



**Surrey County Council
Local Committee
Services for older people and those
with physical and sensory disability**

11 May 2007

SUMMARY:

This report provides an overview of services being provided in relation to the adult client groups via Surrey County Council's Runnymede Social Care Team (SCT), both in directly provided services such as Reablement and Assessment Service, Dementia Service and Brockhurst Residential Home, and via prevention services and associated supported services commissioned by Surrey County Council.

The report will also highlight both actual numbers assisted in Runnymede and forthcoming actions to continue to manage the demographic growth within limited resources in co-operation with our partners.

OFFICER RECOMMENDATIONS:

This report is for information only.

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BACKGROUND PAPERS: None.

1. RUNNYMEDE SOCIAL CARE TEAM

- 1.1 The Runnymede Social Care Team (SCT) is based at the Runnymede Centre. The SCT was split into 2 smaller teams via the recent re-organisation but these were not considered viable for both staffing cover and dealing with the inevitable differentials in demand from different parts of the borough.

The teams are being managed as **one** team with the corresponding ability to move the resources of the team as required. The SCT operational staffing is as follows:

- 2 x Team Managers (FTE)
 - 8 x Care Managers (FTE)
 - 7 x Community Support Workers (FTE)
 - 2.5 x Occupational Therapists
 - 1.5 x Advisory Officers.
- 1.2 The above figures include a number of vacancies, mirroring the difficulties in recruitment into care management/social work posts experienced throughout the country. Whilst two posts are covered via locum staff, three other posts are currently unfilled. The support staff that are essential to the functioning of any public service currently have all posts filled but this is subject to change as salary levels are not comparable to the private sector. The service continues to recruit on a regular basis to address these issues. Staff retention has improved over the last two years as a number of staff have local links, although salary levels and house prices continue to be raised as reasons for leaving/not joining.

2 REFERRALS

- 2.1 The present process allows for clients or others concerned to contact the Surrey County Council Contact Centre (0208 541 9000) where a brief assessment will be undertaken and either appropriate advice will be offered or direct referral to the SCT. This process will screen clients into the present 'critical' or 'substantial' need thus requiring assessment from the service or 'moderate' or 'low' need which appropriate advice is required or direction to another service.
- 2.2 Professionals have the ability to refer via the Single Assessment Process (SAP) which allows for the one off assessment of a client and subsequent services to be provided. However this process is at an early stage and professionals struggle to undertake this to the required standard. Also the existing computer software is not available to record this information directly into the service database thus adding to recording costs. Thus the service will continue to administer referrals as before.
- 2.3 A short term potential assessment process is being examined with two of our major voluntary/public providers to offer a one-stop assessment

process to clients/carers so information can be shared quickly and appropriately for speed of service.

3. PERFORMANCE INFORMATION

- 3.1 The figures highlight that directly provided social care services are directed towards the areas of highest scores for multiple deprivation, with Chertsey St Ann's, Egham Hythe and Englefield Green West being the areas having the highest open caseloads with associated services. Egham Town also has a high ratio of open cases and associated services. All wards are shown to be receiving a service, with a clear correlation between relative deprivation and service. This would be expected given the means tested basis of the service.
- 3.2 Runnymede SCT is meeting its core standards target on assessment times and services within 28 days of assessment. Also the service is able to respond quickly given the creation of the Reablement & Assessment Team. The service has over the last year increased by 9% the numbers of older people assisted and an increase in assisting self funded clients to required services by Advisory Officers has also occurred. The service at the end of March was roughly on budget when the potential costs of ongoing NHS Continuing Care disputes were factored in.
- 3.3 The total number of clients supported in Runnymede is **987** across the client groups. Services supporting clients and carers comprise a mixture of equipment, professional support, home care, respite and residential services etc. This allows for an average caseload of **63** per staff member. This will be a fluctuating position as clients enter hospital and leave with changes to the associated needs and care packages which involve staff in spending approx 65% of their time in home assessment visits/care planning meetings with other professionals etc. This figure also includes the requirements of Safeguarding Adults investigations with the police, which is a growing aspect of work with older people. The other increasing aspect of demand on the service is the associated carers assessments and subsequent services.

4. NUMBER OF PEOPLE SUPPORTED IN RUNNYMEDE

- 4.1 The following shows the number of older people supported in each category:
- Nursing Care (includes dementia nursing care): **95** (average cost £450 per week);
 - Residential EMI (dementia care): **70** (average cost £380 per week);
 - Residential Frail: **66** (average cost £345 per week)
 - Homecare: **276** (average cost £120 per week)
 - Assessment and Reablement Service (max 6 weeks): **20** per week;
 - Dementia Service: **16**;
 - Respite: **5** beds (annual cost £105,000)

- 4.2 The following indicates the number of people with a physical or sensory disability:
- Nursing Care: **6** (average cost £1,300 pw)
 - Residential Care: **11** (average cost £1000 pw)
 - Homecare: **65** (average cost £ 500 pw)
 - Respite: **2** beds (cost £68,000 per annum)
- 4.3 Under the direct payments option which allows clients to employ and manage their carers themselves, there are **16** older people and **21** people with a physical or sensory impairment using this option.

