

ROCHDALE METROPOLITAN BOROUGH COUNCIL

SERVICE PLANNING 2010/11

Adult Care

SERVICE PLAN UPDATE

Brief Description of the Service

To commission, arrange and provide good quality services which support and safeguard adults with community care needs in ways that promote health and well-being, independence, autonomy and social inclusion

The service either directly provides or arranges via commissioning processes a range of services including the following:-

- Assessment of need & care planning and care management
- Community alarm and response services
- Day services for older people, disabled people & those with mental health problems
- Drug & alcohol services to help those misusing drugs or alcohol
- Equipment and home adaptations for disabled adults and those with a sensory impairment
- Home Support services to maintain people in the community
- Learning disabilities services, including Supported Housing, daytime provision and Adult Placement
- Mental health services, including activities, therapy and counselling, and Community Restart - supported housing. (A separate service plan has been done encompassing areas for Vulnerable Adults)
- Residential & nursing home care
- Intermediate care and rehabilitation services
- Short-term or respite care, including specialist provision for older people with mental health problems
- Social Inclusion services, including Rochdale Employment Development Service (REDS) & Moving On
- Support and services for carers
- Information/advice & signposting to other services when people are not eligible for community care services
- Meals on wheels
- Luncheon clubs

Broad Service Objectives

The service supports the improvement of the seven outcomes for people who use our services and their carers. These are:

- Improved health and emotional well-being
- Improved quality of life
- Making a positive contribution
- Increased choice and control
- Freedom from discrimination and harassment
- Economic well-being
- Maintaining personal dignity and respect

More specifically the service's objectives are to:

- Promote and maximise individual independence and control, in ways which support users' and carers' choices
- Ensure that vulnerable adults receive high quality care and support when they need it, and are protected from harm and abuse
- Commission, arrange or deliver a range of support services, in people's own homes whenever possible or away from home where necessary, that is high quality and tailored to meet individual need
- Work with partner agencies to commission and deliver well integrated support to both users and carers
- Recognise the cultural diversity of service users and carers and promote equality
- Ensure services are of high quality and deliver good value for money

PART A Review of the Year

Achievements and Headlines 2009/10

CQC Annual Performance Assessment

Following the Annual Performance Assessment by the Care Quality Commission of Rochdale's performance against the seven outcomes for service users and carers in 2008-2009, it was announced in December 2009 that the service was 'Performing Well' with particular areas identified as improving on the previous year.

The improvements in the CSCI performance rating were noted as attributable to stronger management arrangements, strong partnership working, service-user led commissioning practices and an overall high quality and standard of service provided directly by, and commissioned by, Rochdale.

Adult Care is part of a multi-disciplinary network of partners, other service areas and voluntary agencies working together to achieve the seven outcomes for Health. All activity undertaken by the service is to contribute to improving these outcomes for service users, their carers and their families as well as developing a high quality service for potential service users.

The following information is organised under outcomes that adult care has achieved in over the past year.

Improving Health and Wellbeing

- Within **Learning Disabilities**, a specialist outreach team has been established as a response to the lack of appropriate provision for people with learning disabilities who are living independently, or with their families/carers and who are in crises. The traditional service response was to seek alternative accommodation or provision for these individuals which could include hospital admission or a placement outside of the borough.
- The specialist outreach team works with individuals and their families to avoid placement breakdown during crises enabling a person to remain in their current situation or to move forward as part of a planned transition. The team consists of 18 staff members who have undergone intensive training around challenging behaviour, assessing risk and physical intervention strategies. This training is refreshed on a quarterly basis to ensure best practice.
- RMBC LD Services are working with Heywood, Middleton and Rochdale PCT to develop a network of health facilitators across provider services. Facilitators would provide a link to the Community Team Learning Disabilities to enable them to provide services with up to date information regarding service developments and training around specific health issues, some of which include: dementia care, epilepsy, challenging behaviour and mental health.
- There is a Person Centred Planning Action Group which has been set up and group membership is multi-agency and includes family members and service user representation. The aim of the group is to look at strategic planning, training and development, the quality of plans and to monitor the implementation and delivery of person centred planning across Rochdale. This group reports to the Learning Disability Partnership Board.
- Assistive technology has been introduced in a supported living scheme, which has given individuals the confidence to become more independent and less reliant on staff support.
- All services have worked actively to reduce health inequalities by working in partnership with the PCT. They promote healthy lifestyles by ensuring individuals receive regular comprehensive health checks and have improved access to health care services. This is delivered through robust Health Action Plans.
- All Learning Disability Provider Services work actively to promote the Dignity in Care Campaign which aims to end tolerance towards indignity and discrimination in health and social care services. We currently have Dignity Champions working in each service area to help raise awareness of dignity to all staff, service users and carers, promote the services that we provide and be apart of a national celebration.
- The service user forum is a continuum from the employment forum with the aim to invite guest speakers to give people with learning disabilities advice and information relevant to the needs. In January 2010 a crime reduction advisor gave a presentation on door step crime prevention which was very well received, and in April 2010 the service is inviting the police to give a talk on hate crime.
- LD Services have adopted an outcome monitoring tool developed by Supporting People for service users,

providers and the local authority which identifies people's individual needs and monitor steps along the way towards achieving independent living.

