

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children and Adults Health and Wellbeing Policy Development and Scrutiny Panel	
MEETING/ DECISION DATE:	13th January 2025	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Adult Social Care Service Update	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
1. B&NES Commissioning Model		
2. CQC Timeline for B&NES Inspection		

1 THE ISSUE

1.1 This report provides an Adult Social Care Service update to the panel on ASC performance measures, ASC commissioned services, ASC provider services and the report also includes an update on Public Health and the Community Wellbeing Hub.

2 RECOMMENDATION

The Panel are asked to:

2.1 Note the progress and updates for Adult Social Care.

3 THE REPORT

3.1 This report is an overview of the journey for B&NES Adult Social Care (ASC) since the services were transferred to the Council in April 2024 and also includes service updates as listed in 1.1.

3.2 ADULT SOCIAL CARE SERVICE UPDATE (PERFORMANCE DECEMBER 2024)

3.2.1 The latest National Adult Social Care Outcomes Framework (ASCOF) data was published 1st January 2025 (see <https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-outcomes-framework-ascof/england-2023-24>). Of the 22 National measures B&NES performs better than the England average in 17 measures, better than the South West average in 18 measures and we are in best quartile in the country for 12 measures. There is 1 measure where we are in the lowest quartile which is the number of people who choose to have a direct payment. The improvement of this measure is in our service plan.

3.2.2 The number of people with long-term services funded by Adult Social Care (ASC) at the end of December 2024 was **1,844**. This was an increase of 26 on the previous figure of **1,818** as of December 2023. The service has completed **688** Care Act Assessments and **53** Carers Assessments in the last 12 months 80% of Care Act Assessments lead to a service being provided to the individual.

3.2.3 **1,131** carers were identified as receiving support from services that are funded wholly or in part by Adult Social Care. This shows a significant increase from carers reported in the previous 12 months as we are now including people supported through the carers centre in our figures.

3.2.4 **117** people are awaiting allocation for a Care Act Assessment. The median wait for allocation for an assessment to start is 51 days. A further 40 people are being supported through our care journey co-ordinators on interim funding through one of our discharge pathways they are either in hospital, a temporary bed or at home with reablement. The need for a Care Act Assessment will be determined following the period of reablement. This figure represents the increase in hospital pressures this winter which is 20-30% above our average referral rate.

3.2.5 **1,240** people have received a review in the last 12 months, there are **519** people whose review is overdue. Our completed review figures are 72% which is above the English national average of 58.77%. All reviews are risk rated and prioritised accordingly.

3.2.6 Occupational Therapy assessments continue to be a focus of high demand, receiving on average **85** new requests per month, robust management has seen the numbers waiting for assessment reducing from **247** people waiting to **201** people waiting, with **137** people waiting for an assessment from an Occupational Therapy Aide and **64** people waiting for an assessment from an Occupational Therapist; this is the lowest figure for 12 months. All referrals are risk rated and prioritised accordingly and people waiting have a point of contact should their needs become more urgent. Since the transfer of the service back to the Council we have invested in 2 Occupational Therapist apprenticeships, and 2 additional agency Occupational Therapists will be in place from January – March 25 to further support people waiting for assessment.

3.2.7 Our Mental Health teams continue to experience increased demand of approx. 10% more referrals month on month. Between April 24 and September 24, we received **244** referrals for detention under the Mental Health Act, with **197** of those referrals accepted by the Approved Mental Health professionals for a full assessment. The AMHP team works with people of all ages, although the numbers

remain relatively low in comparison with other age groups, we have seen a 50% increase in requests for under 16s to be detained under the Mental Health Act in the last 12 months.

