

Report to: Performance Scrutiny Committee

Date of Meeting: 16 July 2015

Lead Member/Officer: Chair: In-house Social Care Task and Finish Group/
Head of Community Support Services

Report Author: Head of Community Support Services

Title: The Future of In-house Care Services

1. What is the report about?

This report from the Task & Finish Group provides Members with the results from the first stage of the consultation process regarding in-house social care services, i.e. the information gathered from reviews of individuals and families who use the services. The report also includes recommendations to Cabinet for formal consultation with all stakeholders, including the public.

2. What is the reason for making this report?

To enable Scrutiny Committee Members to comment on the information gathered and subsequent recommendations by the Task & Finish Group on the options to present to Cabinet for formal consultation with all stakeholders.

3. What are the Recommendations?

That Members consider the report and supporting documentation and comment on the set of options to recommend to Cabinet.

4. Report details.

4.1 On 20 March 2014, Performance Scrutiny Committee agreed that a Members' Task & Finish group be established to "examine value for money options for delivering high quality social care services in the County".

4.2 The Group developed an options appraisal for each of the in-house services which was discussed by Performance Scrutiny on 2 October 2014 and Cabinet on 16 December 2014, who agreed that:

- (a) in accordance with the appropriate statutory framework, there be consultation with each individual service user and their family in respect of the proposals referred to in the report to include an assessment of their needs and the availability of suitable alternative provision to meet those needs;
- (b) there be a wider public consultation exercise on the future modernisation of social services;
- (c) a report/reports on the results of the consultations referred to in (a) and (b) above be presented to the Task and Finish Group prior to it being presented to Cabinet with an options appraisal for each of the services, and
- (d) Cabinet confirms that no individual service user will be moved unless suitable alternative provision is identified.

4.3 In January 2015, CET agreed the methodology for assessing the needs of individuals and gathering their views on the future of the service as well as the terms of reference and timescales for the consultation. However, advice was received from the Consultation Institute regarding the methodology and this clarified that the first stage, i.e. assessing the needs of individuals, was actually an information gathering exercise in order

to inform proper consultation, with the terms of reference for the second stage to be agreed by Cabinet based on that information.

4.4 Members will note that the suggestions from the Task & Finish Group below clearly demonstrate that the assessments and views of individuals and families have been taken into account (see Appendix 1 for feedback report) in offering solutions that focus on modernising service delivery through meeting the expectations of Welsh Government and the wider population on what modern care and support looks like, at the same time as focusing resources towards the areas of highest demand while also delivering the savings required.

4.5 The results from the information gathering are as follows:

4.5.1 Hafan Deg, Rhyl

The assessors looked at a range of criteria for the 24 individuals who currently attend Hafan Deg between 1 and 3 days per week and found that most individuals require medium or high level support. The report is attached at Appendix 2.

Locally, there is a range of existing community alternatives which are already used by a few of the individuals as well as a number of residential care homes that offer day care, albeit on an ad hoc basis at present. While most individuals expressed a view that they would not want to use other services, alternatives are available which would meet their needs. It would also be possible to contract for a bespoke service that would enable those individuals who require that level of care to continue to meet their friends together.

The suggestion for Hafan Deg is to enter into a partnership with an external organisation and transfer the building to them, commissioning a day care service within the building and, in addition, enabling 3rd sector agencies to provide early intervention activities for older people that reduce social isolation, support independence and promote resilience.

This would enable the building to continue to be used for the benefit of older people in Rhyl, including those with low level needs who currently attend, while supporting the principle of promoting independence and enabling the existing group of service users to continue to attend together, with the same staff group. There would be a revenue saving of £100k on the current running costs.

4.5.2 Dolwen, Denbigh

The assessors looked at a range of criteria for the 22 individuals currently placed in this 30 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which showed that most people would be impacted to some degree if moved, can be found at Appendix 3.

There are 13 vacant standard residential beds in a reasonable distance from Dolwen and there are no vacant Elderly Mental Health (EMH) or nursing beds.

The suggestion for Dolwen is to enter into a partnership with an external organisation and transfer the whole service to them, while registering for EMH care.

This would ensure that individuals living there could continue to do so, supported by the same staff as they currently are and accessing the local community as much as they do now. There would be a revenue saving of £200k on the cost of the existing 22 individuals and £75K on maintenance costs as the new provider would be commissioned using standard rates. However, this means that it is unlikely that there would be a capital receipt as the new provider would need to spend a lot of money to ensure the building meets minimum standards. It would also develop a level of EMH provision in the area, a growing

area of demand. Plans for the development of Extra Care Housing within the town will continue.