- This tool is being used with service users to help them to take an overview of their strengths and weaknesses and the areas they want to develop. It is also being used by services to take an overview of the overall achievements of a service or a group of service users.
- Within **Mental Health**, a specific mental health strand of the health and wellbeing partnership action plan has been developed. The Authority has adopted the Mindful Employer Charter and has begun action planning to address the expectations of this charter. A key aspect has been the desire to provide training for 1st line managers in dealing better with employees suffering from stress and other MH issues and a pilot to provide this is being developed.
- A great deal of work has been done to develop the joint intermediate care strategy with health partners, to ensure more effective commissioning arrangements are in place which keep people independent for longer in their own homes.
- The STARS service has continued to perform well and provides enhanced home-based support for adults, with an excellent service being delivered for adults with mental health problems.
- In response to the Adult Care Inspection by CSCI (now CQC), an effective hospital discharge policy has been agreed between partners to ensure that arrangements are working across the Acute Pennine Trust. A recent patient satisfaction survey with discharge arrangements showed a massive improvement with 76% of patients stating that they received the right amount of information on discharge (compared with 19% the previous year)
- Adult Care has also worked closely with health to establish Community Matrons within social care teams ensuring better partnership working and integration of service to achieve better outcomes for individuals with complex needs.
- For drug treatments, 93% of new treatment journeys are effective with the service users fully engaged – this not only exceeds the national average of 83%, but is also the highest percentage in the Greater Manchester region demonstrating excellent performance
- Alcohol services are also seeing an increased demand and continue to excel. A stretch target was set for 980 people to be engaged by year end, and by December 2009, a total of 1127 were engaged demonstrating excellent performance and strong performance against improving health outcomes for those with alcohol problems.
- The **Supporting People** Programme has commissioned a number of services that will contribute to improving the health and well being of vulnerable people by helping them to address their needs. These are an offender service, a substance misuse abstinence service, an emergency support service for people in need of crisis support, a floating support service for people with alcohol problems, a resettlement service and a responder services which attends to vulnerable people in need of assistance 24 hours a day.
- For **Older People's Services**, the POPPS service has also contributed to the improving the health and well being of older people by signposting socially excluded older people to appropriate services.

Jobs and Prosperity

- The **Learning Disability** Service through person centred planning has improved opportunities for people with LD to move into employment has been achieved. Day services have focused on employment and in partnership with SIBU have increased the number of work placements and work based project work that can lead to supported employment.
- **Day Services** run an employment forum with the aim of ensuring that all service users have the opportunity to gain an insight into the working environment (paid and voluntary) within the Borough of Rochdale. The forum has given service users the opportunity to meet and talk to a variety of different agencies about the benefits of working and how they can be supported to access employment opportunities.
- The forum has also worked in partnership with local businesses to look at ways in which people with learning disabilities can be supported into employment within their organisation. This will not only enable people with learning disabilities to maintain their independence and be socially included but will also contribute to the economic prosperity of the Borough. This also contributes towards one of the National Indicators for Local Government.
- There are currently six service users who have gained either paid or voluntary work through the employment forum.
- Within **Mental Health** services a further catering outlet has been established within the LIFT centre in Heywood, albeit on a smaller scale than the other two cyber cafes operated by MIND. Discussions have begun about further developments on the Birch Hill site and within the planned LIFT building in Middleton.

This serves to expand the potential to provide formal training and employment opportunities for people with longstanding mental health problems who are currently some distance from the job market.

- Also Pennine Care have been encouraged to modify their initial assessment documentation to ensure that employment, accommodation and finances play a much greater role in initial assessments, and therefore in Care Planning.
- Within **Supporting People**, there has been an increase in outcomes relating to jobs and prosperity according to the national outcomes framework. The numbers participating in training or education has increased from 56% in 2008/09 to 60% in the 9 months to date in 2009/10. The numbers participating in leisure and informal training has increased from 68% to 78.4% and the numbers participating in any work like activities has increased from 51% to 56% over the same period. Whilst the numbers in paid work has dropped by 0.6% over this time period this could still be regarded as an achievement given the current economic climate.
- The Supporting People team have worked with Hopwood Hall college to provide NVQ training to previously unqualified staff within the housing support sector with 23 employees completing NVQ's in the first phase and 30 taking part in the second phase.
- Within the **Social Inclusion Unit**, REDS has found paid employment for 19 people this year to date. 4 of these people have a learning disability, 9 a mental health issue and 6 have a physical or a sensory impairment. All of these people are still receiving support from the service to remain in work.
- In addition REDS have been working hard on preparing people for employment through voluntary work/work experience and training. To date 77 people have been found a new voluntary/work placement this year and a further 114 have been found and supported in appropriate education/training opportunities.
- In2work project has supported 20 people into employment since April 2009 – 20 with mental health issues, 1 with health condition, 8 with physical disability and 1 with visual impairment. 9 carers have also been supported into employment.

