

**REPORT FOR: CABINET**

**Date of Meeting:** 8 March 2012

**Subject:** Reablement Progress Response to Recommendations from Standing Scrutiny Review Group

**Key Decision:** No

**Responsible Officer:** Bernie Flaherty, Divisional Director Adult Social Care

**Portfolio Holder:** Councillor Margaret Davine, Portfolio Holder for Adult Social Care, Health and Wellbeing

**Exempt:** No

**Decision subject to Call-in:** No

**Enclosures:** None

**Section 1 – Summary and Recommendations**

This report sets out the progress response on Recommendations from the Standing Scrutiny Review Group.

**Recommendations:**

That Cabinet note the response to Recommendations from the Standing Scrutiny Review on the Reablement service.

**Reason: (For recommendation)**

To provide an appropriate response to the Scrutiny recommendations.

## Section 2

### Introductory paragraph

- 2.1.1 Harrow established the new Reablement service on 25<sup>th</sup> October 2010 as a key part of the overall transformation of Adult Social Care and the whole systems approach adopted in Harrow. A First year Report was submitted to Cabinet in November 2011.

At its meeting on 19 January 2012, Cabinet received a reference and a report from the Overview and Scrutiny Committee meeting held on 13 December 2011, which provided a quarterly update on the Standing Scrutiny Review of the Better Deal for Residents, including recommendations for Cabinet's consideration. Cabinet agreed to receive the reference and asked officers to submit a response report to the 8 March 2012 Cabinet meeting.

- 2.1.2 Following a meeting with BDfR Standing Review Group a number of Recommendations were made by the Standing Review Group and have been completed as follows:

#### Reabling Focused Care

Recommendation	Action and Response
1) It is possible the term "Reablement" is not well understood by residents and this might impact on the number of applications for the service	<p>We have not had any concern about a lack of applications for the Reablement service. Our modelling suggests that up to 9000 people have received a Reablement service by the year-end. This is higher than other boroughs have experienced.</p> <p>There is a clear pathway to access Reablement. This is through Access Harrow which is called by anyone who feels they have a social care need. A robust tracking system ensures that any feed back from clients is responded to and supports service improvement. Since the Reablement service was introduced we have received no negative comments about the name, but of course, we remain open to any future feedback that may require us to reconsider this.</p> <p>Reablement is a National led initiative, which has received extensive publicity. Regular communications and articles in the Harrow People and local papers have provided detailed descriptions of the Reablement service and case studies. This level of publicity will</p>

	<p>continue to be provided to ensure that residents overall understanding of the term “Reablement” is a priority for Adult Social Care.</p>
<p>2) The “Triageopoly” poster is detailed and full of useful information but it would be better suited as a leaflet/handout rather than as a wall poster. A new wall poster should be designed that briefly explains the service, eligibility and how to apply taking note of the point above,</p>	<p>Service Users led the design of “Triageopoly”. This has also been developed as a leaflet.</p> <p>Further work is on-going to improve information about Reablement as the service continues to develop.</p> <p>Following Scrutiny the Triageopoly image has been added to the Council’s Shop4Support Web site in interactive format. This means that detailed descriptions are available on each part of the Board so that people can find a full description of every point in the service journey.</p>
<p>3) The group also considered there was a need for continuous communication of the service not only through existing channels but also to a wider audience including grant and non-grant aided voluntary and community organisations to increase the awareness and understanding of residents who would be potential users of the service.</p>	<p>Please see response to Recommendation 1 above.</p> <p>Regular updates on the Reablement service are provided at Voluntary Sector Forums, user forums and various meetings such as Sheltered Warden meetings.</p> <p>The Reablement team have also shared information with GPs and other professional groups. They have worked with Voluntary organisations across the Borough to ensure that they understand the service and are able to sign-post clients.</p> <p>Adult Social Care will continue to liaise with a wide range of stakeholders to provide information and updates on the Reablement service. Plans to extend communication via Libraries and other assets in the new Directorate are being developed.</p>
<p>4) The service should monitor the number of residents applying to utilise the scheme in order that increasing demand, if any is identified early.</p>	<p>A sophisticated tracking system has been established as part of the Reablement service. This ensures that we are able to monitor the number of clients requiring a Reablement service and the level of need locally.</p>

	<p>This tracking system has been working effectively and has helped us to identify an increase in referrals during the winter months.</p>
<p>5) The service should consider piloting different models for the delivery of Reablement to identify if changes to the length of the Reablement period may give rise to further savings without detrimental impact to the residents,</p>	<p>Reablement is provided for up to 6 weeks. The period of Reablement is flexible according to the needs of clients.</p> <p>Reablement service delivery and outcomes are kept under constant review and is able to evolve constantly.</p> <p>For example, there has been a recent introduction of the Reablement Skills and Support Programme. This is held in Bentley NRC and is an example of the responsiveness of the service to service user feed-back. Reablement clients asked for a group activity outside of the home to help them improve mobility and share information and techniques on managing issues such as pain, nutrition and anxiety. Feed back from Recipients of this programme to date has been very positive.</p> <p>Year 2 of the Reablement initiative involves offering a whole suite of Reablement services to both new and existing users with different lengths of Reablement provision. This will be added to our tracking programme.</p>

### **Options considered**

Not applicable.

### **Financial Implications**

The Financial Implications of Reablement are monitored closely and reported through the monthly financial monitoring report to CSB and quarterly financial monitoring report to Cabinet.

### **Performance Issues**

Both the numbers of reablement users and the related quality assurance measures will be monitored on a regular basis.

## Environmental Impact

There are no direct impacts. However, the Harrow Housewarmers Project is seeking to develop better links with the Reablement project because of the strong link between living in cold homes and adverse impacts on health.

## Risk Management Implications

N/a

## Equalities implications

During February 2011 a full EqIA was undertaken in relation to the Reablement Service and realignment of Adult Social care. As part of the process of completing the EqIA, service users, staff and other stakeholders were consulted. No direct discrimination was identified and the full EqIA is available as supporting documentation.

## Corporate Priorities

Supporting and protecting people who are most in need

## Section 3 - Statutory Officer Clearance

Name: Jennifer Hydari	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 16 February 2012		
Name: Sarah Wilson	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 16 February 2012		

## Section 4 – Performance Officer Clearance

Name: Martin Randall	<input checked="" type="checkbox"/>	on behalf of the Divisional Director Partnership, Development and Performance
Date: 16 February 2012		

## **Section 5 – Environmental Impact Officer Clearance**

Name: Andrew Baker

on behalf of the  
Divisional Director  
(Environmental  
Services)

Date: 16 February 2012

## **Section 6 - Contact Details and Background Papers**

**Contact:** Jonathan Price- Head of Service Reablement and Personalisation

**Background Papers:** N/A

**Call-In Waived by the  
Chairman of Overview  
and Scrutiny  
Committee**

**NOT APPLICABLE**

*[Call-in does not apply to decisions  
that are for noting only]*