

# Report

Report to:	<b>Social Work Resources Committee</b>
Date of Meeting:	<b>2 October 2019</b>
Report by:	<b>Director, Health and Social Care</b>

Subject:	<b>Care and Support Services</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise on the proposal to commence a Review of the Care and Support Service for adults

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the review of Care and Support Service be noted; and
- (2) to note that, upon completion of the Care and Support Service Review, a report be submitted to a future meeting of the Committee detailing recommendations.

## 3. Background

- 3.1. South Lanarkshire's Strategic Commissioning Plan 2019-22 details a firm commitment to transform services for the future, that are designed to meet the nine National Health and Wellbeing Outcomes and the 13 strategic commissioning themes outlined in the plan. Supporting people to remain at home and in their community is foremost in underpinning the intentions of the Plan, as is empowering people to have increased choice and options regarding how their care is provided in supporting their personal outcomes.
- 3.2. In 2004, support for people with a learning disability, who were supported in a hospital setting or other setting away from their home and community, underwent significant change. A total of 56 South Lanarkshire residents were supported to transition from residential, hospital and hostel settings, back to a community based Care and Support Service. This change specifically established the Care and Support Service, and this took the form of individual and shared tenancies available across South Lanarkshire.
- 3.3. No further review of this service has taken place since 2004, since the initial re-provisioning programme. In addition there are now significantly less people dependent on this service, with 34 of the original 56 remaining and continuing to be supported by Care and Support Service for adults.

- 3.4. Legislative and policy imperatives have changed quite significantly since 2004. For example, there is the duty to offer increased choice through Self-Directed Support (SDS), the development of new and more innovative models of care being delivered by multi-disciplinary and multiagency teams and duties around Best Value and the implementation of a Prioritisation Framework.
- 3.5. Of even more significance has been a number of national strategies for people with a learning disability initially detailed in The Same as You (2000) Learning Disability Strategy and more recently the Keys to Life (2013-23) and a Fairer Scotland for Disabled People (2016-21). The focus is on delivery of services in a different way for people with a learning disability and, in particular, there is an emphasis on supporting people to enjoy full and meaningful lives as part of the wider community, coupled with the need to maximise resources in a more effective and person-centred way.
- 3.6. The core purpose of the Adult Care and Support Service, is to help people to achieve the outcomes that matter to them in their life. However, many of the support arrangements currently provided to people with a learning disability within the Service have changed little since 2004. Therefore, there is a requirement to review the current Care and Support model and related resources, with a view to ensuring the Service continues to meet service user needs.

#### **4. Care and Support – Current Service User Profile**

- 4.1. The Care and Support Service offers support to adults with a learning disability to live in their own home, some of which are single tenancies and others shared tenancies. These tenancies are spread over a wide geographical area:
- ◆ there are 11 service users living in the Carluke/Braidwood
  - ◆ there are 5 service users living in Lanark and Kirkfieldbank
  - ◆ there are 2 service users living in Hamilton
  - ◆ there are 10 service users living in East Kilbride (one of these ten service users is currently in Hairmyres Hospital and it is anticipated that following an assessment they will move onto Nursing Care)
  - ◆ there are 5 service users living in Blantyre
  - ◆ there is one service user living in Rutherglen/Cambuslang (this placement is funded by Glasgow City Council and it is anticipated that following review the service user care needs are likely to be provided by an External Provider)
- 4.2. The majority of service users (24 out of 34) within Care and Support are over the age of 50 years as seen below:
- 4.2.1. Age Profile of Service Users

<b>Age range</b>	<b>Number of service users in this age group</b>
30 – 40 years	5
31 – 50 years	7
51 – 60 years	13
61 – 70 years	6
71 – 80 years	3
<b>Total</b>	<b>34</b>

- 4.3. There has been a changing demographic in the service user profile within the Service, coupled with an increased complexity of care needs. For example, the ageing population within this group (71%) are now experiencing a range of healthcare issues associated with older age such as dementia, frailty and increased

falls, which means that continuing to offer the same support will not necessarily meet the person's current needs or desired outcomes. The decrease in service user numbers has been as a result of an ageing population. There have been no new referrals to the service since 2010, which points to a decline in demand for this service and legacy service issues.

- 4.4. In addition, of the 34 service users, 9 also attend Adult Day Care, receiving services from both services. Often Care and Support employees remain for a short time on-site when the person attends day care.

