

# Scrutiny Board (Adult Social Care)



Councillor Judith Chapman  
Chair of Scrutiny Board  
(Adult Social Care)

## **Membership of the Board:**

Councillor Judith Chapman (Chair)  
Councillor Stuart Andrew – From 20<sup>th</sup> January 2010  
Councillor Ben Chastney – From 18<sup>th</sup> November 2009  
Councillor Penny Ewens  
Councillor Ruth Feldman  
Councillor Clive Fox  
Councillor Angela Gabriel  
Councillor Ted Hanley  
Councillor James McKenna  
Councillor Vonnie Morgan  
Councillor Frank Robinson – Until 20<sup>th</sup> January 2010  
Councillor Alan Taylor – Until 18<sup>th</sup> November 2009  
Councillor Eileen Taylor

## **Co-opted Members:**

Joy Fisher – Alliance of Service Users and Carers  
Sally Morgan – Equalities

## **The Chair's summary**

I am pleased to present the annual report of Scrutiny Board (Adult Social Care) for 2009/10.

This year we have completed three major inquiries. The complex inquiry into Self Directed Support and Personal Budgets commenced in the last municipal year and spanned a 10 month period. During this time we witnessed the evolution of this initiative and heard positive feedback from individuals now receiving a personal budget.

The Transitions Service provides support to those aged 14-25 making the transition from Children's Services into Adult Social Care. We wanted to ascertain what standard of service we provide and therefore conducted an inquiry into the transitional arrangements for disabled young people. We identified that the service is in the early stages of development and welcomed the opportunity to become involved and provide our recommendations at such a timely juncture.

The level of support provided to working age adults with severe and enduring mental health problems was the focus of our 3<sup>rd</sup> inquiry. This was conducted with colleagues from the Health Scrutiny Board.

In addition to our large scale inquiries, we have looked at several other areas such as Commissioning in Adult Social Care with a particular focus on the provision of Neighbourhood Networks. We considered it important to hold a dedicated meeting in August 2009 to consider the future planned Day Service provision in the City. We have also continued to pay particular attention to performance management following the 2008 Commission for Social Care Inspection report, and were very reassured by the positive Care Quality Commission report presented to us in December 2009 which highlighted an overall improvement in Adult Social Services.

No doubt 2010/11 will be another busy year for the Board, monitoring improvement within Adult Social Care and with the anticipated introduction of Free Personal Care at Home for qualifying service users. Looking at the options for the future provision of long term residential care services is an area that the Adult Social Services Department will be considering in order to produce a Residential Care Strategy for Older People in Leeds. It is recommended that the Adult Social Care Scrutiny Board maintain a watching brief on this process and where appropriate make further investigations and recommendations for change where necessary.

Finally, I would like to say thank you to all the members of the Board for participating in the large number of working groups scheduled this year and for completing our busy work programme with such commitment.

**Cllr Judith Chapman, Chair of Scrutiny Board (Adult Social Care)**

# Inquiry into Self Directed Support and Personal Budgets

## Summary

The need to modernise social care services is essential to facilitate the provision and funding of a more flexible service, which in turn will enable people to have a greater influence over their care services.

One of a number of initiatives contributing to service transformation is Self Directed Support (SDS) and personal budgets. Throughout this inquiry we gained an insight into the significant level of change required in the way assessment and care management should be delivered by the council and our partners.

The inquiry commenced in the 2008/9 municipal year. The modernisation of Adult Social Care is a long term change programme of which Self Directed Support is a major influential factor. Due consideration of evidence took place over a ten month period during which we witnessed the evolution of the Early Implementer Pilot project and the many benefits that a personalised budget can bring to an individual wishing to have more choice and control over the services they wish to receive.

## Anticipated service benefits

This inquiry identified some important learning for Adult Social Care as it continues to implement the Putting People First agenda. The recommendations we have made will help the service to strengthen practice and enable us to continue monitoring this area to ensure effective progress is made within budgetary constraints.

