
OVERVIEW OF ADULT SERVICES PORTFOLIO

Purpose of the Report

1. To inform and update Members on progress within Adult Social Care since the last meeting of Council. The following are the main areas of work under the Portfolio Holder for Adult Services.

Strategic Commissioning

2. A Corporate Strategic Commissioning Project is underway which will develop the framework for integrated commissioning initially across the new “People” directorate. The Head of Strategic Commissioning is the Project Owner.
3. The Adults Transformation “The Customer Journey” Programme definition has been signed off by the Transformation Board. Key projects are also being progressed :
 - (a) **Intermediate Care – Reablement** has moved into the implementation phase and milestones revised. The PCT is receiving Department of Health monies over the next four years to develop services to prevent avoidable admissions to hospital and early supported discharge. Adult Services have put in a joint submission to use these monies to further develop the Lifeline Service as an out of hours response service including small pieces of equipment, integrated intermediate care beds, develop a health and social care worker team with pharmacy support and develop low level support for older or vulnerable people leaving hospital.
 - (b) **End of Life Care** – the consultation process on the strategy has concluded and the strategy amended slightly. The plan is to launch the strategy in the New Year.
 - (c) **Mental Health Day Opportunities** – a provider event has been held to encourage Providers to develop support and services that meet personalisation and the needs of local people. The event was well attended and many valuable ideas were shared. The service specification is now being developed by the Commissioning Project Team.
 - (d) **The Mental Health Capital Grant** – third sector and independent sector providers have been invited to bid for the use of this grant funding to improve outcomes for people with mental health needs. The bids will be evaluated in late December.
 - (e) **Older Peoples Day Services** – the service review conducted has concluded and a report taken to the Health and Well Being Scrutiny Committee. This recommended that the bathing service will not be re-provided when the current contract ends but the option of extending the day service contracts will be taken. The rationale for this is that there are other providers with contracts for personal care but more time is required to develop day support that offers choice, flexibility and promoting independence.

- (f) **Impact Assessments** – all the projects are subject to an impact assessment, the Adults Transformation Team is working closely with the Corporate Team to ensure people are aware of the efficiency proposals and how it might impact on them. In addition to this Commissioners have had discussions with DAD to develop a plan for individuals who may be affected by more than one efficiency.

Safeguarding Adults

4. Work is continuing to progress within the Safeguarding Section regarding recommendations from last year's Inspection by the Care Quality Commission. Initial meetings with each sub group has started and this work will continue throughout the year. The sub groups identified were: Communications; Training; Quality and Performance; Policy and Implementation.
5. There are proposals under discussion at present regarding the integration of the Adults Safeguarding Team with the Children's Safeguarding team within the Council's restructuring programme that is currently under way.

Operational Developments

6. **Learning Disability Services** – The plan to bring Children and Adult Learning Disability Services together is progressing very well. The Service Manager across Children and Adults is now in post and the project work to bring the two areas together under a new structure is currently being taken forward. The plan is to bring all staff across the Learning Disability Services together in the same location, including staff from other agencies. The model will be a fully integrated service and is innovative and will bring services for People with a Learning Disability together across the life stages.
7. The Adult Operational Restructure is progressing well with plans for the new structure to be in place by 1 April 2011. However, we will be phasing in elements from the new way of working from now. HR and Trade Unions have been involved and project work is being undertaken to take us into Intake – Reablement and Long Term Complex Case pathways. This is an innovative structure, it is streamlined with clear pathways and an improved customer journey. The new structure will assist in focussing resources and services to those people most in need but will also assist in the preventative agenda by the implementation of the Reablement Service.
8. Plans for the Reablement Service are moving forward; part of the planning for the dedicated workforce required undertaking a review use of the in-house Homecare Team currently placed within Extra Care. Plans are in place to move 11 workers from the in-house service to work within reablement with backfilling to cover domestic work as appropriate. This will allow staff who have qualifications in the provision of rehabilitation to use their skills to support Clients through the reablement pathway. Work has been undertaken with staff and letters sent to those Clients currently in receipt of packages of care to inform them of the arrangements. One of the main concerns raised by Clients and families during the consultations held in the Summer regarding the in-house Homecare Service was how highly valued people felt the service they received from Darlington Borough Council staff was. This approach allows us to retain some in-house provision and support the Reablement Service with staff who are not currently using the extra skills they have been trained in.

9. Workshops will be held in January regarding Self Directed Support with operational staff. There will be updates and involvement from DAD, Finance, Performance, IT and updates from Stockton and Durham Councils regarding the progress they are making with the implantation of Self Directed Support from a practitioner's perspective and also both areas will share the recent work they have undertaken on the Self Assessment Questionnaires.

Annual Performance Assessment

10. The Adult Social Services Annual Performance Assessment carried out by the Care Quality Commission has once again resulted in Darlington receiving a score of Performing Well. The seven judgements received for 2009/10 are as follows:-

(a) Improved health and well-being	Performing well.
(b) Improved quality of life	Performing well
(c) Making a positive contribution	Performing well
(d) Increased choice and control	Performing well
(e) Freedom from discrimination and harassment	Performing well
(f) Economic well being	Performing well
(g) Maintaining dignity and respect	Adequate

Significant work has already been undertaken to improve the one service area rated as adequate to performing well. This is a particularly good result given the ongoing work to address the impact of current and future budget cuts. During the year over £300K of additional income has been achieved through various income generation initiatives and improved debt recovery processes. Savings of over £600K have also been achieved through more efficient ways of working, reducing admissions into residential care homes by supporting more people to live independently in the community and staff reductions.

Councillor V Copeland
Cabinet Member with Portfolio for Adult Services