

**Report to:** Health Overview & Scrutiny Panel

**Date:** 20 January 2010

**Report by:** Robert Watt

**Presented by:** Robert Watt

**Subject:** Adult Social Care update on key areas

## 1. Purpose of the Report

- 1.1 To brief the HOSP on some of the developments with adult social care over recent months since last reporting to HOSP.

## 2. Recommendations

- 2.1 HOSP notes the content of this report

## 3. Update on Key Areas

### 3.1 Care Quality Commission (CQC) Annual Performance Assessment

As outlined in the last quarterly update, the CQC annual review of adult social care for 2008 – 2009 was held on 17 July 2009. Members, professionals, service users and independent sector organisations attended the meeting. The result of this review, including the analysis of performance indicators, was announced in October under the new rating system.

Seven areas of the council's work are considered and each is given one of four ratings:

|  |   |
|--|---|
| <p><b><u>Grade 4: Performing excellently</u></b></p> <p>People who use services find that services deliver well above minimum requirements.</p>                | <p>A service that delivers well above the minimum requirements for people, is highly cost effective and fully contributes to the wider outcomes for the community</p>         |
| <p><b><u>Grade 3: Performing well</u></b></p> <p>People who use services find that services consistently deliver above minimum requirements</p>                | <p>A service that consistently delivers above minimum requirements for people, is cost effective and contributes to the wider outcomes for the community</p>                  |
| <p><b><u>Grade 2: Performing adequately</u></b></p> <p>People who use services find that services deliver only minimum requirements</p>                        | <p>A service that delivers only minimum requirements for people, is not consistently cost effective nor contributes significantly to the wider outcomes for the community</p> |
| <p><b><u>Grade 1: Performing poorly</u></b></p> <p>People who use services find that services do not deliver minimum (performing adequately) requirements.</p> | <p>A service that does not deliver minimum requirements for people, is not cost effective and makes little or no contribution to the wider outcomes for the community</p>     |

For Portsmouth the results were as follows:

| Areas for judgement                                   | Grade awarded 2009            | Grade awarded 2008   |
|---|-------------------------------|----------------------|
| <b>Delivering Outcomes</b>                            |                               |                      |
| Improved health and emotional well-being              | <b>Performing Well</b>        | <b>Good</b>          |
| Improved quality of life                              | <b>Performing Well</b>        | <b>Good</b>          |
| Making a positive contribution                        | <b>Performing Well</b>        | <b>Good</b>          |
| Increased choice and control                          | <b>Performing Well</b>        | <b>Good</b>          |
| Freedom from discrimination or harassment             | <b>Performing Well</b>        | <b>Adequate</b>      |
| Economic well-being                                   | <b>Performing Well</b>        | <b>Good</b>          |
| Maintaining personal dignity and respect              | <b>Excellent</b>              | <b>Excellent</b>     |
| <b>Overall Grade Awarded for Delivery of Outcomes</b> | <b><u>Performing Well</u></b> | <b><u>2 Star</u></b> |

The combination of judgments against each area gives rise to an overall judgement, which for 2008/09 is Performing Well.

The judgement represents a slight improvement on the previous year and compares favourably with other local authorities in the South of England. An action plan is in place to address any of the 'Key areas for improvement' identified.

### 3.2 Health and Social Care Partnership – (HaSP)

For some time now we have been working closely with colleagues in Health to more closely align community services in order to provide a more efficient service for vulnerable people, the first stage of which is the reorganisation of adult social care teams into geographical clusters. The service redesign will help meet the future requirements of social care services by joining up various elements of the service with the aim of becoming more efficient and responsive to the needs of people. By bringing together the three duty systems of fieldwork, Occupational Therapy and Sensory Impairment we hope to reduce duplication and cut down waiting times for individuals.

The cluster teams will enable users, over time, to have a named worker supporting them to direct their own care and determine the goals and outcomes they want to achieve. It will allow for person centred rather than systems led care and support.

The redesigned system will apply to adults over the age of 18 with the exception of people with a LD or mental health need (who currently have specialist services available to them). A centralised duty system will operate with sensory impairment, social work/care management and occupational therapy staff available.

For external domiciliary care agencies, a centralised number will be used and information then passed to the appropriate cluster team as necessary.

All safeguarding alerts will continue to be coordinated by the safeguarding team, who will be co-located with the duty team.

### 3.3 Development Projects Position Statement

- Milton Village

In addition to the opening of Shearwater (60-bed residential care home for older people with dementia), 'Extra-Care' apartments have also been opened at Milton, with the aim of providing 65 apartments in total, on 3 sites, by November 2010.

Osprey Court - 16 apartments opened in August 2009 (mentioned in the September report). All are now occupied with the exception of one which has been retained for temporary offices.

Crane Court – 12 apartments opened in early November 2009, all occupied.

Final phase – 37 apartments (25 for shared ownership), practical completion scheduled for 11 October 2010. First admissions scheduled for November 2010.

- Harry Sotnick Nursing Home

Construction of a new 92 bed nursing home for older people with dementia commenced 12 October 2009 and practical completion is scheduled for 17 January 2011, with first admissions scheduled for 7 February 2011. Sixty two beds are block contracted to PCC, with an additional 30 private beds available.

- Extra Care and Affordable Housing Redevelopment (Four Sites project)

This will provide 166 extra care apartments and 8 family houses over 3 sites with full nomination rights and a 20 place respite/rehabilitation facility. There is potential to include additional sites to develop extra care accommodation.

Council approval was given on 15 December 2009 and we are now undertaking a procurement process, to identify a development partner, scheduled to complete in March 2011.

The First 41 apartments will be open in the Autumn 2012.

Final phase scheduled for completion late summer 2014.

### 3.4 Transforming Social Care (TSC)

Progress continues with work on the various themes of TSC including:

- User Led Organisation: Meeting regularly with Portsmouth Disability Forum to enhance their role as a User Led Organisation.
- Self Directed Support (SDS): Currently meeting targets set for SDS, where people have a personal budget allocated to them for their support requirements. In order to assist in allocating SDS budgets we are working with an independent organisation to develop a Resource Allocation System which, following an assessment of need, will determine how much resource a person will have to spend on meeting their needs.
- 'Universal Advice and Information': We are working to put in place a strategy by April 2010 for the development of a 'Universal Advice and Information' system. The expectation is that all citizens, including self-funders of care, have access to information on the range of services within the city that can be accessed and assist with quality of life independent living.
- The Integrated Commissioning Board: Since the last briefing to HOSP on 9 September 2009, the Integrated Commissioning Unit has now been established. Suzannah Rosenberg has been appointed as the Head of Integrated Commissioning and a dedicated and jointly funded staff team confirmed. The Integrated Commissioning Board has met twice and approved an initial work plan for the remainder of 2009/10 and 2010/11. There will be an official launch of the new venture in March to which HOSP members will be invited

### 3.5 Learning Disability Partnership Board

Member of the existing board met in November 2000 to consider Department of Health guidance on how effective partnership boards should be constituted. Following this, nominations for a newly constituted board have been sought from the Primary Care Trust, Job Centre Plus, Adult and Children's social care, Housing, the independent and Voluntary sectors. There is also a requirement that

50% of membership of the board is drawn from service users and carers.

The new board will meet before April and be required to produce an action plan with regard to progress in the city on a range of service areas.

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Robert Watt  
Head of Adult Social Care