



ADULT & COMMUNITY CARE PARTNERSHIP REPORT

**Runnymede Local Committee
16th July 2004**

KEY ISSUE:

This report brings the local committee up to-date with the key developments and local partnership arrangements. It highlights the joint developments between Adults and Community Care, North Surrey Primary Care Trust (PCT), Runnymede Borough Council and the Voluntary sector within Runnymede, since the last partnership report on 1st August 2003

SUMMARY:

This report reviews the initiatives in the previous report and highlights a number of initiatives that are being developed for the benefit of Runnymede residents by SCC Adults and Community Care (A&CC) either jointly with North Surrey PCT and /or Runnymede Borough Council. This report has been produced jointly with North Surrey PCT and Runnymede Borough Council.

OFFICER RECOMMENDATIONS:

The Committee is asked to:

- 1. Note the projects and initiatives outlined in this report**

INTRODUCTION AND BACKGROUND

This is an update to the last Partnership report that was presented to the Local Committee from Adults and Community care on 1st August 2003. This report has been set out under the Medium Term Strategy headings.

- health and social care
- social care and housing
- partnership
- making the full use of the power of Surrey
- quality and value for money
- an open service

1. HEALTH AND SOCIAL CARE.

1.1 Co-Location

North Surrey Adults and Community Care Area Management Team moved to Phoenix House in December 2003, which is attached to Bournewood House on the St Peters Site. This has been a positive move and has enabled closer working relationships with the PCT and Acute and Mental Health Trusts.

1.2 North Surrey Health and Social Care Improvement Plan

North Surrey Adults and Community Care and North Surrey Primary Care Trust launched a two year Health and Social Care Improvement Plan (HSCIP) on 20th May at the Runnymede Centre.

It is believed to be a national first. This Improvement Plan for 2004-2006 is a joint initiative with North Surrey PCT, developed with the borough councils of Spelthorne, Runnymede and Elmbridge, voluntary organisations and other partners. It will be appended to the North Surrey Local Delivery Plan, picking up any issues that are not specifically addressed across the health and social care spectrum.

All the health and social care needs and proposed actions in the improvement plan have been identified by local planning forums, staff and a two-phased consultation across North Surrey last year. Priorities were then agreed jointly with partner organisations and local planning forums in January. The plan will be monitored and reviewed in six months and an annual update will be produced. Copies are available from Janet Haynes, North Surrey Adults and Community Care, Anna Raleigh, North Surrey PCT, via the North Surrey PCT website or via www.carersnet.org.uk

1.3 Runnymede Health and Social Care Planning Group

This group comprises of Chairs of the Client group forums, the RAVS Manager, representatives from Runnymede Borough Council, North Surrey PCT and Adults and Community Care. The group is chaired by Cllr. Whiteley. Now that Children's Services have restructured we hope that a representative from Childrens service will join the group. This group focuses on the Health and Social Care issues for Runnymede and is actively taking issues forward. e.g in regard of Care Standards and to produce a joint medication protocol. It has now been agreed that this group

will merge with the 'Healthy and Vibrant' task group linked to the Local Strategic Partnership.

1.4 Learning Disabilities: Valuing People

The agenda for change in learning disability services remains a high priority for all involved. A wide range of statutory and voluntary organisations contribute to it locally in relation to planning and service delivery. The North Surrey Valuing People Partnership board brings together the national, county and local agendas.

Key areas of joint working include the drawing together of a North Surrey Housing Strategy involving the local boroughs; early work on health and social care integration with health Community Learning Disability Team management colleagues; and input to the Mental Health Trust reconfiguration programme.

During the last year we have successfully commissioned improvements to leisure and befriending activities with One-to-one in the Runnymede area. This charitable organisation is employing a part time activities coordinator to build up local contacts and plan programme events.

