

CABINET MEMBER FOR ADULT, SOCIAL CARE AND HEALTH

**Venue: Town Hall,
Moorgate Street,
Rotherham.**

Date: Monday, 7th April 2008

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence
4. Support to People who Self Fund their Care (Pages 1 - 7)
5. Intermediate Care Review (Pages 8 - 14)
6. Date and time of next meeting:-
Monday, 21st April, 2008 at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Adult Social Care and Health
2.	Date:	7th April, 2008
3.	Title:	Support to People who Self Fund their Care
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

5.1 The Commission for Social Care Inspection included the following issue as an area for improvement in its 2006/07 Annual Performance Assessment of Social Care Services for Adult Services for Rotherham.

‘Completing the work to establish how many self funding people access services without an assessment to judge whether there is a need to further promote the availability of assessments’.

5.2 This report provides Members with an update of the progress to date and sets out an action plan (Appendix 1) to improve support provided to self funders.

6. Recommendations

6.1 That Members receive this report and note its contents.

6.2 That Members agree the attached Action Plan (Appendix 1).

7. **Proposals and Details**

- 7.1 People who self fund their care are entitled to have an assessment of need. A range of support mechanisms are in place to assist people to make an informed decision. There is a requirement to develop and enhance the information and advice available to self funders.
- 7.2 The Commission for Social Care Inspection (CSCI) have published two reports recently which make reference to the inadequate support provided by Councils to people who fund their own care.

“A fair contract with older people? A special study of people’s experiences when finding a care home” (CSCI October 2007) states that,

‘It is crucial that self funders are provided with the necessary information and support to make decisions about their care. There is clearly a cost attached to this but government and councils need to respond to the demand from older people and carers for high quality information and advice services, ranging from good one-to-one advice over the phone to expert brokerage services available across the country’.

“The State of Social Care in England 2006-07. The Commission’s annual statutory report to Parliament” (CSCI January 2008) states that,

‘Councils should ensure that care assessments are carried out for people who fund their own care, whether they are at home or in hospital’ and ‘Priority should be given to the local provision of expert advice and information about care services, tailored to the individual, whether people fund their own care or not.

- 7.3 The Joint Strategic Needs Assessment identified that there are 320 people in care homes who fund their own care. Of these, 118 (37%) accessed the service with a needs assessment, 202 (63%) people made their own arrangements. The Directorate needs to do more to assist the majority of these self funders who take up residential care placements without having an assessment.
- 7.4 A more detailed survey of self funders is being undertaken to inform how the Directorate can improve the support it provides to self funders.
- 7.5 Appendix 1 attached sets out an action plan and a progress update on initiatives being developed to improve the advice and support to self funders and promoting access to assessments of need.

7.6 There are a number of initiatives in place to support self funders in Rotherham. These include:-

- **Access to the Deferred Property Scheme.** There are 71 (5%) people who have accessed the Directorate's 'Deferred Property Scheme'. These people will be self funders once their property has been sold. The Directorate pays their accommodation charges and recovers the loan from the sale proceeds. In all these cases the person has had an assessment of need.
- **An independent advocacy service specifically for people entering or living in residential care.** This service is provided by Age Concern and is funded by the Directorate. Posters and leaflets promoting the service are provided to both in house and independent sector homes. The advocate works 21 hours per week with a caseload averaging 25. The average referral rate is 2 per month, a third of these relate to self funders. Take up of this service appears to be low. A review of this service is to be undertaken as part of the action plan set out in Appendix 1.
- **A Nursing and Residential Care Information Directory booklet.** This booklet is sponsored by a marketing company at no cost to the Council. It contains information about how to access an assessment of need and what financial issues need to be considered when choosing a care home. The booklet is updated annually and is available in a variety of locations.
- **Information on the Council's website.** This includes information on how to access an assessment of need and details about the Council's charging policies. A review of the Directorates section within the website is being undertaken to improve access and information.

7.7 A joint initiative with The Pension Service is to be launched in the spring to offer self funders in residential and nursing care a welfare benefit check. There maybe people who are entitled to Pension Saving Credit or Attendance Allowance.

7.8 The impact of these initiatives and the implementation of the attached action plan will enhance the support already provided to people who self fund their care.