Improving Community Safety

- Within Drug & Alcohol services a number of services have been developed to support those service users who wish to achieve and maintain abstinence, and key to this are a range of commissioned services to support training and employment opportunities.
- A great deal of work has also been undertaken with vulnerable adults in the Borough, providing services similar to Telecare to ensure that older people in particular remain safe in their own homes. This includes sessions advising vulnerable adults to ask for identification from tradespersons and cold callers, and technology which assists them with this.

Creating a Cleaner, Greener Environment

- An allotment scheme has been developed which has enabled individual allotments that were in a very poor state of repair and upkeep to be recovered and maintained by MH service users, supported by MIND and Hourglass, voluntary organisations. This has also provided training for individuals who want to consider getting back into the job market in this area of work.

Increasing choice and control

- Adult care is working hard to ensure that less individuals are admitted into permanent care, and that more are enabled to remain independent in their own homes, with a package and a provider of their choice. A strong focus on implementing personal budgets and self-directed support will ensure this work carries on into next year and gives people more choice and control over their care arrangements.
- Adult Care has implemented the new joint complaints process with Health – 'Making Experiences Count', which ensures a stronger focus on the desired outcomes of the complainant and endeavours to ensure that we get it right first time, by focusing more on working with the service user and maintaining contact throughout the process. A joint protocol has been developed with health to ensure this works effectively.
- Adult Care is signed up to the Think Family scheme with a social worker being seconded to this from the service to focus on improving outcomes for families.
- Adult care has also undertaken a preferred provider exercise with involvement from service users to ensure that the providers we commission from are suitable and equipped to implement the challenges of the personalisation agenda which focuses on improving outcomes for individuals giving them more choice and control over their situation.
- Further work has also been done with additional providers to enable them to improve and to help Rochdale

diversify and improve the market for those exercising greater autonomy over commissioning with the use of a personal budget.

- Adult care also continues to work with MIND and the Rochdale Law Centre to provide advocacy services for service users in the Borough, particularly older adults.

Making Sure Every Child Matters

Adult Care and Vulnerable Adults contributes to the objectives within the Every Child Matters strategy in a number of ways including the following:

- The **Supporting People** Programme has commissioned a supported lodgings service to support young people with learning disabilities, substance misuse problems and teenage parents to live within a supportive family environment. It has also commissioned a service to help vulnerable people, including young people, to access and settle in their own accommodation.
- SP has reviewed the young people's emergency accommodation to improve outcomes for homeless young people and ensure that they have access to services appropriate to meeting their needs. In partnership with other agencies the service has completed research into the reasons that accommodation breaks down for young people and is implementing an action plan to address the reasons identified.
- The **Social Inclusion** unit works with Young Carers to enable them to access the support they require. They also work with young people who are NEET to engage them in education and training.
- The Moving On service has built links with the Parenting support team and have worked alongside them attending school meetings with 3 service users whose children were considered to be developing behaviour issues due to the parents acquired disability. REDS officers often work with the whole family and ensure that advice and guidance is given in relation to any issues which may arise with the children of their service users. The children of those service users who have found work through REDS/In2Work have an improved quality of life due to the increased financial wellbeing of their parents.
- The **Learning Disability** Service has achieved successful outcomes for young people in transition from Children's services to adult services via the STEPs service in the Social Inclusion Unit. The development of a local transition plan with Children's services has enabled a more coordinated response. As a consequence several young people who would have previously required an out of area placement have been accommodated within borough. Through a partnership approach with Health and using person centred planning a range of young people with complex needs have made successful transitions into adulthood.

PART B Key Changes to Service Plan proposed for 2010/11

Aiming High 2007 – 2010

Adult Care contributes to the following Borough wide priorities in Aiming High:

Increasing Jobs and Prosperity: Adult Care contributes to this outcome through the key indicators for vulnerable people within PSA16 – ensuring that they have access to training, education, employment and voluntary work.

Improving Community Safety: Adult Care contributes to this outcome through the work done with drug and alcohol users, to ensure that they become abstinent and free from addiction, as well as supporting them into employment, training and education also. Furthermore, work with vulnerable adults to ensure that they do not become victims of crime is also a key element of our work with community safety. Finally, we also work with community safety to ensure that equality groups within the Borough including older people and disabled people are not victims of hate crime.

Improving Health and Well-Being: Adult care contributes to the Joint Strategic Needs Assessments for different groups of service users and the development and implementation of the Health and Well-Being strategy. Adult care works closely with health partners on promotional activities, commissions' services for those with complex needs and mental health issues and delivers promotional campaigns to improve health and well-being. Adult care supports service users to remain independent at home and in control of their lives with a strong focus on prevention and rehabilitation to maintain this independence. Adult Care also works closely with carers to ensure they have the support, services, information and advice that they need to provide care for service users and receive help for themselves where appropriate. Adult Care furthermore ensures that there are a range of activities available for people to enable ongoing well-being including activities, day services, low-level preventative and universal services which not only improve health, but also ensure that people are not socially excluded and make a positive contribution to the Borough.