4.5.3 Awelon, Ruthin

The assessors looked at a range of criteria for the 20 individuals currently placed in this 26 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which found that most people would be impacted to some degree if moved, is attached at Appendix 4.

There are 8 vacant nursing beds and 8 vacant standard residential care beds in a reasonable distance from Awelon.

The suggestion for Awelon is to stop new admissions and work with the individuals and their families at their own pace to move them to suitable alternatives as appropriate and to enter into a partnership with the owner of Llys Awelon to develop additional Extra Care apartments on the site.

This would ensure that individuals living there have plenty of time to find appropriate alternative provision and that the demand for additional Extra Care in Ruthin (currently 50 people waiting) can be met. There would be a requirement on the landlord to ensure that the community activities currently provided at Canolfan Awelon would continue. There would be a revenue saving of £300k on the cost of the 20 individuals as well as a £165k maintenance cost.

4.5.4 Cysgod y Gaer, Corwen

The assessors looked at a range of criteria for the 11 individuals currently placed in this 23 bed standard residential care home, including Welsh language, available alternatives and relationship with local community. The report, which found that most people would be impacted to some degree if moved, can be found at Appendix 5.

There are no alternative residential services to Cysgod y Gaer in a reasonable distance.

The suggestion for Cysgod y Gaer is to enter into a partnership with relevant stakeholders (including BCU and the 3rd sector) to develop the site into a 'support hub' offering both residential and extra care type facilities as well as an outreach domiciliary care and support service to the tenants of local Sheltered Housing Schemes and the wider population of Corwen and the surrounding area.

This would ensure that the individuals living in Cysgod y Gaer currently can continue to do so but also develops services that support independence and improved outcomes for others in the local area. While this would result in no immediate saving it would bring together elements of external domiciliary care with residential services, creating a holistic support offer to a low demand area much more cost effectively. This may result in savings on the current costs of external domiciliary care.

4.5.5 Extra Care Schemes (Prestatyn, Rhyl and Ruthin)

The 3 Extra Care Schemes are owned by Housing Associations and individual tenants pay their rent and management costs directly to them. Each scheme also has an on-site domiciliary care team staffed by Council employees.

Conversations have taken place with those tenants who receive domiciliary care to gather their views on transferring the domiciliary care staff to external agencies. The general feedback is that, if this ensures that the provision of care by individual staff members is continuous and provides no disruption to individuals' care and support, then most individuals would be comfortable with that.

The suggestion for all 3 schemes is to tender for a care provider for each of them and enter formal consultation with the staff involved regarding transfer of employment. This does not require a formal public consultation as it involves only a change in provider, not the service.

This has the benefit of ensuring continuity of care for individuals and, allowing for higher than usual agency costs to allow for existing terms and conditions, it is still feasible that savings of £80k will be made.

5. How does the decision contribute to the Corporate Priorities

The provision of modern social services such as Extra Care Housing supports the priority to enable people to live as independently as possible.

6. What will it cost and how will it affect other services?

The total amount of the savings identified in the suggestions above equate to £680k over 2 years.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

A full Equality Impact Assessment can only be completed during the formal consultation. However, the information gathering exercise has shown that there would be a negative impact on many older individuals should they need to move from their current services.

However, modern alternative services would more than mitigate against any potential negative impact on population groups with protected characteristics.

8. What consultations have been carried out with Scrutiny and others?

The review of services was requested by Performance Scrutiny and was undertaken by a Member Task & Finish Group.

Discussions have taken place with service users and families and the results of this can be found in Appendix 1.

9. Chief Finance Officer Statement

The options contained in this report form part of the agreed Council's Freedom and Flexibilities Budget Savings Proposals for the 2016/17 financial year. Failure to progress the proposals may mean that the potential savings earmarked will not be realised and will therefore need to be substituted by alternative proposals.

10. What risks are there and is there anything we can do to reduce them?

There are risks to the required savings should the above options not be finally enacted.

There is also a risk of judicial review if changes are made without adequate consultation. This can be mitigated using the support of the Consultation Institute to conduct a thorough consultation, should Cabinet agree to this.

There are also risks to vulnerable individuals' health and wellbeing in the event of a move from their existing services.

Finally, there are risks to the future provision of modern services that support independence if these actions are not taken.

11. Power to make the Decision

Article 6.3.2(b) outlines scrutiny's powers with respect to making reports and/or recommendations to Council and/or Cabinet in connection with the discharge of any functions.

Contact Officer:

Head of Community Support Services

Tel: 01824 706554