8. Finance

8.1 There are no specific additional financial implications associated with this report.

9. **Risks and Uncertainties**

9.1 There is a risk that failure to improve support to self funders could impact on the Directorates Performance rating and the Council's Comprehensive Performance Assessment (CPA) rating.

10. **Policy and Performance Agenda Implications**

10.1 This report contributes to the **Freedom from Discrimination or Harassment** outcome set out in the Social care Outcomes Framework in that those who need social care have equal access to services without hindrance from discrimination or prejudice.

10.2 Support to self funders is a key area for improvement in CSCI's 2006/07 Annual Performance Assessment of Social Care Services for Adult Services for Rotherham. Delivering on this issue will impact on the Directorates future Performance Rating as well as contributing to the Audit Commission's CPA rating for the council.

11. **Background Papers and Consultation**

11.1 The following background papers refer.

A fair contract with older people? A special study of people's experiences when finding a care home." CSCI October 2007.

The State of Social Care in England 2006-07. The Commission's annual statutory report to Parliament. CSCI January 2008

Contact Name: Doug Parkes Business Finance and Commissioning Manager
Ext 3927 - email doug.parkes@rotherham.gov.uk

Support to Self Funders – Action Plan

Appendix 1

Ref.	Action point	Progress To date	Target Date	Lead Officer	Measure of Achievement/Outcomes
1	Identify how many self funding people access services without an assessment to judge whether there is a need to further promote the availability of assessments'.	Numbers of self funders identified as part of JSNA	Feb 2008	Business Manager Doug Parkes	Number of self funders accessing service through assessment identified.
2	Carry out customer satisfaction survey of self funders to identify opportunities for improving the support and advice they receive from the Directorate.	Information being collated from providers to enable contact to be made with self funders or their financial agents.	April 2008	Business Manager Doug Parkes	100% of self funders to be offered the opportunity to comment on advice and support arrangements.
3	Ensure Commissioning and Market Development Strategies account for the needs of the whole population and not just those who approach the council for help.	JSNA completed. Commissioning Strategy completed. Strategies are being developed to include the needs of self funders	April 2008	Strategic Commissioning Manager D Stevenson	Strategies developed to include the needs of self funders
4	Review the Advocacy SLA with Age Concern to determine whether provision of expert information and advice about care services is consistent whether people fund their own care or not.		June 2008	Commissioning Manager Andy Hare	SLA reviewed revised outcomes and performance monitoring arrangements agreed. 95% of self funders accessing this support are satisfied.

Ref.	Action point	Progress To date	Target Date	Lead Officer	Measure of Achievement/Outcomes
5	<p>Review information and availability of booklets and leaflets to ensure self funders have sufficient information to make informed decisions about their care needs.</p> <ul style="list-style-type: none"> • Map what information is available. • Where information is available. • Equality impact assessment. • Quality assure information including obtaining customer views. 	Included within development of Assessment Direct project	Sept 2008	Service Manager Sam Newton	<p>Review of information completed.</p> <p>Satisfaction survey completed involving the Learning from Customers Forum.</p> <p>Information easily accessible and self funders confirm it enable them to make an informed decision about their care needs.</p>
6	Review information on the Council's website to ensure self funders have sufficient information to make informed decisions about their care needs.		June 2008	Service Development Officer Kath Amies	<p>Review of information completed.</p> <p>Satisfaction survey completed involving the Learning from Customers Forum.</p>
7	The pension Service to offer welfare benefit assessment for self funders already in residential care	Principle agreed with The Pension Service. Questionnaire drafted	July 2008	Business Manager Doug Parkes	100% of self funders offered welfare benefit check
8	Information, advice and assistance will be available and easily accessible in a first stop shop service (physical and virtual) for self funders.	Included within development of Assessment Direct project	Sept 2008	Service Manager Sam Newton	<p>Review of information completed.</p> <p>Satisfaction survey completed in liaison with the Learning from Customers Forum.</p>

