

REPORT FOR: HEALTH AND WELLBEING BOARD

Date of Meeting: 8th March 2018

Subject: **INFORMATION REPORT –
Adult Social Care Vision**

Responsible Officer: Visva Sathasivam,
Director of Adult Social Services

Exempt: No

Wards affected: All

Enclosures: Adult Social Care Vision appendix social care pathway (high level diagram)

Section 1 – Summary

This information report sets out the Adult Social Care Vision, outlining the transformation of its models of care and support to include:

- Reviewing the adult social care navigation pathway for citizens, staff and other stakeholders, with the aim of streamlining and optimising the experience.
- Paving the way for integrated health and social care provision.

FOR INFORMATION

Section 2 – Report

Background

Adult social care provides support in a variety of ways to those people living in Harrow who have the highest level of care and support needs, for example those with a disability and long-term illness, older people and unpaid carers.

Social care helps people to do everyday things and protects people from harm who are unable to keep themselves safe. The numbers of people who might need care and support in the future is expected to rise significantly.

The numbers of people living with (for example) dementia, learning disability or poor mental health will all increase and the associated rise in demand for health and social care services and therefore it is vital to make best use of available resources. This therefore prioritises an emphasis on keeping people independent or regaining their independence after injury or illness takes on even greater significance.

We recognise the important and positive contribution and roles people play in the community for example, as carers, neighbours, voluntary and community services (VCS), volunteers and faith communities.

By working in partnership with these crucial and vital networks we believe this will form the foundation to develop a model to build community resilience in Harrow.

Community resilience in this context is defined as empowering citizens to maintain their well-being and independence, strengthening support networks within their families and communities; enabling them to be stronger, healthier, and more resilient.

Adult Social Care Vision's key messages are:

- To pave the way for seamless health and social care integration.
- To respond to the continuing rise in demand for health and social care
- To transform the offer of care.
- To enhance health, wellbeing and resilience with a preventative approach that embodies the 'wellbeing principle'.
- Delivering the right level and type of support at the right time and in the right place to keep people independent for longer.
- Manage customer expectation and increase customer satisfaction.

The Care Act 2014 is the most significant change in social care law for 60 years. The legislation sets out how people's care and support needs should be met. The act's 'wellbeing principle' sets out a local authority's duty to ensure people's wellbeing is at the centre of everything it does.

Through this vision there will be emphasis on outcomes and helping people to connect with their local community. The vision for Harrow adult social care promotes a model of community resilience that complements the adult social care pathway; transforming care from a model of need to one of strengths and empowering people to make meaningful community connections, utilising community assets including the voluntary and community sector.

To further enhance partnership, The Better Care Fund / Improved Better Care Fund are driving collaboration between health and social care with the Department of Health's aim to see integration across all of England by 2020 in line with collaborative initiatives, e.g. accountable care.

Delivering the right support at the right times and in the right place

To help turn the vision into reality, we will aim to give the right level and type of support at the right time and in the right place to help prevent, reduce or delay the need for on-going support and to maximise people's well-being and independence.

We aim to do this through

- Working in partnership with relevant organisations and stakeholders to optimise local resources and reduce duplication e.g. GPs and other health care professionals.
- Provide information about preventative services available in the community, through the voluntary sector and the local authority.
- Provide information which supports people's wellbeing and independence e.g. for them to assess their own needs, their eligibility for services and the financial consequences of the decisions they make about their care.
- Manage citizens/residents expectations and improve satisfaction from the outset to ensure transparency and understanding of the duty the local authority has in meeting individual outcomes in relation to need.
- Deliver services which enable people to gain or regain skills to help them live independently that are supporting people in the short-term while expecting that, wherever possible, people will support themselves in the long term. Use equipment and technology to provide less intrusive and more cost-effective care, enabling people to stay in their own homes, wherever possible.

Supporting and developing resilient communities in Harrow

Adult social care's vision to support resilient communities and define opportunities can be surmised by a three tier approach all underpinned by our safeguarding duties.

Tier One:

- Prevention and early intervention
- Easily accessible information, supported by on-line self-assessment tools giving upfront information and a process to enable people to identify their own solutions without the need to contact the Council.
- Partnership with health to help keep people as independent as possible.
- The role of community for example carers, neighbours, volunteers, faith communities etc.

