

AGENDA MANAGEMENT SHEET

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| <i>Name of Committee</i> | Adult Social Care and Health Overview and Scrutiny Committee |
| <i>Date of Committee</i> | 23rd February 2011 |
| <i>Report Title</i> | Transformation of Day Centre Services within Learning Disability & Physical Disability |
| <i>Summary</i> | As part of the current transformation programme within Adult, Health & Community Services work is being undertaken to review and revise our models of provision for Physical Disability & Sensory Impairment and Learning Disability Day Services. Specifically this work is looking to re-model our approach to the use of building based day services specifically the focus is on the expansion of the use of Direct Payments and Personal Budgets as an alternative to traditional social care interventions. |
| <i>For further information please contact:</i> | Christine Lewington, Service Manager, Adult Social Care (for LD) Tel: 01926 743259 Andrew Sharp Service Manager, Adult Social Care (for PD) Tel: 01926 745610 |
| <i>Would the recommended decision be contrary to the Budget and Policy Framework?</i> | No. |
| <i>Background papers</i> | None. |

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

| | |
|-----------------------|---|
| Other Committees | <input type="checkbox"/> Health Overview and Scrutiny Committee |
| Local Member(s) | <input checked="" type="checkbox"/> Not Applicable |
| Other Elected Members | <input checked="" type="checkbox"/> Councillor L Caborn, Councillor D Shilton, Councillor C Watson, Councillor S Tooth, Councillor C Rolfe, Councillor J Tandy, Councillor J Ross, Councillor P Balaam, Councillor R Dodd |
| Cabinet Member | <input checked="" type="checkbox"/> Councillor Mrs I Seccombe, Councillor H Timms |
| Chief Executive | <input type="checkbox"/> |
| Legal | <input checked="" type="checkbox"/> Alison Hallworth, Adult and Community Team Leader |

- Finance Chris Norton, Strategic Finance Manager
- Other Chief Officers
- District Councils
- Health Authority Warwickshire PCT
- Police
- Other Bodies/Individuals Michelle McHugh, Overview and Scrutiny Manager

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

Adult Social Care and Health Overview and Scrutiny Committee – 23rd February 2011

Transformation of Day Centre Services within Learning Disability & Physical Disability

Report of the Strategic Director, Adult, Health and Community Services

Recommendations

The committee are asked to:

1. Consider and review the actions already taken by Directorate Leadership Team to re-shape of physical disability services to date including vacating the Ramsden and transferring customers to alternative bases where appropriate.
2. The committee consider the proposed approach and make recommendations to Cabinet.

1. Background

- 1.1 Part of the current transformation programme within the Directorate portfolios of work is focused upon addressing our models of provision for day centre based day opportunities. In relation to physical disabilities the Directorate currently directly manages and provides building based day services using three day centres and commissions' services through two further centres operated by the Circles Network.
- 1.2 Building based day services are traditional in nature and current thinking suggests that this model of provision creates dependency and reduces customers' ability to access community resources to enable them to remain independent. The use of building based services is not cost effective and for physical disability, as the cohort of clients who access this type of service is older and therefore reducing, the unit cost of these services continues to grow. It is important to note that younger and new customers with a physical disability tend to opt for alternative methods of support such as Direct Payments and as a result we have received limited new referrals to building based services in the last 12 months.

2. Physical Disabilities

- 2.1 Currently across the five physical disability day centres we have the following customer base against allocated service or contract budgets:

Table 1

| Service title | Places per day | Customers | Budget 2011/12 | Unit Cost |
|--|----------------|------------|-----------------|-----------|
| The Ramsden Centre (Nuneaton) | 15 | 27 | £139,650 | £5,172 |
| The Sesame Centre (Rugby) | 20 | 23 | £162,569 | £7,066 |
| The Saltway Centre (Stratford) | 15 | 30 | £154,540 | £5,151 |
| Circles Atherstone | 15 | 26 | £116,780 | £4,491 |
| Circles Fordsfield Centre (Leamington) | 15 | 24 | £128,966 | £5,374 |
| Totals | 80 | 130 | £702,505 | |