3.3 COMMISSIONING UPDATE

3.3.1 On 11th November, the Council introduced a Strategic Commissioning Hub that has oversight and responsibility for implementing a new all-age commissioning model across the Early Help, Special Education Needs, Children and Adult Social Care portfolios. This strategic initiative is aimed at improving efficiency, standardising commissioning processes, and enhancing service delivery for the residents of B&NES. The design for a single team was based on 5 core principles; Start Well, Live Well, Age Well, Commercial and Quality Assurance. The new commissioning model is described in attachment one.

3.3.2 Officers previously working in Children's Social Care, Adults Social Care (older people and specialist), Education and Early Help Commissioning as well as the Brokerage function have transitioned to the new Strategic Commissioning Hub in November. Their efforts are focused on aligning commissioning portfolios to the new all-age model and developing new ways of working with external and internal stakeholders and partners. It is envisaged that new model will be fully operational from April 2025.

3.4 NEWTON HOUSE UPDATE

3.4.1 Newton House is a 5-bed house in Twerton owned and operated by Dimensions. It provides residential respite for families of adults with learning disabilities and/or autism, also known as short breaks. In January 2024 Dimensions identified that the service had become financially unviable. Following a review by the commissioning team, Dimensions decided to change the service provided at Newton House and sent a joint letter to families of the current service users advising of the planned change of use from February 2025. This was an error because alternative provision had not been identified for all of the 22 existing service users, so the change of use has been put on hold while that work is done.

3.4.2 In December the Council wrote to families to reinforce how important it is that families can access respite, and to offer reassurance that the council will work with Dimensions to ensure continued access to the current arrangements at Newton House until alternative arrangements, for those people who need them are in place. Following the letter to families, Dimensions confirmed that bookings for the service will continue until the review of each person is completed.

3.4.3 While this work is underway, Newton House will continue to provide a respite service whilst alternative options are put in place. Of the 22 people who were using Newton House, three have moved into long term care so no longer require respite. 14 people have had an alternative respite offer identified. No decision will be made about the future of this facility until suitable alternatives are in place for the families affected.

3.5 COMMUNITY PARTNERS UPDATE

3.5.1 The Council continues to deliver a programme of recommissioning of community support services provided by B&NES third sector across Early Help, Housing, Adult Social Care and Public Health portfolios. Commissioning intentions

have been developed and informed through ongoing collaboration with community partners and market engagement events including:

- May 2024: VCS engagement event - well attended with joint communications to sector
- Early Help: Engagement to inform commissioning intentions
- Community Services: Market engagement events held in September and October, followed by individual meetings with incumbent providers
- Housing Services has since 2022 continuously engaged with providers via an already established multi-agency group focusing on improving the homelessness pathway
- Joint commissioning training workshop looking at new commissioning models – via 3SG
- Market engagement undertaken as part of Public Health and Prevention procurement activity

3.6 PUBLIC HEALTH AND PREVENTION PROGRAMME UPDATE

3.6.1 The Health and Social Care Act 2012 sets out a Local Authority's statutory responsibility for delivering and commissioning Public Health services. Below provides details of the Public Health services which are included in the Community Services Transformation Programme -

3.6.2 0-19 (25) Public Health Nursing Services

Following a competitive process, the incumbent, HCRG Care Group will deliver the new 0-19 (25) Public Health Nursing Service from 1st April 2025. Mobilisation has started and key meetings are scheduled with the provider to ensure delivery of the new service and key milestones as outlined in the comprehensive mobilisation plan are met. This will ensure that enhancements to the current service as outlined in the new service specification are delivered from April. These include introducing a new Child and Family Wellbeing App with on-demand advice, a single point of access for direct contact community drop-in hubs and school-based programmes and health promotion. Children, young people and families will be empowered to take an active role in their health and wellbeing and routine reviews will be complemented by extensive self-help resources, strong partnerships with schools, early years settings and wider organisations to ensure an accessible service for all. There will also be named health visitors for families with children up to the age of 4 and a named school nurse for each secondary school.

