

News

Welcome to the first Social Care Bulletin

This bulletin has been specially developed to support the publication of the *Our health, our care, our say: a new direction for community services* White Paper, which seeks to set a new direction for the whole health and social care system.

This bulletin aims to set out the key messages from the *Our health, our care, our say: a new direction for community services* White Paper specifically for staff working in social care services.

We hope it provides you with a concise summary of the White Paper and helps you to interpret what the new direction for health and social care system means.

For information on providing feedback about this bulletin or for subscription details please turn to page 6.

Our health, our care, our say: a new direction for community services

The White Paper *Our health, our care, our say: a new direction for community services* sets out practical steps aimed at turning the vision of the *Independence, Well-being and Choice* Green Paper into reality.

The idea of individuals having more choice and control over the health and social care services they receive was overwhelmingly supported in the national consultation.

The *Our health, our care, our say: a new direction for community services* White Paper aims to bring that vision to life by:

On local services:

- making it the responsibility of directors of adult social services and directors of public health to assess strategic needs in order to plan services for the next 10-15 years.

On prevention:

- investing in prevention measures that can improve people's well-being and prevent acute hospital

admissions.

On control and choice:

- extending direct payments and piloting individual budgets to give people greater freedom to choose the support they want.

For carers:

- establishing an information service/helpline for carers
- establishing short-term, home-based respite support to carers in crisis or emergency in each area
- allocating funding to train carers
- encouraging councils and PCTs to nominate leads for carers' services.

For people with long-term conditions:

- ensuring all people with long-term or complex needs have access to a case manager who can co-ordinate the services they need
- expecting all PCTs and local authorities to establish joint health and social care teams to support people with long-term conditions and providing them with an integrated care plan by 2008.

On strengthening commissioning:

- strengthening PCTs, through their current development and reconfiguration, to encourage greater focus on developing community-based preventative services
- ensuring universal coverage of practice-based commissioning during 2006
- developing guidance on joint commissioning for health and well being, and also for those people with long-term needs (80 per cent of those using social care).

On workforce:

- integrating NHS and local authority workforce planning by 2008
- building up skills in social care and taking action to address recruitment and retention problems.

- To download a copy of *Our health, our care, our say: a new direction for community services* visit www.dh.gov.uk/ourhealthourcareoursay

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National director for social care Kathryn Hudson talks about how social care professionals will be instrumental in the delivery of the new *Our health, our care, our say: a new direction for community services White Paper*

"The White Paper will implement the vision set out in the adult social care Green Paper *Independence, Well-being and Choice* and build on improvements already being made to services which support people in the community.

The consultation showed that you endorse the direction which we proposed in order to deliver further improvements in social care services which would encourage health and well-being in our communities.

The White Paper will focus on the outcomes for people's lives which we identified and integrate the way we

This is a joint White Paper which strengthens the partnership between health and social care in the interests of people needing services

work with partners, from colleagues directly providing services right up through the structures to those involved in commissioning, implementing and managing services at the most senior level.

Importantly, social care professionals and their

colleagues in health will be working together to improve services to support people in retaining independence in their lives, responding to their needs and giving them more choice and control over their own care.

I have been heavily involved with others in the drafting of the White Paper to ensure that the importance of social care is recognised. This is a joint White Paper which strengthens the partnership between health and social care in the interests of people needing services, but also for those working in the field.

You will be very important in this change, and the White Paper

recognises the huge contribution social care does, and will, make to people's lives, alongside NHS services.

An equal partnership between health and social care will deliver the exciting developments set out in the White Paper.

There will be changes in the way you work and some challenges lie ahead. But the White Paper provides for opportunities in career development and job satisfaction, working across boundaries which in the past have sometimes proved a barrier to effective working and service delivery.

The White Paper is good news for everybody and I look forward to sharing with you our progress in future issues of this bulletin."

Social care in context

More than 1.7 million adults and children in England at any given time are relying on the support of social care services.

Children and their families are supported in the community through a wide range of services including early years, social work and child protection.

