

Report to:	ADULT SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE
Relevant Officer:	Ms Karen Smith, Director of Adult Services
Date of Meeting:	28 November 2018

ADULT SERVICES UPDATE REPORT

1.0 Purpose of the report:

1.1 The report provides an update on the current status and developments in Adult Services.

2.0 Recommendation(s):

2.1 To comment upon progress being made, propose potential improvements and highlight any areas for further scrutiny which will be reported back as appropriate.

3.0 Reasons for recommendation(s):

3.1 To ensure constructive and robust scrutiny of these areas of.

3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.2b Is the recommendation in accordance with the Council's approved budget? Yes

3.3 Other alternative options to be considered: None

4.0 Council Priority:

4.1 The relevant Council Priority is:

- Communities: Creating stronger communities and increasing resilience.

5.0 Background information

5.1 Person Centred Care at Home – Procurement Update

Around 1,000 adults access approximately 12,000 hours of commissioned home care each week (excluding Learning Disabilities) across Blackpool. Service demand levels fluctuate slightly each day. The standard hourly fee rate is currently £14.20 per hour. Home care fees are set and reviewed by Blackpool Council annually.

Blackpool Council and the Blackpool Clinical Commissioning Group (BCCG) are currently part way through a procurement exercise for home care services in Blackpool. The key priority is commissioning quality Person Centred Home Care Services that are fit for purpose and flexible to changing needs across the Blackpool area. Blackpool Council and BCCG are seeking to appoint a range of suitably skilled, experienced and technically capable providers that have the capacity and capability to deliver safe, reliable and high quality care and support; delivering the best possible outcomes for residents of Blackpool. The tender closed in October 2018. Two lots were offered for tender:

- **Lot 1 - Person Centre Home Care (Adults)** includes Older Adults, Mental health, Physical Disabilities (approx. 10,000 hours per week).
- **Lot 2 - Person Centre Home Care (Continuing Health Care)** includes Children, Older Adults, Mental health, Physical Disabilities (approx. 1,600 hours per week).

The tender evaluation process commenced 31 October 2018 and appointment of Providers is expected early in December 2018. The transition of Service Users' care hours to new service providers will follow early in 2019, with full implementation of Provider contracts by 1 April 2019.

A small number of properties where the model of care is delivered in a less structured way and shared across service users will not form part of this commission, and will be subject to a separate tender process with a commencement date of April 2018.

The new model of Person Centred Home Care will operate across geographical zones (Blackpool North, Central and South). The move to patch based allocation of care hours will enable efficient ways of working and mean paid carers should spend less time travelling. The efficiency and effectiveness of zones will be reviewed from time to time across the life of the contract and boundaries may be subject to change. Appointed Providers will be responsible for the allocation and delivery of care hours in their allocated areas. From commencement of the contract, there will be three main zones:

Zone 1 (North Blackpool) – Postcodes FY5, FY2 and FY6 (FY6 - Continuing Health Care)

Zone 2 (Central Blackpool) – Postcodes FY1 and FY3

Zone 3 (South Blackpool) – Postcodes FY4

5.2 Provider Performance

Residential - Comparative CQC Ratings At 01.10.2018

Blackpool's contracted Residential and Nursing provision continues to compare favourably with homes in the North West and Nationally.

	Blackpool	Blackpool	North West	North West	National	National
	Number	%	Number	%	Number	%
Outstanding	6	9.38%	34	1.89%	400	2.68%
Good	50	78.13%	1339	74.60%	11666	78.09%
Requires Improvement	8	12.50%	374	20.84%	2620	17.54%
Inadequate	0	0.00%	48	2.67%	253	1.69%
	64	100.00%	1795	100.00%	14939	100.00%

Care At Home Comparative CQC Ratings At 01.10.2018

Blackpool's contracted Care At Home provision continues to compare favourably with those in the North West and Nationally.

	Blackpool	Blackpool	North West	North West	National	National
	Number	%	Number	%	Number	%
Outstanding	0	0.00%	24	2.75%	229	3.16%
Good	20	95.24%	743	85.21%	6027	83.29%
Requires Improvement	1	4.76%	96	11.01%	932	12.88%
Inadequate	0	0.00%	9	1.03%	48	0.66%
	21	100.00%	872	100.00%	7236	100.00%

A contract is in place for advocacy services in Blackpool to support people to access support for statutory advocacy. A significant pressure on the contract is the call on advocacy from the Harbour Mental Health service, and we are working with the provider to ensure that statutory duties are met.

5.3 Deprivation of Liberty Safeguards (DoLS)

Background

The Deprivation of Liberty Safeguards are an amendment to the Mental Capacity Act 2005. In order to be placed on a DOL the person must lack capacity to agree to their care and treatment in either a care home or hospital.

