



# **ADULT & COMMUNITY CARE SERVICES ANNUAL PERFORMANCE REPORT**

**SURREY COUNTY COUNCIL  
GUILDFORD LOCAL COMMITTEE  
9 December 2004**

## **KEY ISSUE:**

This report provides information for the Local Committee on social care services for adults in Guildford. The report gives details of performance management and the achievements of the service

## **SUMMARY:**

The Adults and Community Care Annual Performance Report gives details of both performance and service activity in the borough over the last year.

The report outlines local developments in implementing the Medium Term Strategy. The strategy covers:

- Partnerships
- Health and social care
- Social care and housing
- Making the full use of the power of Surrey
- Quality and value for money
- An open service

Many of these developments: achieved, in progress and planned cover both Guildford and Waverley. Where available, performance information is given for Guildford only.

## RECOMMENDATIONS:

That the Local Committee should:

1. comment on the performance of the service and the other issues detailed in the report
2. consider the issues which affect the performance of the service
3. identify any service developments which could be supported through the allocation of Members funds.

### 1. INTRODUCTION and BACKGROUND

- 1.1 This is the third report of South West Adults and Community Care to Guildford Local Committee. The report in January 2004 highlighted the achievements and challenges which had affected both performance and implementation. Members view were sought on these and future developments
- 1.2 This report follows the format of the new SCC Executive Quarterly Performance Report. In addition to Performance Management and Medium Term Strategy updates information is also given on:
  - Financial Position
  - Workforce Matters
  - Compliments and Complaints
- 1.3 This year two inspections are taking place in the Adults and Community Care service - Supporting People and Services for Older People. We have contributed considerable information on local services and projects to the Older People's Inspection. Three South West projects are being visited as part of the inspection – Redwood Care Home, Dray Court Enhanced extra care sheltered housing and the Rapid Response Home Based Care Service.
- 1.4 Resource issues continue, which are not only financial. These include staff recruitment and retention and limited residential and nursing home capacity available at SCC fee levels, which will continue to be risk factors. Financial Information is given in section 9. Budgets and Service Volumes for 2003/4 are shown at Appendix 1
- 1.5 The overarching strategy for Adults and Community Care is the Medium Term Strategy, which is updated for the SCC Executive on a six monthly basis. The six main planks to the strategy are:
  - **Health and social care:** providing seamless health and social care services;

- **Social care and housing:** developing housing for vulnerable people;
- **Partnerships:** working closely with partners for the good of local people;
- **Making full use of the power of Surrey:** using the influence of strategic bodies in the best interests of Surrey people;
- **Quality and value for money:** developing excellent standards of service and value for money;
- **An open service:** to achieve our potential we must be open and keen to learn – from staff, partners, Members, users, carers and the public.

1.6 Many of the developments and performance indicators are common for both Guildford and Waverley, as services are managed across SW Surrey, individual details are given where this is available. It should also be noted that many of these fit across several planks of the Medium Term Strategy. Partnership working remains pivotal to many of our activities and performance.

## **2. PERFORMANCE MANAGEMENT**

### **2.1 Core standards**

The use of core standards as team performance measures has assisted us to drive up performance within the area, and there has been evidence of incremental improvement.

However our core standards and financial performance continue to be affected by our recruitment, retention and sickness levels. We are proactively managing these pressures; in Assessment and Care Management teams we have 15% vacancies and 8% sickness. In-house residential and day care services have 25% vacancies and 11% sickness. In order to meet our statutory duties and care standards requirements this incurs additional costs of agency staff. Our Initial Assessment response times have also been adversely affected by staff vacancies and sickness although management action has been taken to address this. The analysis of our sickness patterns and the development of local strategies to ameliorate this will be a very high priority for 2005.

### **2.2 Delayed Transfers of care**

The delayed transfers of care in acute and community hospitals in South West Surrey have dramatically reduced due to increased investment in new social care services in partnership with the NHS, Borough Councils and Voluntary Sector. These include the reopening of Redwood Care Home (Guildford) in March 2004) providing an innovative service specification – intermediate care assessment beds, step up beds, and long term nursing care; and increased capacity and specialist services within Home Based Care. All new developments such as these are subject to rigorous evaluation and review of outcomes for service users and carers.

In order to support more people living at home and reduce the numbers of people entering long term care we are increasing the number of intensive home based care packages. However we continue to be challenged to meet the current targets due to the adverse market conditions in South West Surrey.