## Our main recommendations

That the Director of Adult Social Services ensures best practice guidance, the requirement for a single assessment process and feedback from service users continue to be considered to improve the structure and composition of the Self Directed Assessment Questionnaire which will aid completion and remove barriers for service users.

That the Director of Adult Social Services updates the Adult Social Care Scrutiny Board (or its successor board) on a quarterly basis on the budgetary impact of Self Directed Support and financial pressures created throughout the municipal years 2010/11 and 2011/12.

That the Director of Adult Social Services delivers a targeted campaign before December 2010 aimed at older people to raise awareness and to promote the benefits of Self Directed Support.

The Director of Adult Social Services makes necessary provision to ensure individual support plans clearly identify the short term and emergency back up arrangements should a breakdown in care occur. Arrangements should be stressed and clearly communicated to those in receipt of Self Directed Support and where appropriate to carers and family members.

# **Inquiry into Transitional Arrangements for Disabled Young People into Adult Social Care**

## **Summary**

The Board decided to conduct an inquiry to determine if a sufficient transitional service is being provided and if structures, policies and procedures are in place to facilitate effective multi agency service delivery. We were particularly interested in the differences in eligibility criteria between Children and Young Peoples Social Care and Adult Social Care, the difficulties this creates, how this and service user expectations are managed. We also wanted to identify how personal budgets were being utilised and what Care Planning and Safeguarding arrangements are made during the transitional period.

The nature of the inquiry dictated that there should be representation from the Children's Scrutiny Board therefore participation from the board was invited. Cllr Brenda Lancaster attended as the nominated representative.

## **Anticipated service benefits**

The Transitions Service is currently in a period of evolution and as such is still developing a framework within which to operate. We have made a number of recommendations which should add focus in the development of the service, requesting the introduction of targets and objectives against which the service can measure its performance.

## **Our main recommendations**

That the Directors of Adult Social Services and Children's Services establish and publicise the provision of a Transitions Peer Support Group before the 31<sup>st</sup> March 2011.

That the Directors of Adult Social Services and Children's Services before July 2010, investigate additional methods of promoting the Transitions Service to raise the awareness of those young people and families may benefit from the service.

That the Director of Adult Social Services establishes a Transitions Service Action Plan before July 2010, to enable progress against key development objectives to be monitored.

That the Director of Adult Social Services introduces a mechanism for measuring, monitoring and reporting the performance of Transitional Services in Leeds before July 2010.

That the Director of Adult Social Services reviews the Draft Transitions Procedure before July 2010 to adequately reflect Safeguarding, Risk Managements and Mental Capacity requirements for young people in transition.

That the Executive Board Member for Adult Health and Social Care identifies an Elected Member to undertake the role of Transitions Champion before August 2010.

# **Inquiry into Supporting Working Age Adults with Severe and Enduring Mental Health Problems**

## **Summary**

During the last municipal year the Adult Social Care Scrutiny Board expressed their concern at the lack of support for those individuals detained under the Mental Health Act and then discharged into the Community and suggested that an inquiry be conducted during 2009/10.

As the newly established Board we took into consideration this concern and on the 17<sup>th</sup> June 2009 decided to conduct an inquiry in relation to mental health services for working age adults with severe and enduring problems.

The specific areas we wanted to focus on were as follows:

- The current provision of care in Leeds and performance information
- The pathways into support services
- Choice and control for the individual or their representative
- The different types and scope of services provided by Voluntary Community and Faith Sectors, Private Sector and the Council and how these compare in terms of quality and value for money. We also wanted to identify the levels of need and capacity, potential duplication of service or elements of the service that is missing in the City.
- Current and planned service changes (directed nationally or locally and how this will impact on service provision

The inquiry was conducted with participation from members of the Health Scrutiny Board. A wide range of stakeholders and partner organisations kindly contributed to the inquiry.

## **Anticipated Service Benefits.**

It is evident that the Joint Strategic Needs Assessment will provide key information on which to assess the support requirements across Leeds for those with mental health problems. We have already identified that some services have evolved in certain pockets of the city and consider that a good support service should be city wide based on need.

