



Title: **Progress of the personalisation of health and social care in Torbay**

Public Agenda Item: **Yes**

Wards Affected: **All Wards in Torbay**

To: **Health Scrutiny Board** On: **7 July 2011**

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1. Key points and Summary

1.1 The Our health, our care, our say White Paper outlined the key elements of a reformed adult social care system in England; a system able to respond to the demographic challenges presented by an ageing society and the rising expectations of those who depend on social care for their quality of life and capacity to have full and purposeful lives. Choice and control, dignity and respect for clients and their carers as experts in identifying their needs were all contained within what has become known as "Personalisation".

- Self-directed support, outcome focussed support plans and personal budgets (PBs) become part of our core delivery in social care funded support and all eligible clients should have a PB April 2013.
- Think local, Act Personal, the sector-wide partnership document that endorses personal budget delivery and promotes (as does Government policy) an expectation of Direct Payments as the main delivery mechanism for most PB recipients.
- Personalisation Programme and related work-streams continue beyond the Transformation period of 31st March 2011 (see attached Programme for 2011/12)
- Community based support services are developed in partnership with providers to ensure the market can adapt to enable clients and their carers to access services which are outcome focused to meet their needs
- Self-management and self care are promoted to increase independence and reduce reliance on statutory support
- Assistive technologies including tele-health and tele-care are part of the offer to clients to ensure they maximise their choice and control when living with long term health conditions which impact on their social interaction and confidence

2. Introduction

2.1 The ethos behind the personalisation programme in Torbay is that the total system change required for success will only occur through a framework to support the programme in terms of strategies, policies and procedures, resources, meetings, training, development and culture.

Structure and infrastructure for Personalisation

- Personalisation Board meets monthly to drive the programme. The board and associated work-streams has membership from Torbay Council, Torbay Care trust, Children's Services and Devon Partnership Trust, LINKs, the Third Sector, carers and members of the public
- Personalisation Operational Group (POG) – Meets monthly to share learning, processes, risks and success's to ensure effective implementation in zone teams
- Personal Health Budget Ops Group (PHOG) – PHB pilot team meets monthly
- Communication and engagement group meets monthly to communicate the vision of personalisation in Torbay to all stakeholders
- Governance and Risk & Issues strategies in place

Education and development for staff

- Advanced Development Programme (linked to co-creating Health project)
- Personalisation in Practice (PIP) meetings in zones to support staff with concerns, support planning and sharing learning and ideas
- Team meetings, staff forums, leads events, staff seminars etc
- Intensive training plan continues in all zones/teams which included nationally acclaimed independent sector trainers such as Helen Sanderson Associates.