### **2.3 Direct Payments**

Local authorities can give money directly to individuals who are eligible to receive community care services and who are 'willing and able' to manage the arrangements. Individuals receiving these payments can arrange their own care services rather than the local authority doing this for them. The purpose of Direct Payments is to increase choice and independence. Most people who receive Direct Payments use the money to employ their own personal assistants to help them in their daily life.

Our direct payments target is a joint South West Surrey and County Mental Health target. We are achieving this joint target. Direct Payments will continue to be a high priority for all care groups. The Learning Disability Service will focus on overcoming current barriers especially the issue of "willing and able" which can be applied too rigidly.

### **2.4 Carers Support**

Specific core standards focus on ensuring that carers standards are completed, and the numbers of carers offered a carer's assessment is improving in South West.

We have embedded an improvement culture in South West by introducing a local South West Performance Improvement Team, who are currently focusing on improving our services and business processes for carers which is reflected in our key performance indicators (KPIs).

## **MEDIUM TERM STRATEGY**

Many of the following updates on the six planks of the Medium Term Strategy apply to our partners as well as the service. Very few developments are happening without the involvement of partner agencies statutory and voluntary and independent sector.

## **3 Health and Social Care**

The SCC Adult's and Community Care Services Area Performance Management Quarterly Report for November 2004 (covering both area & countywide performance in relation to 15 key performance indicators) shows (as at 15 Sept 2004) a total of 1345 service users for Guildford Social Care Team, 355 service users for a single service

from Occupational Therapy for the SW area; and a further 525 for the SW Surrey Community Services Learning Disability Team.

### **3.1 Health and Social Care - Services for Older People**

- 3.1.1 This year has seen a further reduction in the numbers of delayed transfers of care at acute and community hospitals and prevention of inappropriate hospital admissions. For example the number delayed at RSCH for social care reasons is now on average between 2 and 4, which is a significant drop from 14 in March 2004. (see Appendix 2)
- 3.1.2 This has been largely due to the investment to increase capacity at Redwood (Guildford), Longfield (Cranleigh) and Cobgates (Farnham) including the development of 'step down' assessment beds at Longfield and Redwood (30 in total). Evaluation reports on both schemes have demonstrated their success in enabling most people to return home, rather than enter residential care, with reduced packages of care.
- 3.1.3 We are maintaining our investment in joint SW Adults and Community Care and Guildford & Waverley PCT intermediate care services including the provision of three nursing care home beds to avoid admission to acute hospitals or long term care (nip-in beds). Funding is in place for the Red Cross 'Home from Hospital' Scheme to continue until 2006.
- 3.1.4 There has been a marked improvement in the level of delays at Milford based Rehabilitation Services and three community hospitals.
- 3.1.5 We are using local Primary Care Trust (PCT) pharmacy expertise in order to improve standards of medicine management within residential and home based care services in order to reduce acute hospital admissions and improve the quality of care, and quality of life.
- 3.1.6 Guildford and Waverley PCT are developing a Key Care (Evercare) Community Nurse Project, to support people in the community with chronic illnesses, and avoid acute hospital admission. Care managers will work alongside nurse care coordinators to develop this integrated service, and to assist people living at home with long term conditions.
- 3.1.7 The National Service Framework for Older People Local Implementation Team has working groups for each of the eight standards which are taking forward a number of plans and projects. For example, the NSF Standard Two sub-group is taking forward work on integrated continence services and integrated equipment services in addition to the single assessment service.
- 3.1.8 The NSF Standard Eight subgroup - Promotion of Health and Active Life in Older Age recently held its annual event and has secured funding through the Pensions Service Development Fund for a Health

Promotion Calendar. This will be produced for 2006 and will be available free of charge to older people in the Borough.

3.1.9 The South West Surrey multi agency Age Discrimination Group (NSF Standard One) has identified a number of issues for resolution at both local and county levels. Plans are being developed to tackle these. The group has developed awareness-raising training and in September gave details of their work to other areas of Surrey.

