

Scrutiny Review – Council Executive and PCT Response

Scrutiny Committee:	Health Scrutiny Committee
Review title:	Older People's Preventative Services
Date completed:	December 2007
Officer responsible for response:	Maggie Kufeldt & Vince Fraga/ Neil Bland
Date response(s) agreed:	

This is the agreed response of the Council Executive and the PCT to this Scrutiny Committee Review.

As a general point to several of the recommendations contained within this review it is important to point out that the Council operates eligibility criteria for services based on the governments 'Fair Access to Care' (FACS) guidance. Therefore, the Council has decided to prioritise services for those with the most critical and substantial needs and is limited in its ability to provide services to those below this threshold. Unlike many councils Stockport has no plans to restrict services just to those with the critical needs.

The Committee will appreciate the challenges that Stockport faces with a changing demographic of an ageing population with a diverse range of needs and the ongoing financial situation of a balanced budget. The recent Concordant 'Putting People First' clearly articulates the challenges statutory services face in meeting this agenda and recent local work on developing a Joint Strategic Needs Assessment has demonstrated an emerging picture of the growing demographic changes that will put pressure on services.

The Council & PCT are clear on the challenges of this new agenda and the issues it must address, specifically:

The need to determine how to **shift focus to preventative services** while continuing to meet statutory assessed social care need;

No new money; the optimistic expectation from government that the desired shift will be entirely managed through identification of efficiencies in the system; with no recognition of the demographic changes affecting both older people and people learning disabilities.

Opportunities within the Council & PCT to **address these challenges in an innovative way**; good example is extra care housing

Real opportunities to work more closely with the **voluntary sector** to innovative new models of service delivery for FACS and preventative working.

Clearly this review would have benefited from the perspective of a member of the Adults & Communities Scrutiny to have joined in the work of this review. The Executive Member for Adults & Health recommends that both the Health Scrutiny review Committee Adults & Communities Scrutiny Committee receive a presentation on the complexities of these issues in particular Fair Access to Care criteria, to facilitate greater awareness and understanding of the challenges this framework and associated financial requirements it places on the Council. **It is recommended that this presentation take place sometime in Summer 2008.**

Original Recommendation	Agreed response	Timescale
<p>Recommendation One The Committee recommends that the Executive and the PCT give consideration to making a greater commitment in terms of increased investment on an invest to save basis in low level preventative services, provided by voluntary sector organisations and otherwise, within Stockport's health and social care economy. For example, by expanding existing successful initiatives such as Stockport Care Schemes¹.</p>	<p><i>Executive Member, Adults and Health</i></p> <p>Given the aforementioned comments on eligibility criteria and the challenges of meeting existing budget pressures, the Health Scrutiny Committee will appreciate the balance that is required to address the needs of the most vulnerable, yet ensuring services are available that promote independence. Within financial constraints, preventative services are and will remain a high priority for this Council and the PCT. A key strategic body for the Council has been the All Our Tomorrows Partnership that has a remit on the broader independence and prevention agenda. Several strands of the partnerships strategy focus on ensuring older people can live independently as long as possible. E.g. promotion of healthy living opportunities such as eating and exercise as well as actions to address social exclusion.</p> <p>The Council, with the PCT currently invests in a range of preventative services through its formal contracting arrangements, as well as the Main Grant Scheme and the Health Innovations Fund that provide lower-level preventative services to older people. Whilst this range of investment will continue the reality is that these services are vulnerable, as with all council services, to budget pressures and limited central Government funding. The Main Grant Scheme is also heavily oversubscribed and limited to the numbers of schemes it is able to fund. Likewise the PCT faces similar pressure, yet is committed to ensuring there are services that meet the prevention agenda.</p> <p>The Main Grant scheme is to be reviewed in October 08 and consideration can be given to the existing criteria for to give priority to those services that demonstrate a commitment to prevention.</p> <p>Currently there is a range of services provided through both the Council</p>	<p>Summer 2008</p>

¹ There are currently 4 care schemes in Stockport in Offerton, Reddish, Gatley and Edgeley. The aim of the scheme is to introduce volunteers to vulnerable people and carers who need a little extra help and support in addition to that provided by the statutory agencies. The Schemes offer support to families, elderly people, disabled people of any age and their carers.

