

Adult Care and Well Being Overview and Scrutiny Panel

Wednesday, 18 July 2018, County Hall, Worcester - 10.00 am

Minutes

Present:

Mrs J A Brunner (Chairman), Mr T Baker-Price, Mr A Fry, Mr P Grove, Mr P B Harrison, Mrs E B Tucker (Vice Chairman) and Ms S A Webb

Also attended:

Mr A I Hardman, Deputy Leader and Cabinet Member for Adult Social Care
Peter Pinfield, Healthwatch Worcestershire

Avril Wilson (Interim Director of Adult Services),
Frances Kelsey (Interim Lead Commissioning Manager),
Amanda Blackton (Commissioning Manager),
Emma Allen (Commissioning Manager), Sheena Jones
(Democratic Governance and Scrutiny Manager) and
Emma James (Overview and Scrutiny Officer)

Available Papers

The members had before them:

- A. The Agenda papers (previously circulated);
- B. Presentation handouts for items 5 and 6 (circulated at the Meeting)
- C. The Minutes of the Meeting held on 18 May 2018 (previously circulated).

(Copies of documents A and B will be attached to the signed Minutes).

281 Apologies and Welcome

The Chairman welcomed everyone to the meeting. Apologies had been received from Councillors Rob Adams and Robin Lunn.

282 Declarations of Interest

None.

283 Public Participation

None.

284 Confirmation of the Minutes of the Previous Meeting

The Minutes of the meeting held on 18 May 2018 were agreed as a correct record and signed by the Chairman.

285 Post Cabinet

In attendance for this item were:

Update on Learning Disability Consultation Plans

Avril Wilson, Interim Director of Adult Services
Fran Kelsey, Lead Commissioning Manager for Learning Disabilities
Amanda Blackton and Emma Allen, Commissioning Managers

The Chairman explained that the Panel had requested an update on plans for Learning Disability Day Services and Replacement Care, following earlier updates on pre-consultation engagement, and the subsequent decisions by Cabinet on 14 June.

The Lead Commissioning Manager talked through the main points from the presentation which had been circulated to the Panel (available on the Council's website), which included the recommendations approved by Cabinet.

Regarding Day Services the plans endorsed by Cabinet were around developing services further to ensure maximum value for money by working together with service providers. Officers were looking at remodelling the 12 Week Connect Service to sit with social workers, following feedback about the value of the service and how it contributed to the new 3 Conversation model for social work.

However, the low numbers using the Wyre Forest Connect long-term Learning Disability Day Service, meant it was unsustainable. Officers had therefore commenced formal consultation with service users and carers on the proposal to close the Service, the re-provision of services for the individuals, as well as assessing the impact of losing two other services which were based in the same building at Blackwell Street, Kidderminster.

Formal staff consultation had commenced on the permanent relocation of Connect Droitwich, previously based at Kingfields in Droitwich, to the Wendron Centre in Bromsgrove.

Regarding Replacement Care, there had been a huge amount of feedback on the value of the service and it was well evidenced that it saved the Council money through avoiding the need for more expensive services. Cabinet had therefore endorsed the intention to remodel the way services were provided in order to meet eligible care needs whilst ensuring maximum value for money, and a task group had been set up to take this forward, alongside work with the Children and Families

Directorate.

There would be a further report to Cabinet in November regarding plans for Day Services and Replacement Care. The Panel requested an update to its 6 November Panel, in order to provide scrutiny on the plans.

Main discussion points

- Panel members asked for more detail about the changes involved in aligning the 12 Week Connect Service with the new 3 Conversation model of social work, and how this would change the work of staff? It was explained that the change was organisational and would involve updating the service specification, looking at expected outcomes and feedback from recent engagement and checking for duplication. Staff would need to be consulted but in reality not a great deal would change, since their work was already very effective and in many ways already reflected the 3 Conversation approach.
- Regarding information about choices, it was explained that people were informed about services available to them through discussion with social workers, in liaison with the family. There was a wide range of day services, many of them small such as care farms. The aim was for choice and increasingly people opted to do different things on different days.
- Commissioners worked to stimulate the market through provider forums and tried to encourage potential providers. In order to take on a Council-funded individual, a provider needed to visit the Council's online tendering system, which was quite detailed because of the required information on quality, finance and outcomes. This then enabled the Council to quality assure.
- The Panel sought reassurance that there were alternative, local services available to those attending the Wyre Forest Day Service which was proposed to be closed and it was confirmed that Kidderminster had a wide range of options in contrast to some other areas, which were being discussed with the families involved.
- The other two services currently based at Blackwell Street were a front desk drop-in, and a personal care suite – neither of these were a statutory duty for the Council, although their impact would be considered as part of the wider work

