Cabinet – 16 March 2011

Development of Community Based Support Services in Adult Social Care

Portfolio: Councillor McCracken, Social care and health

Service: Social Care and Inclusion

Wards: All

Key decision: No

Forward plan: No

1. **Summary of report**

   This report is a response to the recommendations made by the Social Care and Inclusion Scrutiny Panel.

2. **Recommendations**

   Cabinet note the response to the three recommendations from the 18 November 2009 as detailed in section 3.

3. **Background information**

3.1 Provider Services Restructure

   The aim of the restructure is to develop a responsive and pro-active workforce who will respond to the needs of our customers.

   Provider Services will have the following components:

   - A combined Community Reablement team comprising of the Neighbourhood Community Officers, Adult Placements, Community Alarms/Telecare and Homecare.
   - A flexible Employment and Opportunity service, comprising traditional day care for those who need it but also community based activity and employment opportunities. Links to Work will form part of this team.
   - A flexible respite and bed-based reablement service for the learning and physically disabled, based at Hollybank House and Fallings Heath.

3.2   The restructure has involved negotiation with unions in order to move 200 staff over to a flexible job description, that means we can react to customer need and respond to emergency situations. Management positions have been reduced and job descriptions have also become more flexible across the teams, in order to reduce the "silo" mentality.

3.3   The Community Reablement team will offer rapid response services to customers with community alarms as well as those who are being discharged from the Manor Hospital. The NCO and Telecare Teams will work together to increase the customers who need that low level support that keeps them in their own home, or keeps a care package as low as possible through the use of signposting and equipment.

3.4   The Employment and Opportunity Service will encourage as many customers as possible to take up their role as citizens by seeking meaningful employment. Day services and day opportunities will be provided to customers in order for them to gain qualifications, develop a CV and take up a work placement.

3.5   The Respite and Reablement service at Hollybank and Fallings Heath will allow young adults to come home to their families and be re-abled and re-habilitated in order for them to gain independence and for some their own tenancy with community support.

3.6   All elements of the service will support Adult Social Care's policy of returning Walsall citizens back to borough to their families through a re-settlement support plan. It will also continue to offer alternatives to long terms residential care and high community care packages.

4.   Community Alarms

4.1   When Telecare is identified as being beneficial, the process is relatively simple. An electronic referral form, a copy is attached, needs to be completed and submitted to the Community Alarm Service, this is then processed and an appointment is made with the patient, or a representative, to install the equipment.

4.2   After the restructure it is proposed that NCOs and homecare seniors will assess for telecare needs as well as intervening in care packages that can be reduced by telecare applications. They will perform a similar role to the trusted assessor role that used in wider residential reablement services and the OT service.

4.3   The Council will offer a basic package, this will consist of a lifeline, a pendant, a smoke alarm and a key safe. These are installed by the Fire service, through a unique partnership; who also complete a home fire safety check as part of the service.

4.4 Where a more comprehensive package is identified a skilled, CRB checked, engineer carries out the work.. The turn around time for installation is usually a week, but where an urgent need is identified this can be completed within 24 hours.

4.5 There are a number of issues that may hinder this process taking place in 24 hours, they include;

- Electrical work needed to ensure a phone point and electrical socket are in close proximity.
- Contact being made with an appropriate person to allow access to the Property
- A phone line being available.

4.6 The Community Alarms Service will prioritise people and work with Registered Social Landlords, Utility Companies and other partners such as the Police in order to overcome the issues in 4.5 above.

4.7 Community alarms service continue to work in partnership with WHG, the fire service, the police, community health, Tunstall, Housing 21, Watmos and other partners to ensure that there is wide access to telecare services across the borough and that people retain their telecare service whatever their current housing situation is.

5. Resource considerations

5.1 **Financial**: There are no financial implications as a result of this report. The above services will come together as part of the Social care and Inclusion savings plan.

5.2 **Legal**: There are no legal issues as a result of this report.

5.3 **Staffing**: As part of the overall re-structure of this service posts were lost through the Voluntary Redundancy process. However there is a sufficient staffing resource post structure to meet the needs of the service and its customers.

6. Citizen impact

The services mentioned in sections 3 and 4 will offer significant improvements to the lives of citizens. The response services will allow vulnerable people to have a community alarm services even if they do not have family or friends to respond. The Councils response service will respond to their needs when an alarm is activated.

7. Environmental impact

There is no environmental impact as a result of this report.

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