Badgers Wood residential home in Ottershaw provides excellent standards of care to 20 residents with a learning disability. To meet the future needs of school leavers with a learning disability, a study has been carried out which makes proposals on further development of the Badgers Wood service. Further discussions will now take place with a range of stakeholders to develop these in to a project plan. Recent internal alterations to the building have ensured that it continues to meet registration standards in the meantime. In a successful inspection comments were made on the progressing of individual activity programmes for residents. Local County Councillor Moira James has contributed to this with a grant being made to purchase games equipment and to secure improvements to the decoration of an activities room.

1.5 Joint Working and Integration of Services

1.5.1 Adults and Community care and PCT staff are working together ensure the delivery of health and social care is joined up. Plans are moving ahead for there to be a jointly accommodated health and social care team in Egham Hythe by Spring 2005. Work is ongoing with the Single Assessment Process and all parties are committed to making it work.

1.5.2 The residential/nursing home support team is jointly funded by A&CC and North Surrey PCT and is now fully staffed with a range of staff including nurses, O.T., pharmacist, dietician, C.P.N. and Care Manager. They have been able to offer training and support to care staff, advice on care planning and risk assessments and falls management. This service will be formally evaluated and as a result of its input we are hoping to reduce emergency admissions to hospital, enable more residents to receive palliative care in their residential or nursing home and generally improve the level of care offered by the home

2. SOCIAL CARE AND HOUSING

2.1 Extra Care Housing

2.1.1 Huntley house.

There are in total 30 places open to Adults and Community Care, 10 of these places are for residents of North Surrey. At present out of the 10 vacancies let to date there is one resident from Runnymede and one person has refused an offered place.

2.1.2 Aldwyn Place

Adults and Community Care have agreed to increase the numbers of extra care users in Aldwyn Place from 20 to 25 in 2004 - 05. There are currently 21 in residence.

2.2 Brockhurst

Brockhurst is our local Surrey CC residential Home in Ottershaw. It was inspected in Nov 03 by the Commission for Social Care Inspection (CSCI). The Report highlighted a number of concerns about the state of the building and also about care practice. As a result a comprehensive management action plan was developed to address all of these concerns.

The Commission visited again in April and reported significant improvements. The journalist who wrote in the Surrey Herald about the concerns was invited back recently to meet residents and their families who expressed their satisfaction with the care in Brockhurst.

Brockhurst will not meet the new care standards that come into force in 2007. These standards relate to, for example, room size and ensuite facilities. We have been involved with discussions with the PCT and the Mental Health Trust about building a new facility together. We have located 2 possible sites, one at St Peters and the other at Ashford. Unfortunately the PCT, Acute and Mental Health Trusts have to make some larger site decisions before we can progress this discussion with them. We are hoping to do this over the next 2 months. Once we are able to be more precise about the options we will of course consult with all the various stakeholders.

2.3 The Columba Project

The Columba Project is based in Brockhurst. The aim of the Columba Project is to give people who would otherwise go into residential home a period of re-ablement in a small unit, introduce them to technology that can support them at home (referred to as Telecare) and return them to an appropriate community setting. To date 33 people have benefited from the service.

There have been 22 completed episodes of care where the user has been followed up for six months from the date of admission – 4 went into residential care, 3 into hospital and 15 out of the 22 have returned to the community (either to their own homes or to sheltered accommodation), 14 of which went home with a Telecare package.

2.4 Housing and Supporting People

Runnymede Borough Council are keen to take forward supported housing initiatives for people with learning disabilities, young people and people with mental health issues. However, this is a particularly difficult time to take ideas forward because of the lack of certainty regarding Supporting People funding in the future. All local authorities have been told to expect cuts from April 2005 and to be cautious about entering into new contractual commitments. The situation is all the more frustrating because the Housing Corporation will not release capital funding for new housing for support without guarantees from the Supporting People Team – and the Supporting People team cannot guarantee funding because it has no idea what funding it will have from April 2005. Representations have been made to the Regional Housing Board both by Runnymede Borough Council (through Surrey Chief Housing Officer Group) and by the Supporting People Team.