3.1.10 One of the key actions from the Social Services Inspectorate/Audit Commission Joint Review in 2003 was to develop dementia care services. South West Surrey has actioned the following developments:

- South West Surrey has increased the numbers of Day Care places for people with dementia. A contract has been placed with the Alzheimer's Society for 40 places per week; 25 extra places are available at Whitebourne (Frimley Green); 50 per week at Broadwater Lodge (Farncombe) and 70 per week at the Four Seasons Club in Park Barn. Discussions are underway with Guildford Borough Council for further service development in the Ash area.
- The next stage of the work is to address the transport and travel difficulties for service users to access these services. We are working in partnership with Guildford Borough Council to regularise our transport with them and enter into a contract if possible.
- South West has established additional care management in Community Mental Health Teams (CMHTs) for Older People, in partnership with Surrey Hampshire Borders NHS South West Trust, to improve services for older people with mental health problems.
- The South West Home Based Care service for people with dementia started at the end of October. Initially the service will link to the Farnham CMHT (Elderly) and will cover the Farnham and Ash areas with 90 home care hours, increasing to 180 hours in January. Plans are also in progress to introduce a service to other areas when resources permit. The service will be one of supporting and enabling service users with dementia and depression to continue to be as independent as possible, to continue to live at home and remain active, maintaining links with people within their communities and to support carers.

**3.2 Health and Social Care - Services for People with Physical, Sensory, Cognitive Disability and HIV**

3.2.1 A county-wide Adults and Community Care commissioning strategy for these care groups is now in place. In South West Surrey we are working to develop a local commissioning strategy and action plan with

our partners, including health, Borough councils and the independent and voluntary sector, users and carers.

- 3.2.2 South West Surrey are taking part in a West Surrey wide review of day care services for people with a physical disability, which will by December 2004 result in a proactive commissioning strategy for these essential services.
  - 3.2.3 Despite increases in demands and complexity of needs we have not increased the number of people entering long-term care within these care groups
  - 3.2.4 Service volumes for community care package also remains stable. We aim to develop more community based services within our commissioning strategy to support more people at home, by using Direct Payments, supported housing and enhanced very sheltered accommodation.
- 3.3 Health and Social Care - Service for People with Learning Disability**
- 3.3.1 In South West Surrey we are developing a Strategy for Short Term Breaks (Respite care), which will benefit both service users and carers including a detailed analysis of current and projected needs.
  - 3.3.2 We are developing practical plans for transforming the short term breaks services, which may entail designing a new facility in partnership with Surrey Hampshire Borders NHS Trust.
  - 3.3.3 The enhancement of the services at Mallow Crescent (Guildford) includes the development of the service at an adjacent Supported Living Home, which is to be used as a training and development flat in the future. Two of three residents are moving to new Supported living flats in Guildford in December 04. A third resident has moved to new accommodation in Farnham this month on a trial basis.
  - 3.3.4 This year 236 people with learning disabilities have been helped into employment, which is 40% of the current county total. The South West area continues to work in partnership with Employability and have appointed a 'promoting independence' worker across South West to ensure more adults leave day services and access appropriate community and employment services.
  - 3.3.5 'Flexible Breaks' is an innovative service offering 1:1 evening and weekend activities. This scheme has been successful in not only providing appropriate social integration but has also helped individuals and their families prepare for using residential respite services or long term placements. It also provides carers with the opportunity to have regular breaks when they require it and not when respite is available to them. At present 17 service users are using the scheme and the scheme will be extended to 40 service users by the end of 2004.

3.3.6 Opportunities have been promoted for people with complex needs; these include carriage riding, ice-skating, community access and a range of leisure and educational activities. Currently 12 people take part in these activities fortnightly.

**3.4 Health and Social Care - Services for People with Mental Health problems**

3.4.1 The Service is working with all the other care groups to address the needs of vulnerable adults with complex needs. A protocol has been agreed and a case register of complex needs cases has been established in SW Surrey to support the operational services across all adult care groups where complex needs has been identified.

3.4.2 A Crisis resolution and home treatment service is operational and beginning to make an impact on reducing hospital admissions. The service has identified two crisis beds in the community which will support the choice of alternative options to Hospital admission. The home treatment side of the service continues to be developed.

3.4.3 The Autumn assessment by the Strategic Health Authority on progress on implementing the National Service Framework has just been completed. Guildford & Waverley has made excellent progress and has increased the number of green traffic lights from 7 to 17 out of a possible 40 indicators.

3.4.4 The service has held a workshop on equalities assessments relating to procedures in the mental health service. This outcome demonstrated a commitment to ensuring all policies in the mental health service have been scrutinised regarding their impact on service access and delivery.

**3.5 Health and Social Care - Carers Support**

3.5.1 We continue to maintain support to the Carers Support Workers and the Carers Strategy Group in South West Surrey. In addition carers assessment is part of the core induction programme for all staff.