5. SERVICES PROVIDED IN PARTNERSHIP IN RUNNYMEDE

5.1 Dementia care:

The Alzheimer's Society "3 Bs" service is commissioned to support twelve service users per day. This service is being asked to provide further development plans for consideration given the need for extra support elsewhere in the borough.

5.2 Extra Care:

25 extra care places are provided at Aldwyn Place, supported on average by 15 hours of support per week at a total yearly cost of £685K. The future requirements for Extra Care Housing in Runnymede are: rented 30 places, leasehold 98 places, and dementia 37 places. Thus future development of this alternative to residential care is required.

5.3 Telecare alarms

On-going work continues with Runnymede Council on promoting the alarm scheme and associated telecare applications. Further funding is being examined to improve the range and availability of advice and associated support. The proposed expansion is looking at joint working with Runnymede SCT, Runnymede Council and the NHS.

5.4 Step Up/Down Beds

Six beds currently within Brockhurst Resource Centre are closed while the unit is upgraded and new services are commissioned to support this service which is intended to offer an alternative to hospital and more support following discharge from hospital. The proposed service will link to existing primary care services, and a voluntary sector provider such as Age Concern or Red Cross etc is being examined. The new service will be integrated into the Reablement and Assessment Service.

5.5 St Peter's Hospital

Almost no delays due to social care reasons at the Hospital have been recorded, although an on-going examination of older people discharges is currently being undertaken given concerns over older people being discharged by the NHS. The Hospital SCT works closely with the Runnymede SCT to plan and facilitate discharges.

5.6 Day Services for Older People

Runnymede SCT works in partnership with Runnymede Council regarding the provision of day services. The service is essential in providing support and examining how to offer timely advice and assistance as part of a prevention agenda. The service plays an important part in working towards increasing well being and independence and further work with this service is envisaged to broaden the service offered.

5.7 Day Services for People with Physical/Sensory Disability (PSD)

White Lodge is commissioned to provide day opportunities to clients within the PSD cohort. The service has the support of an employment worker and carer support workers who are also commissioned by Runnymede SCT. A stroke co-ordinator is also commissioned to improve the planning of care for those leaving hospital and in the community. A further examination is being undertaken regarding the stroke co-ordination role given the concerning findings from the St Peters Hospital stroke survey on planned discharge and community support.

5.8 Home Improvement Agency (HIA)

A substantial investment is planned to be made in this service by Runnymede SCT to improve the range of services and numbers being supported. It is considered that the HIA will be one of the main services to develop the prevention agenda in conjunction with ourselves and other voluntary/statutory partners.

5.9 Meals on Wheels

This service is supported by Runnymede SCT in conjunction with Runnymede Council. The service will require a further examination given the changes in how ready to eat food is able to be offered to older people and the rise in older people with dementia requires a service that not only provides food but can ensure that they consume it.

5.10 Dial A Ride

This service is part commissioned to offer alternative transport to those who cannot use public transport. However further work is required to examine buses that are able to be used by the disabled/frail and potential sites for bus stops if demand requires this.

5.11 Contracted residential beds

Runnymede SCT has contracted beds with Anchor Residential Care at Birchlands and Heathside for both frail older people and EMI. The services also include planned and emergency respite for older people. Contracted respite beds for PSD clients are at Rodwell Farm NH.

5.12 **Carers Services**

A Carer Support service is commissioned from both White Lodge and Runnymede Carers and Carers Support with a carers office situated within the Runnymede SCT.

5.13 **Older People Prevention/Support service**

A potential investment into a pilot of preventive home support with a Runnymede voluntary sector provider is being considered as part of the prevention strategy.

6. **CONCLUSION**

The services offered by Runnymede SCT are not able to meet the growing demand for services from an expanding disabled client group and older people alone. The requirement is for ever closer partnership working with a range of statutory, voluntary and private providers to develop strategies that have prevention and improved health and well-being at their core and changing the culture of older people to plan for the changes in mobility and mental functioning that will occur post-80 for the majority of this population.

The challenges that are faced are:

- rising demand as more young people with disabilities are entering adult services and requiring services;
- rising need in the number of over 80's and associated risks of dementia/ill health;
- rising market inflation in care costs over and above standard inflation,
- recruitment and retention given the low employment status of social care.