Personalisation Programme Plans for 2011/12

Please refer to the attached overview document and individual workplans

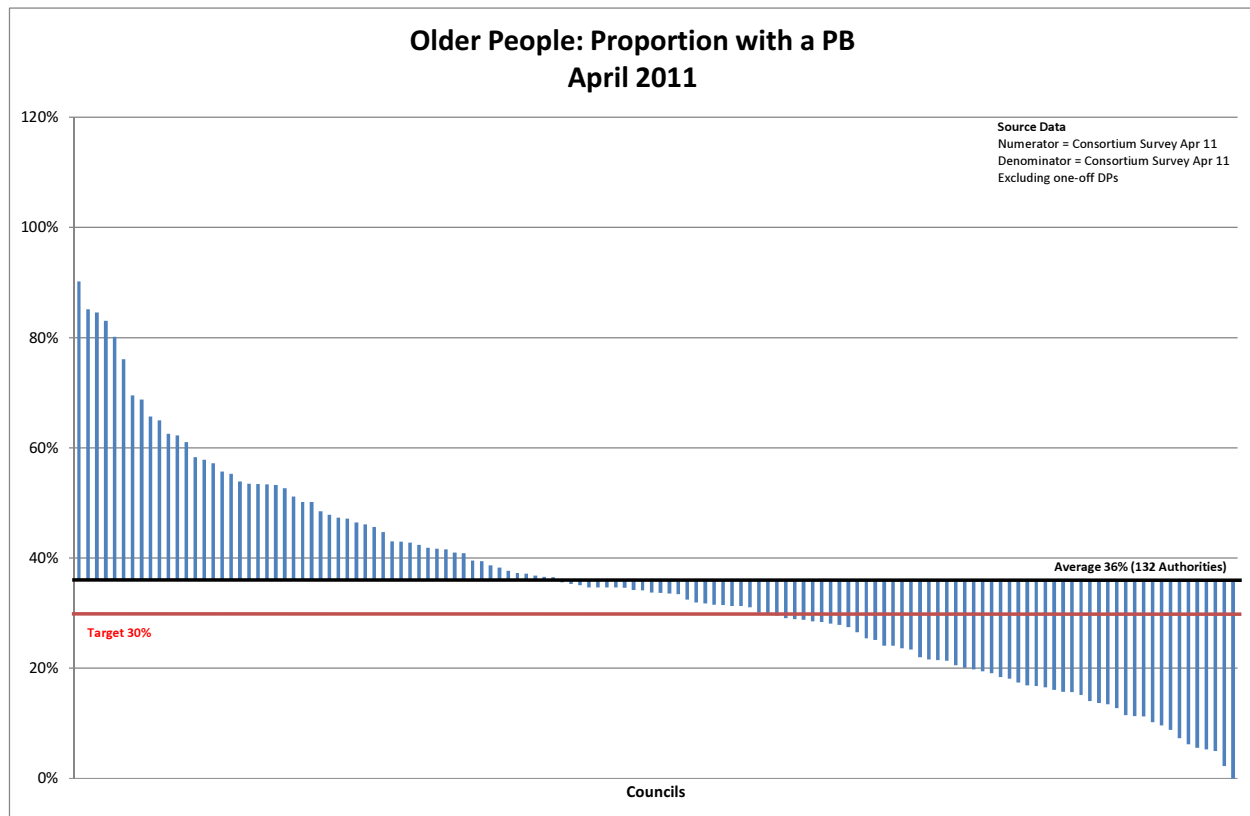
Self directed support (SDS) and personal budgets – key to the success of personalisation

This work-stream is led by Sonja Manton – Deputy Chief Operating Office (Care Trust).
Government milestone: 100% clients have a personal budget by April 2013.

The Trust can be the commissioner of services/activities, the client does not have to manage their budget or opt for support to manage their budget. This entails a revision to current brokerage activity, contract monitoring, direct payment process and financial assessment – these are being addressed through a workforce development group led by Phil Waite.

Torbay Care Trust achieved **27.6% PB** (with inclusion of DPT this reduces to 24.4%) against the 30% target set for April 2011.

Below is the national position from 132 local authorities:



Operational Directorate action plan to embed personalisation

- Action plan owned by POG – incorporates policy and process
- Standard operating process, paperwork, risk assessment and Resource Allocation System training programme completed – on-going support/training/review
- Champions identified in all zones and working with/to inform new processes
- Directors, Zone Managers & Leads set objectives around personalisation
- Zone targets on PB performance set – dashboard set up to monitor progress to 40% Government target to April 2012
- Weekly Resource Allocation Meetings in zones to reinforce learning and share concerns/good practice.
- Team meetings, staff forums, leads events, staff seminars etc to embed new culture
- Resource Allocation System = indicative budget – go-live 1st November in line with intensive training on new process. Recalibration based on actual budgets August 11 (inclusive of DPT) Here is a snapshot of the budget savings and increase in client focused outcomes from one of the zone champions:

Savings of £55k achieved by using new self-directed support plans and RAS indicative budgets without compromising client care or increasing risks. Clients explore what has been working well or not so well within their current care – mainly personal care such as washing and dressing – and look instead at achieving outcomes personal to them which enable active participation to reduce their dependency on services, increase mobility, mental health and social interaction.

- On-going review to reduce assessment and support planning paperwork in Paris IT system
- Single Care Record in development – IT leading
- New Business Support Team established to underpin PB activity and provide quality assurance
- Launch of Simple Aids to Daily Living – SADLs – please see appendices

- **New Fairer Contribution Policy** overlays Fairer Charging Policy (the latter is national guidance based on the Torbay financial assessment model) – **a separate briefing report is attached to explain this in greater detail**, however this report contains headline changes.