3.5.2 The Carers (Equal Opportunities) Act 2004 creates specific new requirements to address carers' needs in relation to work, training and education and leisure. We are hoping to extend the Direct Payments scheme for carers over the next year to meet these requirements.

3.5.3 Staff are being encouraged to think creatively about solutions to respond to carers' needs in relation to training and work which are identified through carers assessments. The use of Direct Payments can provide greater flexibility and control for carers.

3.5.4 The Carers Grant has funded the projects listed below:



- Further work has been undertaken to develop the Back Care Project for Moving and Handling and enabling carers to feel comfortable with equipment in their own homes. The project will start subject to the appointment of a successful candidate, in January 2005.
- At least 60% of the funding for Crossroads in Guildford and Waverley is from Adults and Community Care, which is an increase. Part of the contract relates specifically to providing a service to carers of people aged over 65, in Guildford.
- We have funded the Young Carers Project to deliver social support groups on evenings and weekends for young carers in South West Surrey.
- The annual summer scheme, for people with learning disabilities was extended across the whole of South West Surrey in 2004, in partnership with Mencap, with money provided by the Carers Strategy Group. It ran for a four week period, four days per week, ten places per day – a total of 160 places to support carers. Due to its success and overwhelming support from carers, it is hoped to expand this scheme further next year.

#### **4 Social Care and Housing**

The Strategic Steering group for Enhanced Care Very Sheltered Housing is now a South West Surrey-wide Group and by December will have a local strategy in place. As part of that strategy the service will be extended to other schemes in Guildford and Waverley.

Within the Homelessness Strategy Group new opportunities have been developed for work-based shadowing of each organisation's teams on a regular basis. This will develop greater understanding of each agencies' roles and responsibilities.

##### **4.1 Social Care and Housing - Services for Older People**

- 4.1.1 Enhanced care very sheltered housing provides 24-hour social care on site and reduces people going in to long-term care situations.
- 4.1.2 An evaluation of the Dray Court project in June 2004 (project commissioned in October 2003) reports that of the then seven existing residents receiving enhanced extra care, the service has significantly improved the quality of their life and avoided their admission to long term care. There are now 15 residents receiving this service with the aim of increasing to a maximum of 20, when flats become available.
- 4.1.3 In addition, the flat in Dray Court in Guildford, with a full range of telecare/telemedicine, has been operational since December 03. The flat has been providing a step up/step down service on a regular basis.

**4.2 Social Care and Housing - Services for People with Learning Disabilities**

- 4.2.1 The South West Housing Group for People with Learning Disabilities held a highly successful workshop to formulate a Strategy and Action Plan in June 2004. This has progressed with the planned appointment of a part-time Housing Project Manager to focus on shared ownership schemes, in Guildford initially. The Manager is being funded through the Valuing People programme and managed by Guildford Borough Council.
- 4.2.2 We have established a website for people with learning disabilities which will contain information from the housing providers, on housing vacancies, future developments and publish projected housing requirements. This will be available in December 2004.
- 4.2.3 We have successfully negotiated the placement of four service users in two newly built flats in central Guildford, who expect to move in by December. The service users are moving from Mallow Crescent, ie from residential care to independent supported living, with care support from Welmede Housing Association.
- 4.2.4 South West Adults and Community Care (A&CC) are working in partnership with Hampshire Social Services and Guildford & Waverley PCT to redesign the housing and support needs of about 90 users with learning disabilities with independent providers.

**5 Partnerships****5.1 Partnerships - General**

- 5.1.1 A new Health and Social Care Planning Partnership for Guildford and Waverley has been set up. Partners include Surrey County Council (including A&CC and Children's Services), Guildford and Waverley PCT, the Royal Surrey County Hospital (RSCH), Frimley Park Hospital, Surrey Hampshire Borders NHS Trust and Guildford and Waverley Borough Councils. This will consider overarching themes, e.g. transport and workforce planning, and will link to the Local Health and Social Care Delivery Plan and the Guildford Local Strategic Partnership and Community Plan.
- 5.1.2 The PCT and A&CC are jointly funding a Partnership and Planning Officer post for six months to strengthen and support the local voluntary sector in the delivery of services. The post will also evaluate what ongoing support is needed for the voluntary grants partnership.

