

CABINET MEMBER FOR ADULT SOCIAL CARE – COUNCILLOR ROWSON

Care and Support – Adult Provider Services

Vitaline Service Offer for People undertaking a Reablement Programme

As part of a revised service offer, The Vitaline Bronze Service will be made available to everyone going through the Council's Reablement at Home Service; this is in response to feedback from Adult Social Care, Health and Commissioners.

This revised service offer is part of a wider approach and focus to support people to return home quicker after an admission to Hospital and/or short term residential care placement or not have to be admitted to Hospital in the first place therefore enabling the person to remain at home for longer with the appropriate Reablement support to help them maintain their independence and safety.

The Vitaline and Reablement Service will work collaboratively during the Reablement Period, which is typically up to six weeks, to support the person in receipt of Reablement as part of the work they do to familiarise themselves with the use of the equipment and signpost them to Vitaline and other services if they require any further information and assistance.

If the person in receipt of Reablement does not require on-going care and/ or does choose to continue with the Vitaline Service as a private customer after the reablement period has ended, then Vitaline will take action to de-install the equipment at no cost to the person.

Local Authority Peer Review

The Towards Excellence in Adult Social Care (TEASC) programme brings together partners at a local, regional and national level to improve outcomes for citizens. It works with and for local government and its partners to enable them to take responsibility for their own improvement, with a focus on innovation and people centred coordinated care.

The Adults Peer Challenge intends to assist local government to help itself to respond to the changing agenda in adult social care. The peer challenge process is intended to be a constructive and supportive process with the central aims of:

- Helping a council and its partners to assess its current achievements
- Identifying those areas where it could improve

The Peer Review team was on site at Bickerstaffe Square for three days from 28 to 30 January 2015 and Blackpool requested it to consider three aspects of safeguarding practice:

- Strategic approach
To consider direction and policy setting, work with partners and the working of strategic bodies, such as the Safeguarding Board.
- Commissioned services
To consider how the Council ensures effective safeguarding practice in commissioned services, particularly consistency of approach and outcomes.

- Frontline social work practice

In particular a review of the consistency of its approach, impact and the quality of decision-making.

Preliminary feedback from the Peer Review team was as follows:

Strategic approach

The team noted that the Council's commitment to safeguarding adults at risk of harm was clearly a key focus. There was evidence of good partnership working, good quality multi-agency policies and processes had been developed and an overall commitment to safeguarding adults at risk of harm from both Adult Services and from its partner agencies.

The team identified areas for development in strengthening the working of the Safeguarding Board, which holds a vacancy for an Independent Chair, a post that is currently advertised.

The Board will gain statutory status in April 2015 and whilst the peer review team recognised wider corporate commitment to the Board, it was helpful in identifying areas where it could be strengthened such as extending the collection and analysis of the data collected.

Commissioned services

The quality of some provider services was highlighted as an area of good safeguarding practice. The team identified as good practice examples where there had been robust decisions made about commissioned services who may not be meeting the standards of care expected by the Council, and where the Council had been successful in gaining external funding to support the preventative, protective and responsive work being carried out in Adult Safeguarding.

Areas for development were suggested as creative market development and shaping and increasing information sharing to anticipate and therefore prevent the possibility of any future market failure within commissioned services.

Frontline social work practice

The wide range of staff interviewed were found by the team to be 'knowledgeable, committed and passionate' about keeping adults at risk safe from harm. A clear corporate commitment to training and development was noted and a widespread concern for treating people with dignity and respect was highlighted.

The team identified that the 'voice of the adult' and its level of information sharing could be better incorporated into processes, an area that had been already noted for the Peer team by the Service in its preparatory documentation for the review.

The team's overall findings will form the basis for a Report for the Director of Adult Services and the Chief Executive and support the service to focus its thinking in order that it that may bring about better outcomes for individuals and for all its stakeholders.

Care at Home Tender

The Council has just completed a tender process for Care at Home Services. As a result of this process, we will have five new providers on our list of providers. The following providers have been successful in their bid to be on the new framework:

- Sevacare (UK) Ltd
- I Care (GB) Limited
- Carewatch Care Services
- The Human Support Group Ltd

- Safehands Care Limited
- Guardian Homecare (New)
- Comfort Call Limited (New)
- Homecare For You Ltd (New)
- CIC (New)
- Cherish UK
- Napier Homecare Services Ltd

Service users who are currently supported by providers who no longer have a contract with the Council will be allocated one of the new providers. Over the next few weeks Commissioning and Contracts and Adult Social Care will be working very closely with the new providers and outgoing providers to ensure that service users are moved over to the new providers with minimum disruption.

Adult Social Care

Services are working through the triple impact of impending new legislation with the Care Act 2014, changes to Frameworks as it moves to Phase 2, and the relentless impact of requests for DoL assessments from managing authorities. The Care Act changes mean a review and updating of all our documentation, policy and procedures, together with a comprehensive training programme for staff. There will be some limited recruitment of new staff across a number of divisions to cope with increased demand.

The details of the consultation on the proposals for the funding reforms as part of the Care Act, due to be implemented from April 2016, have now been published and written comments are invited until the end of March 2015.

The Care Act

A series of consumer-tested campaign materials and tools have been developed in collaboration with the Local Government Association, ADASS and local authority colleagues, the Department of Health and Public Health England, to support councils in effectively informing local communities of the changes to care and support.