2.2 As a first stage of our work to develop an alternative model of provision for physical disability day services we have reviewed the majority of customers accessing these services through our PHILLIS team. As a result of these reviews the numbers of customers who are eligible to receive a service has reduced and a further significant group of customers have been identified as being potentially better supported through a direct payment or personal budget, the following table shows the outcomes in full:

Table 2

| | Current Customers | No longer eligible/attends | Supportable by DP/PB or alternative | Not reviewed or service required |
|--------------------|-------------------|----------------------------|-------------------------------------|----------------------------------|
| Ramsden | 27 | 12 | 10 | 5 |
| Saltway | 23 | 8 | 5 | 10 |
| Sesame | 30 | 10 | 15 | 5 |
| Circles Fordsfield | 26 | 0 | 6 | 20 |
| Circles Atherstone | 24 | 10 | 10 | 13 |
| Total | 130 | 40 | 46 | 53 |

Of those still considered to require a service at this stage, currently around 40 customers, were not reviewed during this first phase. The decision not to review these customers at this point was based on legal advice and related to customers who had had a review or re-assessment within the last three months.

As we are now at a point where we are seeking to implement a new model of provision outstanding reviews will need to be completed.

2.3 All physical disability customers considered no longer eligible for services have received a letter to serve notice that their service will end. These customers will no longer be accessing services as at the 21st January. Opportunity for appeal has been given to ineligible customers to allow them to challenge our decision. These appeals are being heard by the allocations panel in Localities. To date six

formal appeals have been received from customers who have been told that their service will end. A procedure is in place to deal fully with these appeals and is based upon the use of our allocations panel which meets on a regular basis to review high cost packages.

- 2.4 This panel which is made up of senior managers and practitioners from Localities review the information provided by the customer as part of their appeal letter together with the review documentation completed by the PHILLIS team and any other recent review or relevant information contained on CareFirst in relation to the customer.
- 2.5 As an outcome of this assessment there are three potential options, these being to:
- Confirm the decision to end the provision of a day centre service
 - A re-assessment is requested to address gaps in information
 - The original decision is overturned

If the panel confirm the decision to end service a letter to this effect is sent to the customer. As part of this letter they are reminded of the option to make a complaint to the local government ombudsmen if they still feel that our decision is inappropriate.

3 Operational Decisions

- 3.1 At Directorate Leadership Team on the 23rd December the following operational decisions were taken with regards to the future of PD day services across the County:
- The remaining customers within the Ramsden Centre who require a building based service to be transferred to the LD day service operated at Freeway and to vacate the Ramsden Centre once this has taken place.
 - Learning Disability day services customers receiving a building based day service will move from Bloxham to Sesame which will continue to host services for the small number of remaining PD customers ensuring that the unit cost of this provision makes this option financially viable.
 - Continue to operate a PD day service from the Saltway centre but with a reduced staffing base over the short term
 - Serve notice to the Circles network to end their contract to provide building based day services in Leamington and Atherstone
- 3.2 At present, no reductions in staffing have resulted from these changes as front-line staff work in both PD and LD services. The position is however under review and discussions will commence shortly with unions and staff on the implications of this service change.