Original Recommendation	Agreed response	Timescale
	<p>and the PCT (increasingly in close partnership) that demonstrate the commitment to prevention. For instance, the Council has ensured appropriate ring-fencing of the Carers Grant to provide various services within the voluntary sector for family carers. In addition developments such as telecare are providing more flexible arrangements to allow older people to remain in their homes. The Council has funded the Age Concern Well Check service for several years now. These services are protected over the next financial year.</p> <p>As part of the Development of Non-Acute Services and Intermediate Care the PCT has committed to invest an additional, annually recurring £100,000 in Voluntary Sector services. This investment will be targeted at preventative services and services for carers.</p>	
<p>Recommendation Two The Committee recommends that the outcomes of the POPP programme are monitored when further findings are published in October 2008 and that, subject to satisfactory outcomes, Stockport Council apply to the Department of Health for funding if a third round of POPP grant applications is invited. Alternatively, the Committee suggests that if projects demonstrate effectiveness, Stockport should consider taking forward similar approaches to promoting independence for older people, seeking alternative sources of funding.</p>	<p><i>Executive Member, Adults and Health</i></p> <p>Stockport has in fact applied unsuccessfully for POPP funding on two occasions. The Council will be eager to see the results of the evaluation and to ensure that if opportunities are available to apply for additional funding it will be pursued.</p> <p>A successful Extra Care Housing bid has allowed Stockport to begin to develop a key component of the 2nd POPP bid. That is an Extra Care Housing facility at Birch Court, Marple. This development will provide housing and support for Older People with moderate to high needs.</p> <p>In January 08 the Department of Health published the Transforming Social Care circular outlining the governments aims on ensuring services are both tailored to meet individual personalised needs yet are available as an earlier intervention as opposed to a crisis situation. There is a clear expectation that this is delivered in both a cost effective and sustainable manner. To achieve this, the government is providing a Social Care Reform grant to the Council for the next three years. In 2008/09 Stockport's allocation will be in the region of 400K, which will be applied towards the 'personalisation' agenda and prevention.</p>	<p>Summer 2008</p>
<p>Recommendation Three</p>	<p><i>Executive Member, Adults and Health</i></p>	

<p>The Committee recommends that any new investment in low level preventative services, in the interests of addressing need and providing person centred services, particularly takes into account:</p> <ul style="list-style-type: none"> a) The needs people with dementia and their carers; b) The need for services enabling older people to have someone to talk to such as befriending, anxiety management and counselling services; c) The need to ensure that Council-provided and commissioned day care services accommodate modern day expectations, offer opportunities for older people to participate in community life and address the negative perceptions associated with these services which can deter service users and/ or their carers and families. 	<p>The Council & PCT have applied resources and will continue to do so for those with specific needs. These needs identified in the review are addressed in a variety of ways within the council whether it is through direct interventions through services such as the Well-Check scheme or via support to a person with dementia's family carer.</p> <p>With regard to a.) The Joint Commissioning Lead for Older People is undertaking work with Pennine Mental Health Trust to review and improves services for Older People with Mental health problems and their carers, including those with dementia. A work programme is currently being developed.</p> <p>b.) Current schemes such as the Well-Check service continue to be funded by the Council and are valued as a place to receive support that will address issues of social isolation and anxiety. This is a highly valued scheme by both service users and professionals, but is heavily subscribed. In addition to Well Check there is a range of well being schemes such as 'Arts on Prescription' the Well Being Centre. These services offer a practical step for people accessing lower level services an appropriate setting.</p> <p>c.) The Council has recently opened its third resource centre for older people at the Whitehill centre in Reddish. In addition to Ada Kay in Bredbury and Parkview in Stockport Centre, these centres provide specialist day care to people who may need more support, where opportunities are available to share company, meet new friends, participate in a range of activities as well as exercise and relaxation therapy sessions. These Centres are a demonstration of a commitment to move away from the traditional view of Day Centres and promote participation in community activities.</p> <p>It is also important to note as part of the agenda of social care transformation, the Council will be increasing opportunities for older people to exercise flexibilities and personalisation through increased uptake of direct payments and individual budgets. These mechanisms will allow older people the flexibility to purchase the type of services they would most prefer in a more bespoke way.</p>	
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<p>Recommendation Four The Committee recommends that further clarification on the policy on equipment and adaptations, the prioritisation criteria therein and implications of any amendments to this be sought with a view to considering whether the Council is working appropriately to prioritise access to bathing services.</p>	<p><i>Executive Member, Adults and Health</i></p> <p>Stockport like all other Councils has finite resources. It is therefore imperative that steps are taken to support those with the highest levels of need. Therefore, the criteria for the provision of adaptations was introduced. In February 2007 these criteria were re-presented to the Executive with recommendation for amendments, which was accepted. These agreed amendments meant that more people met the criteria for adaptations such as a level access shower.</p> <p>The bathing needs of an individual are met by the council in the most cost effective way. What is considered can range from provision of a bath board and seat or to a level access shower.</p> <p>Given the current policy and practice, officers within the Disability Service are confident that prioritisation and access to appropriate bathing facilities are being applied fairly and consistently.</p> <p>In January a review on Access to Social Care was announced by the Department of Health and follows on from CSCI's report on the State of Social Care in England 2006/07, which provided evidence of the poor experience of people unable to meet local councils' eligibility criteria. In response to the report, Care Services Minister Ivan Lewis MP asked CSCI to undertake the review, to be completed by 15 September 2008, which will look at national definitions of need and their application at a local level as well as consultation on a new long term funding system for social care.</p> <p>The Executive recommends that the Health Scrutiny jointly with Adults & Communities Scrutiny receive a further report on the aforementioned national review and a presentation on the issues associated with the provision of equipment & adaptations and practice within the assessment and allocation of said services.</p>	<p>Summer 2008</p>
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Recommendation Five