3.6.3 Drug and Alcohol Services

The procurement of Drug and Alcohol Services is ongoing, following an initial representation in relation to the intention to award made in November. A provider submission to the Independent Patient Choice and Procurement Panel (the 'Panel') has been accepted and an update in relation to advice received from the Panel is likely to be received early February. During this time, the local authority will continue to respond to and support the Panel in their review and the current standstill period will continue.

3.6.4 Wellness Service

Following a competitive process, a new provider has been awarded the contract to deliver B&NES Wellness Service from 1st April 2025 called Everyone Health Ltd. The B&NES Wellness Service will continue to provide high quality interventions to support individuals to stop smoking, increase physical activity and increase emotional health and wellbeing. From April 2025 the Service will move from delivery of individual weight management interventions to focusing on understanding and responding to the needs of local communities. The Service will work collaboratively with community organisations and members to co-develop health improvement initiatives with a focus on food, physical activity and emotional health and wellbeing. The Service will also strengthen its focus on health coaching. This means supporting individuals to identify their health improvement goals and working with them over time to achieve those goals. The local authority public health lead will be working closely with Everyone Health Ltd, HCRG Care Group and wider system partners to move to the new arrangements by April 2025. Any changes to the service offer and processes for referral and sub-contracting from April 2025 will be communicated in advance, during the mobilisation period from January 2025 – March 2025.

3.6.5 Remaining Public Health Contracts

Re-procurement of the remaining public health services is underway. This includes provision of LARC (long acting reversible contraception), Community Pharmacy Sexual Health Service, NHS Health Checks, Stop Smoking and Nicotine Replacement Therapy Dispensing from GPs and Community Pharmacies - all of which are being procured under a Direct Award process. A Health in Pregnancy Service is also being reprocured through a Most Suitable Provider process.

3.7 ADULT SOCIAL CARE PROVIDER SERVICES UPDATE

3.7.1 ASC have a large provider service, which includes Care Homes, Extra Care Housing, Learning Disabilities Day Services, Supported Living, Shared Lives and Employment Services.

3.7.2 From September 2024, management of the Care Homes and Extra Care Housing moved from the Assistant Director of Operations & Safeguarding to the Assistant Director of Adult Regulated Services and Governance.

3.7.3 Adult Regulated Services include the two Community Resource Centres (Cleeve Court and Combe Lea) and 5 Extra Care Schemes (Avondown House, St Johns Court, Hawthorns Court, Greenacres Court and The Orchard). The 5 Extra Care schemes remain rated as 'good' by the Care Quality Commission and the 2 Care Homes are rated overall as 'requires improvement' but with good in key areas such as, 'caring' and 'responsive'. Extra Care was last inspected by CQC in July 2022, followed by Combe Lea in October 2022 and Cleeve Court in December 2022.

3.7.4 The team continue to focus on improvement of the service. Recently, an independent inspection was commissioned and Care 4 Quality were invited to undertake mock inspections in both Community Resource Centres and two Extra Care Schemes (St Johns Court and Hawthorns Court) in September and October. The feedback from the visits has been incorporated into the CQC action plan.

3.7.5 A new care planning system has been purchased to support residential services to migrate into digital care planning as this is recognised as good practice

by CQC. The system is becoming embedded, staff are receiving training and we are developing care planning champions at each service. The benefit of this approach is improved oversight of each resident's care needs and standardisation of care practice.

3.7.6 Over the last 3 months, Cleeve Court has been undertaking an intensive recruitment campaign which has resulted in the recent appointment of 2 Night Senior Support Workers and 3 Day Senior Support Workers. After a long standing vacancy at our Extra Care Avondown House service, we are pleased to announce that the new service manager commenced in post in November.

3.7.7 On the transfer of services from HCRG Care Group, the Council took over the responsibility for delivery of the Learning Disability provider services. This includes two day services supporting up to 70 people per day. The two Supported Living Services and Supported Living Outreach are rated 'good' by CQC. The Employment Support and Job Coaching Service, and the Shared Lives Scheme are also rated 'good' by CQC. The service has undertaken a comprehensive review of its delivery and costs following the transfer. Recruitment to the services remains positive with low numbers of vacancies across each service area.