Care Homes and hospitals must ask a local authority if they can deprive somebody of their liberty, if the Local Authority agrees, a series of six assessments takes place, if all the criteria are satisfied only then can an authorisation be agreed.

Local Authorities have, since the Cheshire West ruling and the Supreme Court Judgement in March 2014, been overwhelmed with the number of requests made for a standard authorisation.

Blackpool Council has a small team of two staff who manage and allocate all the requests that are made to deprive somebody of their liberty. The team have so far this year received 625 applications to deprive somebody of their liberty since 1 April 2018. Blackpool Council have so far trained 25 Best Interest Assessors to carry out this work and currently have three undergoing training and three highlighted for training in February 2019.

Due to this Blackpool Council now only use one independent Best Interest Assessor, this is in contrast to the 16 independents that were required in 2017. Currently Blackpool Council Best Interest Assessors are completing on average of 11 assessments per week and are currently several weeks ahead on renewal assessments. This financial year the team is forecast to save just over £20K in comparison to the last financial year.

From a Country (England) wide perspective the number of requests for a deprivation of liberty have increased year on year.

2013 – 2014 = 13,715

2014 – 2015 = 137,540 (Following from the Supreme Court Judgement)

2015 – 2016 = 195,840

2016 – 2017 = 217,235

2017 – 2018 = 227,400

Blackpool Council is currently within the top 10% for completed DoLS assessments within the required timescales. Full details can be found at <https://digital.nhs.uk/data-and-information/publications/statistical/mental-capacity-act-2005-deprivation-of-liberty-safeguards-assessments/annual-report-2017-18-england>

5.4 North West ADASS Quarter 1 2018/19 report

As part of sector-led improvement, the North West Association of Directors of Social Services produces a report each quarter summarising performance at a regional and sub-regional level. The report also includes a simple two-page locality performance profile for each local authority. Each profile gives an overview of an area's performance on the measures routinely collected, in an easy-to-understand format.

The summary for Blackpool relating to Quarter 1 (April to June 2018) is attached as an appendix to this report. As already discussed with Scrutiny Committee members, Blackpool compares very favourably across the region with respect to the quality of residential and nursing homes. The Delayed Transfers of Care figures are mixed, but there are concerns regarding the accuracy of the data, which are not reflective of the working arrangements with health partners, who have not drawn any significant concerns to our attention.

The full quarterly report can be obtained on request by e-mailing hilary.wood@blackpool.gov.uk.

5.5 **Transforming Care Update**

A significant amount of work continues to be undertaken in regard to Transforming Care with local activity driven by Blackpool's Transforming Care Steering group – chaired by the Director of Adult Services with representation from Adult and Children's Social Care, Commissioning and BCCG. The steering group membership has active involvement in and acts as the interface with the workstreams and subgroups of Lancashire and South Cumbria's Transforming Care Partnership.

Blackpool Patients

There are currently six Blackpool patients in a secure hospital, whose placements are funded by NHS England (Specialised Commissioning) and seven in a non-secure hospital, whose placements are funded by Blackpool CCG. Of those in placed in a non-secure placement, four have been assessed as ready for discharge to the community setting in the financial year 2018/2019 and a further individual in 2019/2020. The remaining individuals have been clinically assessed as not yet ready for discharge and are all appropriately placed.

Care and Discharge Planning

The Team has introduced robust systems for admission avoidance and effective discharges and has worked with BCCG commissioners to establish a dynamic support tool to identify and monitor individuals who are at risk of placement breakdown/hospital admission. The database is a live tool and reviewed on a monthly basis. The team has also established links with the Specialist Support Team, who are working across the footprint

(with local learning disability teams and commissioners) to ensure the right support is put in place at the right time so that community placements are maintained.

The tool currently only monitors adults with a learning disability and further work will be undertaken to roll this out to monitor eligible individuals, with an autism only diagnosis and eligible children and young people.

Monthly “Assuring Transformation” meetings have been established in collaboration with, Blackpool Teaching Hospitals NHS Foundation Trust and Blackpool Clinical Commissioning Group to improve reporting and information flow to Lancashire and South Cumbria Transforming Care Partnership and NHS England on our inpatient population.

Funding arrangements

The implementation of Transforming Care continues to present financial pressures across the system. Further discussions between Blackpool Council and the CCG will be held to consider the most appropriate way to manage this risk at a Fylde Coast level.