The Committee recommends a two-pronged approach to increasing awareness about preventative services, including widespread availability of information for potential users, carers and families and targeting of information at those in most need, in terms of:

- a) Using existing contact points and networks to publicise up to date information and contact details for all low level preventative services, particularly voluntary sector services. For example, it is suggested the 'Find Out Guide' be made widely available to partner agencies and the public and that a centre page pull out in the Civic Review might be used;
- b) Making information available on the Council website accessible and user friendly, particularly by improving the search facility to respond to a specific issue or question;
- c) Exploring ways to make better use of existing intelligence to reach older people, at most risk of losing their independence and hospitalisation, more proactively.

Executive Member, Adults and Health

The Executive appreciates and understands the need for information to be available to people in a variety of formats and through a range of channels. However, this is an extremely challenging area, where ongoing work is needed as it is impossible to distil this into a 'one size fits all' approach. One method may be suitable for one individual, but inappropriate for another.

A recent consultation with Older People as part of the All Our Tomorrows partnership has identified the need to continue to address the range of information needs people may have. It is envisaged that through the partnership activities can be coordinated to develop a strategic plan to address the areas of concern around the distribution, dissemination and review of existing information sources. The recommendation of this review will be used to help guide this work.

- a.) The Council has funded the Find Out Guide previously for re-prints and has recently done so for additional copies to be made. As mentioned above its promotion as well as that of other central sources for information can be addressed through the re-freshed All Our Tomorrows strategy.
- b.) The Adults & Communities Directorate is embarking on a project funded by the Council's Priority Initiatives Funding with the Department of Health to improve current provision of information to social care users via the Councils' web pages. Key to this project will be the service user input it will receive to create the types information and its presentation needed to ensure appropriateness.
- c.) As mentioned the AOT consultation noted this as a key concern for older people and there was a theme emerging on the need to not increase information, but to make better use of existing channels and improved distribution. We would propose that the AOT Partnership include this as priority in the refresh of the existing strategy for older people. This need to give information at as an early intervention can be addressed via the strategy.

<p>Recommendation Six The Committee recommends that information provided to Members at their induction includes an information pack containing the most recent edition of the 'Find Out Guide' and other relevant information and contact details on community based health and social care services in the borough. In addition, that further training for Members, in dealing with case work relating to broad social work issues, includes how to help older people living in the community and having low level needs.</p>	<p><i>Executive Member, Customer Focus</i></p> <p>The details of the induction programme are currently being worked on and, at this stage, it is planned to include a written information pack on community health and social care services. Case work/broad social work issues are a high priority action for the 2008/09 Member Development programme although the details of this have yet to be finalised.</p>	<p>June 2008</p>
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