3.8 COMMUNITY WELLBEING HUB UPDATE

3.8.1 The aim of the Community Wellbeing Hub (CWH) is to be the "front door" for Adult Social Care.

3.8.2 The Community Wellbeing Hub Partnership is delivering high impact for the population of B&NES. Activity through the referral process continues to increase exponentially, ensuring those needing support from partners are logged, tracked, and efficiently directed to the best offer of support available. In the past 12 months, the CWH has managed 9,532 referrals and supported 4,452 people with offers across a diverse range of needs including, for example, money, mental health, managing at home, carers, and exercise. This number of referrals is an increase of 237% for the same period in the previous year. Most referrals (80%) are direct from professionals across sectors (hospitals, police, GPs, DWP, Utilities etc), demonstrating the high demand for a centralised holistic partnership approach.

3.8.3 Ongoing goals for sustained development continue to build momentum and are far exceeding expectations about what can be possible through the deliberate collaboration, communication and commitment of all partners involved. Integration and system development has progressed to a roll out plan for access to the Integrated Care Record for third sector partners; the initial stages of development of an MDT dashboard; and building a social benefit calculator to reflect the ROI for the activity directed through the CWH. The door continues to widen to encompass a broad range of partners, this has increased from 22 to 35 voluntary, third sector and statutory partners in the past year, including encompassing Avon Fire and a new lottery funded partnership with Bath and West Community Energy, to support engagement with and access to renewable energy.

3.8.4 Outreach through the Hub and Spoke model has enabled more than 100 interactions with members of the public each month in RUH as well as increasing public engagement with information stands in various public and community sites across B&NES and sharing expertise at support groups and events. Creative solutions to a wide range of issues have been supported with successful ongoing projects, including the hospital discharge support work which has expanded into

community hospitals; trialling approaches to early identification of frailty working with 92 people experiencing frailty to support access to broad support and prevent deterioration; and AI solutions for access to services and accurate identification of needs.

4 STATUTORY CONSIDERATIONS

4.1 The Health and Care Act 2022 gave the Care Quality Commission (CQC) new powers to ensure Local Authorities (LA) meet their duties under part 1 of the care Act 2014. CQC inspections are assessing the performance of all Local Authorities to assure CQC and the Department of Health and Social Care (DHSC) about the quality of care and consider any improvement that maybe required.

4.2 Adult Social Care was inspected from April 2024 through to September 2024 and we are awaiting publication of the CQC report, this is expected to be by the end of January 2025. Attachment two details the inspection timeline for B&NES.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

5.1 ASC will deliver a breakeven budget in 2024/25. However, there continues to remain pressures in the ASC budget. In the older people's budget, there has been an increase in demand and the care packages which are purchased are increasing in cost. The other main pressure on the budget is in learning disabilities where we continue to see growth in numbers and complexity of cases.

6 RISK MANAGEMENT

6.1 There is a suite of risk registers for Adult Social Care and the top 5 risks are reported as part of the Council's overall risk register and this includes mitigation and risk owners. The ASC risk register is monitored and reviewed by the senior management team on a quarterly basis. The Council risk register is monitored and reviewed quarterly and ASC reports to the corporate risk group and CMT.

7 EQUALITIES

7.1 No specific issues have been raised about the Adult Social Care service delivery model. The service is very aware of the importance of delivering equitable services to all those people who have drawn on care and support and their carers.

8 CLIMATE CHANGE

8.1 No negative impacts are expected from the proposed new delivery models on climate change. The proposed service delivery arrangements will be comparable to the existing provision for Adult Social Care.

Contact person	Suzanne Westhead Director Adult Social Services
Background papers	These are available for inspection on B&NES Council website
Please contact the report author if you need to access this report in an alternative format	