Improving Health and Well-being

- i Increase the number of trained older people delivering or advising on health related activities from 46 to 100
- j Increase the number of the minority ethnic elders accessing healthy lifestyle and relaxation programmes from 43 to 150
- k Increase the number of older people with mental health needs accessing intermediate care services via specialist multidisciplinary assessment from 0 to 300
- l Reduce the number of people aged 65 and over admitted to permanent residential/nursing home care from 104 to 83 per 10,000
- m Increase the number of older people with mental health needs accessing day time activities from 66 to 200
- o Increase the number of people aged 65 and over benefiting from direct payments and individual budgets from 13 to 180

Stepping Up

Maximising the potential of our people.

Staff within Adult Care have access to learning and development initiatives both service specific and from corporate initiatives. There is a full programme of training across all service sections at Induction, Core and Specialist levels, some which are stand alone courses with others providing underpinning knowledge for a variety of qualifications, at vocational or post qualifying levels (including training to meet the statutory requirements for the new Approved Mental Health Practitioner – AMHP). Training is also delivered on new legislative requirements, e.g. Mental Capacity Act and Deprivation of Liberties as well as new strategies and plans. A significant calendar of events is also provided for independent care sector organisations, who deliver care to the people of Rochdale. This covers training to meet national minimum standards prescribed by the Care Quality Commission as well as training to meet new legislation. An increasing number of managers are accessing the Enterprising Leadership Programme.

In addition to the regular development initiatives above, this year has seen the implementation of the new case management system ALLIS (Adult Liquid Logic Information System). The roll out of this new system has meant the delivery of an intensive and focused training programme for all social care staff to ensure they are able to use

the new system and are aware of new elements and features available to them. Furthermore, drop in sessions were held at key locations and at key times to provide additional support to any staff who required further assistance with using the system, and as a result there have been relatively few issues with implementation.

Workforce Planning and Development

Adult Care and Children's Social Care Learning & Development Service have the following aims, objectives and planned activities for 2010-2011, as outlined in the Corporate Organisational Development Strategy.

Overall Aims for Service

To provide a learning and development and workforce development function to social care services both internal and external to the Council in partnership with other agencies as appropriate to support Adult Care and Children's Social Care in delivering quality services and outcomes for citizens within the Rochdale Borough.

Overall Objectives

In broad terms the service seeks:

- To assist the diagnosis of organisational & individual needs in the light of strategic, operational, workforce and independent sector plans.
- To design appropriate development interventions in partnership with stakeholders
- To commission and/or deliver a range of development initiatives within available resources
- To evaluate the work and impact of the service and put in place strategies for improvement, so that Adult & Children's Social Care operate as learning organisations
- To promote and market the service to ensure that services understand the contribution learning & development makes to targets and outcomes
- To develop, maintain & improve management processes to support the L&D function

Activities

- Analysis of learning and development needs at individual, team and service levels
- Internal Consultancy
- Planning of development initiatives
- Commissioning and delivery of learning & development initiatives
- Contribution to Developmental Activities including Projects
- Bidding for Funding & Budget Monitoring
- Contract monitoring
- Evaluation of Training & Development
- Developing Partnerships with the Independent Sector
- Workforce Planning and Workforce Development
- Partnership working with Health, Education and other Local Authority Services
- Contribution to regional & sub-regional activities in relation to Learning & Development in Social Care
- Contributing to the 7 Outcomes Agenda in Adult Care
- Contributing to the 5 Outcomes Agenda in Children's Social Care

Adult Care Transformation

The main driver behind the Adult Care Transformation Programme is the need to move towards a self directed approach to care introduced with 'Putting People First' (referred to as the personalisation agenda). This radically changes the way that people are supported in the community, helping them to remain as independent as possible. The need to move towards a self directed approach means that the Adult Care Service, in partnership with other Council services and organisations, are required to review and change all its processes and systems in order to make self directed support a reality in Rochdale.

Crucial to these changes will be the workforce. There will be changes to existing roles and new roles will be created therefore workforce development planning and development are essential to meet the demands that the self directed support agenda, wherever the workforce may be, including informal carers.

The workforce strategy for 'Putting People First' will include 6 key themes, as outlined by the Department of Health:

- Leadership
- Recruitment, retention and career pathways
- Workforce remodelling and commissioning
- Workforce development
- Joint & Integrated working between social and health care and other services
- Workforce regulation –assuring public safety and raising standards of care in the social care workforce.

Customer Focus

Adult Care has well established service user and carer groups in all service areas. These groups contribute to service planning and improvement by acting as a link between those using services and the staff who plan and deliver services. Furthermore, service users and carers have been involved in key activities in the last year including involvement in selecting the preferred providers as part of the commissioning exercise and sitting on the panel for the recruitment of the new Director of Adult Social Services. In 2010-2011, the facilitation of establishing a user-led organisation ensuring that service users can make a positive contribution will be a priority.

