

Scrutiny Board (Adult Social Care)

Scrutiny Board Inquiry: Personalisation

Working Group Meeting: 14th August 2009

Present

Members

Cllr Judith Chapman – Chair (JC)
Cllr Penny Ewens (PE)
Cllr Vonnie Morgan (VM)
Joy Fisher (co-opted member) (JF)
Sally Morgan (co-opted member) (SM)

Officers

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

Experts by Experience

Rob Moriarty and PA (Dave)
Sandra O'Donovan and PA

Apologies Cllr James McKenna

| No. | Item | Action |
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| 1 | Attendance The attendance and apologies as above were noted. The Chair welcomed everyone to the meeting, particularly Rob, Sandra and their P.A's. | |
| 2 | Notes of Previous Meeting – The draft notes of the meeting were presented and agreed. | |
| 3 | Customer and stakeholder engagement, involvement and consultation. LG introduced the paper presented to the working group. Explaining that she has been assigned full time to communicate information and generate publicity around personal budgets. The main stakeholders were identified as: <ul style="list-style-type: none">• existing and potential social care customers• carers and relatives• the general public• the media• Leeds City Councillors• internal and external adult social care providers• adult social care staff (including front-line staff as a separate group)• other council staff (especially those in related areas such as housing, benefits, transport, learning and leisure)• partner organisations and other agencies. | |

Published flyers, booklets and the most recent newsletter were shown to the working group. It was explained that in addition advertisements had been placed in local magazines and journals. Information is available on the LCC website, on the www.olderpeopleleeds.info website and on partner websites such as the NHS.

Future communication material will include:

- A guide to becoming an employer
- The completed peer group support website
- DVD – will be available in September
- Consultation events at Day Centres and with Community Groups.
- Workshops with carers, users and staff
- Further media and publicity including billboard advertising.
- Surveys to market test that the message is reaching the right people.

Concerns raised:

Are there enough sufficiently trained P.A's in the market place?

Professionally trained P.A's are not always what users want, they may value someone who is friendly, trustworthy and dependable. It is the responsibility of Social Services as commissioners however to influence the market and make the role attractive.

Will all employees be CRB checked?

We strongly recommend this and most people take up the offer of this being done for them by ASIST however it is up to the individual to decide if this is necessary. There are circumstances, for example where the potential employee may be a long and trusted friend of relative and the PB user does not wish them to undergo a CRB check.

Will there be assistance provided in helping the individual employ the right person?

Yes ASIST has been a valuable asset in helping in this area. A guide will also soon be published.

Will information be on display in public areas and staff adequately trained to provide advice?

Staff and the wider systems knowledge of the development of Personal Budgets remains one of our key tasks Training in the new operating systems and the Communication, Consultation and Engagement plan is one of a number of strategies we will employ to ensure the advice our staff and others provide is appropriate, timely and accurate. Adequate display of information can be an issue which needs to be monitored.

Communication will be required to a huge expanse of stakeholders how will this be managed?

Communication is general at the moment in order to reach the wider audience but will become specific and focus on particular groups.

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| | <p>What about people who want to plan for later life now? Putting People First strategy describes how all Council's will in the future be reshaping information the available so that people can put their own preventative measures into place This in part of the universal offer to all residents whose aim is to provide the public with access to high quality information that will allow them to make informed decisions regarding their own health and wellbeing and help maintain their independence .</p> <p>Will people be disadvantaged because they do not have access to IT equipment? Our aim is to provide the same quality of information in hard copy or online .It can be bespoke to suit the users needs, i.e. large print, Braille. The peer website will also be adaptable to suit the individual's needs.</p> <p>The working group asked for a full copy of the Communication, consultation and engagement strategy. To be sent to SN</p> | <p>LG</p> |
| <p>4</p> | <p>Peer Group Support</p> <p>Sandra O'Donovan expert-by- experience explained to the working group the purpose of the peer support group, which currently consists of 7 individuals who are current direct payment/personal budget holders.</p> <p>The group provides peer support to other people who manage their own social care services. They acknowledged that they need to look at how this can be provided effectively across Leeds and decided that initially setting up a phone line would be the best way forward which went live on the 1st of June. To date most callers have been from the older community, 50% have been aged 70+. A website is currently being designed a demo of which was presented to the working group by Rob Moriarty.</p> <p>Concerns raised: Has the peer support group come across anyone who is not happy in the early implementer project? Sandra advised the working group that the RAS is not working for her as she needs 24/7 support. She stated that her case has been to review panel and it still has not been resolved.</p> <p>There are both people who are happy and unhappy, but in the main generally happy. The support group aims to give advice and give confidence to people who need to challenge decisions where they believe they are wrong.</p> <p>Do individuals have to wait unnecessarily for their personal budget and how long can disputes go on for?</p> | |

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| | <p>Disputes can continue for months. An example was given to the group of a case where potentially the service user could lose a college place if the matter remains unresolved. The group was also advised that sometimes there is a difference in what an individual expects to receive and what they are actually entitled to.</p> <p>Is peer support in place for P.A's? It was explained that currently a career as a P.A. does not seem to be long terms with much of the workforce move onto other things after a 6 – 12 month period and therefore in the past it has been difficult to establish an ongoing support network.</p> <p>There was further discussion relating to problems with accessing direct payment which is not a matter for this inquiry.</p> | |
| 5 | <p>Further Action</p> <p>Session 5 -18th September 2009</p> <p>During the session of the inquiry the working group scheduled to examine:</p> <ul style="list-style-type: none"> • The Single Assessment Process - so people 'only need to tell their story once'. • Brokerage Services and the pathways to establishing and managing support. • Partnership Working | |
| 6 | <p>Future Meeting Dates</p> <ul style="list-style-type: none"> • 18th September 2pm – 4pm • Oct, Nov and Dec dates to be confirmed | SN |