3. PARTNERSHIPS

3.1 Benefits and Charging

Everybody Benefits – Invest to Save

The Executive recently approved a major benefits take up initiative for older people and their carers in Surrey to take place over the next seven years. 'Everybody Benefits' will aim to maximise the income of people aged 60 and over by focussing on key disability benefits such as Attendance Allowance. Whilst Attendance Allowance will benefit all older disabled people, irrespective of their income and savings, it will additionally help those on lower incomes to become eligible for extra means tested benefits such as Pension Credit, Housing and Council Tax Benefit. Benefit maximisation has been shown to improve the health of older people, reduce dependency on public services, help with rent and council tax arrears and boost the local economy as well as increase the amount Surrey County Council receives in central government subsidy.

The campaign will target vulnerable older people through mail shots to patients via health practices and to housing/council tax benefit claimants via District Councils by working closely with PCT's and housing benefit authorities. We intend to work with 4 District/Borough Councils and 2 PCT's in the first year and are currently in the process of collecting data on the over 60 population and selecting interested partners. Local boroughs have agreed to identify eligible residents and send out a leaflet inviting people to ring a confidential Help line staffed by advisers who will arrange for a benefits check to be provided at home. A similar exercise will be carried out through local health practices.

We are currently having discussions with both Runnymede Borough Council and North Surrey PCT about their involvement in the first year.

The initiative will be managed by a Steering Group comprised of representatives from the County Council, District/Borough Councils, PCT's, the Pension Service and voluntary organisations.

3.2 Adult Protection

Local Adult Protection (LAP) meetings are held across the 5 areas in Surrey. In the North LAP there are representatives from the Borough, Health partners, the Voluntary Sector and user/carers groups.

We discuss Adult Protection work in the North area. Complex cases are presented to ensure learning and best practice is encouraged. Decisions taken at the Surrey Adult

Protection Committee are cascaded through the LAP and a work programme has been agreed.

3.3 A Joint Fire Safety Project

Last year Adults and Community Care enabled the Fire Service to buy smoke alarms for Runnymede and this year to buy specialist smoke alarms for those with a hearing impairment. A partnership project was launched. District nurses, Home Care Assistants and the voluntary sector are receiving training from the fire service to undertake a basic fire risk assessment, using a simple tick-box form. This form has now been adopted by the Fire Service as an official Form F32.

Where a need is identified, the householder is able to get a smoke alarm installed by the fire service and more detailed fire safety advice from officers from Chertsey fire station. The scheme has had the further advantage of closer integration between health and social care services and the building of relationships with the fire and rescue service and has also given the fire service better information on specific individuals living arrangements which will assist them in saving lives.

3.4 Area Carers Strategy

In Runnymede there were 7,024 carers identified through the 2001 Census and of these 1,089 provide more than 50 hours a week unpaid care. About 1 in 8 of the workforce in Runnymede will combine caring with paid work. The issues in the strategy are reflected in The Health and Social Care Improvement Plan. The North Surrey Area Strategy Group will be looking to work towards extending the Carers Back Care scheme now running in Runnymede to cover Spelthorne.

3.5 Young Carers

Report attached appendix1

3.6 Area Disability Board

The North Surrey Area Disability Board, has now been in existence for a year. The membership comprises of around 30 people about 60% of whom have a disability, including the elected chair. The aim of this group is to highlight issues around the 'basic needs' and to work with relevant organisations to tackle these issues

The basic needs that have been identified so far are :

- Information
- Advocacy
- Housing
- Personal Assistance
- Transport
- Education
- Access:
 - Employment and Training
 - Goods and Services
 - Environment
 - Political Arena

The North Surrey Board has raised health issues with the NSPCT who are looking at the Disability Awareness training of their Staff, The meeting in July will focus on

Highways and Transport, officers have been invited to attend. The Boards have recently made a successful presentation to the Select Committee.

3.7 Carers Emergency Card

A Carers Emergency Card was launched last year in Spelthorne. The card is issued from GP surgeries and Spelthorne social care team for those who provide substantial care. It can be used as a form of identification for priority medical appointments, but one of its main uses will be to identify a carer in an emergency.

