

Report to:	RESILIENT COMMUNITIES SCRUTINY COMMITTEE
Relevant Officer:	Karen Smith, Director of Adult Services
Relevant Cabinet Member	Councillor Graham Cain
Date of Decision/ Meeting	4 February 2016

ADULT SERVICES OVERVIEW REPORT

1.0 Purpose of the report:

- 1.1 To inform the Committee of the work undertaken by Adult Services on a day to day basis in order to allow effective scrutiny of services.

2.0 Recommendation:

- 2.1 To consider the contents of the report and identify any further information and actions required, where relevant.

3.0 Reasons for recommendation:

- 3.1 To ensure services are effectively scrutinised.

- 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:

Not applicable.

4.0 Council Priority:

- 4.1 The relevant Council Priority is Communities: Creating stronger communities and increasing resilience.

5.0 Background Information

In this report information and updates are provided on Delayed Transfers of Care (5.1), Safeguarding and Deprivation of Liberty Safeguards (5.2), Respite Services (5.3

and 5.4), Commissioning, including regulated services (5.5) and the impact of the Budget Savings in Adult Services (5.6).

5.1 Position on Delayed Transfers of Care (DToC)

- 5.1.1 The reporting of DToC (often referred to as “delayed discharges”) at Blackpool Victoria Hospital is a responsibility of the Blackpool Teaching Hospital Trust. Every week, Blackpool Teaching Hospital Trust send through a report on any delayed transfers of care to the local authority. The delays may be between wards within the hospital, or delays in leaving acute care and are categorised as delays attributable to Health, Social Care or both. Any delays which are considered by the wards to be the responsibility of Social Care in Blackpool are looked at by the Service Manager for Adult Social Care. They, with the relevant/respective managers, then check the accuracy of the delays, and reasons thereof, following which an amended (if necessary) record is completed. This ensures that the reasons are correctly attributed to the right organization and also acts as an opportunity to escalate any issues in relation to perceived delays, in order to seek a swift resolution.
- 5.1.2 Nationally, over the 12 months from December 2014 up to and including November 2015, 29% of delays are attributable to Social Care and 7% to both Health and Social Care. 63% of delays are NHS delays. Locally, using the same data source (NHS England) the picture for Blackpool as a Local Authority is that 19% of delays were attributable to Social Care, 70% to NHS and 10% to both. To put the percentages in to context, over the 12 months, 30 patients were delayed as a result of Social Care in Blackpool. An average of 2.5 a month.
- 5.1.3 The positive Social Care performance in Blackpool against the national average is due to the hard work of the community and acute services working together. Jointly staffed by the Council and the Trust, the hospital discharge team consists of qualified nursing staff and social workers who work closely with the wards. There is a clear focus on preventing delays for people who are deemed fit and for whom it is safe to be discharged to return home with the appropriate care package, or move into residential/nursing home care. They provide significant input into the prevention of delays and being co-located and based on site contributes to the ability to undertake this. Delays which are attributed to Social Care in Blackpool are low and usually relate to either people who have complex needs and subsequently require complex packages of care, often two staff per visit, visiting up to four times a day, or older people with mental health problems presenting with challenging behavior requiring residential care in a specialist setting.
- 5.1.4 In relation to the new models of service, the local authority does not currently receive any data or statistical information relating to the impact of these services on delays in the Acute Hospital. The extensive care service is primarily about preventing admission through better community management of people with two or more specified chronic conditions. The neighbourhood team plans will develop over the coming financial year, and there is no substantive service yet in place. The enhanced hospital discharge team works across the Fylde footprint with up to six patients at

any one time, although the local authority does not receive any data in relation to this service, and it is CCG commissioned.

5.2 Safeguarding and Deprivation of Liberty Safeguards Update

Overview of the position with Deprivation of Liberty Applications and Safeguarding Cases.

5.2.1 Deprivation of Liberty Applications

The figure for Deprivation of Liberty Safeguards (DoLS) for 2015/2016 is currently at an average of 55 applications a month. The 'application' figure changes over time due to new applications, cessations of authorisations due to changes in circumstances and the number of completed assessments but show an upward trend. This figure also includes a small number of applications that are required to be forwarded on to other authorities where they are the funding body for the person who is the subject of the application.

At the current rate the anticipated total numbers of applications for the year stands at 830.

The number of individuals for whom the Council holds responsibility and who are currently subject to a DoL authorisation is 330.

5.2.2 Safeguarding Overview

In the 8 months from 1st April to 30th November 2015 the Council received 444 safeguarding alerts, giving an average of 55.5 per month.

In December 2015 62 alerts were received and whilst there were more alerts in December than the previous monthly average it is not yet possible to say that this is an ongoing upward trend.

