

AGENDA MANAGEMENT SHEET

Name of Committee **Cabinet**

Date of Committee **13 July 2006**

Report Title **Using User & Carer feedback to help shape Adult Social Care**

Summary

This report provides an overview of user and carer involvement and feedback, including the outcomes of the most recent Customer First Conference and identifies issues to be considered within the adult social care service planning process for 2006/07.

For further information please contact:

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Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision]

No

Background papers

Independence, Well-being and Choice [Department of Health 2005]
 Service User and Carer Involvement Strategy – 2005/06
 Our Health, Our Care, Our Say [Cm 6737]
 Older People: independence and well-being – the challenge for public services – Audit Commission 2004.
 Carers Speak Out Project – Princess Royal Trust for Carers, 2002.
 Primary Carers – Princess Royal Trust for Carers, 2003.

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- | | |
|------------------|--------------------------|
| Other Committees | <input type="checkbox"/> |
| Local Member(s) | <input type="checkbox"/> |

- | | | |
|--------------------------|-------------------------------------|---|
| Other Elected Members | <input checked="" type="checkbox"/> | Councillor McCarney, Councillor R Dodd,
Councillor Mrs M Haywood |
| Cabinet Member | <input checked="" type="checkbox"/> | Cllr Colin Hayfield |
| Chief Executive | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | Alison Hallworth |
| Finance | <input checked="" type="checkbox"/> | Philip Lumley-Holmes, Financial Services |
| Other Chief Officers | <input type="checkbox"/> | |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input type="checkbox"/> | |

FINAL DECISION Yes

SUGGESTED NEXT STEPS:

Details to be specified

- | | |
|--|--------------------------|
| Further consideration by
this Committee | <input type="checkbox"/> |
| To Council | <input type="checkbox"/> |
| To Cabinet | <input type="checkbox"/> |
| To an O & S Committee | <input type="checkbox"/> |
| To an Area Committee | <input type="checkbox"/> |
| Further Consultation | <input type="checkbox"/> |

Cabinet - 13 July 2006

Using User & Carer feedback to help shape Adult Social Care

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

Recommendation

Cabinet is asked to note the main feedback themes identified in this report and endorse the intention to utilise them in service planning and development in 2006/07.

1. Introduction

- 1.1 One of the key themes of the national policy agenda for social care outlined in both the Green and White Papers is the need for the greater involvement of service users and carers in the planning and delivery of services as a means of exercising greater choice and control over their lives. Within adult social care a local service user and carer involvement strategy is in place. It aims to bring together work currently undertaken and to encourage development of involvement and feedback.
- 1.2 The former social services department undertook a number of initiatives under the heading of 'Customer First' to take forward service user and carer involvement and participation. There is a Customer First Steering Group of 15 service users and carers working with social services managers to improve service user and carer involvement in way we approach the provision of services.
- 1.3 In addition, survey work is undertaken through the Adult Commissioning Unit to gain feedback on services as part of the Performance Assessment Framework used by the Commission for Social Care Inspection. The most significant of these is the customer satisfaction survey. Corporately, wider feedback is also obtained through the Citizen's Panel. The Citizen's Panel will be used, for example, to consult on "Fairer Charging" in addition to direct consultation with service users.
- 1.4 Feedback also comes in the form of compliments and concerns received from users and carers and through regular meetings with them, voluntary organisations and partnership bodies. The annual Customer First Conference is an important part of this process [see 3.8].
- 1.5 The needs, hopes and concerns of service users and carers remain central to what adult social care does. Individualised and person centred planning is an essential element of future ways of working. This approach is about finding out what matters to someone in terms of their life and lifestyle. It makes users and carers "central" to

what agencies do rather than, as it may sometimes feel, that they are “in the middle”.

1.6 A lot of information is collected. It comes from conferences, contacts, consultations, compliments and complaints. The challenge is to bring all this material into focus and make more active use of it to ensure that:

- Key messages are identified and used to inform service planning; and,
- More relevant, responsive and reliable services are delivered in consequence; and,
- Better outcomes on issues that really matter to people are delivered; and,
- Users and carers can see how they have made a difference; and,
- Having made a difference, people feel more confident on issues on exercising choice and control.

1.7 This report seeks to set out:

- Areas where changes were made in 2005/06 as a result of previous feedback; and,
- Outline main messages received over the last year; including the most recent Customer First Conference.

1.8 These messages will then be used to:

- Shape priorities for 2006/07; and,
- Inform consultation and survey work in 2006/07; and,
- Develop change programmes consistent with the agenda set out in the recent Government White Paper.
- Underpin the organisational and professional cultural shifts that may be needed to respond fully to the statutory guidance on the role of the Director of Adult Social Services.

2. What Changed as a Result in 2005/06

2.1 It was agreed at last year's Customer First conference that information, communication and transport would always be a priority for the department. People who use our services and family carers highlight these areas every year. As a result of this feedback, the specification of the new vehicles being purchased by the department was changed.

2.2 Family carers asked for different short break services and forward planning rather than dealing with a crisis. The 'In your Place' service was launched last month, as a result of the views and needs of family carers. At the moment, this service is going to be for carers of older people, but it is hoped that this scheme will be available for all carers, in the near future. There is also a review being carried out on short break schemes at the moment and family carers are involved on the reviewing group.

2.3 People said that they wanted more choice and control to live in their own homes. The number of people receiving a Direct Payment has increased from 171 last year to 221 this year. More people are being encouraged to receive a Direct Payment

and enable them to make choices about their care. There is also an increase in the number of people with high needs, being supported in their own home.