If a carer is unable to communicate due to being involved in an accident or is found unconscious, the emergency services will identify the card and know that this person is carer and that there is someone at home or at a day centre etc. in need of care. The card contains contact numbers and this will ensure the cared for person is cared for until the main carer is able to return to caring and saves the emergency, medical and social care services many calls trying to trace someone to take responsibility for the cared for person.

We are at present reviewing the process and aim to extend this project to cover Runnymede.

3.8 Joint Funding Protocol

Working in the context of the overarching North Surrey Primary Care Trust COMPACT and the principles of the Surrey COMPACT and the local borough compacts, the North Surrey Joint Funding Protocol has been developed.

The following organizations have signed up to the Protocol:

- North Surrey Primary Care Trust
- Windsor, Ascot and Maidenhead Primary Care Trust
- North West Surrey Mental Health Partnership NHS Trust
- Runnymede Association for Voluntary Services
- Voluntary Action in Spelthorne
- Elmbridge Volunteer Bureau
- Elmbridge Borough Council
- Runnymede Borough Council
- Spelthorne Borough Council
- Surrey County Council - Adult and Community Care Services/Children's Services

The main aim of the protocol is to prevent a major funder from withdrawing funding at short notice from a multiagency funded scheme, thus leaving other funders to increase their funding or in the worse case scenario the service ceasing.

In addition, agreement is being reached on joint monitoring of multi-agency funded schemes. The process has included consultation with voluntary and community organization representatives on the suggested monitoring process (for multi-agency funded schemes) at the Partnership Funding Event arranged by North Surrey PCT on the 20th May 2004.

4. MAKING FULL USE OF THE POWER OF SURREY

4.1 Better Government for Older People 50+

The Surrey 50+ Network is a resource which other agencies and organisations can use to engage with people over 50 about planning, delivery and monitoring current and future services.

Over 600 people have responded to the mail shot and fliers sent out by the Network, indicating their interest in a range of topics including transport, environment, age discrimination as well as health and social care. 7 % of total returns came from Runnymede.

- 69% of returns indicated an interest in health care
- 64% of returns indicated an interest in social care

For further information contact Mary Foster at North Surrey A&CC.

4.2 Surrey Compact

The Surrey Compact is a commitment to continually improve relationships, between public sector organisations, the voluntary and community sector, and organisations representing service users and carers. This document is a practical tool to achieve this.

A wide range of groups and organisations has helped to create this Surrey Compact. It has also been shaped by the many views expressed during a formal consultation in 2003.

All Surrey voluntary and community organisations, and public bodies, are invited to support the principles and practices of the Surrey Compact, and to take part in its development.

The Surrey Compact aims to help us:

- communicate better with each other
- understand and respect each other's views
- work together more effectively to support the people of Surrey.

5. QUALITY AND VALUE FOR MONEY

We have service contracts with a number of local Voluntary organisations to provide specific services for local residents e.g.

Runnymede Alzheimer's Society (3B's)

DAIRS

Runnymede Care Assistant Scheme

Swan Club

Carers Support

6. AN OPEN SERVICE

In recognition of the importance of the local planning forums the joint post funded by Adults and Community Care, North Surrey PCT and the three boroughs in North

Surrey, has continued to be funded in order to ensure their continuity. This post is to support and provide administration to the carers, older people and the physical and sensory disability forums across the three boroughs of North Surrey.

7. FINANCIAL IMPLICATIONS

There are no specific financial implications from this report. However there continues to be significant pressure on budgets, partly as a result of the success we have had in bringing delayed hospital discharges down to virtually nil. Over the last year we have agreed an additional 100 placements and packages, over the previous year, and as a result this years budgets are under extreme pressure. We have also had considerable success in increasing the number of people receiving intensive home care rather than residential placements. We need to continue with this success and in developing alternative community services, if we are to reduce the pressure on budgets. There continues to be concern about fee levels and the difficulty in finding good quality placements particularly for older people with mental health problems.

8. EQUALITIES IMPLICATIONS

This report updates the committee on joint initiatives being developed to meet the needs of various local people. The report identifies ways of developing consultation, improving care and health services and the safety of residents of Runnymede.