Of the alerts received in December, the breakdown of the outcomes as at 15/01/2016 is as follows:

Outcome	Number
Not Safeguarding	7
Substantiated	1
Inconclusive	1
Incident Only	29
On-going	24

5.2.3 Safeguarding Adults Board

The Safeguarding Adults Board continues on its path towards more integrated working with the Children's Board. Although they remain separate entities in order

to maintain a specific focus in each area where required, the Boards now share the Board Chair. There are also joint groups for finance, training and business management.

Partner agencies have recognised the benefits of the move for the purposes of easier information-sharing and overview and in the reduction in duplication of the work identified by the Boards.

The structure of Board support is currently subject to a commissioning review and which will bring the Boards further towards closer working.

5.3 Respite Services available in Blackpool – Provision in the Market

As part of the commissioning review for Hoyle at Mansfield an exploratory exercise was undertaken to better understand capacity and capability in the respite market for individuals aged over 18 with a range of care and support needs. Discussions took place with a number of providers across Blackpool, Fylde and Wyre and the wider Lancashire footprint. Respite currently available in Blackpool is detailed in the table below.

Whilst there is capacity in the current market to meet demand, there is limited provision for people with a learning disability.

Types of Respite Provision available in Blackpool

Service	Provider	Client Group	Number of units	Commentary
Private Residential Care and Nursing Homes for all service user groups	Private Providers	Frail elderly Physical Disability Mental Health Dementia Learning Disability	As at 13 Jan 16 there are 84 vacancies within private residential care homes which could be accessed for respite	There are five Private Residential Care Homes that offer respite for people with a learning disability of these only one has a vacancy and the provider is considering de-registration. Beds cannot be pre-booked for respite and can be cancelled
Coopers Way	Blackpool Council	Learning Disability with complex health needs.	5 units, 29 service users	Further details provided on in house provision report below
Margaret Riley House	Blackpool Mencap	Learning Disability	3 units, 18 service users	Located in South Shore. The service is available 7 days a week, 48 weeks of the year. It is open from 4pm – 10am weekdays and operates on a 24 hour basis

				<p>at weekends. It is closed at Christmas and bank holidays. The service employs two staff, 1FTE Service Manager and a Senior Support worker who works 26 hours per week. There is one staff member on shift at any one time supporting a maximum of three service users. On call arrangements and Bank staff are in place to cover annual leave, staff sickness and other staff absences such as training. This service is not open 24/7 and is unable to offer day activities. Due to the size of the property staff undertake a rigorous selection and matching process to ensure consistency and compatibility of service users. The service currently has 18 people on its register and has capacity for 20; it is currently running within capacity at 90%.</p>
<p>Shared Lives (Intended for all people with eligible needs from the age of 16)</p>	<p>Blackpool Council</p>	<p>Frail elderly Physical Disability Mental Health Dementia Learning Disability Offending behaviours or substance misuse</p>	<p>Currently 28 carers within 19 houses.</p>	<p>Further details provided on in house provision report below</p>
<p>The Bond Hotel</p>	<p>Private</p>	<p>Physical Disabilities Mental Health Learning Disabilities</p>	<p>62 rooms</p>	<p>This family run hotel has been in operation for twenty years and is located in South Shore and is CQC registered. The hotel specializes in providing fully accessible holidays for people with a range of disabilities including</p>

				<p>individuals who are visual and hearing impaired. All bedrooms are supplied with specialist equipment. The hotel offers respite breaks, and provides the care support, including 24-hour care, for individuals with specialist medical or personal needs support is delivered by their care company 'Holidays with Care'. Transport is also available.</p> <p>The hotel was inspected by the CQC on 30th September 2014 and is CQC compliant.</p>
New Mayfair Hotel	Private	Frail elderly Physical Disability Mental Health Dementia Learning Disability	44 rooms	<p>A CQC registered home for specialist and wheelchair accessible holidays situated in South Beach on South Promenade. It is a fully accessible hotel with full en-suite wet-rooms and offers a wide range of specialist services including respite, care packages, free equipment hire and catering for specific dietary requirements. There are a range of care packages available including, 3, 4 and 7 night stays. The maximum stay is 3 weeks however longer stays can be arranged. The provider can provide care at £16 per hour or £9.50 per part hour. A separate charge is then made for the length of stay as follows: £225 for 3 nights, £410 for 4 nights and £495 for a 7 night stay all-inclusive of bed, breakfast an evening meal and entertainment. For continuity and consistency care staff work on site and also form part of the hotel staffing team and are trained to Level 3.</p>

Following the review a 12 month pilot is now in place to support provision in the private sector. Arrangements are in place to commission four respite beds for non-Learning Disability clients in two private care homes. The pilot will be reviewed on a monthly basis in order to monitor occupancy and the care homes will be required to sign up to an agreement to guarantee beds during the period of pilot.

