

CABINET MEMBER FOR ADULT SOCIAL CARE – COUNCILLOR ROWSON

Adult Social Care

The Care Act 2014 was given Royal Assent in May and will be enacted from April 2015 onwards. The Act consolidates the law relating to local authority social care and creates new responsibilities on the authority. This will demand a major training and practice development programme, together with any relevant system and process redesign, to ensure we are ready to manage the new landscape post April 2015. It is anticipated with some degree of certainty that there will be an increase in the number of assessments that will have to be undertaken, for both service users and carers. The draft regulations are due to be published shortly, which should give some detailed guidance about the practice changes and what the responsibilities of the Local Authority will be. A project board has been established to oversee the wide-ranging changes, and a dedicated Project Officer starts in July for two years to coordinate the various work streams contributing to the required change. This post will also offer some dedicated project time to the Better Care Fund developments with the clinical commissioning group.

The Mental Capacity Act (MCA) Deprivation of Liberty Safeguards (DoLS) came into effect in April 2009. The DoLS provide a legal framework for the assessment of a person's circumstances where they are believed to lack mental capacity and may be being deprived of their liberty. They are mainly used to protect people either in residential/ nursing homes or in hospitals who are or need to be deprived of their liberty in their own best interests. Local Authorities have the Statutory Duty for implementing the MCA DoLS at a local level. Following a recent judgement in the Supreme Court known as the Cheshire West and Chester Judgement, the threshold for what constitutes a Deprivation of Liberty in a care home or supported living setting has created an 800% increase in activity in this area of work for Adult Social Care. This will have a significant impact on the service due to the requirement for Social Workers to carry out a detailed Best Interest Assessment in each case where a residential setting raises an application in this regard.

Adult Safeguarding and Professional Leads

Health and Care Professions Council (HCPC)

Continuing Professional development portfolio audits are ongoing. The portfolios of all the Council's registered Social Workers in the Adult Social Care Service (including Mental Health and Hospital Discharge Teams) will be audited by the end of June 2014. This will ensure that they are able to maintain their registration with the HCPC, which will begin to audit portfolios in September 2014. Details of the approach to 'progressive audit' being used by the Council have been cascaded to many colleagues across the country including (at her request) Lyn Romeo, the Chief Social Worker for Adults for England.

Dignity Respect and Safeguarding

Linking Care Quality Commission (CQC) outcomes to the work carried out, has recently been delivered by the Professional Leads Team to staff from more than 50 residential and nursing care homes. The preventative nature of this training, which highlights the issues of mental capacity and Deprivation of Liberty aims to build an improved culture that underpins every day duties within residential care. It ensures all staff within appropriate organisations are aware of and respond to the views of people who use services. This includes the opinions of families and carers, as well as the legal context within which social care is delivered. The team has delivered similar training to social care and health cadets from the Princes Trust scheme following networking at the careers day at Blackpool Pleasure Beach.

Plans have been laid to meet with Age UK to develop similar training and support across the private sector.

Adult Provider Services

Shared Lives Service

In June 2014, Blackpool Shared Lives Service celebrates its 25 Year Anniversary. To mark this special occasion there are going to be a number of events over five days starting on the 30th June with a Presentation Event to be held at Dahlia's Kitchen. Certificates will be presented to Carers who have given five, ten, 15 and 20 years service.

Nibbles Café @ BCIL part of the New Langdale Learning Disability Service

The Nibbles Café, which is part of the New Langdale Service, supports adults with learning disabilities to achieve a vocational qualification in Catering and Hospitality within a live Café setting. The Nibbles Café embarked upon a development journey in early 2013 and has spent the last 12 months developing a number of new projects, which have enhanced the service offer and outcomes for the people who have been supported through their vocational training. For example, over the past year the Nibbles Cafe has been consulting with service users and carers about how best the service could meet individuals' nutritional needs during their time accessing the service. Typically, people would bring along to the service a meal to be reheated or a snack lunch and for those people accessing Langdale @ BCIL they could access the Nibbles Café. However, the Café identified that a 'Café' style approach across the Langdale Service could be achieved by developing a small menu that could be delivered to the many different Langdale locations across Blackpool, these meals would be nutritious and reflect the principles and balance of the 'Eat Well Plate' an established nutritional model used by the NHS.

