

Appendix 4

Managing Adult Demand

1. Our priorities

We are clear that we are not going to be able to provide services in the same way or at the same level that we do now, because the amount of money that we have to spend is much less, and the demand on our services is much greater.

We want to make sure that vulnerable people in Swindon who need our services continue to receive our help and we know that we can do that best when we work in partnership.

Despite reduction in overall numbers, many Adult Social Care departments and service providers are finding that those approaching them for help tend to have more complex needs than in the past; an increasing proportion need very specialist or expensive packages or placements. So, although fewer people are being supported by Adult Social Care, the average amount spent on each individual is increasing in many places.

In 2012/13 Adult Social Care supported 5,378 clients at an average direct cost of care of £6,959. In 2014/15 Adult Social Care supported 5,274 clients at an average direct cost of care of £7,620.

Client numbers fell overall by 104 or 1.9% and average costs rose by £661 or 9.5%. These figures support the view that there is a downward trend in number of people being supported. But those who are being supported are more complex cases requiring more intensive support. The cost rises are due to 1) greater complexity of care and 2) costs pressures within care industry.

This means we need to concentrate on getting the balance right, between supporting fewer people with high levels of need, and maintaining investment in community-based and “preventative” services for those with lower levels of need to help them maintain their independence and not require council support.

We know that we need to work really closely with all our partners so that we can:

- Help to prevent crisis and help people to maintain their independence. We will provide good advice, information and advocacy so that people can plan for the future and make choices
- Enable people to be more independent by building their skills and capabilities and to regain those where they have been lost, particularly after crisis
- Support and protect the most vulnerable who are not able to live independently
- Create an environment that promotes health and wellbeing and reduces inequality

So, to do that, we are going to concentrate on three priorities:

- People lead more fulfilling lives by enabling personal choice and independence whilst taking personal responsibility for using their own resources where possible.
- We build the capabilities and skills of communities, service users, carers and our workforce so that people are able to live as independently as possible and we make the most of our shared resources.
- We ensure we continue to protect the most vulnerable people in Swindon.

2. Adult Programmes

In Swindon we are addressing these issues through 2 Adult Programmes, designed to focus on the near term and longer term demand and cost challenges that Swindon Borough Council faces:

2.1 Meeting the needs of vulnerable adults:

This programme has 5 key projects that will address the immediate short term challenges that the council faces and includes:

- Review of individual Care Packages: - A review and reduction of £5m in cost for care packages across Learning Disability, Mental Health, Physical Disability and Older People with a focus on ensuring clients are received the most appropriate and cost effective support.
- Reintegration of Social Care Learning Disability Services:- To support the work around more appropriate care packages and also changing legislation from the Care Act and the NHS 5 year plan there is a need to reintegrate the Learning Disability, Transitions Team from SEQOL back into Swindon Borough Council. This will also include the Stop Smoking & Health Checks Team
- Performance and review of existing contract: - Swindon Borough Council will also be reviewing contracts specifically around Domiciliary Care, Reablement and appropriate services to ensure we have the most appropriate offerings for our clients. This will also focus on the development of a later stages dementia service.
- Firethorn Phase 2: - Following the integration of this purpose built learning disability respite centre to Swindon Borough Council in April 15 the project will now focus on ensuring that the building is used more effectively for short term respite, earlier intervention for clients and helping to reduce dependency on social care services.

Housing & ASC joint solutions: - Adult Services and Housing are working closely together to look at a more robust allocation process for housing client with support needs, a review on the use of assistive technology for clients in their home which results in them remaining independent for longer and a re-

purposed Hospital Discharge and Homelessness process implemented across Housing, ASC and the GWH.

2.2 Reducing demand on care services

This programme will consist of longer term changes to Swindon Borough Council and or partner's care approach and offer to slow demand on social care. The programme will develop innovative new approaches as alternatives to existing service delivery that are currently driving rather than reducing demand. The expectation is the programme will develop innovation through building on some successes and undertaking a number of scaleable pathfinder projects that demonstrate the value of long term investment.

A key theme will be enablement of individuals, families and communities to live with chaotic lives, learning disabilities and conditions like dementia and Alzheimer's with less reliance on paid for care. The programme includes:

- Integrated Health & Care Systems: The re-procurement of the integrated community health contract in line with links to 5 year Health forward plans based on research, analysis and remodelling project across Health and Adult Social Care to predict future demand challenges for Swindon.
- Adult Social Care and Housing, meeting future needs; Effective approach to commissioning housing design and provision that enables increased independent living by understanding needs and effective adaptation in all elements of design and service.
- Moving towards 0-25 Transitions – Implementation of a planning Live pathfinder for small number of year 11s who will eventually be transitioning from Children to Adult Services. This will develop the ability to create effective integrated early health and care plans and will encourage wherever possible enablement over care.
- Circles of Support / Community Navigators: We will explore the business case for expansion of Circles of Support scheme to include Adults with Learning Disabilities (LD), we will start by running a pathfinder approach to Circles of Support with some targeted Adults. We will also be coordinating the training and development of community navigators to link with provision more effectively to enable individuals and their families to develop independence.
- Supported Employment: Identify how Swindon Borough Council and our partners can increase independent living through supported employment. To assess the potential for playing a leading role for other employers to follow via a business case focused on various special educational needs and learning disabilities and the types of roles people with these conditions can succeed in and the support required. Following approval of the business case the Council will seek to identify a small number of supported employment positions to commence in 2016.

3. Adult Demand and Care Act Programme – Monitoring and Review

The existing Adult Demand and Care Act programme has successfully delivered the initial projects and these area of work are now being monitoring and progressed monthly by the Adult Services Management Team including:

3.1 Advice and Information:

In Swindon we are currently developing our provision of information and advice. This not only includes ways in which people can more easily access our services, but to ensure people can access local providers and organisations offering services and support to local people. We are working closely with voluntary sector organisations to ensure they are at the heart of better local information and advice and support for our community.

A hub has been created in Sanford Street as a base for many of our voluntary organisations who provide advice and information to residents. This new facility opened in 2014 and is now providing support and information to residents who need help being sign-posted to the appropriate services that will help to keep them independent for longer.

An advice and information website called MyCare MySupport was launched in 2014 to offer residents of Swindon with an extensive range of information around services available to them in Swindon and how to access these services. The website also includes an e-Market place which as of June 2015 has over 600 adverts posted by both local and national providers offering people a wide range of choice for remaining independent for longer in their own homes.

3.2 Care Act 2014

Swindon Borough Council has successfully introduced the Care Act requirements in April 2015.

Staff have been trained and briefings have been held for staff in the Council and voluntary and third sector. Policies and procedures have been revised and final versions will be published in July 2015. All assessment paperwork has been revised to include the new eligibility criteria for service users and Carers. We are now working on the on line solutions for those assessments.

There is now a single point of contact for safeguarding enquiries in the local authority with a safeguarding team in place that provides management oversight of investigations.