Below are some examples of how a strong customer focus has played a part in how we deliver and commission services in 2009-2010:

- In response to feedback from parents/carers the **respite service** plans to expand the drop in scheme as it is felt that there is a lack of respite provision that is available over the weekends. Therefore the respite service is going to run a weekend drop in service which will initially run every Sunday on a monthly basis. A variety of activities will be offered tailored to people's individual needs. If this scheme is successful there will be an opportunity to increase this to include a Saturday session.
- With the proposed introduction of day service charges, changes in the FACS criteria and the introduction of personal budgets, **Learning Disability** day services are consulting with service users, parents/carers to ascertain their views on what would be their ideal support arrangements and what they see as value for money. In order to do this successfully the service will have open forums, one to one consultations and devise questionnaires. Once this information has been collated the service will take a view on the development of future service provision to best meet the needs of it's customers.
- Through the day service modernisation programme, services have been able to support people to undertake a far wider range of community-based activities than were possible in the past. The new infrastructure has facilitated a continuous process of enabling people to fulfill their potential; many people are now involved with work type and voluntary activities. Again in 2010/11 we plan to increase the number of people involved in this type of activity.
- Individual Person Centred Planning meetings, regular tenants meetings and service specific annual user forums are the key activities that ensure that people can contribute the development of their service. The issues that are raised inform and have a strong influence on the service planning process.
- Supported Living and accommodation services are now inspected under the Care Standards Act 2000. The Community Support Team, Harelands House and the Adult Placement Scheme have all received positive inspection reports and been rated as excellent services by CQC. All services will work to ensure this rating is achieved for 2010/11.
- In 2010/11 we are looking to develop a resource pack for trainers and staff working with service users and which can be used across all LD services which will identify a number of ways service users can be involved in the recruitment process, and how this can be done successfully and meaningfully.
- LD Services have adopted an outcome monitoring tool developed by Supporting People which identifies people's individual needs and monitors steps along the way towards independent living.
- This tool will be used with service users to help them establish an overview of their strengths and weaknesses and the areas they wish to develop. It can also be used by services to take an overview of their overall achievements, and also by service users themselves as they are able to monitor their own progression towards independent living.
- LD Services produce a quarterly newsletter for tenants, families/carers and staff to inform them of service/corporate updates, positive news stories and any new legislation which will have an impact on service delivery.
- LD Services hold a service user involvement forum bi-monthly which is used to consult on any new pieces of legislation; how it may impact on service delivery and ascertain people's views on this particular change in law. The forum is also used to adapt policies and procedures into easier read versions, with service

users having full editorial control over this process.

- A significant local needs assessment has been undertaken within **Mental Health** services, which along with a new national policy relating to mental health, New Horizons, is triggering a significant refreshment of the local Joint MH Strategy. Service Users and Carers will be significantly involved in this refresh to ensure that future plans best meet local need
- The **Supporting People** Programme involves service users in the development and improvement of services through a service improvement structure. Service users have developed their own newsletter and influenced service delivery. Service users are involved in peer reviews of services and it is hoped to extend this across adult care services. Service users have also been involved in developing the specifications for services and have been involved in selecting providers.
- 'Moving On' won the Customer Service Award 09/10 nominated by service users
- Support DP4LR (Disabled People for Learning in Rochdale) which mentors service users who volunteer to provide one to one support to other service users. The mentors also facilitate groups which enables Moving On to offer a wider range of courses.
- The **Carers Association** work closely with The Carers Resource to plan and develop service delivery.
- The valuable role of The Carers Resource in developing accessible and inclusive services that contribute to improved health and wellbeing is acknowledged in Pride of Place (p17). This is also acknowledged in the accompanying DVD which emphasises the significance of partnership working, and featured in the Council's Stepping Up DVD.

Value for Money

- There is currently a review of **Learning Disability** Services which is being led by Supporting People. The review is currently focusing on Supported Living (which traditionally is a high cost model of provision) and short break services. The project is looking at the cost effectiveness and quality of services, with a view to the possibility of re-designing provision. The SP service has a comprehensive VfM model against which all providers are assessed. It is hoped to further develop this model to apply it to Adult Social Care Services.
- Within **Drug and Alcohol services** it has been agreed by the Joint Commissioning Team that all current service contracts will be reviewed over a three year cycle, and unless there are substantial reasons not to, all services will be re-tendered to test current provision against the market, both in terms of quality and Value for Money.
- Government research shows that for every £1 spent on housing support services £1.77 is saved on expenditure on more acute services.

Performance Management 2010-2011

Towards the end of 2009-2010, an audit of performance indicators on the Performance Manager System was undertaken, and the Senior Management Team agreed the removal of indicators which were obsolete as the collection methodology was no longer in existence. As a result some areas of the scorecard will require further refinement (e.g. Value for Money). The Senior Management Team has agreed to consider developing new indicators which will contribute to these areas of the scorecard and will inform the overall scorecard picture.

Performance Management Arrangements within the service have been strengthened this year, with a Performance Action Group meeting regularly to consider key areas of performance, and new terms of reference for the Performance Board being agreed. These new arrangements along with strong buy-in from managers have ensured a stronger focus on 'exception-style performance reporting' and that key areas of underperformance are targeted and addressed.

Township Devolution

The Township Older People's Partnerships continue to play an important role as expert reference groups and consultation bodies in each Township. The POPPs sustainability plan see a continuing role for the TOPPs, representing community based older people's groups in each Township, and building their local knowledge through links with the township outreach service.