9. SELF RELIANCE IMPLICATIONS

Surrey County Council has a policy to promote both individual and community self-reliance throughout Surrey. By working together with other statutory and voluntary partners we can coordinate and target county services towards the most deprived neighbourhoods and towards people who are most disadvantaged and at risk. As well as bringing direct benefits to individuals and communities e.g. by helping to break dependency cycles, promoting self reliance and improving the quality of life it is a cost effective way of channelling services to those who are in most in need of them.

The Local Director in each area has the responsibility for identifying and coordinating self reliance initiatives and Adult & Community Care works closely with Carolyn Rowe to ensure that they are aware of our core services and helping to identify particular areas of social deprivation.

10. CRIME AND DISORDER IMPLICATIONS

We are continuing to work with colleagues in the police service, trading standards and the voluntary sector to try to prevent the incidences of distraction burglary and are represented on the Safe and Secure Runnymede task group.

11. CONCLUSIONS

Adults & Community Care Services are committed to working closely with Local Committees and Districts. North Surrey Adults and Community Care, North Surrey PCT and Runnymede Borough Council are working together to maintain links between health and social care planning and community strategies

Report by:

LEAD/CONTACT OFFICER:	Name Heather Schroeder/ Janet Haynes
TELEPHONE NUMBER:	Telephone 020 8541 8706/ 0208 541 8568
BACKGROUND PAPERS:	

Appendix 1

YOUNG CARERS IN RUNNYMEDE AND SPELTHORNE

There are at least 175,000 Young Carers in the UK and an estimated 3,000 in Surrey – some caring for over 50 hours a week. Developing an inter-agency strategy for Young Carers is essential to improving their circumstances. There are many agencies whose work touches the lives of these children and young people. If they all work together we can make a difference for Young Carers.

Many young people who care find the school environment challenging at times. Teaching staff often have little extra time available to support young people who are struggling with pressures of school work, relationships with their peers, or simply settling at school when there are family concerns.

Young Carers Project

Surrey Young Carers can work in school helping Young Carers to come to terms with their situation and deal with their worries. They do this either through one to one support or group work, where young people learn to draw strength from each other. The work of a Young Carers Schools project in Runnymede and Spelthorne has proved highly successful and is being rolled out to other parts of Surrey, starting with Surrey Heath and Woking.

They also provide opportunities to talk and activities outside of school and offer:

- Someone to talk to
- Information and advice
- A chance to get to know others with similar circumstances
- The chance to have a break and have some fun
- A newsletter and internet site
- and most of all some time for Young Carers themselves.

Surrey County Council provides funding to Surrey Young Carers Project to support Young Carers in Runnymede through a county-wide project. A Young Carers support worker covers Spelthorne and Runnymede and is assisted by sessional workers in running clubs for Young Carers – one for 8-12 year olds and one for 13 plus. There is also a part time schools worker covering the same area

Other Initiatives

Some other county-wide initiatives which will benefit Young Carers in Runnymede include:

- continuing to improve performance in undertaking Young Carers assessments
- work by Adult & Community Care Services to more consistently identify Young Carers looking after adults and make referrals to Children's Service and Young Carers Projects
- ensure inclusion of Young Carers issues in a joint protocol between the Mental Health and Children's Services
- further training for relevant staff in Children's Services Teams using the Young Carers assessment course successfully piloted in 2003
- Surrey County Council will continue to support and work in partnership with Surrey Young Carers Project, making appropriate referrals to them
- Young Carers are included in the new flexible breaks scheme. This scheme provides Direct Payments and Carer Break Vouchers to enable carers of adults, parent carers and Young Carers to take a break. The scheme was piloted in Adult Services in 2003/4 and is being extended to Children's Service in 2004/5
- issue a copy of a revised guide for professionals, "Working with Young Carers" to all care managers, social workers in the Children's and Mental Health Services and other relevant staff
- A Quality Audit concerning work with Young Carers is being undertaken by Children's Services in the Autumn.

John Bangs

Carers Development Manager

June 2004