



**SURREY COUNTY COUNCIL'S LOCAL
COMMITTEE IN
EPSOM & EWELL**

**ADULT & COMMUNITY CARE
SERVICES PERFORMANCE
REPORT**

28th NOVEMBER 2005

KEY ISSUE:

This report describes the progress Adults and Community Care have made over the last year. It sets out this analysis in the context of Epsom and Ewell as a whole, which is served by Mid Surrey Adults and Community Care.

SUMMARY:

There has been strong progress over the last 12 months and this has been confirmed by external evaluation following inspection of our Older People and Supporting People services. The Medium Term Strategy is the basis for work taking place, much of which depends on partnerships including Health.

Our strategy is to support more people at home and there are a number of schemes being developed which are helping to achieve this outcome. At the same time there is a challenging requirement for change within a climate of severe financial constraint.

OFFICER RECOMMENDATIONS:

The Committee is asked to:

Note and comment upon the performance of Surrey's Adult and Community Care Service countywide and the work that is being undertaken to provide monitoring information specific to Epsom and Ewell.

1. INTRODUCTION AND BACKGROUND

- 1.1 The previous Adults and Community Care report was presented to the Epsom and Ewell Local Committee in December 2004. Each quarter a performance report is considered by the Executive for the service as a whole and while this report follows a similar style, it focuses on Epsom and Ewell.
- 1.2 Within Annex A performance indicators are detailed and where possible the information is specific to Epsom and Ewell.
- 1.3 The report makes comments under each plank of Adults and Community Care's Medium term strategy:
 - Health and Social Care
 - Social Care and Housing
 - Partnerships
 - Making full use of the power of Surrey
 - Quality and Value for Money
 - Open Service

2. HEALTH AND SOCIAL CARE

- 2.1 The Committee will be aware that there are to be consultations on proposals to reconfigure health organisations. The recommendation is for a Surrey-wide Primary Care Trust to replace the existing five organisations. There will however need to be locality divisions within a countywide structure to support GP or locality commissioning. The make up of the localities is to be determined but one option will be to match the four Area structures adopted for the majority of the County Council services. This would place Epsom and Ewell alongside Elmbridge and Spelthorne.
- 2.2 These structure changes are to be introduced at a time when the local health economy is under severe financial pressure. East Elmbridge and Mid Surrey Primary Care Trust (EEMS) is having to implement a financial recovery plan that includes, for example, a 16% reduction in staffing costs.

- 2.3 Within this climate Adults and Community Care are working hard to avoid “cost shunting” and maintain good progress achieved through our emphasis on joint working:
- In Epsom and Ewell delayed transfers of care for social care reasons are regularly at zero levels. The Social Care Team in Epsom General Hospital have managed the delayed discharges down to 0, despite the fact that the team has a number of new staff and has suffered staff shortages.
 - We are continuing to work hard to limit the number of unscheduled admissions into hospital and long term care placements. As a result, more people are able to remain in their own homes.
- 2.4 An exciting development in Epsom and Ewell is the coming together of staff within an integrated rehabilitation service. This will be managed by Adults and Community Care but will include both Health and Social Care staff whose prime role will be to prevent avoidable admissions into hospital and facilitate early discharge.
- 2.5 The “Better Healthcare Closer to Home” proposals have previously been considered by this Committee. The next stage is for an outline business case to be approved. It will include plans for the siting of a critical care hospital in Sutton to replace Epsom and St. Helier. It will also include options for local care hospitals - Adults and Community Care have a strong interest in these developments, as more care at home will depend on an increasing availability of social care.
- 2.6 A hospital discharge project is now available for Epsom and Ewell residents where people have the opportunity for assistive technology/telecare package, i.e. falls sensors for a 12-week period. A Videophone Project, based at Epsom and Ewell Cottage Hospital is being developed to enable early discharge to take place. In future it is anticipated that assistive technology will play an increasingly important role in community care.

3. **SOCIAL CARE AND HOUSING**

- 3.1 Earlier this year the County Council received an extremely positive inspection report on our County’s Supporting People service. All the boroughs councils, including Epsom and Ewell, are working in partnership with SCC to secure the maximum services possible for people living in Surrey. The future of the Supporting People Programme, however, is uncertain. In December last year the government announced that Surrey’s grant will be cut by 5% this year and the consequence of an emerging distribution formula might be cuts of up to 34% over time.
- 3.2 The impact in Epsom and Ewell has been that supporting people providers have not received uplift for inflation this year but no valued services have been cut.