2.4 The views of people in residential homes were that they did not want so many agency staff in their home. This year there are less agency staff and less money being spent on agency workers.

2.5 Another change as a result of consultation and feedback was in relation to "Silver Surfers". Users were consulted about "the friendliness" of screen arrangements and in the light of what they said they were changed.

3. Key Messages of the last year

3.1 The annual audit of service user and carer involvement is nearly completed. This provides the evidence that their involvement is making a difference and that services are changing as a result. The provisional key messages are:

- continue to empower learning disabled service users and family carers to participate in review and modernisation of services;
- develop awareness, policy and procedures for dealing with bullying, abuse and hate crime for learning disabled people and family carers following workshop held in April, to discuss these issues;
- support older people who have been recruited to be equal partners on the Older People's Partnership Board, to ensure they have their say in influencing decisions being made;
- review the delivery of services in our day units for older people;
- continue to train and develop service users and family carers to be involved in the recruitment and selection of staff;
- continue to empower people with physical and sensory disabilities to be involved in influencing and shaping future service provision;
- develop and update payments and reimbursement policy for service users and family carers;
- continue to jointly fund with health, the mental health empowerment projects in the north and south of the county.

3.2 Older people have been giving their views on the services that they receive in our day care units, during January and February 2006. The feedback has been positive in most areas, although there are some areas that need improvement, to give a more consistent approach in all of our homes. The provisional key messages are:

- to provide more accessible and user friendly information available to each service user, across all units, e.g. Welcome Pack;
- to set out a range of standards for service provision and customer care;
- to display and discuss daily information to service users on menus and activity programme;
- to develop and implement quality assurance procedures to enable service users to 'Have their Say'.

3.3 Results have recently become available from the 2005/06 home care survey. This confirmed continuing levels of satisfaction with the service. Workers were seen as polite and professional who tried to understand user needs. Users generally had

information about the service they were to receive and felt able to discuss preferences with their worker. Most people knew where to go to complain but some did not and levels of confidence in doing so may not be high.

3.4 The survey responses provided useful insight into continuing issues for service users around service commissioning, convenience, communication, choice and control. There is a consistency with experience elsewhere:

- Consistency of home carers
- Home Carers knowing what to do
- Timing of calls
- Home Carers being in a rush [call compression]
- Home Carer attitudes
- Monitoring of service

3.5 Carers are the bedrock of community care. The Government published “**Caring for Carers**” in 1999. It identified six key issues for carers. They were:

- The well being of the person they cared for.
- A short break from the caring role
- Freedom to have a life of their own
- Maintenance of their own health
- Confidence in services
- A say in service provision

3.6 These themes find expression in local work with carers as part of the local Carer’s Strategy. A recent progress review identified the progress made against the 2003-2006 action plan. Much has been done but at the same time it is recognised there is much still to be achieved. Key themes are:

- More consultation on information provision
- Under representation of hard to reach groups
- Improving assessments and well-being support
- Fair Access to Care – eligibility criteria
- Ensure effective engagement in updating strategy

3.7 The updated strategy is intended to be more multi agency focussed. This is important because work undertaken elsewhere by the Princess Royal Trust for Carers has confirmed that for many the health service is an important source of information. Health organisations need to be equally engaged in seeking carers’ views and in providing health related information to assist the carer in their task. Carers also wanted agencies to work together better. Some were uncertain whether agencies really understood their role. Assessments of needs were not always seen as leading to change and sometimes not offered. These are key points for review and discussion in the year ahead and around partnership working with health.

3.8 The third Customer First Conference was held on 11 May 2005, at Stoneleigh Park. The feedback from the event was very positive and considered to be an improvement on the previous year. A summary of the outcomes of the conference is attached as Appendix 1. After discussions with managers, next to each outcome

is the work that has taken place since the conference, to take forward these priorities. The 2006 conference was held on 22 May 2006. The outputs of the day reinforced many of the key themes from the previous year. They were about:

- Transport – more flexible, available and accessible
- Information – one stop shops in localities, resource cafes and easy to read
- Access to services – health and social care working together, locally.
- Community support – opportunities for meeting, activities, meals, leisure, libraries [includes move mobile library visits].
- Carer support – raising awareness of needs, activities and support
- Safer Communities – feeling safe, help when in need, reliable help
- Housing and the home – practical help, adaptations
- Choice and control – person centred care

3.10 Complaints and compliments systems are also an important source of learning. The latest analysis suggests there are a number of learning themes. They are:

- Reliability of services/carers [service efficiency]
- Consistency and service standards
- Better explanations – giving reasons

4. Summary and Conclusions

There are some important messages here for the Council. They are broadly consistent with those in the White Paper and the experience of other councils. They emphasise the need to continue to help people in ways that improve health and well-being, quality of life, independence, choice, dignity and control and ability to make a positive contribution towards their community.

The experience of Person Centred Planning within learning disability offers an opportunity to reframe traditional approaches to assessment, care and review functions. In this way what we do will become more responsive and relevant within the resources we have. It will help generate enhanced choice and control through direct payments and other mechanisms the White Paper encourages us to pursue.

The central message of this report is that what matters to people in terms of their own life will continue to be central to what we do within the resources of time, money, and skills available to us. The intention is to strengthen our understanding of these issues and to build on the commitment to work in both existing and new ways that are inclusive and contribute towards improved quality of life and outcomes that matter for people.

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12 June 2006.