

## **Transformation of Social Care in Bath & North East Somerset Project Plan Overview**

**November 2008 Update**

### **Introduction**

'Putting People First' sets out the Government's shared vision and commitment to the transformation of Adult Social Care. The concordat builds on themes set out in the White Paper 'Our Health, Our Care, Our Say' and statements set out in the 2007 budget report and Comprehensive Spending Review. Demographic challenges presented by an ageing population and the rising expectations of those who rely on social care underpin the Government's commitment to fundamental system change.

Key elements of a transformed social care system include:

- Commissioning activity and service delivery which is evidenced based
- Commissioning activity which stimulates and incentivises the market
- A focus on high quality advice, information, advocacy
- Maximum choice and control for service users and carers
- A single assessment process and single point of access
- Person centred planning and personalised budgets
- A focus on early and social interventions
- Integrated working arrangements between different professions
- Robust individual and public protection arrangements
- Coherent mechanisms for ongoing public engagement and involvement

A Project Plan has been developed reflecting a number of transformation themes.

### **Key Themes and Supporting Themes**

The Transformation Project Plan comprises two key themes and related work streams and a number of supporting or complementary themes/work streams. The plan forms the basis of our emerging

Transformation Strategy, a core document that will articulate our co-ordinated approach to whole system change across the health, social care and housing partnership.

## Key Theme 1 - Personalisation

This key theme addresses the person centred planning and personal budget requirements of transformation, building on and/initiating the following work streams:

- **Personal Budgets** – Taking stock of what we have learned from the IB pilot, reviewing and revising tools and processes in line with Single Assessment Process requirements and re-launching the roll-out programme
- **Support Planning & Brokerage** – Enhancing and complementing the existing in house brokerage service with independent sector pilots, and exploring options for mainstreaming support planning into community teams
- **Long Term Conditions** – Working with PCT colleagues to identify specific health care pathways to supported by IBs
- **Practice Based Commissioning** – Working with GP partners to increase social care and social intervention commissioning and prescribing
- **Self Assessment** – Developing and expanding self assessment opportunities for those with low to medium needs within an outcomes based IB assessment framework

## Key theme 2 – Early Intervention, Prevention and Enablement

This key theme addresses the need to make a strategic shift towards delivering more low-end solutions to service users who might otherwise develop more acute/chronic needs:

- **Telecare & Telehealth** – Mainstreaming the availability of this type of equipment in line with pilot recommendations
- **Resource Review** – Reviewing the eligibility and processes for all grant and revenue funding as part of a broader strategic review of how resources are applied to the early intervention agenda, including an impacts on the application of FACs criteria

- **Rural and Social Needs Project** – Linking with libraries, community development and community learning to maximise social interventions and social prescribing for rural communities
- **Out of Hours Project** – Working with adult and emergency duty, SPA, ambulance and other out of hours services to deliver alternative care pathways to divert people from high-end services
- **Older People's Housing & Support** – Implementing the recommendations of the Older People's Housing Strategy, 'The Key to Independence'
- **Health Promotion** – Reviewing and re-focussing joint healthy promotion and information initiatives to align with the strategic shift towards early intervention

## Supporting Themes

A number of complementary themes and related work streams have been identified to ensure that our approach to transformation is a whole system approach rather than a series of unrelated projects:

- **Shared Vision & Governance** – Ensuring that management and delivery of the transformation agenda is supported and steered by new partnership arrangements
- **Strategic Linkages** – Aligning our transformation programme with national and local priorities
- **Strategic Commissioning** – Enhancing our approach to commissioning to deliver a vibrant and creative market place that is able to respond to all potential customers
- **Safeguarding & Risk Management** – Providing an operating framework that protects customers, staff and the general public
- **Communication, Information & Advocacy** – Delivering key messages across user and carer networks and supporting the most vulnerable to access the help and support they need
- **Workforce Development** – Thinking creatively about new roles and training requirements to support new ways of working
- **Community Engagement, User & Carer Involvement** – Supporting and encouraging the development of user led organisations and user led involvement in all aspect of transformation

- **Finance** – Harmonising financial systems to achieve maximum efficiency and effectiveness
- **Information Technology** – Integrating the systems that help us deliver services and monitor our performance

## Progress

Significant progress has been made on a number of work streams to date:

