

REPORT TO: Health Policy & Performance Board

DATE: 29 May 2012

REPORTING OFFICER: Strategic Director, Communities

PORTFOLIO: Health & Adults

SUBJECT: Reconfiguration of Care Management Services

WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To inform the Board of changes to the delivery of Adult Social Care in Halton by the reconfiguring of assessment and care management services and a newly enhanced service for developing improved Safeguarding arrangements.

2.0 RECOMMENDATION: That the Board: Note and comment on the contents of the report

3.0 SUPPORTING INFORMATION

3.1 In order to transform social care in line with Putting People First and fully implement Self Directed Support (SDS) responding to an agenda that incorporates prevention, inclusion and personalisation, the current way in which services are delivered in adult social care has needed to be reviewed. The safeguarding of vulnerable adults continues to be a high priority for the Council and detail of developments relating to an integrated safeguarding unit, are outlined in the report to the Board on the 29th May.

3.2 A Strategic Reconfiguration Board chaired by the Operational Director (Assessment & Prevention) was established to oversee the reconfiguration of the care management and assessment service, with a project management approach and dedicated work-streams. The reconfiguration, involves the restructure of the current care management teams to create a dedicated multi-disciplinary duty function team. An Initial Assessment Team (IAT) will be responsible for all referrals, screening, signposting and initial assessments. There will be two Operational teams dealing with complex work, (one in Widnes and one in Runcorn) that are to become locality based care management teams with workers aligned to GP practices. The new model will be launched at the beginning of June 2012.

3.3 Currently the 'Assessment and Care Management' service in Halton is divided into differing service areas; learning disabilities, physical

and sensory disabilities, older people and OT services (via the Home Improvement and Independent Living Service (HHIILS) team). Please note that the reconfiguration has not included :-

- Mental health services as they are already integrated with 5Boroughs
- The Home Improvement side of the Home Improvement and Independent Living Service (HHIILS) team.

The adult social care delivery system in Halton is working as a hybrid with the new Self Directed Support processes effectively being superimposed on the previous social care delivery system. The new model of delivery will have the effect of providing an efficient, productive and responsive service for the local population. The model will also have the potential to facilitate integrated care partnerships with health partners locally.

3.4 **New Model of Delivery**

As there is an increasing requirement for joint working between health and social care to be facilitated to ensure the population's health inequalities and needs are being addressed. Growing research, data and evidence supports the establishment of multi-professional health and social care teams to address the needs of high risk people within the community. The reconfiguration provided an opportunity to develop a new model of service delivery, as shown in Appendix 1 that built on the strengths of the existing system as follows by:

- Meeting the needs of as many people as possible at first contact by the creation of an Initial Assessment Team (IAT) to provide universal advice, guidance and act as a single point of access to all adults with adult social care needs;
- Facilitating people to undertake assessments and support plans with limited social services input;
- Providing a focus throughout all processes on prevention and re-enablement, to promote independence;
- Developing locality based care management teams, aligned with GP Practices and wherever possible and appropriate, co-located with other professionals; and
- Removing the division between adult, older people and the HHIILS teams by creating generic teams covering defined localities, therefore helping all adults in the local community according to demand.

4.0 **POLICY IMPLICATIONS**

- ### 4.1 New Assessment and Care Management Policies and Procedures are being developed to support the new model.

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 Staffing levels associated with the new model has provided some efficiencies, whilst the functions of the new teams are not compromised. With the new model, the numbers of front line positions remain the same, the IAT Team has been developed from within the existing staff group. However there will be the opportunity to review this at a later stage. The budget for the new model has been reviewed (no additional resources have been required) and budgets will be aligned to the new operational teams on implementation.

6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

6.1 **Children & Young People in Halton**

The new model continues to ensure the needs of younger vulnerable adults moving through transition from Children's services into adult services will be met; new pathways have been developed accordingly.

6.2 **Employment, Learning & Skills in Halton**

None identified

6.3 **A Healthy Halton**

All issues outlined in this report focus directly on this priority.

6.4 **A Safer Halton**

The effectiveness of Safeguarding Adults arrangements is fundamental to making Halton a safe place of residence for adults whose circumstances make them vulnerable to abuse. This new model of delivery of Assessment and Care Management services (in addition to the development of the Safeguarding Unit) does provide assurances that appropriate safeguarding processes are in place.

6.5 **Halton's Urban Renewal**

None identified

7.0 **RISK ANALYSIS**

7.1 Staff will move to generic working practices and this has required detailed analysis of the workforce, including skill mix and training needs. The new model will need continued development to move towards improved and integrated service with Health.

7.2 As this is a significant reconfiguration of adult services, it will be subject to evaluation and review and a progress report providing details of an initial evaluation of implementation will be provided to

the Board in September 2012.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

Document	Place of Inspection	Contact Officer
Bringing the NHS and Local Government Together- A Practical Guide to Integrated Working by Care Services Improvement Partnership (CSIP)	John Briggs House	Marie Lynch
The Kings Fund – Integrated Health and Social Care at Torbay – Improving Care for Mrs Smith	John Briggs House	Marie Lynch