- 3.3 In the light of our good inspection, Surrey is still the highest performing County authority. We have participated in a National review of the Supporting People programme. Options for the future need to ensure policies are linked across all government departments and set out how long term funding should work, so that providers and commissioners have the confidence to invest in the future.
- 3.4 We have developed a strategy to introduce “Extra Care Housing”. This is a long-term strategic development that will require a partnership with a range of stakeholders. Recently we have invited expressions of interest from developers to work with us on this programme. Extra Care Housing is the preferred choice for many as an alternative to residential care. John Gale Court is still on schedule for completion by the end of November, offering 30 Extra-Care housing units, fifteen places funded by Adults and Community Care for older people with higher care needs. Nominations for the extra-care element will be directly referred by Adults and Community Care to Epsom and Ewell Borough Council Housing Department who will maintain a waiting list and decide on allocations.
- 3.5 For people with learning disabilities, we have too many people who continue to be placed out of the area and in costly residential settings. At the same time we have increasing numbers of people being supported by carers who may themselves be in their 70s. The housing needs for this group of people are now being met through the Supported Accommodation and Independent Living Services Team (SAILS). The team is currently working with local providers around vacancies and capacity, to ensure appropriate referrals and that lists of availability are in place with housing departments for those needing move-on accommodation.

4. PARTNERSHIPS

- 4.1 We work closely with Epsom and Ewell Borough Council and have some excellent services provided by them through contracts. These include Meals on Wheels and Community Alarm. Specialist day care is provided for physically frail older people in Epsom and Ewell using jointly funded posts for support workers who help people make maximum use of the day centres.
- 4.2 We support a number of voluntary organisations such as Mid Surrey Crossroads who provide a sitting service to support carers, and Carers of Epsom who offer support to Carers and access to a holiday scheme for those carers who are unable to take a break due to their caring responsibilities.

4.3 The Partnership Board for people with physical and sensory disabilities (PEPtalk Mid Surrey) now has a core membership of 30 people including disabled people who live in Epsom and Ewell. Adults and Community Care, the PCT, the Voluntary Sector, as well as local councillors from all the boroughs regularly attend meetings. The work programme for the group has included:

- Continuing a programme of test-rides of low floor accessible buses in the area with the aim of influencing the development of the SCC kerb-raising programme
- Joint access audits within Epsom Town Centre in partnership with the Epsom and Ewell Access Group

4.4 The local Adult Protection group is made up of representatives of vulnerable people, the statutory, voluntary and independent sectors. The emphasis of the group is on raising local awareness of Adult Protection issues, promoting joint working and ensuring vulnerable people at risk of abuse are identified and protected. In June 2006 we will be promoting “ Adult Protection Awareness Week”

4.5 The Area Carers Strategy Group now has a membership of over 30 people including carers and carers support workers across all the boroughs in Mid Surrey, as well as officers from the PCT, Adults and Community Care and the boroughs. A Back Care Advisor for Carers, funded through the Carers Grant has been recruited to work on a two-year contract with carers across Epsom, Ewell and Banstead. Feedback from carers to date has been extremely positive. The group continues to prioritise hospital discharge with regard to carers needs i.e. ensuring discharge does not take place without assessment of the carer’s ability to continue caring. The group has made links with A&E Staff at Epsom and St.Helier NHS Trust in order to feedback concerns reported by carers around the discharge process.

5. MAKING FULL USE OF THE POWER OF SURREY

5.1 The Health and Social Care Planning Group in Epsom and Ewell has recently conducted a survey of statutory and voluntary groups working within the local community. Emerging priorities across the board were:

- Developing services to support more people at home
- Transport for daycare, hospital and social visits

- 5.2 The third Delivering Empowerment Annual Conference was held this summer at Leatherhead Leisure Centre with 130 people attending, including members from the five area partnership boards and other stakeholder organisations working with disabled people across Surrey. One of the aims for the day was to consider progress in implementing the ‘social model’ of disability. The conference focused on access to public buildings, including those of the County Council.
- 5.3 A contract has commenced with an organisation to provide temporary staff needed to cover essential requirements. This will cut costs incurred by having to negotiate separately with different recruitment agencies.

6. QUALITY AND VALUE FOR MONEY

- 6.1 The Annex to the report provides an abstract relating to performance based on returns that are submitted to the Department of Health. These performance indicators are significant in terms of our “star rating” which is assessed on an annual basis. Adult social care needs to deliver good performance within the comprehensive performance assessment framework used for the Council as a whole.
- 6.2 Earlier this year, we received a judgement following an inspection into Older People’s services. This was across the County and concluded that we serve most people well and have excellent prospects for the future. This inspection, together with the one on Supporting People, supports judgements made following the Joint Review in 2003.
- 6.3 These qualitative assessments have been extremely useful for the service as some of our performance indicators, including those in the Annex, reflect our relatively low volumes. This is particularly the case in terms of the number of older people we are able to support where we are amongst the lowest in the country. Although value for money and well-targeted use of resources has been confirmed in all of our assessments, our overall performance is vulnerable unless we are able to increase our volumes.
- 6.4 We continue to give priority to our response times. In most cases we are on track to meet our performance targets that are set at a high standard. There remain issues in terms of data collection and we are contributing to our corporate change programmes that should enable better information to be available.
- 6.5 The Commission for Social Care Inspection (CSCI) recently undertook an inspection of Home Based Care Services in Epsom and Ewell. The inspector provided positive feedback and was particularly impressed with the proactive approach our staff is taking in promoting people’s independence.

