

## **Older Peoples' & Physical Disability/Sensory Impairment Services.**

### **Achievements**

- Delayed discharges – reimbursable delays since November 1<sup>st</sup> reduced slightly to an average 0.8 per week with the same average 9 days per delay. The highest points have been during the pre and post Christmas period, reflecting the local pressure on the Acute Trust and the national increase in elderly admissions to hospital
- Discussions are planned with the leisure services to consider discount leisure cards for carers within the revised Corporate priorities and as part of the Carers Strategy for 2008-11
- A revised tele-care strategy has been launched
- The home care survey shows us that out of 130 customers surveyed 94.2% said they were happy with the quality of the care they receive. The main concerns are the times of visits and this has been taken up with the localities where appropriate.
- Centre for Independent Living - stakeholder session with 70 attending held in early December to consider the required model for the CIL. This has formed the basis of a Forum. A user led organisation (ULO) has been developed from this. CVS is leading this work on behalf of the authority, with funding allocated for further engagement on the development of both the ULO and the CIL.
- A workshop involving 30 stakeholders from across organisations & the community was held with the involvement of DoH Dignity Campaign leads. This will be followed up through the Older People's Partnership Board
- The LAA target for the numbers in receipt of Direct payments is exceeding target

### **Areas for Improvement**

- The timeliness of assessments. This has improved significantly in Q3. This is based on a more concerted management approach, more timely performance information to allow suitable responses, and some additional resources. Whilst the impact is positive – presenting an improving picture since November - this is likely to leave the end of year figure better than in 07/8 but still below the performance of many other councils.
- Continued improvement of carers' assessment numbers.

### **Critical Success factors**

#### **Electronic Social Care Record keeping**

All new social care management records are now electronic and any additions to records are electronic. Important information from existing open paper files is being scanned in as part of the review process. There are some areas where this is still to be completed.

The next phase of the data base development, electronic record keeping and business development is progressing well with the extension to the purchasing of and charging for services through the system.

## **Development of Strategy for Physical & Sensory Impairment (including long-term conditions)**

In conjunction with the CVS work is now underway to develop User Led organisation as a prelude to the development of a Centre for Independent Living ahead of the 2010 deadline. The first meeting of the new partnership board took place on 26<sup>th</sup> February 2009.

## **Implementation of Mental Capacity Act Amendments**

Staff are now being recruited to administer this.

## **The development and implementation of the first part of 3-year section of long-term commissioning plan, related to:**

- accommodation & support
- prevention & diversion from intensive support
- implementation of tele-care
- support to carers

The development of the prevention strategy is one of the four key work-streams jointly undertaken between the Primary care Trust and Local authority (outlined below) . During the second quarter there has been approx. 120 new users registered to use the warden and the tele-care services.

The local Carers Strategy Group has been considering the priorities and plans that will need to be in place for delivering at a local level the revised National Strategy, currently out for consultation

## **Joint commissioning and delivery with PCT (PBc):**

**The prevention strategy** has been further developed with:

- The contract for the case-finding and signposting service has been awarded to Age Concern.
- Work with the PCT has identified priorities for future action. These will now be consulted on through the project team and should be considered by the Joint Commissioning Board in March:
- Review befriending schemes – explore opportunities to remodel/ need to increase capacity
- Increase capacity in income maximisation schemes
- Explore opportunities to develop community shopping services
- Develop model for foot-care service
- Develop memory assessment services and navigator role (Older People's Mental health project will lead on this)
- Develop and maximise use of tele-care and tele-health

### **Older People's Mental Health**

- The PCT is considering the business case for early diagnosis and support service for people with dementia
- Plans are under way to review the current range of services and identify what changes would be needed to provide more community based support, in line with the developing National Dementia Strategy

**Intermediate tier**

Work is planned to integrate the assessment and access arrangements for services that can reduce the need for hospital admission, or reduce the length of stay

3 Workshops are being held with facilitation from Prof. Gerald Wistow to look at development of integrated working

**Long Term Conditions**

The PCT has appointed the new Case Managers who will work with people with long-term conditions to help them manage the impact of their condition

Work is planned to ensure improved links between this new service and care managers

**Implement action plan resulting from the Commission for Social Care Inspection**

The CSCI inspection report was published in October and a comprehensive improvement plan is to be considered as a separate item to this report.

**Budget**

The table below sets out the major variations in accordance with the financial regulations

OLDER PEOPLE & PHYSICAL DISABILITY	Budget £'000	Projected Variation £'000	Variation %
Community Support – continuation of overspend from previous years offset by increase in Continuing Health Care funding	1,193	+195	+16.3
In House Home Care - savings being achieved over and above those identified as part of the budget process.	<u>3,884</u>	<u>-335</u>	-8.6
	5,077	-140	-2.8
Residential and Nursing Care – small overspend due to more placements than anticipated.	4,711	+117	+2.5
Direct payments – continued increase in the number of customers opting to take a direct payment. There has been recent activity to increase the number of individuals on direct payments to improve performance indicators in this area.	831	+173	+20.8
Social Work teams - use of agency staff in Intake team to assist with safeguarding adults' work and ongoing pressure to improve performance on time taken to deal with referrals continues in these teams, hence overspend.	2,406	+184	+7.6
Elderly Persons Homes –overspending on pay (£153k). This is offset by overachievement of income (£394k).	2,589	-241	-9.5
Repairs and maintenance – continued overspend from previous year. Forecast £40k for repair and maintenance of Private sector adaptations and £80k re Social Services properties. Work is ongoing to investigate reasons for increased costs under the Repairs Partnership.	302	+180	+59.6

OLDER PEOPLE & PHYSICAL DISABILITY	Budget £'000	Projected Variation £'000	Variation %
Warden Call – increased spend on staffing and car allowances offset by overachievement of customer income.	359	-9	-2.5
Yorkcraft – underspend on staffing	523	-62	-11.9
Other minor variations	6,143	0	0.0
<b>Total Older people &amp; Physical Disability</b>	<b>22,941</b>	<b>+202</b>	<b>+0.9</b>