**5.2 Partnerships - Services for Older People**

- 5.2.1 The Community Care (Delayed Discharges) Act came into force on January 1st 2004. This enables Acute Trusts to fine the County Council

£120 per day for every person delayed in hospital for a social care reason. Whilst Adults and Community Care Services in South West Surrey have made significant improvements in reducing the number of delays we are being fined for all delays from 1/4/04 by RSCH. As delays were higher at the beginning of the year, until Redwood became fully operational this means that we will have less money to invest in new services than we had previously hoped.

- 5.2.2 However we will still be able to use this budget for new block contracts for EMI residential and nursing care (£140,000) and to support a joint GBC and PCT pilot project (£25,000) for telemedicine and telecare to enable more older people to remain in the community.
- 5.2.3 The telecare and telemedicine project, is being developed in partnership with Guildford and Waverley PCT and Guildford Borough Council to support people in the community with chronic obstructive pulmonary disease (COPD). The pilot project will run from November 2004 and assist approximately 20 people. The project will be evaluated by the University of Surrey, to determine whether the technology has been effective in preventing hospital admissions.
- 5.2.4 The Delayed Transfers of Care Reimbursement Grant is also being used to establish a Joint Health and Social Care Manager's post with RSCH. The new team will include Care management staff, Discharge co-ordinators, and all health staff involved in assessment and discharge arrangements. The new team will be fully integrated with health and social care services to ensure timely and safe discharge arrangements are in place.
- 5.2.5 We continue to work towards integrated health and social care teams. Implementing the single assessment process with all our partners is key to the success of this work in line with the NSF for older people. We are making good progress on this standard.
- 5.2.6 We continue to maintain our financial and staffing commitment to the joint NHS/SCC Intermediate Care team in this area, in partnership with the PCT and the Red Cross. This service is robustly evaluated showing good outcomes for service users, by maintaining them in the community and reducing packages of care.
- 5.2.7 In Guildford Borough, South West Adults and Community Care has invested in:
- Additional capacity for meals on wheels, including weekend provision
  - Additional funding to support carers in partnership with Crossroads
  - Additional funding to the Guildford Voluntary Grants Partnership
  
  - There has also been investment in increased capacity for daycare services across SW Surrey.

**5.3 Partnerships - Services for People with Learning Disability**

5.3.1 Innovative work is underway in South West Surrey community support services for people with learning disability through partnership working (in addition to those already noted above):

- Planet People – a partnership led by Lockwood Day Services: Grants received earlier this year from the Arts Council (England), Surrey County Arts, Guildford Borough Council and various in-house agencies have enabled partnership working with highly recognised professional artists and agencies. The outcome will be to showcase day centre users' material, to work with other people in the community to help them develop their skills in their chosen artistic medium and to be recognised in their own right and valued as artists. The Arts Council have been impressed by an early version of a CD to showcase this work, and hope that when the CD is produced in December 2004 it will have a wide circulation nationally.
- About Us – website:  
Using computer equipment and software provided through a New Opportunities Bid, people with learning disabilities have been developing their skills in this area. Their growing proficiency in using the Internet and multimedia programmes has resulted in them keeping in contact with their friends and family as they move out more into the community. At the same time a natural development is occurring in person centred planning/approaches, CVs and Personal Profiles promoted by individuals through the use of MS PowerPoint presentations. These are very powerful presentations and have become an excellent tool to promote communication.

The website 'About Us' has been produced and has been used by people with learning disabilities to promote themselves and their work. People meet regularly for everyone to share their skills and current projects and this resulted in an exhibition held in May 2004.

- Two Gateways computers have been given to Mallow Crescent residential home for the service users to access the software on site.
- A community radio station ran from Lockwood on a temporary licence between July and August 2004, in partnership with Guildford Borough Council. Plans are in place to get a permanent license. Service users are involved on an informal basis.

**6 Making Full Use of the Power of Surrey**

6.1 South West are jointly project managing the Mental Health reconfiguration programme to establish a countywide Mental Health

Partnership Trust from April 2005, and are leading on particular workstreams e.g. user and carer involvement and commissioning.

- 6.2 South West represents Adults and Community Care on the Surrey and Sussex Strategic Health Authority Mental Health Leadership Forum and the Area Director is on their Workforce Planning group for Mental Health.
- 6.3 The voluntary sector partnership funding processes are being revised in both Guildford and Waverley. This is in line with central government requirements, and the development of a Surrey Compact which was launched in July 2004. In addition a county review of CVS (Council for Voluntary Service) funding will lead to a tripartite agreement in Guildford between Surrey County Council (SCC), Guildford Borough Council and the PCT to fund a Guildford Association of Voluntary Service (GAVS) to support and develop the voluntary sector. This is key to supporting the delivery of public services.