Older people, people with learning disabilities, those with mental health problems and people with physical disabilities, among others, are supported by a variety of services tailored to meet their needs.

Social care services also make a major contribution to promoting social inclusion by reaching out to some of the most disadvantaged people

in society.

The Government has made modernisation of social care services – delivered by over 25,000 providers in the private, public and voluntary sectors – a national priority.

Part of the vision is to increase independence and choice for those who use social care services.

This is a massive undertaking as social care services across adults and children account for £17.5 billion of public expenditure and employ around 1.6 million people, 62 per cent of whom are employed in the private and voluntary sector. An estimated five million carers also support family members or friends in their own homes.

The Department of Health is working hard to ensure that social care works in partnership with health services

Around 61 per cent of the workforce work with older people, while 19 per cent work in services for adults with learning or physical disabilities, seven per cent in mental health services and 13 per cent in children's services.

It is the job of local councils with social services responsibilities to assess needs and, with the voluntary

and independent sector, to provide social services to the people living in their area.

The Department of Health has an overall responsibility for deciding policy and the strategic direction for adult social care. Responsibility for policy on children's services lies with the Department for Education and Skills (DfES), while monitoring and regulation of all social care services is currently carried out by the Commission for Social Care Inspection (CSCI).

The department is working hard to ensure that social care works in partnership with health services and other services provided by local authorities for the benefit of people in the community.

E-mail us your feedback: socialcarebulletin@dh.gsi.gov.uk

Overview of the *Your health, your care, your say* consultation

More than 42,000 members of the public, patients, service users and staff took part in the *Your health, your care, your say* consultation, which closed on 4 November 2005.

Responses from the consultation were then

evaluated along with those from the 100,000 people who contributed to the adult social care Green Paper *Independence, Well-being and Choice* to inform the new White Paper.

There were several ways to take part in the consultation:

- regional events were held in Gateshead, Leicester, London and Plymouth, culminating in the biggest ever public consultation event a citizens' summit in Birmingham.

- 33,000 people completed a questionnaire

- nearly 6,000 other

people responded to a usage and attitude survey

- a series of academic seminars was held involving more than 40 individuals from a variety of organisations who provided policy ideas.

Your consultation feedback

In favour of independent living

Viewpoint of a worker with adults with learning disabilities

Day service officer Helen Stanley said she 'thoroughly enjoyed' attending the national *Your care, your health, your say* citizens' summit in Birmingham at the end of October.

"I was pleased to be invited along and I found it very interesting," she said, "though I didn't come away with any specific messages for me in my role at the day centre and I was disappointed not to see anyone with learning disabilities there."

Helen works on arts and crafts projects with adults with learning disabilities, aged 19 to over 80, at a day centre in Guildford. She also supervises groups of users to visit day centres for the elderly to help further their integration in the community.

While she generally agrees with moves to enable more independent living for the people in her care, she confesses to being worried about the current capacity for change.

"The Government wants to move people away from day centre and residential care and to help them stay at home, which is great, but I do feel that some of the ideas are being rushed through without enough attention to the detail of how it will all happen.

"For example, a lot of the people at my day centre would like to go out to work, but they can only do that if they have support on a one-to-one basis, which is quite costly.

"At the day centre we often have trouble finding

staff as it is not a particularly well paid job, so I can't imagine that there will be enough personal assistants to go round. Perhaps carers should have a higher professional status and better pay to encourage more people to enter the profession.

"I would like to see more detail in the White Paper to reassure me that it has all been thoroughly thought through because if it hasn't vulnerable people could suffer even if we do have their best interests at heart."

Access to information holds the key

Viewpoint of a voluntary sector chief executive

As the only national carers-led organisation working for carers, Carers UK helped promote the on-line consultation through its networks, encouraging participation from all carers of partners, friends and relatives.

The organisation also ran five regional focus groups for carers, including two specifically for people from black and minority ethnic backgrounds.

Chief executive Imelda Redmond sat on a stakeholder policy taskforce, which made recommendations for change in the light of feedback from the regional

"I did feel carers were being listened to this time"

listening events.