New Service developments

A number of new schemes have been or are being developed at the present time:

To strengthen crisis provision, the council is investing in the development of two crisis apartments. One of the apartments will be built into the Council’s in-house Extra Support Service operational model; the second will be made available for those in social crisis. Blackpool Council is currently in dialogue with the Transforming Care Partnership (TCP) to understand how the service can complement emerging crisis provision across the wider footprint.

Blackpool Council has secured national funding to invest in specialist local Learning Disability (LD) services:

- Step Down Service: The service will offer support in a supported living environment for individuals ready for discharge from an inpatient placement, who require a period of resettlement in a specialist community placement.
- A small scale housing scheme to be situated on Grange Park will provide six self-contained flats equipped with a high specification assistive technology system to support independent living. It is anticipated that the flats will be occupation ready by early summer 2019.

Plans are in place to apply for additional NHS England capital funding to build additional respite/short breaks provision. This is in response to the growth in demand for respite care for individuals with complex/intensive support needs. If secured, the capital

investment will be used to build a six-bed service offering personalised and flexible support for carers and the people they care for.

Workforce Development

Adult Social Care and Organisational Workforce and Development have worked together to create Challenging Behaviour and Positive Behavioural Support (PBS) courses which are available on iPool. The courses are mandatory for internal staff who work with adults with learning disabilities and autism. The Council has extended access to iPool to all external LD providers, investing in additional licenses so that all corporately available courses are accessible. The requirements of Transforming Care are also incorporated into the key aims and objectives of the Fylde Coast Health and Social Care Career Academy.

Ongoing work with the TCP

Blackpool Council is committed to continue working in partnership with Lancashire and South Cumbria Transforming Care Partnership against a number of priority areas, which include:

- Making improvements against nationally defined trajectories for the discharge of people with LD and/or Autism in hospital settings.
- The development of a non-secure specialist inpatient unit to reduce the need to place people with LD and/or Autism in long term and expensive hospital placements.
- The delivery of an all age Learning Disability and Autism service and pathway.
- The development and implementation of an ICS level workforce plan to ensure we have the right skill set within our workforce to meet the future needs of our LD and Autism population.

5.6 **Winter Plan 2018/2019**

NHS Improvement leads on all areas producing a winter plan, which details the steps and actions that the NHS and their partners will take to prepare for and deliver services during, winter.

The Fylde Coast, covering Blackpool, Fylde and Wyre, has produced its own plan as their contribution to this. It states in the plan, "We know that even more so throughout the Winter, pressures on health and social care services will be increased. Partners will work more closely than ever before to ensure that patients continue to receive a high standard of urgent care services throughout the winter period."

Blackpool Council, as a partner in the Fylde Coast system, has made the following contribution to the plan:

Winter Plan 2018/19

Blackpool Council will continue to work with existing local networks and through the Fylde Coast A and E Delivery Board to maximise system resilience and ensure the beneficial deployment of resources. We have used a proportion of improved Better Care Fund funding to enhance, extend and develop the service offer across a number of key elements of provision supporting the Health and Care system. This provides additional resources and capacity within Adult Social Care and In House Homecare Services to respond to lessons learned from previous winters, and is targeted towards:

- Responsive and flexible interventions of care to enhance the discharge of patients from hospital;
- Early interventions of care to prevent hospital admissions, diverting people away from A and E;
- Reducing delayed transfers of care (DToC) attributable to social care.

Adult Social Care (ASC)

There is currently no waiting list for ASC Care Act 2014 assessments, and Blackpool Council will not be operating one, and reviews are largely up to date and are addressed on a monthly basis. In line with last winter, it is not anticipated that there will be a queue for packages of care in winter 2018/2019, unlike previous years where we were waiting for over 50 packages at any one time. The Social Care Purchasing Team now facilitate proactive contact with providers, supporting high priority discharges. There are challenges within the domiciliary market capacity to pick up Care at Home packages quickly. Recent discussions with framework domiciliary care providers has informed them of our intent to source care from spot contracted provider, where they are unable to meet demand. We have so far agreed contractual arrangements with three providers who will contract with us to do this, increasing our flexibility in times of increased demand. At Bank Holidays, especially over the Christmas and New Year period, domiciliary care agencies check who does not need care due to being away and/or with relatives, and they will reallocate any available hours to alleviate pressures in provision.

6.0 List of appendices:

Appendix 8(a) – North West ADASS Quarter 1 2018/2019

Does the information submitted include any exempt information? No

7.0 Legal considerations:

7.1 None

8.0 Human Resources considerations:

8.1 None

9.0 Equalities considerations:

9.1 None

10.0 Financial considerations:

10.1 None

11.0 Risk management considerations:

11.1 None

12.0 Ethical considerations:

12.1 None

13.0 Internal/External Consultation undertaken:

13.1 None

14.0 Background papers:

14.1 None