Ref.	Action point	Progress To date	Target Date	Lead Officer	Measure of Achievement/Outcomes
9	Self funders will be given information to access preventative services so that we reduce the amount of money that they spend on their care.	Included within development of Assessment Direct project	Sept 2008	Service Manager Sam Newton	Review of information completed. Satisfaction survey completed involving the Learning from Customers Forum.
10	Review Eligibility Criteria guidance to social workers to make it clear that self funders who are not eligible or plan to self-fund their care should be offered an assessment of need.		April 2008	Service Manager Sam Newton	Eligibility Criteria guidance contains clear instructions for assessing self funders. 100% of self funders are offered an assessment.
11	Self funders will be given the opportunity to consider a range of care options, not just residential care.		April 2008	Service Manager Sam Newton	100% of self funders are given the opportunity to consider a range of care options.
12	Establish a process which enables self funders to have an annual review to make sure their needs are still being met appropriately.		June 2008	Service Manager Sam Newton	100% of self funders have an annual review which confirms their needs are being met.
13	Interpret the implications of CSCI report 'A Fairer Contract for Older People' this relates to the contract terms and conditions for older people entering residential care.	Briefing report to DMT completed with outline action points identified	April 2008	Commissioning Manager Kath Rogers	Action Plan for addressing CSCI recommendations drafted.

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:	Cabinet Member for Adult Social Care and Health
2.	Date:	7th April 2008
3.	Title:	Intermediate Care Review
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

The Adult Board endorsed the recommendations of The Intermediate Care Review on 11th October 2007. Subsequently The Joint Commissioning Team has developed an implementation plan, aimed at achieving the key objectives set out in the review. This is a progress report on that implementation plan. There have been some delays, due to the failure to appoint to the newly agreed Joint Service Manager post. Remedial actions are now in place to bring the plan back on target.

6. Recommendations

It is recommended that Cabinet Member;

- Note progress that has been made on implementation of the intermediate care review.

7. Proposals and Details

Progress on the implementation plan is summarised below.

Establishment of pooled budget arrangements

Rotherham MBC Finance Department are finalising the value of the pooled budget. Current budget allocation across RPCT and RMBC on therapy services has been identified and this is being translated into a single block budget for 2008/09. This block budget will be contained within the overall pooled budget arrangement.

Pooled budget contributions from RPCT and RMBC have been calculated and verified by both financial sections.

Joint Commissioning Arrangements

The Adults Board have agreed that the intermediate care services be subject to joint commissioning arrangements. The Joint Commissioning Team will act as Commissioner on behalf of The Adults Board. Provider responsibility will be held by Neighbourhood & Adult Services. Therapy services will be subject to subcontracting arrangements between RMBC and RPCT, with a ring-fenced therapy budget.

The Joint Commissioning Team has developed a draft service specification, service level agreement and performance management framework. The performance management framework links directly to that for The Adults Board and addressed a number of the key NAS performance indicators. These documents are currently being considered by partners from provider and commissioning before signing off.

Service reconfiguration

Rotherham MBC and Rotherham PCT have agreed, financed and established a service manager for intermediate care. This post is currently being recruited to. The service manager will have overall responsibility for the service. The post will directly line manage all social care staff. The post will also act as contract manager for the therapy service.

The original intention was to address issues of service reconfiguration after appointment of the service manager. However because there has been a delay in the appointment of this post it has been agreed that the NAS Provider Services will work with the Commissioner to develop a new admission protocol which will open the service to referrals from the community. Work on the new admission protocol has begun and will be overseen by a multi-agency group covering health and social care.

8. Finance

Finance officers from Rotherham MBC and Rotherham PCT have reported that the proposals on the new pooled budget reflect current budget allocations.

Final agreement is still being sought from RPCT Provider Services on the budget allocation for therapy services. RMBC Finance have nearly completed their work on confirming the value of the overall pooled budget for 2008/09.

Work on the pooled budget agreement, which covers the contribution by RPCT to the pooled budget using Health Act Flexibilities, is nearly complete. RPCT Finance and RMBC Finance are in agreement on the wording of the document. We are just waiting for confirmation of the final pooled budget value.

9. Risks and Uncertainties

There are some risks associated which are currently being managed;

The delay in appointing the service manager has meant that we are unable to address some of the performance issues and service reconfiguration issues that still exist. The service is currently under-performing, in some cases due to difficulties with recruitment of front line staff. Failure to employ a service manager would interfere with implementation of the review recommendations.