Regular monitoring will ensure that issues are addressed proactively at the earliest possible opportunity with appropriate remedial action put in place. The learning from the pilot will be used to inform future planning for respite care in Blackpool.

Respite provision for Learning Disability clients will transition to Coopers Way and Shared Lives and this work has already taken place (see below).

5.4 In House Services which support Respite Provision

Blackpool Council continues to operate a number of adult respite services within its Care and Support Division meeting the needs of Blackpool carers and vulnerable individuals who access the services.

The respite services available through the Care and Support Division support a range of needs across the Adult Social Care economy from a number of different settings and service models, some of which are regulated by the Care Quality Commission (CQC) and have a rating of either GOOD or COMPLIANT (awaiting inspection under new inspection framework) in addition to other provision of Day Care and Volunteer Services.

5.4.1 Coopers Way Respite Service – Adult Learning Disability

This is a small 5 bed residential service that meets the needs of learning disabled adults with multiple health and physical needs. This service has been developed over the years to deliver bespoke provision to a particular cohort of service users who present with high level of needs and who require a specialist setting to meet those needs and highly trained and skilled staff to undertake the very particular care and support interventions required to ensure the persons health and wellbeing is maintained in a safe care environment.

There is no comparable service within the respite market at this time meeting the needs of learning disabled adults with high levels of complex care needs.

Performance of the service up to Q3 2015/16 (April – December 2015):

Number of Service Users accessing the Service	35
Number of nights respite was provided	1,092 Nights

NB: Coopers Way Respite Service has broadened its access criteria to include general needs to make provision for learning disabled adults that may have previously accessed the Council's Hoyle@Mansfield Service.

The change to the access criteria enhances the respite offer further for Blackpool carers and supports options for provision within the wider respite market

5.4.2 Shared Lives – Adult General Respite (Mental Health, Learning Disability, Physical Disability, Autism and Older Adults)

The Shared Lives Services delivers a range of support to vulnerable people including Day Care, Respite and Longer Term Placements within a family home.

Respite is available to meet a range of needs including adults with a learning disability, people living with enduring mental illness and general Adult Social Care needs; respite is offered within a family home for short breaks after a thorough matching process has been completed to ensure compatibility of carer and cared for.

As part of the services respite provision, Day Care is also commissioned to support respite in addition to traditional overnight respite, the provision is worked through in response to the carer's assessment to ensure a flexible respite provision to meet the needs of the carer.

Performance of the service up to Q3 2015/16 (April – December 2015):

Number of Service Users accessing the service for overnight respite	40
Number of nights respite was provided	516 Nights
Number of service users accessing the service for day care	22
Number of day care hours/sessions provided	6,377 hours or 1,062 sessions (6hrs per session)

NB: The Shared Lives Service is available to people who have used Hoyle @ Mansfield Service previously via a referral from Adult Social Care

5.4.3 The Phoenix Service – Adult Mental Health 'Respite Crisis Prevention'

The Phoenix Service is a small 6 bed service that meets the needs of people living with enduring mental illness. The service is essentially a Mental Health Crisis Prevention Service supporting people for short periods of time to help them take the time they require to manage the situation they find themselves in and take steps to recover from the episode of deteriorating mental wellbeing that they are experiencing.

In addition to the Mental Health Crisis Prevention provision, there is a small cohort of around 8 service users who regularly access the Phoenix Service to enable their carer a respite break which helps maintain the care arrangements for the person and supports the prevention of deterioration of someone's mental wellbeing.

The small cohort are known to mental health services and through care management processes have been determined as requiring the very particular support that the Phoenix Service and environment offers which is not available within the mental health respite market unless as part of an existing care home provision which is not always appropriate and/or available.

Performance of the service up to Q3 2015/16 (April – December 2015):

Number of Service Users accessing the Service	8
Number of nights respite is provided	161 Nights

5.4.4 Langdale Day Service – Adult Learning Disability

Langdale Day Service meets the needs of learning disabled adults who either require a day care placements to meet their own needs or as a result of a carers assessment where day care is required as alternative respite.

The service delivers outcome based activity sessions to learning disabled adults within a range of provision including community projects, social activities, interactive sensory activities, training and development projects and communication sessions.

The sessions are delivered from venues across Blackpool including two main ‘Hubs’ at the Centre for Independent Living and the Old Bispham Library.

5.4.5 Social Care Volunteers Service – Adults

The Social Care Volunteers Service is in essence a carers support service that delivers a number of projects across Blackpool meeting the needs of the volunteers and also those that the projects support.

There are projects that directly support carers by offering daytime placements i.e. Out and About, which is where a cared for person receives 1-1 support to undertake a daytime activity thus giving the carer a break from their caring role.

