

CABINET MEMBER FOR ADULT SOCIAL CARE – COUNCILLOR ROWSON

Adult Social Care

The focus of Adult Social Care over the summer has been on ensuring that the large-scale office moves and new ways of working ran smoothly and become embedded in service delivery. This gives staff the best facilities and arrangements from, which to deliver a good service.

The volume of work created by changes in case law and the promise of radical change under the Care Act continue to be a challenge for all services. Focus on prioritising work and understanding and resolving problems is supporting the service to meet its requirements in a safe and timely manner.

Care and Support Services

Inspection under revised arrangements by Care Quality Commission (CQC) is now underway with the Phoenix Service and the Community Services (Supported Living, Extra Support, Care at Home and Gloucester Intensive Rehabilitation Service) all receiving that call for pre-inspection evidence. Preparations as part of the Management Development Programme are well underway

Blackpool Centre for Independent Living (BCIL) 259 Whitegate Drive

Having brought together a range of services and facilities for disabled people under one roof, BCIL now has available meeting space for rent during the day or evenings for use by organisations or groups directly related to support for disabled people in Blackpool. The modest charge for this service helps us cover our security and running costs and means the building is available for wider community use for the benefit of disabled people. A number of the office spaces have been rented out, but there remains a small, but prominent shop-front space available to rent by organisations for the provision of services directly relevant to disabled adults.

The Centre also has a café open to the public, set in beautiful and relaxing surroundings indoors and out, with a public internet café alongside.

The Phoenix Centre

Following a period of review and redesign, the Phoenix Centre has seen a number of changes in the last six months.

The Phoenix Service itself is now bedding in its new model of crisis support and prevention of crisis services, with up to six beds in a modern and fresh environment for the benefit of people known to Mental Health services who need a safe place to be away from their home, with care and support on hand.

One wing of the remainder of the building is occupied by the Single Point of Access mental health service, run by the NHS.

Over the summer, another wing was occupied by Care and Support services back-room team of managers and team leaders who between them work seven days a week between 7am and 10pm making sure that our services are safe and effective.

Early discussions are underway to utilise the remaining space with organisations delivering similar or analogous services. This will help contribute to the overall running costs of the building.

Adult Safeguarding

In April 2014, amendments were made to the safeguarding elements of the Council's case management Framework's electronic recording system. Recent data audits show that these changes are beginning to demonstrate that the staff members who operate the system are finding the system less complicated and easier to navigate.

These changes to the recording system, together with the recent commitment by the Service to the ADASS programme "Making Safeguarding Personal", should produce a better experience for individuals and carers. In addition, the Safeguarding Adults team has recently worked with commissioners to recruit an advocacy agency to carry out a 12 month programme of "Listening Reviews" with those who have experienced the safeguarding process. This will identify examples of good practice and lessons to be learned where the experience for any individual might have been improved and outcomes will be shared at a future date.

Health and Care Professions Council (HCPC)

On 1 September 2014, the HCPC launched its re-registration process for all Social Workers. The re-registration process must be completed by the end of the November 2014. Social Workers who fail to re-register by the due date will be unable to practice as a social worker from the 1st December 2014. The Professional Leads team has been supporting all Social Workers in the Adult Service in preparation of the process.

Adult Services Staff Conference

The Care Act 2014 was given Royal Assent in May and will be enacted from April 2015 onwards. The Act places greater emphasis on a personalised approach to the planning and delivery of health and social care services. With this in mind, two dates for an Adult Services Staff Conference have been identified, 1 October and 13 November 2014.

Generic Care at Home Providers – Carer of the Year Awards

It was reported in June that the nine providers of domiciliary care on the Blackpool Council framework all attend a Provider Forum on a quarterly basis had decided to hold an awards ceremony with service users across Blackpool being asked to nominate the Carer of the Year.

The awards were launched on 1 August and at the closing date on 1 September 215 nominations had been received from service users across Blackpool, with 109 carers being nominated. Nominations have also been received from the providers for the other categories and the winners will be announced at the ceremony on Thursday 16 October 2014 at Blackpool Football Club.

Systems Resilience Plan

To ensure the Health and Social Care systems are resilient year round regardless of seasonality, a new plan has been devised with Health colleagues to enhance and expand both Health and Social Care services. Adult Social care has received funding as part of the initiative and will be putting additional services in place to help prevent hospital admissions and speed up hospital discharges.

Commissioning Strategy 2015 – 2020

The Commissioning team is preparing a new Commissioning strategy for Adults and Children's services. The new five-year strategy will be published by the end of the year.

To help form the strategy consultations are taking place with service users, service providers, carers and the voluntary and community sector. Over 100 people have so far attended consultation events, which have considered what is good about what happens in Blackpool, and people have been asked to consider what should continue, what should stop and what could be started.

Anyone can give their view by completing a feedback form on the blackpool4me.com website.

Further updates will be issued in due course.

Business Support and Resources

A new system for processing payments to residential and nursing care providers has recently been implemented using the Adult Social Care Case Management System, Frameworki. Every four weeks, the Council makes payments of approximately £1 million for this type of care.

As a result of the change, details about residential packages of care, payments to providers and client contributions are now held in a single integrated system. This means that updates to payment amounts can be processed more quickly and efficiently, since the information only needs to be entered and authorised in one system (rather than two) before a payment is made. Additionally, the schedules, which confirm details of the payment due to each provider are being distributed by email rather than by post, generating further savings. Risk has been reduced by moving to a payment system that can be more easily adapted to meet new business requirements (such as changes arising from the Care Act) and information is more easily accessible to Adult Social Care staff when they are working with individuals, their families and providers.

Housing Options Service

The restructure within Housing Options, incorporating new ways of working, is now embedded and the team is working well.

Work is progressing on the Homelessness Prevention Strategy with an audit being conducted of other frontline agencies' and departments' awareness and expectations of Housing Options, to be followed by the provision of basic homelessness prevention awareness training to services that require it. Housing Options has successfully implemented the roll out of a new generic tenancy sustainment service, which means that all referrals for tenancy sustainment in the town go to one provider via a referral from Housing Options, and this has already reduced waiting lists for support. It further improves the offer to customers from Housing Options in that customers are able to access one place for social housing, supported housing, emergency accommodation, early intervention and homelessness prevention, private rented accommodation and now tenancy support.