Tier Two:

- Ensuring tailor-made short-term packages of care provision which empower and promote independence. These are outcomes focused and with a clear end date (supported by experienced therapists) to enable a return to independence and live in their own homes supported by a robust quality assurance process.
- Ensure that short term care packages are reviewed in a timely manner.
- Optimise the use of assistive technology.

Tier Three:

- Person centred assessments and personalised solutions to support and care needs.
- Whole systems approach with the NHS to deliver joined up health and social care and the people who most need these services.
- Market Management – Developing services that meet the requirements of the local community.

Summary of workstreams to realise the Adult Social Care Vision

- Developing community assets and raising awareness of local opportunities
- Enhancing information and advice channels e.g. improving digital information so citizens are empowered through having high quality information when they need it.
- Reviewing the current social care pathway
- Promoting Independence Service – a multi-disciplinary team consisting of rehabilitation occupational therapists, social workers, physiotherapists and stroke co-ordinators. They will work with a group of people who have been recently discharged from hospital to help them to regain confidence and skills, using aids and adaptations in their own homes and tailor-made rehabilitation programmes.
- GP / District Nurse Cluster model; There are circa 3000 service users with long term needs. A new model in response to the vision proposes the introduction of a GP / District Nurse Clusters where social work teams are aligned to mirror these clusters. The concept with this

approach is to forge strong connections with citizens' local circle of support including GP surgeries e.g. district nurses and local resources. As people live longer there is a risk of living with ill health, this approach offers timely intervention to support initiatives such as self-care e.g. helping someone to manage a medical condition and avoid hospital admission that is preventable.

- Developing the use of enhanced telecare and adaptive technology
- Harrow is Home – initiatives under this workstream;
 - Reviewing accommodation based care e.g. building more extra care and supporting living accommodation
 - Home First – the main principle of this project is that hospital is not the right place to make a decision regarding long-term care, especially decisions regarding residential or nursing care;
 - 'Core Cluster' This approach consists of a network or 'cluster' of homes which are linked to a 'hub' or 'core' of skilled care and support staff, enabling service users to have their own homes (supported by a tenancy). This approach helps promote and support independent living and empowers these young adults under the banner of 'resilient communities'.
 - Specialist broker support – where Council staff act as intermediaries supporting individuals, landlords and commissioners throughout the entire process. The aim is to identify the right environment for the service user to maintain their independence and gain best value for money.

These approaches represents a considerable cultural shift for staff, citizens and partners - away from a model which looks at problems rather than strengths and towards the promotion of social (family and friends) and individual responsibility; resilient communities and ensuring that the Council focuses on its priority to support the most vulnerable citizens with the right support at the right time.

Section 3 – Further Information

A progress report will be submitted to the Health and Wellbeing Board in due course.

Section 4 – Financial Implications

The Council continues to operate services within an extremely challenging financial climate. Cabinet and Council in February approved the Medium

Term Financial Strategy (MTFS), setting a balanced budget for 2018/19 whilst noting remaining budget gaps of £17.682m in 2019/20 and £16.071m for 2020/21.

Reviewing the Social Care Pathway, as described in this paper, will enable the Adults directorate to achieve the approved MTFS savings of £233k for 2018/19 by restructuring Adult Social Care Management to support the new model of service delivery.

Moving forward, transforming models of care and support and by giving the right level and type of support at the right time and in the right place, should assist in managing future service delivery within the available financial envelope.

The budget process for 2019/20 and 2020/21 will determine the available funding for the delivery of Adult Care Services, to ensure that balanced budgets can be set in future financial years.

Section 5 - Equalities implications

Was an Equality Impact Assessment carried out? No

The adult social care vision set out an ambition from which several projects will be interdependent. These in turn will generate respective Equality Impact Assessments.

Section 6 – Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

This report incorporates the administration's priorities.

- Making a difference for the vulnerable
- Making a difference for communities
- Making a difference for families

STATUTORY OFFICER CLEARANCE (Council and Joint Reports)

Name: Donna Edwards



on behalf of the
Chief Financial Officer

Date: 23 February 2018

Ward Councillors notified:

No, Affects all wards

Section 7 - Contact Details and Background Papers

Contact: Visva Sathasivam, Director of Adult Social Services
020 8736 6012

Background Papers: None