### **7 Quality and Value for Money**

- 7.1 Home based care developments in South West Surrey have been very successful in providing a faster, more appropriate service to service users and carers.
- 7.2 The number of households receiving intensive home-based care has increased from 160 in September 2003 to 188. A total of 1548 people were helped to live at home, with home based care services, an increase of 50 people from last year.
- 7.3 The Home Based Care Rapid Response Team which started in January 2004 is available from 7.30 am to 9.00 pm and has provided care to approximately 150 people since January 2004. As we recruit more staff to this service we will offer a 24/7 service. This will be an important element of the out of hours services being developed jointly with Guildford and Waverley PCT, eg Twilight Nurses and one point of access. There are plans to retrain/give specialist training to home-based care staff in the Rapid Response Team to promote independence.
- 7.4 The Home Based Care service for people with dementia started in October 2004 (see section on Older people, paragraph 3.1.10).
- 7.5 The one point of referral, an improved business process, for all home based care packages, has been established and has covered approximately 700 referrals since mid January 2004. This has enabled care managers to focus their skills on assessments and care planning tasks. This service will be extended to provide a one point of referral to nursing and residential care.

- 7.6 In line with the county strategy, the in-house Home Based Care service will develop into a service which provides the initial six weeks care for all new service users before transfer to the independent sector.
- 7.7 The Home Based Care Services developments have been resourced by SCCs new investment in Older People's Services.
- 7.8 The local South West recruitment campaigns have proved to be successful, and in particular, the Enhanced Care Very Sheltered Housing scheme in Dray Court has been very successful in both recruiting and retaining staff. This has been supported by:
- County and local campaign for advertising for home based care staff
  - Improved terms of conditions for home based care staff
- 7.9 We continue to roll out the Impact 3 Team development programme. Guildford and Waverley Social Care Teams, Occupational Therapy services, and all of the learning disability teams have completed the programme, and Cobgates Residential Home is in the next phase. Value in Impact 3 has been evidenced in improved business processes and more effective teamworking and service development.
- 7.10 The review of all packages of care for service users with physical disabilities has concluded. This has evidenced improved practice and best value for the resources available (see Financial Position, section 9).
- 7.11 The Benefits and Charging service is being integrated into the local teams, this will be complete by mid-November. This will ensure that local expertise is available in maximising the benefits available to service users.
- 7.12 The Welfare Benefits Take Up Project in North Guildford, funded by SW Adults and Community Care and SCC's Self Reliance programme, has just reported on its first six months. During this period there have been 90 client contacts, which have generated £933,177 in additional benefits (full year including arrears). In addition, other work has been achieved to benefit clients e.g. charitable grants, other financial assistance, information on services and referral for assessment to other agencies. The scheme is now being extended for a further six months and will be publicised to a wider group, including all recipients of housing benefit in the targeted wards.

## **8 An Open Service**

- 8.1 The Carers Strategy Group, the Older People's Reference Group, The Physical Disabilities Partnership Board, the Valuing People Group and the Adult Protection Group, established on a local basis with significant

user and carer representation, all continue to involve other partners in SW Surrey.

- 8.2 Following consultation the Better Care Higher Standards Charter was produced in summary and full versions, and in formats suitable for people with visual impairment. An Urdu version is nearing completion and work has started on a version suitable for people with learning disabilities.
- 8.3 We have an open and accessible culture which is being maintained by the Executive Member (David Munro), the Executive Director, the Area Director and other members of the Area Management Team being available to any staff, and continuing to visit all teams regularly.
- 8.4 The Local Management group for the Community Equipment store has user and carer representation.
- 8.5 South West is involved in stakeholder conferences with Guildford and Waverley PCT on the development of local health and social care services.
- 8.6 Quarterly meetings are held with service users with learning disabilities to enable them to voice their views about current services and future changes to local provision.

## **9. FINANCIAL POSITION**

### **9.1 Overall Financial position**

- 9.1.1 South West Area are currently projecting a £0.316m overspend against a direct service budget of £39.061m (0.81%). A recovery plan is in place.
- 9.1.2 The budget pressures specifically relate to the cost of agency staff to maintain staff levels in residential and day care services as well as local fee levels for independent residential and nursing, and care based care services.