- A Panel member who worked with people with learning disabilities spoke about the increased choice of good quality services available, which may point to less need for council-provided services. He felt that Connect Day Services were marvellous, but were likely to be more expensive.
- The officers clarified that Connect Droitwich had not 'gone', but would be incorporated into the Bromsgrove provision at the Wendron Centre.
- It was explained that Replacement Care, also known as respite or short breaks, was for people living with their family. Replacement Care provided an overnight break for the individuals concerned, which also gave their families a break from caring. The Panel was aware that the Service was an absolute lifeline for everyone involved.
- A Panel member was interested to know more about and to visit Day Services in their area, and the Director offered to provide a map of provision, including Council-contracted and other services. The Directorate would also be more than happy to arrange visits.
- It was clarified that the Task Group established to work on Replacement Care was an operational group (involving Council officers, providers etc), and that wider engagement would involve the Learning Disability Partnership Board, Worcestershire Association of Carers and Speakeasy N.O.W. The Panel was mindful of historical struggles to engage with carers, however the officers reassured the Panel that the pre-consultation approach had worked very well, with meetings being well attended and carers had also been able to email or telephone in.
- A member asked for a flavour of the ideas generated through engagement, and were advised that they were around how people used services, flexibility, attending the right service, locations and also transport organisation and cost
- The Director explained that the eligibility criteria for care was set out in the Care Act and was quite clear, with accompanying guidance. It was more complex to assess someone's day to day needs with learning disabilities than say, older people or someone with physical disabilities but staff were well placed and guarded against a 'tick box' approach.
- A Panel member asked whether those attending Day Services worked towards formal qualifications. The officers advised that they tried

286 Supported Living

to encourage promoting independence, rather than just activities, which could potentially open up opportunities for paid employment, with help from the Council's Supported Employment team. Connect Worcester had some real success stories with helping people into paid work. The member pointed out the value of promoting these successes and the officers agreed to provide some examples.

- Comment was invited from the Healthwatch Worcestershire Chair, who reported no problems with the proposals; it was a difficult area but in general was supported. Healthwatch had no issues with the direction of work but flagged up the need to focus on safeguarding.

The Chairman thanked the officers and Healthwatch Chair for attending, and reiterated the Panel's request for a further update ahead of the report back to Cabinet in November.

The officers would provide the information requested which included a map of provision of Day Services and Replacement Care and examples of successes relating to paid employment. Consideration would be given to organising site visits.

In attendance for this item were:

Avril Wilson, Interim Director of Adult Services
Fran Kelsey, Lead Commissioning Manager for Learning Disabilities
Amanda Blackton and Emma Allen, Commissioning Managers

The Lead Commissioning Manager for Learning Disabilities highlighted the key points from the presentation which had been circulated earlier (available on the Council's website).

Supported Living was housing and support for people with learning disabilities (LD) which gave them their own tenancy, choice of support provider and offered a range of options such as self-contained flats or shared houses. The Supported Living Strategy had been refreshed in 2017 and of 1457 people in receipt of an LD package of care (June 2018), 367 lived in supported living, a figure which had been growing over recent years. Since 2014, the Council had helped around 180 people to become tenants in their own homes.

Supported living developments were planned or in progress in Bromgrove (Bromford Housing) Upper Lodge (near Droitwich) and Kingfields (Droitwich), with business cases for sites in Kidderminster and Worcester. It was a misconception that people with complex needs required residential care, although there was particular need of more supported living options for complex needs, and also for people with profound and multiple disabilities.

Supported living was generally lower cost to the Council than residential care and there was a savings target of £2.619m.

Supported living was very much a win-win option, as well as being lower cost than residential care, however it needed to be planned.

