

Scrutiny Board (Adult Social Care)

Scrutiny Board Inquiry: Personalisation

Working Group Meeting: 30th July 2009

Present **Members**

Cllr Judith Chapman – Chair (JC)
Cllr Penny Ewens (PE)
Cllr Valerie Kendall (VK)
Cllr James McKenna (JK)
Cllr Veronica Morgan (VM)
Cllr Alan Taylor (AT)

Officers

John Lennon – Chief Officer, Access and Inclusion (JL)
Emma Lewis – Business Change Manager (EL)
Sandra Newbould – Principal Scrutiny Advisor (SN)

Experts by Experience

Tizzy Taylor
Julie Rose
Joanne Smith (P.A to Julie Rose)

Apologies Joy Fisher (co-opted member)

Sally Morgan (co-opted member)

No.	Item	Action
1	Attendance The attendance and apologies as above were noted. The Chair welcomed everyone to the meeting, particularly Tizzy, Julie and Joanne.	
2	Notes of Previous Meeting – The draft notes of the meeting were presented and agreed.	
3	Personalisation Presentation Members of the working group were advised of the policy and performance context of personalisation, and the impact it will have on services in a context wider than adult social care. The working group was also advised of the expected outcomes and a summary of the project currently being undertaken.	
4	The Self Directed Support – The process of assessment and review. EL gave a brief summary of the report brought before the working group. With regard to the format of the self assessment questionnaire the group were advised that it was based on forms produced by other authorities, and taking advice from 'In Control' and users. The form presented was version 2, the first version being updated after users advised that it was 'too busy'.	

It is still accepted that part B is difficult to qualify, and it has come to light that users don't feel that they should have to provide evidence for every statement that they make. Some information should be accepted on trust.

Review – Each case is reviewed after 3 months and annually thereafter. Care managers may recommend that the review is undertaken at more regular intervals where necessary, particularly if there is a concern about an individual's ability to manage their own budget.

It was confirmed that four individuals are now in receipt of their personal budget.

The following concerns were expressed by the working group:

- That it is not unusual for individuals to understate their care needs when making an application.
- That it is very difficult to express a situation or a way of life on paper.
- There seem to be inconsistencies regarding the freedoms for an individual to spend their budget on what they deem appropriate and the authority view on what is appropriate.
- Transitional arrangements for Children and the continuity of care

In response the working group were advised that although the form is called a Self Assessment Questionnaire services users are not left to their own devices when completing the form. Care worker support is provided over two visits.

With regard to what a person may choose to spend their money on, an individual has the right to choose. Some activities may seem initially to have little apparent social care benefit, the example given was the purchase of a season ticket for the football. However on reflection activities such as this can be therapeutic, provide social interaction for the individual and provide some respite for main carers. The activity or purpose must be legal.

Children tend to be placed in traditional homes but as they move into adulthood they may be better with a personal budget. This factor is being considered as children are transitioned into ASC.

The working group asked the Experts from experience the following questions:

- **What change, if any has a personal budget made to your life, better or worse, and why?**

Tizzy – Can't wait to have a PA. to help her to look after her grandson which will give her husband some respite and also visit places such as art galleries or attend poetry readings.

Julie – Is looking forward to going to being able to go to the quiz night at the pub, which was something she previously enjoyed doing. She likes to go out and about.

- **Have you had to seek any help or support from outside the Council to help plan and manage your support?**

Julie – Seeks help and assistance from her parents who are elderly. But does not like to ask and feels like she needs to be less dependent on them. They do provide a certain level of care, and are required to assist her when she goes to bed in an evening. Tizzy has the full time support of her husband who is also her carer.

- **Is there anything that you feel the Council should be doing that it isn't?**

Not at the moment however it is essential that there is input from a Care manager and carer when filling out the questionnaire to ensure that all aspects of care are covered realistically and that forms are filled in correctly.

JC expressed concern that this service would be particularly resource intensive and especially when the number of users who require a personal budget increases to 2000+ users. JL advised that setting up the system is time consuming but once this is done it should not be as resource intensive.

- **Do you have any views on the process of filling in the Self Assessment Questionnaire.**

Julie – Would not have been able to fill the form in on her own and had to seek assistance from her elderly parents, but did not like to ask. Trevor (Care Manager) has been very helpful.