## **10. WORKFORCE MATTERS**

### **10.1 Criminal Records Bureau (CRB) Disclosure Applications for existing staff:**

- 10.1.1 Following a recent drive to ensure completion of outstanding CRB Disclosures we are on course to achieve 100% checks by the target date.

### **10.2 Vacancies:**

**10.2.1 General:**

Despite the widespread staff shortages in the UK care economy there are signs of progress. We continue to work closely with the SCC Recruitment Centre through participation in their campaigns and with their support for team-driven local initiatives.

**10.2.2 Specific:**

Certain professional staff are subject to extreme market pressures. Currently we are facing a significant challenge in recruiting Occupational Therapists, where a combination of scarcity of supply and strong competition from the Health sector as well as neighbouring authorities has created recruitment difficulties.

**10.2.3** The package of improvements to OT terms and conditions that were approved in July 2004 should have a positive impact on our future recruitment activities in this area.**11. COMPLIMENTS and COMPLAINTS**

11.1 24 compliments and 13 initial complaints (out of a total of approximately 6,000 service users), were received in the last quarter by the South West area and the County Mental Health service. 12 out of the 13 (92%) initial complaints were responded to by front line services within the target seven days.

**12. How can Members be involved?**

12.1 Some services within the voluntary sector provide a significant input to promoting the independence of individuals and improving people's quality of life. Many of the organisations would benefit enormously from funding support from the Local Committees.

12.2 A successful application was made to the Local Committee for the GRASP scheme last year. The GRASP scheme provides equipment such as smoke alarms, key safes, window locks etc and is supported by the police. Funding has ensured the costs to the clients are kept low, waiting times have reduced and service survival.

12.3 The demand for the Crossroads short break scheme continues to be beyond the level of service currently able to be funded within their current funding. Any additional resource from the committee would enable the delivery of extra care hours to people in need within the community.

12.4 Adults and Community Care are constantly being made aware of the need for small financial contributions to organisations that support the most vulnerable members of the community. Information can be made



available via our joint SW Adults and Community Care/ Guildford and Waverley Planning and Partnership post.

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**Appendix 1 - South-West Area Adult & Community Care Budgets and Service Volumes 2004/5**  
(Budgets as at 15th October 2004, Service Volumes as expected at year end)

	BUDGETS				SERVICE VOLUMES			
	Guildford £'000	Waverley £'000	South West (not split by sub area) £'000	TOTAL £'000	Guildford	Waverley	South West (not split by sub area)	TOTAL
<b>DIRECT AREA BUDGETS</b>								
<b>Older People</b>								
Independent Sector & In-House Residential Care	2,051	2,296	6,313	10,660	101	107	240	448
Independent Sector Nursing Care	2,554	2,863	1,021	6,438	124	119	10	253
Community Based Care Packages	1,950	1,977	2,338	6,265	337	332	13	682
<b>TOTAL</b>	<b>6,555</b>	<b>7,136</b>	<b>9,672</b>	<b>23,363</b>	<b>562</b>	<b>558</b>	<b>263</b>	<b>1,383</b>
<b>People with Physical and Sensory Disabilities</b>								
Independent Sector & In-House Residential Care	601	760	0	1,361	19	25	0	44
Independent Sector Nursing Care	382	241	0	623	9	6	0	15
Community Based Care Packages	502	938	427	1,867	51	101	0	152
<b>TOTAL</b>	<b>1,485</b>	<b>1,939</b>	<b>427</b>	<b>3,851</b>	<b>79</b>	<b>132</b>	<b>0</b>	<b>211</b>
<b>People with Learning Disabilities</b>								
Independent Sector & In-House Residential Care	n/a	n/a	7,102	7,102	n/a	n/a	178	178
Independent Sector Nursing Care	n/a	n/a	29	29	n/a	n/a	1	1
Community Based Care Packages	n/a	n/a	3,310	3,310	n/a	n/a	396	396
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>10,441</b>	<b>10,441</b>	<b>0</b>	<b>0</b>	<b>575</b>	<b>575</b>

Mental Health - SW Area 'hosts' the county budget for Mental Health of £11,902,000 gross.

