

# **Cllr Simon Allen, Cabinet Member for WellBeing Key Issues Briefing Note**

## **Wellbeing Policy Development & Scrutiny Panel – January 2012**

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### **1. PUBLIC ISSUES**

On 3<sup>rd</sup> January the Department of Health announced that it is allocating a one-off additional £150 million to Primary Care Trusts in England, for immediate transfer to local authorities for investment in social care services which also benefit the health system, particularly to enable local services to discharge patients from hospital more quickly and provide effective on-going support for people in their own homes. Priority should be given to the development of best practice approaches that support integrated system change and which will have a longer-term impact on delayed transfers of care beyond this financial year.

Bath & North East Somerset's share of this funding is £457,275. The integrated health and social care commissioning team is working with provider and partner organisations to develop proposals about how this one-off funding can be used to best effect.

### **2. PERFORMANCE**

- There are currently five voids at Dartmouth Avenue temporary accommodation for homeless households. Whilst this does mean there is capacity in the system to respond to the temporary housing needs of homeless households, this temporary accommodation scheme is "block-funded", which means that the provider is still entitled to funding for these voids.
- The Extra Care "road show" event, aimed at raising awareness of the benefits of extra care housing is taking place on 24<sup>th</sup> January.
- The 2011/12 annual social care survey is under way and we are hoping to build on the good results achieved in 2010/11.
- Quality concerns in relation a small number of care homes are being managed, which is putting pressure on commissioning and contracting capacity. Improvement Action Plans are in place and implementation of the necessary improvements/changes are being closely monitored in liaison with the regulating body, CQC (Care Quality Commission)

### **3. SERVICE DEVELOPMENT UPDATES**

#### **The Independent Living Service**

The ILS is funded by the Council and provided by Somer Community Housing Trust and has been in operation for a year, starting on 1<sup>st</sup> January 2011. The service was set up to help people remain independent in their own homes providing a range of services; using a banded menu of support ranging from the installation of a 24 hour alarm, receiving well-being calls, home visits, help with correspondence, accessing welfare benefits, adaptations to the home and falls pick-up amongst the items people can choose to help with this aim.

Since the launch on 1<sup>st</sup> January 2011, a total of 255 people are receiving continued support with a further 32 supported but no longer receiving the service.

Customer feedback has continued to be positive, with compliments being received in response to the question 'what's working well?' and several independent letters and quotes received from quarterly surveys. Quotes from users of the service include:

*'I feel less isolated as I know someone will phone me.'*

*'Makes life worth getting out of bed for, as I won't be totally alone. Without the visits and calls, I don't know what I'd do.'*

*'Thanks for all you have done for me and all the help. Without you I wouldn't be able to cope. Thanks for standing by me and not giving up on me. Thank you very very much.'*

*'Don't know how I would have managed without you. The scheme has been an answer to my prayers.'*

*'I feel cared about and safe. I have never met so many lovely people.'*

*'Takes the pressure off my daughter (young carer).'*

*"Hearing a cheery voice first thing in the morning is fantastic and having a reminder to take medication every day as I forget all the time if not reminded has been a great help".*

*'The important thing is the flexibility of the officers. If you have a problem they do listen and act on it.'*

*'Made all the difference in the world – given me peace of mind. I haven't had to move. It's marvellous because I can stay in my own home.'*