Fairer Contributions Guidance

- National Government Policy Guidance issued July 2009
- Moves away from a service based model of charging to a system based on an individual's ability to pay towards the cost of their care
- 30 clients who are full cost will receive 12 months transition, following this the subsidy for their services will be removed
- An equality Impact assessment was completed for the full cost clients and they have been consulted personally on the new policy.

Information and advice

There is universal access to advice and information and the public are informed about where they can go for the best information and advice about their care and support needs.

- Information, Advice and Advocacy (IAA) strategy produced in consultation with Council, Third Sector, Trust colleagues and members of the public
- Torbay council to take lead on IAA implementation
- Collaboration of 4 providers following a tender for Active Living Centres and baywide advice and information services
- Consultation completed on web option to support universal information – Open Objects – this portal offers universal access across Torbay on a wide range of services, activity and information. It would be accessible from a number of outlets including libraries, pharmacies, Council and Trust websites.

Commissioning community based services

There are 4 key areas to this work stream, shaping the market, de-commissioning, third sector development and contract monitoring.

- Dom Care provider led pilot to trial PB's in Brixham – initiation planned July 2011
- Folks at Home project (£45K spent – savings @ £200K +) bay-wide roll out commenced
- Supporting People providers offer PB's within current contract
- Support, Care and Community Services Framework – 3 launch events for local providers in November (Tracy Field and Fran Mason)
- Outcomes workshop for domiciliary and SP providers, clients and commissioners March 21st 2011
- Single Provider Forum launch June 2011
- Block domiciliary care contracts under review
- Extra Care Housing provision available at Dunboyne
- Adult Social Care Commissioning and Supporting People team joint working project.

Prevention

- Prevention and early intervention key within Commissioning Strategy
- Personalisation key theme in new GP Commissioning Group for Long Term Conditions
- QIPP project based on personal budgets to support Diabetes care
- Falls prevention: Postural Stability Instructors funded from Personalisation Grant – anticipate that prevention of one hospital admission as a direct result of a fall will cover project set up (£25K)
- Successful Tele-health project in progress supporting clients with COPD – see attached report in appendices
- Co-creating Health Project in 2nd phase, bid based on link to personalisation programme. Staff, GPs and consultants engaged in Advanced Development Programme (techniques

for professionals in promoting self care and management for people with long-term conditions); clients engage in 7wk course to enable self care and reduce health/social care interventions

- Planning underway to increase use of tele-care and assistive technologies
- Torbay Public Health Plan “Good Health Matters to all of Us”

Governance and Assurance

- Business Support Unit established to underpin qualitative assurances to Trust and Council (see Workplan within programme plan 2011/12)
- Experts by Experience Group – User-Led group

Partnerships and engagement

- Public involvement throughout the programme, including the Board
- Communications strategy, stakeholder map and implementation plan in place
- LINKs event (part funded by Care Trust) planned for September 2011 with Third Sector
- Website refreshed
- Leaflet developed for distribution to all Direct Payment and Supporting People clients
- Quest (Client peer review group – see attached leaflet) following up initial distribution with clients to ensure message is clear and understood - report to Board August 2011
- Briefing by Personalisation team to Councillors in October 2010
- Re-launch of Older Persons Board in October will include public involvement and leadership of personalisation in Torbay
- Quest to explore and evaluate staff, client and community understanding from October by various methods including interviews, mystery shopping etc

Nicola Barker

Head of Business Support, Torbay and Southern Devon Care Trust

Appendices

Appendix 1

Assistive Technology Project update and SADL’s report (Simple aids to daily living)

Appendix 2

Snapshot of case worker activity illustrating budget savings and higher quality customer experience **(TO FOLLOW)**

Documents available in members’ rooms

Think Local, Act Personal

Putting People First 2007

Making Progress

10 Questions for scrutiny of the transformation of adult social care

CQC Putting People First

Background Papers:

The following documents/files were used to compile this report:

Personalisation Programme for 2011/12

Risk assessment for Personalisation Programme

Personalisation Board Terms of Reference

Personalisation Operational Dashboard

Resource Allocation System and Supported Self- assessment Questionnaire Information

Self-directed Support Plan