TOTAL South-West Budget	8,040	9,075	20,540	<b>37,655</b>				
TOTAL South-West Service Volumes					641	690	838	<b>2,169</b>

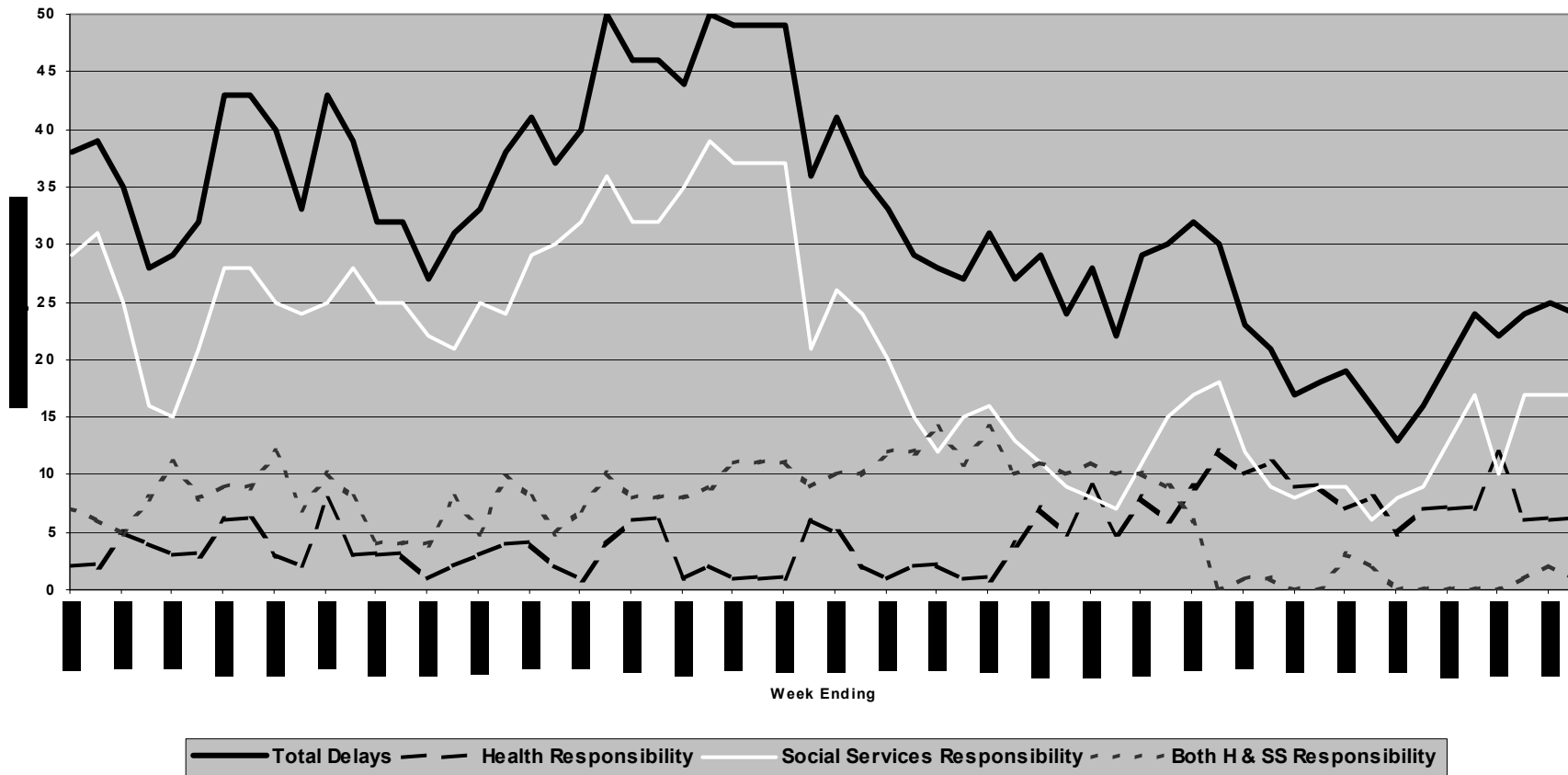
N.B. For some Budgets there are no Service Volume figures available.

These figures do not include staffing (although in-house staff are incorporated in the relevant rows above), support, other hosted budgets, nor income.

Appendix 2

**Total Patients Delayed in Community Hospitals by Responsibility  
SW Surrey Residents (Cranleigh, Farnham, Haslemere & Milford Hospitals)**

Data Source: Delayed Transfers Database



**Total Patients Delayed  
Royal Surrey County Hospital NHS Trust  
by Responsibility (Includes Non South West Residents)**

Data Source: Delayed Transfers Database

