



OFFICER REPORT TO LOCAL COMMITTEE (TANDRIDGE)

MEETING THE CARE NEEDS OF PEOPLE IN TANDRIDGE

5 December 2008

KEY ISSUE

This report summarises, for the Tandridge Local Committee, some recent developments in meeting the care needs of people in Tandridge.

SUMMARY

The provision of care services is delivered through many local agencies working in partnership. The Committee will also have the opportunity to receive further information on services from staff from local agencies and brief summaries are attached as annexes.

OFFICER RECOMMENDATIONS

The Tandridge Local Committee is asked to:

- (i) Note the content of this report and its annexes and to offer its continuing support to local services and their delivery.

1 INTRODUCTION AND BACKGROUND

- 1.1 This report summarises, for the Tandridge Local Committee, some recent developments in meeting the care needs of people in Tandridge. The provision of care services is delivered through many local agencies working in partnership. The Committee will have the opportunity to receive further information on services from the local agencies who are present, including the Primary Care Trust [Annex A] and the Director for Self Directed Support [Annex B], Tandridge District Council [Annex C].
- 1.2 Although Tandridge is an area of relative individual affluence, there are many people with high levels of care needs. This level of need is set to increase sharply over the next seven years with the demographic forecast of a 30% rise in people aged 85 years and over. Whilst this is part of a general trend, the forecast increase in Tandridge is the highest in Surrey.
- 1.3 To meet these challenges the care services in Tandridge are being developed by all agencies along similar themes:
- supporting independence and helping people to care for themselves.
 - providing services closer to home.
 - making full use of available technology.
 - improving effectiveness and efficiency.

2 SERVICE DEVELOPMENTS

- 2.1 Several services are being introduced to build on the capabilities of people to meet their own care needs with the help of their carers.

2.1.1 Health Promotion and Presentation

The primary approach is for people to adapt and maintain healthy lifestyles that will ensure fitness in older age. Annex A from the Surrey Primary Care Trust demonstrates aspects of the Surrey Public Health programme.

2.1.2 Self Directed Support (SDS)

The new national initiative for extending the ability of people to control their own care programme is shortly to be piloted in East Surrey. Under this arrangement users and their carers have a stronger lead in assessing their needs. When the support programme is agreed by social care, the cost is translated into a cash sum paid to the user to manage their care arrangements. Annex B gives an overview and the Director of Self Directed Support will provide more extensive details of the programme.

2.1.3 Care Call

The Care Call pilot in East Surrey is still under way. Using new technology the system uses real time patient data, including usage of healthcare services, to predict those patients most likely to need healthcare services on an emergency basis in the forthcoming twelve months. This information is then passed to a call centre run by experienced nurses. Where patients have given their prior agreement, the nurses phone them to coach them on managing their care needs.

2.1.4 Celebrating Age Festival 23 April 2009

Old age is often viewed in negative terms. However, life in older age can be a very positive experience with fewer pressures from work, childcare and financial responsibilities and more choice of how to spend time. The Celebrating Age Festival in 2007 was a one-day fun event to demonstrate activity and enjoyment in older age and how much older people can contribute to the community. The festival will be run again in April 2009 at the Harlequin Centre in Redhill. Special transport arrangements are planned to encourage people from Tandridge to take part.

2.1.5 Dementia Rehabilitation Unit at Dormers Care Home

At Surrey's older people's care home in Caterham there is a special unit for supporting people with dementia to return home. The unit works closely with users, their carers and relatives, and community based care staff to set up effective care arrangements at home. The unit is closely supported by a Consultant Nurse for older people with mental health needs. An officer from Dormers will provide further details of the success of this service.

2.1.6 Telecare and the Smart House at Dormers

The Smart House at Dormers is a demonstration site for Telecare technology that can be used to improve care at home. Tandridge District Council and the County Council arrange by appointment to show members of the public and local care staff how each piece of equipment can be used at home.

Many such items trigger alerts to the call centre which can then contact relatives and carers. The call alarm system continues to expand and this will be considered further at the meeting.

2.1.7 Rapid Assessment Centre at Caterham Dene

Work is now under way at Caterham Dene Community Hospital to introduce, as a new service, a Rapid Assessment Centre where people can be referred for diagnostic tests instead of having to attend an acute hospital site. The staff will include a consultant doctor and two senior nursing staff and will be linked to the other facilities at Caterham Dene. The service is planned to open in January 2009 and further details will be provided as part of the presentation by attending officers.

www.surreycc.gov.uk/tandridge

2.1.8 Extra Care Housing

For some time now, local care agencies have signed up to an Extra Care Housing strategy to introduce a new type of housing that would provide people with an independent flat whilst having on-site care and support services. Such a development needs the co-operation of a major developer together with an appropriate land site. Unfortunately it has so far not been possible to secure this although discussions continue.

3 IMPROVEMENTS TO CARE SERVICES

- 3.1 In addition to the new service developments detailed above, agencies are working to make local services more effective. Surrey's social care services for adults were recently inspected by the Commission for Social Care Inspection and the full report is available on their website at: www.csci.org.uk.
- 3.2 The judgement focussed on: safeguarding vulnerable people at risk; personalised services; and access to preventative services. Some aspects of the service were positively reviewed including the Rapid Response Service run by the Joint Service, the Smart House and the overall integrated health and social care service in East Surrey. The general assessment was that the services are "adequate" with the capacity to improve considered as "uncertain".
- 3.3 The Inspection included a series of recommendations designed to improve the management and performance of safeguarding; the capacity, consistency and timelines of care management services; promoting of the Contact Centre and services for carers; and stronger leadership and commissioning including development of integrated commissioning with health and integrated service provision with health. The County Council has agreed an extensive action programme to take this work forward.

4 CONCLUSION AND RECOMMENDATIONS

- 4.1 Agencies in Tandridge are working closely together to meet local care needs. There are particular concerns in terms of the expected increase in the number of people over 85 years. There are a number of recent service improvements and others are planned within the next six months. There is also an extensive improvement programme in response to the recent inspection of social care services.
- 4.2 Members are asked to note the ongoing partnership work involved in providing a quality service to local residents in Tandridge.

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BACKGROUND PAPERS: Commission for Social Care Inspection
Independence Wellbeing and Choice
And the CSCI Action plan

