

## **Children's and Adults Health and Wellbeing Policy Development and Scrutiny Panel – 9<sup>th</sup> October 2023**

### **Lead Member and Director of Adult Social Services Update**

#### **ASC Performance**

The number of people with current long-term services funded by Adult Social Care is **1,872**. In addition to this there are **406** carers with current services funded by Adult Social Care.

There are **48** people currently waiting for a Care Act assessment of their needs, this is an improvement on the previous month of **59**. **457** (from the 1,872) are waiting for an annual review of their needs, again this is an improvement trend from **527**. The average wait is 8 months overdue, and the longest wait is 11 months overdue. All reviews are risk rated and prioritised accordingly.

There are **181** people who are being supported through safeguarding enquiries and we do not have any providers that are subject to large scale safeguarding enquiries.

Our Mental Health teams continue to experience increased demand, approx. 10% month on month. We have received **104** referrals for detention under the Mental Health Act since April 2023 with **97** of those referrals accepted by the Approved Mental Health professionals.

Occupational Therapy assessments is also an area of increased demand with **247** people waiting for Adult Social Care Occupational Therapy input and assessment. This is an increase of **21** from the previous month. All referrals are risk rated and prioritised accordingly and people waiting have a point of contact should their needs become more urgent.

#### **Finance**

Whilst the number of packages provided continued to be below previous levels during the first part of the year, we are now seeing an increase (average of 25%) in year on year activity. Package costs have also increased during the year (average by 12%), due to the economic and market factors that are currently being experienced across the country. Due to Covid, different arrangements were in place for hospital discharges in 2022-23. During that time funding for hospital discharges was jointly provided with Health and made use of the discharge grants received in 2022/23. Availability of this additional interim funding has reduced the impact of ongoing long-term demand for social care funding. These arrangements have continued in 2023/24, along with other jointly funded and agreed schemes between the Council, ICB and partners, but the number of placements in these arrangements has reduced. More long term placements are now funded by Social Care and this is causing pressure on Social Care budgets.

In addition, referrals to the services are increasing in complexity which adds to the budgetary pressure and work continues with health colleagues to review and agree the correct funding model for the services required.

#### **Local Government Association Peer Review**

Care Quality Commission (CQC) has a new inspection role in relation to Adult Social Care statutory delivery and in preparation for this new inspection regime the Council commissioned the Local Government Association (LGA) to undertake a peer review of Adult Social Care between 12<sup>th</sup> – 14<sup>th</sup> September 2023.

- The peer team read relevant documentation including a self-assessment
- A member of the peer team considered **6** case files which were chosen randomly from across the areas of Adult Social Care
- Throughout the peer challenge the team had more than **36** meetings with over **140** different people from Adult Social Care and partners
- The peer challenge team spent over **184** plus preparation hours with B&NES Council and its documentation, the equivalent of **24.5** working days

### **Key Messages – Strengths**

- Well led organisation with a positive workforce culture built upon mutual respect and values.
- Clear corporate purpose with strong political and corporate leadership in supporting Adult Social Care
- Kind, collegiate, generous staff *“we don’t keep a good idea to ourselves”*
- Self-aware – no surprises and plans in place to address some of the challenges as reflected in the Self-Assessment
- Partnerships and strong relationships

### **Key Messages – Considerations**

- How systems, processes and data are used to best effect to inform practice and performance oversight
- Opportunities for further development of practice and oversight through simplification of structures and insourcing plan
- Ambitious plans with many strategic and operational initiatives planned in next 6 months as part of longer-term plan.
- To support delivery of plans may wish to consider the range of support and advice that is available externally as well as internal resource required.
- Embed our approach to Co-production.

We are awaiting a final report from the Peer Review team (expected no later than mid October) which will inform our directorate service plan going forward and the future operating model for Adult Social Care, following the transfer of services from HCRG Care Group as of 1<sup>st</sup> April 2024. Once we have received the final report from the Peer Review the Self Assessment Report will be updated and published.

### **ASC Provider Services Update**

The council operates 5 Extra Care Schemes, 3 Care Homes (CRCs) and 1 care agency. The 5 extra care schemes remain rated as good by the CQC and the 3 care homes are rated overall requires improvement but with good in key areas such as caring and safety. Our home care service has yet to be inspected by CQC.

The service has undertaken a comprehensive review of its delivery and costs and will be consulting in October and November on our future plans for the service, a final decision will be made via a Single Member Decision in January 2024. Recruitment to the services continues to improve with our vacancies reducing from 70 to 22 across the services.

## **Integrated Commissioning**

As a system, we are committed to building effective relationships informed by our shared ambition to improve the lives of our residents. Our approach to social care transformation and service improvement plans are underpinned by the following principles:

- Offers choice, control, and independence to care users
- Provides an outstanding quality of care
- Is fair and accessible to all who need it, when they need it

Over the past three months we have continued to implement several initiatives aimed to offer greater choice, control, and independence to care users. These initiatives are described below:

- **Community Catalysts working in B&NES**

Strategically, we want to empower people to make their own care and support decisions, as well as ensuring a sustainable, competitive marketplace, with capacity to support the needs of our residents.

To this aim we are working with Community Catalysts as our strategic partner to increase the number of small community enterprises in B&NES that will use their skills and passions to provide a wide range of help and support to local people.

A Community Enterprise is a very small, independent organisation (typically less than 8 full time staff or volunteers) that provides a range of social and health care, supported housing and leisure services. They help people gain a new skill or make new friends, to lead a healthy life or enjoy a leisure activity. They are offered by a wide range of people and organisations in the community, including people who themselves need some support and family carers. They also help people to develop and use their social capital and form a vital part of a diverse local market.