There is also a well utilised Sitting Service which enables carers to take the odd hour out of a day to attend private appointments knowing that their cared for person is being looked after.

The cared for person may also register as a volunteer and support the projects and again offering a break to their carer for short periods of time.

The service currently has over 120 volunteers registered who deliver in excess of 9 separate carer projects across Blackpool supporting over 200 people through those projects, the majority of which are carers or cared for people.

5.4.6 Keats Day Service – Adult Adults Mental Health

The Keats Day Service meets the needs of adults living with Dementia, the service responds to individual needs and also as part of a carer's assessment to provide respite for the carer.

The service delivers meaningful and stimulating activities from within a building that has been developed to ensure the ecology meets the needs of people living with Dementia and enhances their experience and achieves a positive outcome for the person and their carer.

5.5 Commissioning Update

5.5.1 Update on Advocacy Services

The 2015 Advocacy Position Statement recommended seeking agreement from Lancashire County Council to transfer funds (109k per annum) to offset the increase in Independent Mental Health Advocacy provision arising from the transfer of beds from across Lancashire into the Harbour hospital. LCC are in agreement to this and a contract is being finalised to agree the terms and conditions of the agreement. It is anticipated this will be finalised by the end of January 2016. Following this, tendering for a new Advocacy provider will proceed. The specification going forward combines services for both adults and children previously provided by three providers into a two tiered single point of access model. The new service is anticipated to commence from 1 June 2016.

5.5.2 Dementia State of the Region report

As previously reported, Bury Council are the region lead for this exercise to commission a NW Dementia state of the market report and seven submissions were received from companies to deliver this contract and evaluations took place prior to the Christmas break.

The overall scores were collected from an evaluation panel comprised of local authority representatives from Bury, Blackpool, Manchester and Wigan. The successful bidder is a consultancy called PACEC, which evidenced a strong background in research assignments. It was weighted on 60% quality / 40% price.

Blackpool will continue to be involved with this project going forward.

5.5.3 Regulated Services

CQC Residential Care Inspection Outcomes update. Since the last report in November, CQC have published 5 inspection reports for Blackpool, with the total now standing at 40. Of these, there has been a positive shift overall with an increase from 68.5% of homes rated "Good" to 75%. There has been a decrease in the number of homes which are ranked as "Requires Improvement" from 9 to 7 in the

area, which is a decrease from 25% to 17.5%. There has been 1 further home from the last report which is ranked as “Inadequate”.

Blackpool currently has a higher percentage than the national average at “Good”, and a lower percentage than the national average at “Requires Improvement”. The Contracts and Commissioning team continue to work very closely with CQC where there are identified issues and work hand in hand to support improvements which benefit vulnerable residents wherever possible.

	Blackpool Number	Blackpool %	National Number	National %
Outstanding	0	0.00%	12	0.98%
Good	30	75.00%	813	66.21%
Requires Improvement	7	17.50%	341	27.77%
Inadequate	3	7.50%	62	5.05%
	40	100.00%	1228	100.00%

3 providers are currently suspended to new care packages.

One of the suspended homes has been rated as Inadequate and has been put in Special Measures by the CQC. We have given notice to terminate our contract with another and the third is awaiting inspection.

We have 4 providers currently on an Enhanced Monitoring regime.

5.6 Adult Services budget savings 2016/17

Adult Services has put forward savings of c.£1.5 million as a contribution to the £20 million that the Council was initially looking to save. Members are currently considering options for reducing budgets by a further £5 million, which may include further cuts to Adult Services.

Of the £1.5 million, £472k has been identified from general efficiencies including loss of posts, increased income targets, and reductions in supplies and services spend. This will entail the rationalising of a number of management posts across various services. A further £364k will need to be found by reducing the Adult Social Care budget, which will inevitably necessitate the loss of some front line posts. £319k of the savings arise as a consequence of the Supported Living proposal agreed in 2015/2016, and changes are in the process of being implemented following the commissioning review of the service. Income targets have been increased by £100k in relation to fees and charges for Adult Social Care services. Services users are financially assessed for their ability to contribute towards the costs of their services, so no-one will be expected to pay more than they can afford.

Finally, there has been a review of the services the Council commissions from external providers, and savings of £138k are planned through the cessation of some of the contracts, with a further £89k to be found by reducing other contract values.

List of Appendices:

None

6.0 Legal considerations:

6.1 None

7.0 Human Resources considerations:

7.1 None

8.0 Equalities considerations:

8.1 None

9.0 Financial considerations:

9.1 Contained within the body of the report.

10.0 Risk management considerations:

10.1 None

11.0 Ethical considerations:

11.1 None

12.0 Internal/ External Consultation undertaken:

12.1 None

13.0 Background papers:

13.1 None