We would like to more effective mental health service commissioning with our health partners again based on assessed needs across the city but which also encompasses flexibility and value for money.

The Council as one of the city's largest employers should set an example to adopt and promote mental health wellbeing initiatives in order to keep individuals in employment and aid people back into the workplace as soon as possible.

We also consider that the inquiry has identified scope for more detailed investigation during the next municipal year.

### **Our main recommendations**

Our recommendations are due to be discussed and agreed at the Adult Social Care Scrutiny Board meeting in June 2010.

## **Other work of the Board**

### **Monitoring the Independence Wellbeing and Choice Action Plan.**

On the 3rd of December the Executive Board received the Independence, Wellbeing and Choice report. Associated with the reports was an action plan defining targets for improvement by Adult Social Services in order to resolve the problems raised by the Commission for Social Care inspector. In response the Executive Board resolved that the report and associated plan be referred to Scrutiny Board (Adult Social Care) for their oversight of performance against the targets set out.

Throughout the review we have maintained a watching brief of the overall improvement in performance of Adult Social Services, measured against the action plan. We considered however the area of Safeguarding of particular importance and therefore determined that both the Working Group and the Adult Social Care Scrutiny Board investigate this area in greater detail.

Due consideration of evidence has taken place over a thirteen month period during which we have witnessed the development of the service resulting in the improved performance rating awarded by the Care Quality Commission for 2008/9.

### **Day Services**

In August 2009 a special meeting of the Scrutiny Board was called to look specifically at the future of Day Service provision in Leeds. This occurred as a result of the strong feelings expressed from a number of sources about the proposed changes to some buildings based services provided, which included a number of proposed closures.

We received a presentation on the background to the national shift away from more traditional day care services such as those provided at day care centres. We were further advised of the influence of direct payments and personal budgets which enables individuals to procure their own services.

The need to concentrate on providing services for those with the greatest needs was stressed to us. This includes specialist services such as services for people suffering from dementia, re-enablement services, specialist BME services, services aimed specifically at carers, and other initiatives such as the development of Well-being Centres and an increase in the number of outreach workers. We heard that day services for those with specialist needs are currently oversubscribed whereas general day services were undersubscribed in many areas.

It was communicated to us that the Council had embarked on a widespread consultation campaign, including individual consultation with service users and their carers. We resolved to receive a further updates and to continue monitoring developments as they evolve.

## **Income Review – Impact of Price Increases on Service Users.**

Following a Adult Social Services income review in 2008/9 we wanted to assess the impact of price increases on service users and identify if the department had achieved its objective of increasing revenue to counter budget pressures. The update reassured us that there had been little adverse effect on service users and that the Department's original estimate of £2m in additional income had been remarkably accurate.