## **5. Care and Support – Current Service Provision**

- 5.1. The Service is currently provided via one of two Care and Support Teams. The two areas were designated as Care and Support North covering Blantyre, Hamilton, Rutherglen, Cambuslang and East Kilbride areas and Care and Support South covering the large geography of Clydesdale. Whilst there has been a reduction in service users and needs have become more complex, the employee establishment has broadly remained the same.
- 5.2. The current establishment for each area is detailed in the table below along with the current number of vacant posts:-

	<b>Care &amp; Support South</b>		<b>Care &amp; Support North</b>	
<b>Position Name</b>	Budgeted Establishment	Currently in Post	Budgeted Establishment	Currently in Post
Care & Support Manager	1.00	1.00	1.00	0.00
Care & Support Co-ordinator	5.00	5.00	5.00	3.30
Care & Support Worker (Nights)	5.45	3.62	5.94	1.81
Care & Support Worker	44.88	35.80	58.85	54.16
<b>TOTAL</b>	<b>56.33</b>	<b>45.42</b>	<b>70.79</b>	<b>59.27</b>

- 5.3. There are currently 22.43 full time equivalent vacancies across the Service.

## **6. Service Performance and Proposed Next Steps**

- 6.1. The Care Inspectorate Review of the Care and Support Service, overall, has consistently achieved very good grades. The Service attracts grades of five (very good) and four (good) across all areas of the Service in recognition of individual support arrangements, the quality of staffing and management and leadership.
- 6.2. However, the ongoing reviews of individualised support arrangements for service users being supported by Care and Support suggests there may be benefits to be realised from individualised support/person centred care planning and expanding the range of support models to create flexibility and options that facilitate service user independence whilst ensuring individual needs and risks are addressed. There is also a commitment to the use of Telehealth and Telecare as fundamental inputs to supporting and empowering service users to maximise their independence.
- 6.3. The outcomes from the individual reviews, will be included in the Care and Support Review.
- 6.4. It is proposed that work be undertaken to consider the following:
- (1) the changing age related health needs and complex care needs for a number of service users;

- (2) the range of supports available to service users including family or other natural supports should be reviewed to ensure that we are effectively assisting in developing social and learning opportunities, where the majority of service users receive 24 hour support and live in single tenancies;
- (3) review current staffing model to reflect and meet service user's needs;
- (4) review and examine the evidence around dependency levels and care characteristics of service users which have increased significantly since the inception of the Care and Support Services which was agreed in 2004;
- (5) consider if there are alternative inputs/services which could provide increased choice and expertise to meet service user outcomes;
- (6) resolve any duplication of service provision;
- (7) ensure resources are maximised and effectively deployed in supporting people to meet their personal outcomes, whilst maintaining the duty of Best Value; and
- (8) explore the opportunity to register the Service as a single Care and Support Service South Lanarkshire.

6.5. A review of the Service will take place between October and December 2019.

6.6. Findings and recommendations from the Review will be presented to the Social Work Resources Committee in the first quarter of 2020.

6.7. Consultation and engagement will take place with service users, carers, key stakeholders including Employees and Trade Unions.

## **7. Employee Implications**

7.1. Any employee implications resulting from this review will be presented in the Social Work Resources Committee Report 2020.

## **8. Financial Implications**

8.1. Further progress of this review will be reported to Members before the approval of the 2020/2021 budget.

## **9. Other Implications**

9.1. There are no additional risk implications associated with this report.

9.2. There are no sustainable development issues associated with this report.

9.3. There are no other issues associated with this report.

## **10. Equality Impact Assessment and Consultation Arrangements**

10.1. An equality impact assessment will be undertaken in relation to this review concurrent with the consultation activity noted at Section 6 since the outcome of any proposals following review may impact on some protected groups.

10.2. The implementation of this service redesign will require engagement from several service areas within Social Work Resources, as well as Procurement and Contracts, Personnel, Planning, Finance, Care and Support Staff, Trade Union Colleagues and Locality Managers.

10.3. Consultation and engagement will be part of an ongoing process of engagement during the review with all stakeholders.

**Val de Souza**  
**Director, Health and Social Care**

16 September 2019

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ improve Health Care and Wellbeing
- ◆ deliver better Health and Social Care outcomes for all
- ◆ improve later life

**Previous References**

- ◆ none

**List of Background Papers**

- ◆ none

**Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-

Ian Beattie

Head of Health and Social Care

Ext: 3701 (Phone: 01698 453701)

Email: [ian.beattie@southlanarkshire.gov.uk](mailto:ian.beattie@southlanarkshire.gov.uk)