"My biggest worry was that the White Paper was once again going to focus more on health than on social care," said Imelda.

"But I did feel carers were being listened to this time – although we have said the same things many times before.

"One of the critical things for carers is access to quality national information. It's really important for

people to be able to easily access services, benefits, welfare, employment and adaptations, yet for many just finding out what they are entitled to is a labyrinthine undertaking which calls for a great deal of time and effort.

"Secondly, there is a real need to look at carers' own health which often suffers because of the additional stresses and strains they are under. Carers need GPs and health services to respond quickly to their needs, not only the needs of the people they are looking after, and they need regular breaks in order to maintain their own health and identity.

"Thirdly, the feedback from carers is that they want to see the Government working together on this across departments. At the moment we have the Department of Health on one hand needing families to look after their own relatives and the Department for Work and Pensions on the other promoting a strong 'return to work' agenda.

"Carers UK wants the White Paper to address these three key issues to reflect a true Government understanding that carers are critical to the delivery of health and social care in this country."

Control over care makes huge difference

Viewpoint of a service user

Parent Caroline Tomlinson has seen a 'phenomenal' improvement in the quality of her son's life since her family was given control over designing his care 18 months ago.

Previously the home care support received by 17-year-old Joe, who has severe learning disabilities and high personal support needs, was inconsistent and hindered by a high turnover of staff and hours spent in traffic jams as he was transported to an out-of-borough school.

Now, after being awarded an annual resources allocation from Wigan social services to spend on his care, his family have been able to tailor support to Joe's specific needs.

The result is that he now has two personal assistants

with him at all times, which means he can get help with dressing, washing and feeding and also catch a bus to a local college and go out with friends of his own age.

"It's made an incredible difference," said Caroline. "By combining the care of people who are paid to be in his life with natural support from his family, Joe has been given the chance to be an equal citizen and live an ordinary life like everybody else. In fact he's just completed his silver Duke of Edinburgh award and is looking to go for his gold certificate."

Caroline was among thousands of carers who took part in the *Your health, your care, your say* consultation process that informed the White

"By combining the care of people who are paid to be in his life with natural support from his family, Joe has been given the chance to be an equal citizen and live an ordinary life"

Paper. She also featured in the *Independence, Well-being and Choice* video, in which she talked about the improvement in her son's care, and co-chaired the North West regional

consultation event.

"It was good to see real families being involved and I felt there was a real sense that people's voices were being listened to and that there was a growing understanding of the need to make care systems less complicated and bureaucratic," she said.

"To me the main messages to come out of the consultation were around people having control and a real say in the support they receive.

"In the White Paper, I will be looking for more people having the option and choice of designing their own lives. If people have an entitlement of support and move towards personalising and self-directing their care we will be in a much better place."

What does the White Paper mean for staff in social care services?

The new vision for health and social care promotes more personalised care, greater choice and a wider range of services.

As the population is getting older, more people need care. More children with disabilities are surviving into adulthood and the number of people with mental health problems is increasing.

But too often current services reduce the control people have on their own lives, making them dependent, rather than supporting them to make decisions.

The new vision will place the people using services, their families and their

carers at the very centre of their care. They should be given every opportunity to assess their own needs and given real choice about how those needs are met.

The White Paper places greater emphasis on early, targeted intervention, new models of care and stronger strategic leadership from local government, working in close partnership the NHS and other services and agencies.

There is also more recognition of the support carers need and greater focus on their well-being.

The key proposals include the wider use of direct payments and the piloting

of individual budgets which give people the choice of how to use available funding for their needs.

But the White Paper also recognises that there may be risks attached to this ideal and that a balance needs to be struck between protecting people and enabling them to manage their own risks.

Local government, particularly directors of adult social services, are being put firmly in the driving seat. They will be expected to take stock of the care needs of their local populations at regular intervals over the next 10-15 years to embed the vision in the way care

services are delivered.

All partners will need to work together to build a strategic commissioning framework which ensures the right balance of investment in local services to address health and social inclusion, people with emerging needs and those with more complex problems.