The Pennines township plan has a strong focus on Older People and is aiding the Older People's Strategy for the Borough. The original plan identified the following areas for action:

- A review of services currently available compiled on the Township's behalf by Adult Services (this was done to aid the Older People's Strategy and POPPs)
- A questionnaire to discover what older people themselves would like. This would be conducted by the Consultation Service, followed by
- A 'think tank' session with relevant agencies and representatives of older people in order to respond to the information compiled and devise appropriate projects. This will include decisions regarding whether provision is needed for retired people or those over 50.
- Agreeing a timetable to implement recommended priorities

Financial Planning and Budget Update

See overleaf

ADULT CARE

2009/10 REVISED ESTIMATE £' 000		2010/11 ORIGINAL ESTIMATE £' 000	2011/12 ORIGINAL ESTIMATE £' 000	2012/13 ORIGINAL ESTIMATE £' 000
	Budget by Service Area			
	Management			
808	<i>Expenditure</i>	508	541	578
-237	<i>Income</i>	-237	-241	-246
-62	<i>Net effect of Internal service recharges</i>	-18	-19	-19
71	<i>Contribution to/-from a reserve</i>	72	72	103
580	Total	325	353	416
	Commissioning Services			
1,254	<i>Expenditure</i>	1,104	1,128	1,151
-330	<i>Income</i>	-342	-354	-366
90	<i>Net effect of Internal service recharges</i>	79	81	80
1,014	Total	841	855	865
	Social Inclusion Business Unit			
2,070	<i>Expenditure</i>	2,077	2,110	2,142
-346	<i>Income</i>	-351	-355	-358
108	<i>Net effect of Internal service recharges</i>	81	83	82
1,832	Total	1,807	1,838	1,866
	Older Persons and Physical and Sensory services			
33,787	<i>Expenditure</i>	32,519	33,191	33,755
-2,598	<i>Income</i>	-2,815	-1,736	-1,747
1,695	<i>Net effect of Internal service recharges</i>	1,475	1,517	1,503
32,884	Total	31,179	32,972	33,511
	Mental Health			
5,092	<i>Expenditure</i>	5,569	5,658	5,745
-827	<i>Income</i>	-827	-836	-845
312	<i>Net effect of Internal service recharges</i>	271	279	276
4,577	Total	5,013	5,101	5,176
	Learning Disabilities Service			
6,399	<i>Expenditure</i>	6,043	6,042	6,123
-6,800	<i>Income</i>	-6,614	-6,650	-6,769
408	<i>Net effect of Internal service recharges</i>	355	365	361
7	Total	-216	-243	-285
40,894	Net cost of providing services to the Public	38,949	40,876	41,549

ADULT CARE

2009/10 REVISED ESTIMATE £' 000		2010/11 ORIGINAL ESTIMATE £' 000	2011/12 ORIGINAL ESTIMATE £' 000	2012/13 ORIGINAL ESTIMATE £' 000
	<u>Budget by Expenditure Type</u>			
20,286	Employees and related expenses	22,099	22,459	22,852
1,050	Premises related expenses	1,081	1,105	1,129
1,329	Transport related expenses	1,213	1,235	1,257
3,114	Supplies and services	144	182	167
23,001	Agency and contracted services	22,669	23,100	23,531
630	Depreciation	614	589	558
0	Management cost redistribution	0	0	0
49,410	Total Service Expenditure	47,820	48,670	49,494
2,569	Central departmental and support services	2,261	2,325	2,302
-18	Less internal service departmental recharges	-18	-19	-19
2,551	Net effect of internal service recharges	2,243	2,306	2,283
51,961	Total Service Expenditure net of Internal Service Recharges	50,063	50,976	51,777
	<u>Income</u>			
-10,239	Rents, Fees & Charges	-10,080	-10,158	-10,317
	<u>Grants</u>			
0	Dedicated Schools Grant	0	0	0
-899	Other Grants	-1,106	-14	-14
-11,138	Total Income	-11,186	-10,172	-10,331
71	Contribution to/-from a reserve	72	72	103
40,894	Net cost of providing services to the Public	38,949	40,876	41,549

Improving Health and Well Being and Tackling Health Inequalities

Improving Health and Well Being, and tackling health inequalities is the core business of Adult Care. The service works in partnership with Health, voluntary and the private sector to implement preventative services and social care services in key areas of need, striving to narrow the gap and address health inequalities across the borough.

Tackling Deprivation

- A report was commissioned by the business development unit to determine **Learning Disability** deprivation across the Borough. One of the findings was that people within the Community Support Team originated from some of the most deprived areas in the Borough. The supported living service currently supports these individuals to maintain their own tenancy, offering benefit advice, and helping them to improve their health and wellbeing.
- The Supported Placement Scheme prevents young people from becoming homeless. It provides accommodation and support within an ordinary family/domestic setting. It is intended for vulnerable people, including young people leaving care and young people at risk.
- The respite service currently provides an allocation of provision for females within the BME community, as it is recognised generally that services are limited for the overall BME community.
- Adult Care will continue to provide learning opportunities in deprived communities and deliver the Opportunity Knocks programme which operates in deprived areas
- A longitudinal study of carers has shown that the proportion of the population providing unpaid care is higher in deprived areas and areas with high levels of poor health
- Adult Care will continue to target service users from BME communities, a high percentage of whom live in deprived communities

