsh Government Integrated Care Fund.

10. We would like to look at the new approach to 'outcome focused commissioning' further at a future scrutiny panel meeting. When would you envisage enough work will have been carried out on this to make such a scrutiny worthwhile?

Response: The first area that Adult Services plans to explore the potential for outcomes focussed commissioning is domiciliary care as part of the recommissioning process. I would suggest adding this to the forward work programme towards the end of this calendar year, when I hope that Adult Services will have something of substance to share.

Yours sincerely

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