- **Personalised Budgets** - Consultation and evaluation of the IB pilot has now taken place with staff and providers and a revised project plan to facilitate full scale roll out has been developed. An impact assessment including financial and contracting implications has been completed in relation to five roll out options. Further analysis/impact assessment in relation to cultural change, staff & provider capacity and service user risk, for all five roll out options, is now in progress
- **Support Planning & Brokerage** - Bath & North East Somerset has secured pilot funding to support the development and delivery of a voluntary sector support planning and brokerage pilot in partnership with Age Concern and the Shaw Trust. It is anticipated that needs analysis and resource allocation to support service users with these functions will become integrated into the assessment process thus avoiding the future need for the authority to commission such services separately i.e. encouraging the market to be demand led
- **Long Term Conditions** - Early discussions have taken place with PCT colleagues to scope this work including the possibility of supporting Continuing Health Care needs with Personalised Budgets, should anticipated changes in the regulatory framework allow
- **Practice Based Commissioning** - The possibility of developing a number of jointly funded posts between primary care and social care is being explored with the Practice Based Commissioning group
- **Self Assessment** - An integrated health and social care assessment form has been developed and will be piloted across several teams during November and December 2008. Following the pilot a simplified version of the assessment form will be developed to support self assessment

- **Rural & Social Needs** – Building on a rural needs gap analysis completed earlier in the year a partnership project has been established between Libraries, Community Learning, the Volunteer Centre and the Social Prescribing Pilot group. Focussing on Keynsham-Saltford-Chew Valley and Norton-Radstock-Paulton-Peasedown the partnership will develop and increase volunteering and social opportunities for ‘frequent attenders’ at GP surgeries and for those presenting with low level mental health needs. Service users’ access will be routed by a number of ‘Social Facilitators’ employed jointly between primary care and social care
- **Older People’s Housing & Support** – Resources have been identified to fully scope, specify and test the feasibility of a new Independent Living Service for Older People. The new service would draw together a number of recommendations set out in the ‘*The key to Independence*’ which recognised housing related support as a key factor in delivering a range of health agendas from falls prevention to managing mental health. Through the use of assistive technology e.g. community alarms, falls detectors, the service will provide a safety net for vulnerable tenants and home owners who do not have family, friends or neighbours to contact in the event of an emergency. The service will also provide floating support to home owners and non-sheltered tenants to provide more equitable access to support for older people who do not live in a traditional sheltered housing scheme
- **Supporting Themes & Infrastructure** – A Social Care Transformation Steering Group has been established to oversee strategy development and delivery
- A recent event for providers attracted around fifty attendees from a range of health, social care and housing organisations. Participants made a significant contribution to thinking and strategic planning in relation to market development and personalisation
- In addition to the safeguarding arrangements already in place for the protection of vulnerable adults a specific group has been convened to address safeguarding issues in relation to Personal Budget users
- The delivery of the Bath & North East Somerset joint Advocacy Strategy has been adopted by the Safeguarding Interagency Partnership
- A model for the development of User Led Organisations is current being researched by Bath People First. Health partners are taking a lead in formulating a clearer strategy for user and carer involvement as a key aspect of the emerging Health & Wellbeing Partnership. The possibility of supporting an umbrella organisation to act as a mouthpiece for existing networks is also being considered

- A bid has been submitted to Department of Health for funding to support the development of the Common Assessment Framework. The bid proposes significant enhancements in the existing social care client record/care management IT system to facilitate the evolution of a single, integrated system, accessible by health and social care partners with secure portal access for service users and voluntary sector partners

## **Next Steps**

### **IB Roll Out**

A key milestone in the coming months will be to resolve all remaining issues relating to the successful roll out of Personal Budgets for all social care users, as set out in the revised IB project plan. Fundamental to the success of the personalisation agenda will be the development of a more streamlined approach to charging as indicated by the current review of Fairer Charging guidance being carried out by the Department of Health.

### **Charging**

The issue of charging, or collecting financial contributions from IB holders, was identified as a key issue during the IB pilot programme. This was due to the nature of Fairer Charging relating to services and the need to bring together different funding streams. The aim of the DH review is to design a new local authority personal financial contribution regime that is appropriate for Personal Budgets and which will accommodate any other funding streams that Ministers might wish to include in any future roll out of IBs. The aim is to issue revised guidance to local authorities in Spring 2009 and the DH Project Board has agreed to the testing of a model which might be suitable for general use. A selection of local authorities identified as receiving high, medium or low incomes from charging have submitted data for testing the model.

DH will then undertake a twelve-week national consultation starting in November 2008. The model to be tested is based on contributions being made by service users as a percentage of a Personal Budget taken as a whole, rather than trying to divide the budget into chargeable and non-chargeable elements.

An overview of current (local) operational charging policy has been drafted as a precursor to the wider scale review and revision indicated by the anticipated changes in national policy guidance.

### **Fair Access to Care**

A national review of FACs eligibility criteria was published in October 2008 by the Commission for Social Care Inspection. The report makes a number of recommendations in relation to i) setting eligibility criteria which allow some level of advice and assistance to everyone seeking care and support, ii) the replacement of FACs with a revised system based on 'priorities for intervention', iii) making clear distinctions between the assessment of needs and any subsequent allocation of funds, iv) introducing a range of support measures to improve initial responses from council to people seeking support. A local response to this national review will now be developed.