Collaborative Working

- A large proportion of adult care services are delivered in partnership with the NHS HMR and the Pennine Care Mental Health Trust by integrated teams, for example the Community Mental Health Teams, Merit teams for older people with mental health problems.
- In addition to formal partnership arrangement the service continually works with health services to ensure that services are as joined up as possible for service users. The work to improve people's experience of hospital discharges is an example of where Adult Care is working in partnership with NHS HMR, Pennine Acute Hospitals Trust and the voluntary sector, and the evidence of this is clear from the latest patient survey which showed a massive improvement in the discharge arrangements.
- The joint complaints protocol under the Government's 'Making Experiences Count' requirement also demonstrates effective joint working arrangements between health and social care.
- Adult Care also works in partnership with other Council departments to deliver a range of services for example the work with Strategic Housing to provide major adaptations, extra care housing units and telecare initiatives.
- Joint working with Link4life has ensured that carers have benefited from free leisure passes. Link4life has also provided free swimming passes to improve health and wellbeing for older people.
- Children's Services on transitions to adulthood and Community Safety for those with drug and alcohol abuse problems and the protection of vulnerable adults.
- The POPPs service is based on a collaborative approach between statutory and voluntary sectors, and the partnership also includes GMPT around the POPPs transport project. This has developed flexible transport services for socially isolated older people, unable to use mainstream transport services, and helping them to access health and social activities and services. This has been shown to be very successful project providing not only a valuable service but also providing volunteering opportunities for older people in the Borough and promoting social inclusion.
- Adult Care is involved in the Think Family project, and have allocated resources to this cross-partner initiative to improve outcomes for families across the Borough.

The Single Equality Bill

Strategic Equality Impact Assessments will be undertaken as part of all major strategic plans and reforms, identifying impacts on each of the seven groups, as well as taking into account the '8th group' with consideration being given to socio-economic inequalities and areas of deprivation and disadvantage. These impact assessments will be particularly important when considered alongside joint strategic needs assessments identifying areas of need and localities where targeted interventions are required to improve opportunity, health and wellbeing.

Legislative Changes

Putting People First sets out the Government's vision for the personalisation of adult social care, which aims to increase people's choice and control over how their needs are met. By 2010 Rochdale Council will be expected to offer a personal budget to people eligible for social care services. This approach represents a huge cultural shift for social care workers as individuals and their family members will have a much greater control over their support arrangements and be able to commission their own care.

There is a new registration system for health and adult social care - Health and Social Care Act 2008 (Regulated Activities) Regulation 2009. LD services will have to gain an understanding of these new standards/regulations which are more focused on outcomes, rather than systems and processes, and places the views and experiences of people who use the service at its' centre.

The Autism Act 2009 will guarantee the introduction of the first-ever adult autism strategy, which will set out how local services should be improved to meet the needs of adults with autism. The strategy will cover a range of issues including health, social care, employment and training and, crucially, will be accompanied by guidance which places a legal obligation on local authorities and NHS bodies to meet certain requirements. The strategy will be published by April 2010 and the accompanying legal guidance no later than December 2010.

Key Improvement Activity 2010/11

Adult Care has agreed a transformation programme made up of a number of high profile projects which will result in whole service transformation. The successful implementation of these projects are key to the continuous improvement of the service and its ability to meet the demands of national agendas and new challenges, particularly that of delivering self directed care and increased demand for services.

The development of personal budgets and the associated service change required by this is a key aim of the transformation programme. The challenging target agreed with the Local Area Agreement is to have 30% of users and carers (approximately 2182 people) in receipt of self directed support (direct payments or personal budgets) by March 2011.

The development of a wider range of services, including universal and preventative services, such as those developed through the POPPs pilot is also a particular priority of the transformation plan and will support the need to meet increased demand within finite resources.

Other key projects within the programme are:

- Re-commissioning of all domiciliary care contracts to establish a new Preferred Provider List
- Full implementation of the re-ablement service
- Externalisation of the remaining in house domiciliary care service
- Electronic Monitoring of care providers
- Review of Service Level Agreements
- Review of fees and charges
- Embedding financial management
- Implementation of IAS case management system - ALLIS

A new case management system for Adult Care was introduced in December 2009. The new Integrated Adults System will help to streamline processes and will improve the provision of management and performance information. The exercise of embedding this system is a major task which will require the support and involvement of the whole service.

Following the Annual Performance Assessment by CQC in December 2009 a number of areas for continued improvement were identified and these will form the basis of an update to the existing service Improvement Action Plan.

The areas identified include:

- To continue to increase the number of people receiving a review
- To continue to implement phase two of the POPPS programme.
- To increase the community based provision of intermediate care services.
- To continue to increase the number of people receiving effective drug treatments.
- To continue with partners developments to improve outcomes for people with long-term conditions.
- To continue work with health partners to establish an effective and safe hospital discharge system.
- To develop a system of monitoring the outcomes for people who are signposted to non care managed services.
- To continue to develop and promote the self assessment questionnaire.
- To continue to develop and commission more universal and preventative services
- To extend out of hours services in line with council plans.
- To continue to develop the JSNA across all vulnerable people in the borough
- To continue to promote direct payments and self directed support through the council's transformation programme.
- To continue to improve safeguarding procedures and systems for recording referrals of abuse.
- To increase the level of provision of extra care housing and telecare.
- To reduce high cost out of county placements for people with learning disabilities.
- Reducing the number of people admitted to residential care remains a key priority and we are working with housing services and RBH to develop the use of telecare and extra housing which will enable more people to remain as independent for as long as possible.