7. AN OPEN SERVICE

- 7.1 Reference has been made to external inspections. These are valuable in providing affirmation but also in challenging us to improve still further. They complement internal quality assurance processes, which provide 'reality checks' to test how well our strategies are understood, and how effectively they are being delivered. These quality assurance processes include learning from complaints and indeed compliments.
- 7.2 We continue to involve carers in partnerships for disabled people, valuing people groups and carer strategy groups. In June we held a county-wide Supporting People conference attended by some 200 people.
- 7.3 Local initiatives include the establishment of a combined register for people with disabilities of all categories. This is accessed by individuals themselves and enables them to receive information and helps us plan services.
- 7.4 An information-giving forum 'What's New for You' is to be held this November in Bourne Hall, Ewell. The event will focus on updating service users, carers and the voluntary sector on changes within health and social care and is being organised jointly between Adults and Community Care Mid Surrey, the PCT and Central Surrey Council for Voluntary Service.

8. WORKFORCE MATTERS

- 8.1 Within Epsom and Ewell the vacancy levels are less than 10% but we do have particular gaps in qualified care management. To address this shortfall we have recruited more community support workers who work under the supervision of more experienced staff. This has been successful as a "grow your own" initiative when backed up by good training opportunities.

9. RISK MANAGEMENT

- 9.1 We are entering a period of considerable change arising from both our own financial pressures within the County Council and the financial deficits in Health. There is a real danger that our recent good performance record could be compromised without sufficient investment. We particularly need to ensure that continuing care agreements with Health are properly applied, and the potential for 'cost shunting' is resisted.

10. CONCLUSION

10.1 Information provided in the report represents a summary of key issues within Epsom and Ewell. Adults and Community Care have made good progress in recent years and are assessed to be serving most people well. Prospects for the future need to be considered alongside demographic changes that will inevitably mean high demands for social care. We are entering a period of significant change both internally within the Council and crucially for Adults and Community Care with our partners. A priority will be to ensure that the quality of our services is maintained as we search for ever-greater efficiency and value for money.

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BACKGROUND PAPERS:	background papers

Appendix A - Epsom and Ewell Committee Report November 2005

Key Performance Indicators

a) Surrey Performance Wheel

Continuously improve service delivery, particularly for vulnerable and disadvantaged people.

Indicator	Target	Result so far	Comment in relation to Epsom & Ewell
Number of delayed transfers for social care reasons – acute hospitals – per 100,000 pop aged 65 +	0.7	0	We have continued to maintain very low numbers of delays in acute hospitals across the last three quarters
Number of households helped with intensive home care per 1,000 pop aged 65	1.4 (64 users)	1.3 (59 users)	Intensive Home Care is an important indicator of the number of people receiving support at home who otherwise might need to be in a care home. Our performance needs to improve both in Epsom and Ewell and throughout Surrey.
Number of very sheltered care housing places available	15	0	John Gale Court in Ewell will provide the 15 places that will enable the target to be achieved.
% carers offered assessments	95%	100%	This is a high priority and we are pleased that all carers eligible to receive an assessment in their own right are now having their needs taken into account.
The number of adults and older people receiving Direct Payments as of 30 th September per 100,000 pop	53.2 (28 users)	41.9 (22 users)	We are promoting the use of direct payments across the county and would expect to meet our target by the end of the financial year.
% allocated a single room (<i>Mid result</i>)	75%	89%	To achieve Top Quartile amongst all authorities would require us to reach 96%. While the figure of 89% is better than some other areas in Surrey the social care market does mean that choice of a single room is not always available.

(b) Other Key Performance Indicators

Indicator	Target	Result so far	Comment in relation to Epsom & Ewell
No. of older people helped to live at home per 1,000 pop. 64 or over	32.7 (370 users)	38.3 (432 users)	The number of people supported is one of the lowest in the country.
% assessments of new OP begin within 48 hours of first contact	90%	91%	This is a good performance and above average for the County and elsewhere.
% of full OP care packages starting within four weeks after assessment	90%	90%	This is an above average performance particularly as we are not always able to find providers quickly.
No. admissions of older people to residential and nursing care homes per 10,000 pop. 65 and over.	81 (91 admissions)	76 (86 admissions) <i>Projected to year end</i>	This is an important measure of how far we are enabling more people to stay at home. We are on target so far this year and will continue to meet the target if we maintain the same rate of admissions during the rest of the year
No. of admissions of adults 18-64 to residential and nursing care homes per 10,000 pop.	1.7 (8 admissions)	1.1 (6 admissions)	We are aiming to reduce the number of people with disabilities being admitted into care homes and at the same time increase the availability of supported housing.
No. adults with physical or sensory disabilities helped to live at home per 1000 pop. 18 – 64	1.6 (86 users)	1.9 (98 users)	A high proportion will be disabled people in receipt of home equipment or adaptations.
No. of adults with learning disabilities helped to live at home per 1000 pop. 18 – 64	1.6 (252 users)	1.6 (258 users)	A significant proportion are people with a learning disability, many of whom attend day services.
% of equipment delivered to all users within 7 days <i>Mid result</i>	75%	75%	The Department of Health regard this as a key indicator when assessing our performance. This is a good level of responsiveness but we are continually striving to improve. Any delays can affect hospital discharge.