Termination of Circles Contract

- 3.3 Following the DLT decisions, notice has been served to the Circles Network and negotiation has commenced with regards to future provision for customers receiving a service through the centres they currently operate. As notice to end the contract has been served, staff at Circles have been placed at risk with a view to contracts being terminated on the 31st March. Due to the length of time since the contract was let, although some staff remain within these centres who were transferred to Circles from the County Council under TUPE, we have no remaining liability.
- 3.4 The timescale involved in developing and implementing revised models of provision for customers at the Circles centres does create a risk to continuity. In order to address this we have verbally agreed the potential for services to continue beyond the 31st March on a non contract basis (at the existing rate) to be covered by existing staff on a sessional basis if possible. All possible efforts are being made to ensure that this arrangement is not necessary but it was felt important that a contingency be developed in the event that we are unable to complete the move to our new model of service before the contract ends.
- 3.5 Our preferred option is to move all remaining Circles customers onto Direct Payments or Personal Budgets. Based on discussions with Circles they have expressed an interest in taking on a lease for the buildings from which they currently operate and offering existing customers the opportunity to access services through them using a direct payment. Initial contact with corporate property would suggest that it would be possible to enter into a lease which would allow for Circles to use the building and to undertake sub letting generating additional income to support their business model.
- 3.6 Again through negotiation with Circles they would under this arrangement be happy for us to use these buildings as “hubs” for people with disabilities to access specific facilities such as changing regardless of their status as customers with them. If we were to use these centres as “hubs” we have suggested that this would be reflected in a reduced cost associated with leasing the building from the County Council. The development of “hubs” of this nature close to local communities and amenities is a component part of the LD strategy and is likely to form part of a strategy for complex needs to cover both LD and PD customers which is due to be developed over the next few months.

Supporting the transition from building based to direct payments

- 3.7 In order to support the delivery of a new model of provision based on an increased use of direct payments and personal budgets, it is recognised that additional support for customers is required to facilitate this transition. We currently fund the Council for Disabled People on a grant basis. Through a contract variation with the council for disabled people, we are seeking to enter into a formal agreement with the CDP to act as champions for direct payments and personal budgets with our customers and at the same time reduce their current funding by 44% saving £8K. A meeting has been arranged to discuss this option with our intention to reduce our financial commitment and secure significantly increased strategic value from the work that they do.

4. Learning Disabilities

- 4.1 Currently Warwickshire spends in the region of £5.5 million on day time support for people with a learning disability. The service provides a wide range of activity based sessions, learning and training, as well as socialising to over 590 people access internal day time support, 460 of whom are paid for by the local authority. This assumes that the remaining 130 are people who pay for their own care or are paid for by other local authorities resulting in some income generation.
- 4.2 There are also 28 external providers that adult social care currently purchase day time support from for a further 91 people with a learning disability.
- 4.3 From our commissioning intelligence including transitions information, it is likely that there will be two pressures points over the next five years; firstly from elderly carers, Warwickshire has a higher than average growth of elderly carers – 16% over the next 5 years and secondly a growth of younger people with more complex needs which is around 11% growth over the same period.
- 4.4 All of the things people with a learning disability have told us confirms that the move towards personal budgets will achieve better outcomes. Through the introduction of personal budgets, individual service users and their carers will be more able to shape and control what and how services are delivered to them in the future. To ensure that this is meaningful and works for everyone, people will need to be confident in working in a personalised way. Part of these changes will require service users, carers and staff to understand the values and principles of the personalisation agenda which is at the core of what adult social care delivers. In making these changes we need to:
- Give people better information about personalisation
 - Put in place ways of enabling people with a learning disability and their families to use self directed support which includes support planning and brokering services for themselves.
 - We need to give people information about all of the different things that they could use their personal budget on
 - We need to have high standards in place to make sure that all of these services are of the highest quality and work in a person centred way.
- 4.5 Over the next three months (March – May) we will be consulting widely on the revised Learning Disability Strategy which includes consideration to move from building based support to community based activities. As part of the formal consultation for the learning disability strategy, a significant focus will be on the redesign of day time activities for people with learning disabilities. This will include consultation with; service users, carers, providers and staff.

5 Next Steps

- 5.1 It is proposed, as a result of this consultation, that recommendations for a revised combined service model for both learning disabilities and physical disabilities is developed as an outcome of the learning disability consultation process. As an example we will consider co-locating people with complex needs

from both client groups to maximise resources and deliver better outcomes and lower costs. Any revisions to the learning disability strategy including a revised model for day time activities for people with learning disabilities and physical disabilities will be presented to Cabinet in June.

WENDY FABBRO
Strategic Director of Adult, Health
and Community Services

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Warwick

February 2011