Asset Management

For Vulnerable People, there will be benefits to the service of bringing the current areas of service delivery into one building. The services are currently located in the Municipal Offices, The Gatehouse, Telegraph House, Cherwell Court and The Ronald Gorton Centre. In terms of business processes and resilience the outcomes for the service will be improved by bringing the services together. There needs to be clarification of the suitability of the new building in the provision of the Social Inclusion Unit Services which provide learning and training opportunities for vulnerable people in a classroom setting with support. It may not be appropriate to provide these services within the new municipal offices.

Older Person's Strategy 2010-13

The boroughwide strategy is due to be approved end of March 2010 and shown below are the older person's actions contributed by the service.

- Review current services against the standards set out in the National Dementia Strategy (NDS).
- Implement phase two of POPPs in line with the POPPs sustainability plan.
- Develop joint commissioning arrangements with NHS HMR to deliver more joined up services for older people.
- Develop joint commissioning arrangements with NHS HMR to deliver more joined up services for older people.
- Continue to work closely with partners to ensure that older people are discharged safely from hospital.
- Work with NHS HMR to implement the findings of the recent review of intermediate care services.
- Develop integrated management arrangements for people with complex long term conditions.
- Develop more preventative and low level services such as POPPs. Continue to develop the POPPs' transport initiative in partnership with GMPTE.
- Ensure service users, carers and their families are involved in the development of the personalisation agenda
- Develop a Carer's Participation Strategy
- Develop the role of the Township Senior Citizen Forums as key local consultative forums
- Support more older people to become volunteers through the POPPs project
- Further develop advocacy services for older people
- Implement the personalisation agenda in the borough to ensure people who need support from social care services have choice and control.
- Continue to improve the provision of information and advice available to older people so older people know how to access the services they need.

- Ensure that older people with low level support needs are referred to universal services.
- Continue to improve multi-agency safeguarding adults procedures through the Safeguarding Adults Board and associated sub-groups..
- Pilot a borough wide mobile response service to ensure equitable access to telecare.
- Promote mobile response service to existing Careline (monitoring only) customers prioritising those in receipt of social care and users of assistive technology
- Assess demand and viability for extending mobile response service to include housing related support service
- Develop joint commissioning strategy and action plan for the expansion and mainstreaming use of Assistive Technology.
- Fully implement FACE, new Adult social care assessment tool.
- Full implementation of the CAF message for older people with mental health needs
- Improve hospital discharge experience for older people.
- Mental health. Jointly commission a range of older people's mental health services.
- Develop peer support networks through new wellbeing cafes.
- Develop joint commissioning plan for flexible breaks for carers
- Establish mental health extra care housing units at Fieldway
- Establish integrated multi-disciplinary teams for management of people with complex care needs
- Ensure that older people have access to mainstream community based healthy living, learning and leisure opportunities.
- Increase number of people participating in Cardiac Rehab/exercise referral and community based exercise and healthy living programmes.
- Housing and housing support- Commission a range of housing options including care and support which enable older people to remain independent in their own homes.
- Jointly commission services to reduce the numbers of older people experiencing falls and ensure that those who do fall get the right intervention depending on the complexity of their need.
- Provide an Integrated Community Equipment Service (ICES).
- To build community capacity through extending volunteering opportunities and supporting older people's involvement in local decision making
- Support the involvement of older people in planning forums and the borough wide Older People's User/Carer Action Forum
- Establish a POPPs volunteer service to build capacity and support community initiatives.
- Carry out a health and wellbeing questionnaire with older people 60+ residents across Rochdale Borough
- Targeting socially excluded older people aged 60+ to break down social isolation
- Support the senior citizens forum to become self sustaining.

Supporting People

- Mental health. Jointly commission a range of older people's mental health services.
- Carry out Supporting People Older Persons review.
- Work with partners to identify and promote opportunities for clients to access leisure facilities.
- Promote opportunities for volunteering across the Supporting People Programme.
- Work with older people to review older peoples services through a voluntary peer review meeting
- Ensure all providers have access to internal or external basic safeguarding training.

Sustainable Development

Living within environmental limits is one of the key drivers of sustainable development.

The UK sustainable development principles identify that respecting the limits of the planet's environment, resources and biodiversity are necessary to improve our environment and ensure that natural resources needed for life are unimpaired and remain so for future generations.

The Council is committed to the above principles and therefore all services will ensure that when making decisions about spending and service delivery, they consider the effects purchases and service delivery have on the environment and the depletion of natural resources. There is also an intention to reduce services' reliance on carbon based products e.g. electricity, gas, fuel and oil and make progress in reducing the carbon footprint in line with the Carbon Reduction Commitment.

Approved by Portfolio Holder
 Opposition Member
 Opposition Member
 Head of Service

Cllr Mulgrew.....
 Cllr Robinson.....
 Cllr Jane Gartside.....
 Colin Beech.....