Our recently appointed dedicated B&NES Catalyst is working with three enterprises, supporting them through the development programme, and is engaging with a further ten who have made enquiries. We have recently held two engagement workshops and set up a change group which has membership from statutory and third sector organisations. This is a great start to the project that demonstrates positive interest in this opportunity to ensure that support is community based, builds on strengths, is person-centred, preventative, and affordable.

In addition to this, the direct payment process is being reviewed and promoted by the project group and the direct payment advisors across all operational teams. They aim to ensure that practitioners understand the importance of self-directed support and can see the direct connection to strengths-based working.

- **Age Friendly Communities**

The LD manifesto for the May election included a commitment to develop B&NES as an Age Friendly community. Cllr Born has been in discussion with Simon Allen, CEO of the B&NES branch of Age UK, regarding a local project to support this and he has identified internal funds and applied for grant funding to deliver the work. Age UK will be recruiting a programme lead once the funding is confirmed. The work programme will include:

- Setting up a steering group

- An Ageing Well forum
- Training community research volunteers
- Establishing a baseline position
- Offering a small grants programme

This will help support delivery of 2 of the Health and Well Being Strategy priorities:

Priority 3 – Strengthen compassionate and healthy communities.

Priority 4 – Create health promoting places

Regular updates will be provided to The Health and Well Being Board.

- **Work with the RUH**

The Cabinet lead for Adult Services also has a role as a stakeholder governor at the RUH. The work that B&NES council, HCRG Care Group and third sector providers (working through The Hub) have been doing to improve flow through the RUH was noted and commended at the recent Governor's meeting.

- **New Supported Living Schemes**

Specialist Commissioners have been working with social work colleagues and social landlords Curo and Bromford to develop proposals for two new supported living schemes to enable residents to live independently, with support close to their families, friends, and communities. We are currently out to procurement for a core support provider to provide 24-hour support at these new developments: one at Hygge Park in Keynsham and one at Sulis Down in Bath.

Both schemes will house five individuals with a learning disability and/or autism in their own flats, with space for staff to stay and the individuals to socialise.

We expect the procurement process will conclude later in the autumn and the contract to be in place from January 2024.

- **Support for Unpaid Carers and Co-production**

Unpaid carers play a vital role in enabling people they care for to live with the right care and support at home. We are aware that over the past few years, rates of satisfaction amongst unpaid carers have declined nationally and locally. Our commitment to carers is very strong and we aspire to enable all B&NES carers to feel valued, continue in their caring role if they wish to do so, and to lead their best life.

To this aim we are taking forward two planned pieces of work this year. Firstly, we are preparing for the next national carers survey due to take place in February. This survey will be sent to all carers known to the council to seek a range of quantitative and qualitative information about carers' experiences and quality of life.

Secondly, we have started planning engagement for a new co-produced carers strategy, which is being developed across the autumn. Together with the B&NES Carers Centre and local carer networks, we will be asking carers what is important to them, what would make a difference and use this insight to inform future commissioning plans for carers' support.

We will also be investing Better Care Fund resources, working alongside Health Watch, 3SG and the Community Wellbeing Hub, to increase participation and engagement across the

wider B&NES population. This should ensure that the views of people who have or will be receiving care, influence the development and quality of services.

## **Community Services Transformation**

Through the Single Member Decision taken in July 2023, the Council has endorsed the proposal for an interim contract arrangement for the commissioning of Community Health, Public Health and services delivered by Community Partners. The ICB is the Co-ordinating Commissioner and the Council as the Co-Commissioner for a one-year period from 1<sup>st</sup> April 2024. In B&NES the one year contact is with HCRG Care Group and the one year contracts in Swindon and Wiltshire are also with their existing community providers. The ICB took this decision to allow more time for the community health services procurement process to take place to ensure the best outcome for the process. Services commissioned in this new one year contract arrangement are to be delivered within approved policy and budget frameworks. The ICB as Co-ordinating Commissioner are finalising contract negotiations with HCRG Care Group covering services delivered in Wiltshire and B&NES. Commissioning intentions for services to be included in the new contract have been agreed with HCRG Care Group. The November report to cabinet will include a decision on the council funding position for services included in the 1 year contract award.

The transfer of ASC services back to the Council (Adult Social Work including Direct Payment Team and Learning Disabilities Service) is progressing well to ensure the safe transfer of services on 1<sup>st</sup> April 2024. This project has been subject to Internal Audit between July 2023 and September 2023 and the outcome of the audit is Level 4 - Substantial Assurance. Key findings from the audit review recognise the overall governance and programme management arrangements as being robust and comprehensive, supported by key evidential documentation and records of a high standard with the project team being committed to 'project management excellence'. There will be an update to cabinet in November on progress with ASC transfer.

There will be a decision paper at Cabinet on 9<sup>th</sup> November 2023, outlining the future commissioning arrangements for services delivered by Community Partners and Public Health services as of April 2025. This paper will also outline the future commissioning approach of the ICB to secure the delivery of Children's and Adults Community Health services for B&NES, Wiltshire and Swindon as of April 2025 and a decision for cabinet on the council engagement in the procurement process.

A Decision-Making Paper has been discussed by BSW ICB on 21<sup>st</sup> September 2023 for approval in principle the commencement of the formal initiation of a negotiated procurement process for the future provision of integrated community-based health and care services as of April 2025, subject to scrutiny and assurance by the ICB Finance and Investment Committee 4<sup>th</sup> October 2023.

**Cllr Born – Cabinet Member for Adult Services**

**29<sup>th</sup> September 2023**