To ensure that the proposed outcomes are delivered, the Commission for Social Care Inspection (CSCI) will be looking at modernising regulation, reviewing minimum standards and associated regulations and setting new targets for all relevant services.

How social care professionals are delivering the White Paper's goals

Direct payment improves quality of life

Often the biggest barrier to accessing services for mental health is users' own anxiety about leaving their homes in order to get the support they want and need.

The direct payment support worker service in Southampton and Hampshire is contracted out to the Southampton Centre for Independent Living, set up in 1984 to help all disabled people lead more independent lives. This includes individuals with mental health problems.

Direct payment advisor Maureen, who is a service user herself, explained how it works: "We take referrals from community mental health teams, or people can self-refer, and we arrange to meet with them. This usually happens in the client's own home

because most people feel more comfortable and able to talk freely there.

"The support worker explains all that the process involves and talks in detail to the client about their individual needs and the kind of care they feel would be most helpful.

"The worker also accompanies the client for assessment by a community care manager, which determines what level of financial help they need, for example, payment for ten hours' support each week.

Payments are then made directly to the client each month, in advance, so that they can tailor support to their own requirements.

"Many use the allocation to pay for a personal assistant who can help them with, for example, housework or parenting,

or who can accompany them on trips to the shops or gym, giving them the confidence to venture into the community.

"One small group of clients has chosen to pool some of their payments to hire the services of a local potter so that they can all meet at the pottery for a two-hour class each week. In this way they are getting valuable peer support as well as learning new skills and growing a feeling of social inclusion."

For Maureen, a former accountant who was one of the first mental health service users in the country to access direct payments, the ability to tailor support to her own personal needs has enabled her to recover at her own pace.

"I began with support for small trips to the local shops, building up over

months to the point where I was able to face the challenge of a whole day out in London.

"I never thought I would be able to return to work, but now I am working for the centre and am able to give support to other service users who know I can really empathise with them because I've been through the process myself.

"I have seen so many cases of great recovery in people who were previously too anxious to use day services. They no longer feel isolated and have gradually moved to a different place in their lives where they are much happier."

To contact the Southampton Centre for Independent Living call 0238 033 0982 or visit www.southamptoncil.co.uk

West Sussex project puts patients In Control

Giving adults with learning difficulties, their families and their friends choice and control over support services is the central aim of a highly successful project run by West Sussex Social and Caring Services.

Over the past year, 14 individuals with high care needs have received support in putting together care plans tailored to their own specific needs, together with the money to buy the help they want.

Strategic commissioning and performance manager (learning difficulty) Andrew Tyson explained: "It begins with a very brief and uncomplicated needs assessment to establish a resource allocation and allocate money.

"People then draw up their support plan, with help if needs be, and make the appropriate arrangements, which usually include buying

support of some kind. The emphasis is on ensuring the outcomes for the individual are positive, rather than worrying about the processes. For example, some people may want to go to a day centre, but others may prefer to buy in support so that they can go to a leisure centre or to meet friends at the pub. At the same time, they may need to build in support for times when something unexpected crops up or they become unwell."

The project has helped a number of young people moving from children's to adult services. One young man with autism, for example, would traditionally have gone into some form of residential care, but with the In Control allocation he has been able to pay for a personal assistant to help him stay in the family home. Some of the money has also been used to provide further education support for him

"The feedback from individuals and their families has been universally positive, with people saying they are able to live much more independent lives than they had anticipated."

at home.

Another story involves an elderly woman with Down's syndrome and dementia, looked after all her life by her loving sister, who was finding it increasingly difficult to cope. The resource allocation has enabled the family to buy personal assistant time, which means the sister now gets some space to relax and

have a social life of her own. The allocation is therefore being used to care for the needs of both members of the family.

The project is now being expanded to help 60 people in the coming year, with an intention to build it into mainstream social services provision.

Andrew said: "The feedback from individuals and their families has been universally positive, with people saying they are able to live much more independent lives than they had anticipated.

