



OFFICER REPORT TO LOCAL COMMITTEE (WOKING)

Woking Older People & Physical, Sensory Disability Service

06 October 2008

KEY ISSUE:

Increasing the number of vulnerable people able to live independently

SUMMARY

The council as a community leader has a key role to work with its partners in the boroughs, NHS, voluntary and private sectors to make Surrey and by implication Woking a better place for all its citizens. This report will highlight the range of joint partnerships and overall funding Surrey County Council is committing to improving the lives of older and physically and sensory disabled Woking residents by working in partnership. The report will provide the committee with a broad overview of how Surrey County Council budget and resources are being used and the range of services provided in Woking. The report will also highlight the challenges that exist both in terms of costs and demographic change.

OFFICER RECOMMENDATIONS

The Local Committee (Woking) is asked to note this report

1. INTRODUCTION AND BACKGROUND

- 1.1 The Woking Older People & Physical, Sensory Disabilities Team are accommodated at Quadrant Court in Woking. It is a team of 36.5 staff. The team is split between 2 Managers, 11 Care Managers, 10 Community Support Workers and 3.5 Occupational Therapists and 2 Advisory Officers. The remaining 8 staff are support staff that administer the financial and support functions to the team. The staffing costs are £1.2 million.
- 1.2 Woking also has an in-house re-ablement team of 14 staff that will work for up to six weeks to allow people to learn or improve the skills of daily living so they are able to return home or reduce the level of care they need. The team work seven days per week from 0700hrs until 2200hrs. This process allows for safer discharges as the team are providing intensive support in the days following discharge from hospital and are able to call at particularly difficult times such as getting ready for bed when the risks of falls is highest. The team works very closely with Woking Community Hospital and St Peters Hospital alongside the NHS ICT and Falls team.

2. ANALYSIS

- 2.1 The Woking Team is providing care services to 1350 people of which approx 190 are under 65 who meet the Physical, Sensory Disabled (PSD) criteria. Of this cohort 9 are placed in Nursing Care and 13 in Residential Care at an average cost of £55K. The Older People numbers are increasing by some 7 clients per month which will produce an April 09 figure of 1440 with an increase of 1 per month for PSD. Thus caseloads are at 60 clients per staff member allowing for the rate of client turnover that occurs within these teams. This figure excludes the 240 identified carers in Woking who have been assessed by the team and receive services from them and the 38 safeguarding cases that are investigated by the team each month.
- 2.2 The care budget has two parts, one is the £5.2 million spent on the open care market. This allows the team to purchase 80 Nursing Home placements (average cost £23k), 35 Elderly Mentally Infirm Home placements (£20k) and 29 Frail Home placements (£17k). The sum of £1.6 million is spent on home care packages.
- 2.3 The second element is the £5 million spent on contracts. The Anchor and Care UK countywide contracts provide at the cost of £1 million per home for 40 EMI beds at Kingsleigh and 40 beds at Heathside (15 EMI, 25 Frail). 6 respite beds are provided between the two homes via the

contract. The remaining budget is spent on a range of contracted/grant services:

- Woking Council Meals on Wheels are contracted to provide 220 meals per day including weekends at a cost of £51K.
- Woking Council Community Centres are contracted to supply 33 placements per day for 'high need' older people at a cost of £35K
- Woking Council in partnership with Woking SCT provides assisted bathing services 'TUBS' in all four Woking Community Centres for all people who attend at a cost of £18K.
- Woking Council are contracted to supply 3 staff to visit all 800 vulnerable people who have a care alarm and provide a range of services such as prescription check ups, equipment assistance, befriending/social contact and linkage to other services such as tele-care and/or HIA at a cost of £38K
- Woking Council are contracted to supply 1 p/t day centre worker to assist the 15 places 'Buddies' Day Care function at Brockhill Extra Care Scheme at a cost of £15K
- Woking Council Brockhill Extra Care Scheme provides 20 x extra care placements at a cost of £260K.
- Woking Council Homelink. A major part of the prevention strategy to allow people to remain in their own homes by allowing repairs via the handyman scheme, home security, energy efficiency, garden improvement and major work such as stair lifts, improved bathing facilities etc at a cost of £140K
- Woking Alzheimer's Society are grant funded to supply 21 Day Care places, carer support and advocacy worker and helpline at a cost of £112K
- Woking Purple Pages, a directory of contacts for people over 50 living in Woking (£3K).
- Surrey Age Concern, advice and support to all older people in Woking (£11K).
- Woking Information for Disability Enquiries (WIDE) and Advocacy Service contracted at a cost of £29K.
- Taxi vouchers in partnership with Surrey PCT and Woking Council (£13K)
- Woking Carer Support Service to offer advice and support to carers grant funded at a cost of £21K
- Crossroads personnel care and 24 hour respite for carers contracted at £138K,
- Carers back care project contracted via White Lodge at a cost of £34k.
- White Lodge, provision of day services, return to work, training schemes for PSD clients at a contracted cost of £153K.

2.4 The strategy behind the range of services is to offer a high degree of prevention based on a strong evidence base that provider's in partnership with Woking Council and the Voluntary Sector broad based information and sign posting services backed up by direct provision

which are easily accessible by older people themselves. The provision of Carer services is more difficult given the limited budget and numbers of carers in Woking numbering some 8,154 with 658 providing 20-49 hours per week and 1,156 providing more than 50 hours or more (Census 2001).

- 2.5 The Woking Disability Resource Centre has won team of the year in Surrey for two years running. It has turned itself into a leading provider of technology training and bespoke care for those individuals who wish to expand what they are able to achieve through IT. This has involved close working with Woking Hospice, The Bradley Unit and White Lodge to offer disabled people the opportunity to re-learn daily living skills using specialist programmes and offers others the chance to volunteer and return to work with course run in the centre by Woking College. The centre provides for 21 disabled people per day at a yearly cost of £240K. The centre provides a range of services in partnership with the voluntary sector and is working towards becoming a specialist rehab service for head injuries.
- 2.6 The main demographic issue in Woking and Surreywide is the growth in dementia due to longevity. The figures based on the Surrey PCT estimated prevalence of dementia highlights that in Woking out of the 6,158 men over 65 and 7,927 women, the number suffering from dementia will be 1,028. The largest cohort will be those over 75. Although 138 people will start this condition from 65. The rise of age related associated medical conditions will also expand the numbers of frail older people requiring services. To provide further evidence of the issues that exist now some 60% of hospitals beds are occupied by older people, of which 40% will have dementia (National Audit Office 2006). The % rise in Woking of those with dementia is 12% by 2011.
- 2.7 The other area of increased demand is the rise of those young people with complex physical disabilities who are requiring intensive levels of support in the community or one off placements in specialist residential homes. This group is linked to improved medical interventions. However specialist resources in Surrey are difficult to source and often care choices are already made while a young person is within residential schooling.

3 CONCLUSIONS

- 3.1 This report aims to allow the members a fuller understanding of the services provided in Woking and the close working arrangements we have with the Council and the NHS both in hospital discharge and working with GPs, Older People Mental Health Teams, District Nurses etc. It also allows for further questions to the author of the report given the range of services and the need to understand how they assist both

the wider community but also the areas of deprivation such as Maybury and Sheerwater. The report also hopes to interest members to visit the teams and services highlighted to see in action the range of support being provided in Woking.

LEAD OFFICER: Craig Chalmers
TELEPHONE NUMBER: 08456 009009
EMAIL: Craig.Chalmers@surreycc.gov.uk

Version No. 1 Date: 6.10.08 Initials: CC No of annexes:0