Main discussion points

- Panel members asked about timescales for the financial savings and were advised that the timescale had just been revised from 2019/20 to 2021/22 because experience to date indicated that those entering supported living were moving across from residential care settings, rather than through Children's Services, and that this would take more time.
- When asked whether the revised timescale caused budget problems elsewhere, the Director explained that the LD population coming through to Adult Services remained relatively static in number but more complex in people's needs. There were an additional 66 people with enhanced care packages or who were being supported for the first time because of parental frailty, which did increase cost pressures. At the moment the Director believed the Directorate was on track to deliver the £6.1m savings target, although there may be some changes to timescales. At this early point she was not able to confirm a balanced budget would be delivered however a lot of work was being done to take measures to mitigate the impact on the budget.
- Members acknowledged the need to revise the savings timescale, and asked about projected figures. It was confirmed that around 300 people were being worked with, who may potentially move to supported living over the next 5 years, although not all would make the move. Further details of projected figures would be provided.
- When asked about work with providers and district councils, the officers explained that this took place

in a variety of ways. If using one of its own sites, the Council asked for expressions of interest and it was a competitive process. The Council took a strategic, long-term view about what provision was needed and it was exciting work.

- The Panel was reassured that work with families who had adults with learning disabilities living at home, was a very gentle process around planning for the future.
- A member commented that the move to independence was good.
- When asked about receptiveness of partners, the Director was conscious that working as a local family was the only way forward. One of the district councils' Chief Executives (Kevin Dicks) had helped deal with planners and housing providers. It was important to understand plans for growth and the Joint Strategic Needs Assessment for Worcestershire – for example if 40,000 additional houses were planned, some of those needed to be other types of provision, and not all general housing. This work was just starting and support from members who were also district councillors would be very much welcomed.
- The Director also highlighted the need for a more joined up view on other types of housing, for example care homes. It was important for Worcestershire to have a good range of provision and to consider the long-term health and social care needs for the population moving in. For example, the construction of large numbers of care homes risked the County becoming a net importer of care. Panel members asked why this work had not been started beforehand and the Director, whilst new to the Council, acknowledged that whilst housing could offer real opportunity and choice, the social care sector had been slower to catch up.
- Members welcomed the increased and improved LD living options which were being made possible through work with providers. Was enough being made of the Council's capital budget? The Director advised that its use through supported living projects would take pressure off revenue budgets and that some sites would generate considerable interest.
- Comment was invited from the Healthwatch Worcestershire Chair, who would support a message to Worcestershire's Health and Wellbeing Board (HWBB) and district council colleagues – that the strategy of using housing

needed to be part of the solution.

- A member was aware of many older parents who looked after their child (with LD) at home, and asked what would happen when the parents were no longer able to continue to do so? The Director advised that the needs of the individual and carers would be assessed, which needed to be a gentle process and could be difficult with some conditions in particular.
- In relation to encouraging supported living, the Vice-Chairman asked what changes were taking place around work with Children's Services? The Director highlighted the need to plan early for a smooth transition and referred in particular to those in less straight forward situations, for example in residential schools outside Worcestershire; such cases needed earlier planning with Children's Services, although she believed the Council worked well on transition of more straight forward cases.
- The Director confirmed she was confident of getting the required input from Children's Services and gave reassurance that the directorates were actively engaged. This joint work was being developed in the medium term. The Lead Commissioner pointed out that the SEND (Special Educational Needs and Disabilities) Strategy, recently presented to the HWBB, included preparation for adulthood as one of its priorities, which she was leading on. There was also a jointly prepared action plan from the recent Ofsted visit. West Sussex and Essex Councils were examples of where an 'all age' approach to services was being explored.
- When asked why the Council was not also building supported living provision itself to maximise income, the Director pointed out that housing associations had a great deal of expertise from a project and service perspective.

Comment was sought from the Cabinet Member for Adult Social Care, who was now in attendance, having come from the Acute Hospital Trust AGM. Why had the Council been slow to invest capital in supported living, and to seek input with planners regarding the health and social care implications for Worcestershire, from developments such as a growth in care homes? The CMR acknowledged that the Council had started this work later than other local authorities.

The officers agreed to provide the Panel with the leaflet

on planning for the future, and figures of projected demand.

The Panel agreed to highlight the need for close partnership working on housing to the Health and Wellbeing Board.

The Chairman and Vice-Chairman asked about further information on the work referred to with the Children and Families Directorate on earlier planning for the transition of children to adults. The Director explained that this work was in the very early stages and the Panel therefore agreed to keep it in mind for the future work programme.

The meeting ended at 11.50 am

Chairman