'It's also saved us money because even the highest levels of resource allocation (£72,000) are less costly than paying for high-cost residential care placement.

"Our aim now is to move to a situation where the In Control approach is the default position for anyone who has a change in need."

To contact In Control West Sussex call 01243 777 100 or visit www.westsussex.gov.uk

Tell us what you think about this bulletin

We want to learn as much as possible from this pilot bulletin.

Using your feedback on this bulletin, and in future research on communicating with staff in social care services, we want to find out what your information needs are. We want to discover:

- what you need to know about Department of Health policy and social care in general and how that affects you
- how you access

information, and

- what format is best for you.

We want to engage more effectively with all staff working across social care services, and this bulletin is part of wider plans to achieve this aim.

We will be contacting you soon for your feedback on this bulletin via an online questionnaire. In the meantime we have set up a special e-mail address to hear your views on this

pilot edition, so please let us know:

- has it helped to explain the *Our health, our care, our say: a new direction for community services* White Paper?
- is the bulletin something you would like to receive in future?
- how can we improve on this pilot edition?

We value your feedback, so e-mail us now at socialcarebulletin@dh.gsi.gov.uk

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Please include: your name, job title, organisation, full postal address, telephone and fax numbers and e-mail address.

Integration between social care and health: Southwark PCT and Southwark Council

Southwark Primary Care Trust (PCT) and Social Services Department are among the first in the country to develop an integrated health and social care system which cuts out duplication, improves prevention and speeds up care for patients.

Through a partnership arrangement developed over the past four years, the two organisations have successfully enabled all staff working with adults and older people – including social workers, therapists, nurses and mental health staff – to work side by side with a joint manager.

Chris Bull, who is both chief executive of Southwark

PCT and the council's strategic director for health and community services, said: "When professionals work together in a team they get to understand each other's perspectives and what they have in common, which allows them to break down traditional divides between the professions they are in.

"It substantially improves the users' experience because they no longer have to negotiate their way through all the different services and be assessed several times by different people."

A good example of the joint approach in practice is in work with older people

who have fallen. Health service therapists have been trained by social care occupational therapists to assess and provide equipment, rather than putting clients on waiting lists for assessment. This means clients' needs are addressed sooner, they have only one professional working with them and they go through the assessment process just once.

Chris Bull said: "The effect of the joint approach has been most noticeable so far in the area of hospital discharge and intermediate care services.

"Three years ago Southwark regularly had 30 to 40 people delayed in

acute care. Delays are now averaging just three a week.

"The process of moving into a multi-agency and professional group has not always been easy, as cultural differences and professional boundary issues have had to be worked through. But all those involved are enthusiastic about the way they can call on someone else for support and the way their own knowledge has increased.

"The integration has simplified immeasurably how health and social care provide joint rehabilitation for frail older people."

To contact Southwark PCT call 0207 525 0400 or visit www.southwarkpct.nhs.uk

HABIT building better lives for the elderly

More than £9.5 million in benefits have been generated on behalf of patients since the setting up of a project to support older people in Liverpool five years ago.

The Health Advice Benefits Initiative Team (HABIT) was established in 2000 as a pilot to improve mental health and poverty among the over 75s and extended in 2002 across Liverpool. The service assists clients to access their correct entitlement to benefits and services, and also ensures that they receive help and advice in dealing with issues of home safety, keeping warm, falls prevention and polypharmacy."

Maureen Sayer, Chair of HABIT from Liverpool Health Promotion Service a department funded by

Central Liverpool PCT who also fund HABIT at present, explained how it works: "The project was initially established by a multi-agency and service users' steering group led by Age Concern Liverpool and it essentially involves five information and advice officers working with primary healthcare teams in the North, South and Central Liverpool PCTs.

The Primary Health Care teams receive training on the links between poverty and ill-health, benefits and services, before sending out joint letters from the GP practice and Age Concern Liverpool to patients aged over 75, inviting them to contact the HABIT Officer to have their benefits checked via a home visit, consultation at the GP surgery, or a visit

to Age Concern Liverpool. Most preferred a home visit.

