

## Cllr Vic Pritchard, Cabinet Member for Wellbeing Key Issues Briefing Note

### Health & Wellbeing Select Committee May 2016

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#### Feedback on the Wellbeing House

The Wellbeing House provides a 3-bedded retreat, a place of sanctuary, for people experiencing mental health distress where they can receive low level social support to help them stabilise themselves and prevent a crisis escalating into secondary care. The service is being delivered by Sirona Care & Health in conjunction with Curo Group. The Wellbeing House is now full every week and Sirona continue to receive positive feedback from it's service users.

The following quotes were received from a service user of the Wellbeing House -

*...being at Wellbeing House has helped me immensely this week...*

*...I think that the concept of the house is an amazing one...*

*...I'd be so unhappy to know a service like this is available for other potentially difficult weeks, its invaluable...*

#### Strengthening Adult Social Care

The Care Act 2014 is now a year old, having come in to force on April 1<sup>st</sup> 2015. It required us to:

- **Update the Council's policies** and procedures to ensure they are compliant with all the requirements of the Act. This has been done.
- **Train all relevant staff** in the Council, Sirona and AWP on all the requirements and expectations of the Act. This has been done.

But that is just stage one. Stage two is more challenging and more ambitious. As the opening paragraph of the Care Act guidance reminds us:

*"Underpinning all 'care and support functions (that is, any process, activity or broader responsibility that the local authority performs) is the need to ensure that doing so focuses on the needs and goals of the person concerned."*

The focus for all of us is to make the services we offer more relevant to the individual. To do this we need to improve the way partners work together and with individuals, family members and carers. During the last two months, staff from the Council's adult commissioning team have joined with practitioners from Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and Sirona Care & Health to consider how the support we provide to people can be further developed to:

- emphasise individual abilities rather than focus on what cannot be achieved, and
- recognise a person's support network and promote their wellbeing.

The sharing of good practice is at the heart of the challenge the Care Act sets us and all partners are committed to responding to this challenge. A regular newsletter has been developed to share details of service developments, national requirements and local good practice. The newsletter reminds staff of how the work they do every day with people in our communities contributes to the performance of the Council in key areas including financial accountability, the provision of information and advice and the development of the social care "market".

The work goes on – the next key issue we want to address together is how we can better support people to take positive risks when social care support is provided.

## **Accessible Information Standard (AIS)**

The AIS is a new standard that comes into force in July 2016. It aims to ensure that disabled patients and service users receive information in formats that they can understand and have appropriate support to help them to communicate.

The standard will apply to people that have a disability, impairment or sensory loss (including their carers or parents) and will cover all information that is needed for a person to access, understand and use health and social care services, making sure that they get information in the format they need (i.e. large print, braille, audio, easy read British Sign Language interpreter, deafblind manual interpreter or advocate).

The AIS applies to a wide range of NHS and publically funded adult social care organisations and services including NHS Trusts, Foundation Trusts, GP Practices, pharmacies, care homes, nursing homes and day care. Implementation of, and adherence to, the AIS will be included in Care Quality Commission inspections.

By 31 July 2016 all relevant organisations must have fully conformed to the AIS by law under section 250 of the Health and Social Care Act 2012. The AIS is also in line with the Equality Act 2010, the Care Act 2014, the NHS Constitution and the Equality Delivery System.

### **Key Actions**

Five key things have been set out for members of staff in NHS and publically funded adult social care services to do to support implementation of the AIS.

They must:

**Ask** – does the person have any information or communication needs and find out how the person's needs can be met. The person should be involved in this process.

**Record** - the person's needs. Individuals' information and communication needs must be recorded in a set way.

**Highlight** – or flag up in a person's file that they have communication or information needs and how these needs are to be met.

**Share** – information about a person’s needs with other NHS and adult social care providers. Consent must be obtained before information is shared.

**Provide** – patients, service users and their carers with information in an accessible way and communication support if they need it.

### **What we are doing to oversee implementation within B&NES**

- We have worked with the Care Forum to produce an information sheet which has been distributed to health and social care providers.
- We organised an event, together with the Care Forum, on Thursday 21<sup>st</sup> April to enable provider organisations to meet, share and learn from each other’s experiences of implementing the AIS.
- The information sheet and event information has been distributed to all GP Practice Managers and information about the AIS has been included in the GP newsletter.
- We have established an implementation steering group with inclusion from Sirona Care & Health, the Royal United Hospital, Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and representatives from voluntary and community organisations and the Council’s Equalities Team. The steering group will provide an oversight of providers’ progress and the opportunity to share resources and provide some uniformity across B&NES.
- The new social care IT system, Liquid Logic, is being configured to ensure that it will be compliant in the recording and flagging of communication needs.
- Monitoring of compliance against the AIS has been incorporated into contract monitoring reviews.
- The CCG has included the AIS within their quality schedule and, within this have specified that each provider will undertake a baseline assessment of the requirements of the standard and provide an action plan by the end of June 2016.
- We are working with Healthwatch to find out about the experiences of people with communication needs using health and social care services.
- The B&NES Networks CIC Quality Checkers Team have a planned quality check for the RUH; compliance with the AIS will form part of this check.