Tizzy – It would have been impossible for her to fill her form in on her own and sought assistance from her husband who is her main carer. They found it very difficult to quantify time elements in part B. She added that both her and her husband are articulate and literate people and it took them two hours to complete the form. The care manager still found inconsistencies with the form, which highlights that it is not easy to complete.

Tizzy also suggested that given 5 potential options to answer a question it has been proven that people usually opt for the middle answer and recommended that there is an even number of options to choose from.

- **Do you think there are any sector of the population who may struggle with an Individual Budget?**

Tizzy – Other cultures may struggle due to language barriers. In some cultures it may be difficult for women to define their own needs.

JL added that the department is aware of the cultural and language issues that may cause difficulties. The questionnaire is produced in different languages but it is acknowledged that there is a challenge.

- **Is there any specific changes you would like to see?**

Tizzy – Does not think that people in general realise that they can have help assistance and support and seek assistance from friends and family. But they will eventually and the Council needs to be prepared for this.

- **Do you feel confident in employing staff or is there any further support you feel is necessary?**

Julie – Would like to employ someone to get her into bed on a night. She thinks it would be difficult to employ someone for 30 minutes per day. She is also considering employing two carers to ensure that there is cover when one is on holiday.

Tizzy - The help from 'ASIST' is a valuable service, and added that the Council could be more pro-active in providing a pool of PA's.

JL added that the 'Slivers of Time' scheme could be expanded to assist with this provision.

- **Do you feel that you have more control over your life and the right degree of flexibility?**

Tizzy – I will have when I get a PA.

Julie – There will be some people who will not want to change. JL agreed with this statement and added that those who prefer a 'traditional' service may still use this option.

- **Have you had to find cover or extra support at short notice (maybe due to illness), if so how easy was it. Do you have any concerns about this. Would you know where to go if you needed assistance or support?**

Both experts were not aware that they could contact ASS to help them find short term support. Julie advised the group that Jo is soon to go on holiday so she will have to depend on her parents during that time. She was not aware that Social Services would be

	<p>able to signpost her and assist her with a temporary arrangement.</p> <p>JL advised the group that if there was a problem long term with support arrangements this would trigger a care review.</p> <p>JC asked if a personal budget could be used to pay for respite care. JL advised that respite can be funded a number of ways. It can follow the traditional route or users can buy services direct or via the Council.</p> <p>Jo raised a matter that is causing confusion with the wider public. That personal budgets can be used to pay for a holiday but cannot be used for more beneficial uses such as hydro therapy. JL stated that this is a good example of how difficult it is to sometimes define social care and health care. An individual budget cannot be used to pay for health care.</p> <ul style="list-style-type: none"> • Do we look after carers well? <p>JL - There is a Carer strategy in place however we may need to expand this to include PA's for which is there is a growing demand. The roles need to be attractive as a career path and the department will play a role in shaping the market.</p>	
5	<p>Early Implementer trial progress update</p> <p>The working group acknowledged receipt of the report as evidence of the progress so far and felt that much had already been covered in previous discussions.</p> <p>JC asked when the trial will finish and was advised that evaluation will take place in stages. A report will be presented to Executive Board. Although the project may finish the work will continue.</p> <p>JM asked how many people have been refused a personal budget. The group was advised that 46 have completed questionnaires, 13 have had support plans agreed and 4 are receiving their budget. There is one case where things did not go to plan due to further health problems. Details of the case study was requested to provide the group of an example of a failed case.</p> <p>JL advised the working group that the RAS is working in 80 – 90% of cases. Where an individual has complex needs an alternative method of calculation is being utilised.</p> <p>AT requested data on the number of forms returned from the BME community. This information is to be provided and circulated to the group.</p>	<p>JL</p> <p>JL</p>

5	<p>Further Action</p> <p>Session 4 -14th August 2009</p> <p>During the session of the inquiry the working group scheduled to examine:</p> <ul style="list-style-type: none"> • Customer and stakeholder engagement and involvement. • Peer Group Support • Consultation • Changing Perceptions and Promotion of Individual Budgets – plans and progress to encourage customers and providers to think differently about care provision. Publicity and the provision of information and advice. 	
6	<p>Future Meeting Dates</p> <ul style="list-style-type: none"> • 14th August - 10am – 12 • 18th September 2pm – 4pm 	SN