## **Commissioning In Adult Social Care**



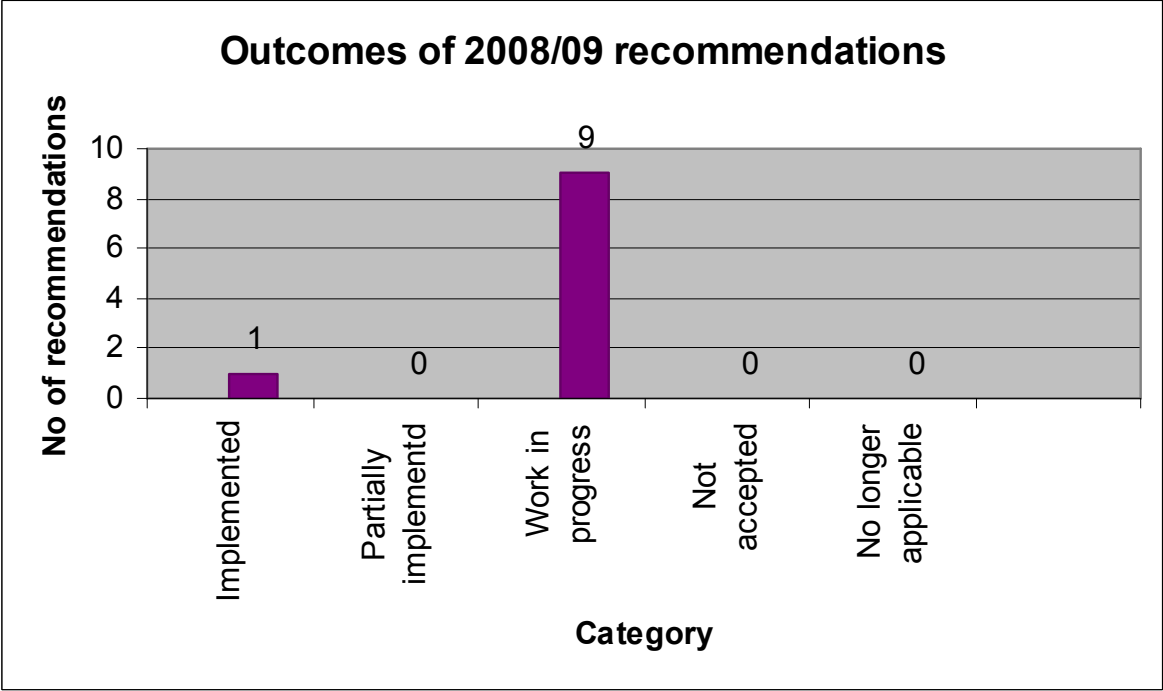
We regularly review the area of Commissioning, however this year we have taken a particular interest in the commissioning of the Neighbourhood Network Services. Adult Social Care Commissioning Services has, in partnership with NHS Leeds, Supporting People and the Corporate Procurement Unit, worked to conduct the review anticipating that the new contracts with the Neighbourhood Networks will be in place by July 2010. At the March 2010 meeting we expressed our concerns about the commissioning process undertaken.

We were advised by the Director of Adult Social Services that an independent review of the process will be commissioned to look at the methodology employed. We noted that it was the department's wish to be open and transparent and requested that the outcome of the review be made available to the Board on completion. It is therefore recommended that the Adult Social Care Scrutiny Board incorporate this update into their 2010/11 work programme.

# Outcome of recommendations made in 2008/09

The Scrutiny Board (Adult Social Care) carried out an inquiry into Major Adaptations for Disabled Adults during 2008/09, which resulted in ten recommendations. One recommendation has been achieved and work towards achieving the remainder of the recommendations is ongoing. Once completed, service benefits can be better assessed to establish the impact of the inquiry. We hope to see considerable progress and improvement during 2010/11.

- We are already receiving regular quarterly performance updates to assess the delivery of service provided. The format for reporting meaningful information is currently under review.
- During our inquiry we identified that those individuals requiring an adaptation were not advised of the approximate waiting time before their adaptation would be installed. At the last inquiry review we were advised that necessary arrangements have been made to consistently advise customers of the approximate adaptations delivery time, once their needs have been assessed. This promotes a more positive customer experience when utilising the service.





## **The Board's full work programme 2009/10**

### **Requests for scrutiny**

- **Voluntary Community and Faith Sector Scrutiny Inquiry Report Review**
- **Self Directed Support and Personal Budgets Inquiry**

### **Review of existing policy**

- **Future Plans for Day Services**

### **Monitoring scrutiny recommendations**

- **Inquiry into Major Adaptations for Disabled Adults**

### **Performance management**

- **Commissioning in Adult Social Care**
- **Performance Management - Quarterly Reports**
- **Supporting Working Age Adults with Severe and Enduring Mental Health Problems Inquiry**
- **Adult Social Services- Annual Review Report (2008/09)**
- **Independence, Well-being and Choice Inspection Report**
- **Income Review – Impact of Price Increases on Service Users**
- **Mental Capacity Act – Implementation**
- **Delivery of Dignity in Care**
- **Homecare Provision**
- **Transitional Arrangements for Disabled Young People into Adult Social Care**

### **Briefings**

- **LINK Annual report**
- **Safeguarding Board Annual Report**
- **Safeguarding Board Six Monthly Update.**