This joint approach succeeded in establishing a rapport with a typically hard-to-reach group who were unlikely to respond to traditional take up methods. A massive 93 per cent of patients said they had never used an advice agency before and many discovered they were entitled to benefits that they hadn't been claiming.

The person centred approach has enabled some individuals to receive an additional £100 per week opening up social opportunities and improving mental health and diet; others have access to services that they have never used or understood were available to them.

In addition to help with

benefits, all HABIT clients were given an information pack with details about local health, leisure and social care services, as well as a hypothermia thermometer and contact details if they need further support.

Research conducted by HABIT shows that 83 per cent of clients now say they feel better able to manage safely in their own homes, with 91 per cent reporting that the increased income and information has helped them remain independent and make choices that were not previously available.

The successful project was a north region finalist at the national Health and Social Care Awards 2005.

To contact HABIT in Liverpool call 0151 717 1555 or visit www.lhps.org.uk

Telecare brings more independence for older people

More older people are being given the chance to live independently at home.

New figures from the Health and Social Care Information Centre show the proportion of older people being supported intensively at home is now nearly 32 per cent of the total of all those being supported at home or in residential care.

The DH Public Service Agreement (PSA) target is for that figure to be 34 per cent by March 2008. In January, 65 local authorities (43 per cent) were already meeting the target – a rise of 13 on the previous year. These include nearly all councils in London, with many others making strong progress towards it.

Authorities have been awarded a share of an £80 million grant to install innovative technology, such as falls detectors and monitors, to support people in their own homes.

For further information visit www.ic.nhs.uk/pubs/summarypsa

Climb in Interest for social care studies

The number of young people registering for social care-related NVQs in England rose by a fifth in the year from September 2004 to September 2005, says a report by the Research and Intelligence section of the Employers Organisation for local government.

The 20 per cent increase

has been welcomed by Andrea Rowe, chief executive of Skills for Care, the body charged with supporting employers in improving standards of care provision in adult social care through training and development, workforce planning and workforce intelligence.

"The figures are very encouraging," she said. "This is evidence of healthy workforce development through the achievement of qualifications, which Skills for Care actively encourages through its Training Strategy Implementation fund."

For further information visit www.skillsforcare.org.uk

Reducing healthcare associated infections (HCAIs)

Towards Cleaner Hospitals and Lower Rates of Infection sets out key principles for the NHS to increase safety and cleanliness and reduce HCAIs.

The Department of Health has a comprehensive strategy in place to realise these objectives, including mandatory surveillance of HCAIs, staff training materials and guidance, and performance management with NHS Trusts. In June 2005 the *Saving Lives* delivery programme to reduce healthcare associated infections like MRSA was launched for the acute setting. To date over 80 per cent of hospitals in England have signed up and reducing these infections remains a top priority for the NHS.

Care homes and hospices are also key stakeholders in this work and the DH will be designing a specific set of tools for the community setting using the principles of the *Saving Lives* programme. This will help social care organisations including care homes to make significant reductions to HCAIs like MRSA and Clostridium difficile. Some parts of the acute delivery programme/tools may already be useful to social care providers.

For further information visit www.dh.gov.uk/reducingmrsa

Infection control training free for all staff

In September last year the Chief Nursing Officer launched an online tool that provides staff of all grades and expertise with infection control awareness training. The tool is free and is for clinical and non-clinical staff.

Infection control is everyone's business and this will help every member of the team understand their role and how to make their contribution.

For further information visit www.infectioncontrol.nhs.uk or www.dh.gov.uk/hcai

Email the secretary of state

Secretary of state for health Patricia Hewitt has a special email address so that you and colleagues working in the social care sector and in the NHS can directly feed back your thoughts and ideas. It is patriciahewitt@dh.gsi.gov.uk

New campaign to boost recruitment in social work

A new national social work recruitment campaign will be launched on 10 February and will run on radio and national press until early March followed immediately by a social care worker recruitment campaign using television, radio and national press which will run until the end of March. Details of the campaign will be available at www.socialworkandcare.com after the launch.