The Langdale Community Volunteers

The Langdale Service has a long established Community Volunteers project, which has and continues to be involved in many community projects across Blackpool and continues to achieve measured success and awards for the work that is done within those local communities. One of the key projects the Langdale Community Volunteers are involved with is a partnership venture with Waterloo Primary School and the 'Green Team' project that the School children support with the volunteers. A recent OFSTED inspection in February paid particular attention to the work being done and Waterloo School has formally acknowledged this in a letter to the Langdale Community Volunteers.

Coopers Way Learning Disability Respite Service:

The Coopers Way Respite Service was nominated to take part in the pilot for the 'testing of the new approach to inspecting social care services'. The service was invited to take part in WAVE 1, which included the completion of a PIR (Provider Information Return). The PIR was the first part of the inspection process and it meant that the Care Quality Commission (CQC) inspector would already have some information about the service before they visit to conduct the formal inspection. The service has not received the final report but understands that a Good/ Outstanding is a possible outcome, which is very positive.

Hoyle@Mansfield Respite Service Inspection

In April, Hoyle@Mansfield Respite Service received an unannounced inspection from CQC and the report was published on the 7th May. The inspection focussed on four key questions, "Is the Service Safe?", "Is the Service Effective?", "Is the Service Caring?", "Is the Service Responsive?" and "Is the Service Well Led?" The inspector reported that the answer to all of these questions was a resounding "Yes" and the report is now available to view online on the CQC website.

The inspectors looked at five of the CQC outcomes, specifically:

- People should get safe and appropriate care that meets their needs and supports their rights (outcome 4)

- People should be protected from abuse and staff should respect their human rights (outcome 7)
- People should be cared for in a clean environment and protected from the risk of infection (outcome 8)
- There should be enough members of staff to keep people safe and meet their health and welfare needs (outcome 13)
- The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16)
- And the service met these outcomes in all areas and the report was positive with good samples of customer feedback.

Commissioned Services for Adults

Generic Care at Home Providers – Carer of the Year Awards

The nine providers of domiciliary care on the Blackpool Council framework all attend a Provider Forum on a quarterly basis and at their meeting in February they discussed how to raise the profile of the qualitative care being delivered in people's homes throughout Blackpool. It was agreed to hold an awards ceremony with service users across Blackpool being asked to nominate the Carer of the Year, and each provider has agreed to make a financial contribution towards the cost of the evening.

There will be a number of categories and the nominations will be judged by an independent panel made up of Blackpool Council staff and representatives of the Carers Centre and the winners announced on the night. The ceremony will take place on Thursday 16th October 2014 at Blackpool Football Club.

Social Care Purchasing System for home care providers

A new internal online purchasing portal has recently been implemented to streamline the allocation of care at home packages of care. Following consultations with the Council's panel of external providers, a secure online system has been scoped and implemented. New requests for packages of care in a person's own home are now offered securely online in a transparent process to providers. Providers now have the opportunity to offer to accept the package of care or decline the opportunity within specified time scales.

The new process ensures that packages are commissioned in a fair and transparent manner because all approved providers now have an equal opportunity to accept or decline opportunities. There has been a significant reduction in the time taken to commission these packages of care. On average routine requests for packages of care are now being allocated to providers in less than 30 minutes. Previously this could have taken several days, because members of the council's staff needed to telephone providers individually and explain the requirements to them. The new system has been very well received by the Council's panel of providers.

Housing Options Service

A new structure and revised way of working has been established in the Housing Options service, with a new reception area at South King Street and most clients assisted by the officer that they first meet. The changes have been supported by a whole service training programme and refined procedures. Feedback from partner organisations has been positive, and clients are finding that their enquiries are dealt with more quickly than before.