The residential service is still acting almost exclusively as a hospital discharge tool. By opening up the service to community based referrals it should start to address some of the strategic objectives of NAS. In particular it should reduce admissions to residential care and increase the number of people who are supported at home. Failure to implement could lead to increased costs in residential and home care.

10. Policy and Performance Agenda Implications

The review recommendations, if implemented, should have a positive impact on the following adult services key performance indicators;

BVPI 54	Older people helped to live at home
AO/C72	Older people aged 65 or over admitted to residential/nursing care
AO/B12	Cost of intensive social care for adults and older people
AO/C32	Older people helped to live at home
AO/D41	Delayed transfers of care

The review will also assist the local authority in achieving the outcomes set out in the Adult Social Care Framework for Performance Assessment. The main standards of performance which are relevant to Intermediate Care include;

- The promotion of services which facilitate **health and emotional well-being**
- **Promoting independence** and supporting people to make the most of their potential
- Ensuring that people are encouraged to participate fully in their community
- Access to **choice and control** of good quality services, responsive to individual need
- Development of corporate arrangements which promote consistent, sustainable and effective improvement
- **Commissioning** and delivery of services to clear standards of both quality and cost

11. Background Papers and Consultation

- Intermediate Care Review - Main report
- Draft service specification
- Draft partnership agreement

Contact Name : Shona McFarlane
01709 823928
Shona.mcfarlane@rotherham.gov.uk

REVISED IMPLEMENTATION PLAN – INTERMEDIATE CARE REVIEW

Action	Lead officer*	Target date	Update – March 2008
Establish pooled budget arrangements			
Verification of the baseline pooled budget for 2007/08	Chris Stainforth Mark Scarrott	March 08	Finance Dept at RMBC are finalising the pooled budget value for 2008/09.
Verification of the baseline pooled budget for the PCT provider block SLA		March 08	Joint Commissioning Team have identified current spend on therapy services. RPCT Provider Services are in dispute about the final value of this element of the pooled budget
Verification of pooled budget contributions from RPCT and RMBC		March 08	Baseline figures from 2006/07 have been established. Waiting to Finance Dept at RMBC to apply uplift on their element of the contribution
Agreement on uplift for 2008/09		March 08	No action taken on this yet
Agree pooled budget arrangements		March 08	Pooled budget agreement has been written. Agreed by RPCT and currently being considered by RMBC
Agree joint commissioning arrangements	Joint Commissioning Manager	March 08	PMF & reporting arrangements in in draft form. APB has agreed that the JCT will act as commissioner.

Action	Lead officer*	Target date	Update – March 2008
Put in place Service Level Agreements			
Approve Service Specification for the Intermediate Care Service	Joint Commissioning Manager	Feb 08	Service level agreement still being developed, advice from legal being sought
Approve Service Level Agreement with RMBC to deliver the intermediate care service			
Approve service level agreement between RMBC and RPCT provider Services to deliver intermediate care therapy services		March 08	No action taken on this yet. Pending agreement on pooled budget
Approve joint performance management framework		Feb 08	PMF to be agreed by commissioners at APB on 7 th Feb 2008. Director of Health & Well Being has indicated support. Should sign off after APB endorsement
Approve new GP contract		Aug 07	Completed
Service reconfiguration			
Appoint service manager for intermediate care	Director of Health & Well Being (RMBC)	May 08	Post readvertised on 13.3.08, due to poor response from initial advert
Approve new admissions protocol for the intermediate care beds		Sept 08	Under development

Action	Lead officer*	Target date	Update – March 2008
Remove ring-fence at Netherfield for people under 60 years	Service Manager Intermediate care	March 08	Request for variation of registration conditions has been submitted to CSCI and is being dealt with
Approve reconfiguration of the intermediate care residential service, introducing a split between step-down and intermediate care provision		Sept 08	On hold until service manager in place
Develop protocols for monitoring long term impact of the intermediate care residential service		Sept 08	This is a key performance issue and although it has been held pending appointment of the service manager, work has now started
Recruit specialist mental health occupational therapy post	Service Manager CMHT	May 08	RDASH ready to recruit – funding issues are being resolved
Service reconfiguration			
Complete review of Community Rehabilitation Team	Joint Commissioning Manager	June 08	Review has started. Review Group has been convened. Preliminary report to APB scheduled for April 08