

**Caring for our Future: Reforming Care and Support**

**Self-Assessment**

NOTE:

- A number of actions in the White Paper have been highlighted as key by the Government and these have been **'bolded'** in the table below.
- Although a number of actions are required at a national level, the self- assessment attempts to analyse (using RAG) how Halton are positioned in respect of being able to respond to these national developments (where applicable)

**Strengthening Support within Communities**

Action No.	White Paper Action	Progress within Halton R/A/G	Supporting Commentary	Actions Required	Responsible Person
1	Create shared measures of wellbeing across the 2013/14 editions of both the Public Health and Adult Social Care Outcomes Frameworks, with a particular focus on developing suitable measures of social isolation		National Development – The 2013/14 Outcomes Frameworks for PH and ASC to be published Autumn 2012.  <b>No local measures</b> currently on social isolation, however previous mental health wellbeing survey completed in 2008 did cover the issue of social isolation.	Keep developments under review.  Extension of measures may require additional services/resources.	Divisional Manager (Performance & Improvement)
2	Legislate to introduce a clear duty on local authorities to incorporate preventive practice and early intervention into care commissioning and planning		National Development – Legislation proposed within the draft Care and Support Bill.  This is already a strong focus on the delivery and commissioning of prevention and early intervention services within Halton and this will continue.	Possible expansion of support through voluntary and community sector groups?  Review and update of Early Intervention and Prevention Strategy required to ensure compliance with duty  Continue to progress integrated working with across HBC, PH and CCG.  Develop commissioning plan	Divisional Manager (Commissioning)         Operational Directors – HBC & HCCG

				across health and social care which will include preventative elements across agreed pathways	
3	Involve communities in decisions around health and care services, through local Healthwatch and health and wellbeing boards		<p>Members of the public in addition to a number of service user groups, voluntary sector and community groups are regularly consulted/involved in strategy and service developments etc. via various avenues e.g. Area Forums, PPIs, specific consultation events etc. Examples of groups/organisations involved include Halton Speak Out, Halton OPEN, Halton and St Helens VCA and Halton LINK.</p> <p>Halton CCG Engagement Strategy in place.</p> <p>Communities Directorate are 'signed up' to the Halton Strategy Partnership Engagement Strategy</p> <p>LINK are currently members of the Health and Wellbeing Board</p>	<p>Progress procurement of Healthwatch, who will then become members of the Health and Wellbeing Board taking over from LINK.</p> <p>Map CCG engagement events that have happened in last 10 months - linked to which areas etc.</p>	<p>Divisional Manager (Commissioning)</p> <p>HCCG PPI and Engagement Manager</p>
4	Support social workers to connect people at risk of isolation to community groups and networks, using evidence from the Social Work Practice Pilots		<p>There are services available to social workers to enable them in their role to support people at risk of isolation.</p> <p>The social work team refer to Sure Start To Later Life (SSTLL) if the person requires information and is confident to access the community without support. The information officer from SSTLL will visit the person and carry out an assessment and provide appropriate information about activities and services that are available in the local community.</p>	Continue as present, but keep any national developments under review	Divisional Manager (Care Mgt.)

		<p>They also manage a day trippers group for people who are isolated and throughout the year they organise coach trips to various locations.</p> <p>SSTLL offer a limited volunteer service to support vulnerable older people either within their home or in their local community.</p> <p>If the person requires initial support in their community due to lack of confidence or self-esteem then the social work team will make a referral to the Community Bridge Building Team (CBBT) who work with all people with a disability, older people, children in transition to adulthood and carers.</p> <p>A Bridge Builder will meet the person and carry out an assessment to identify what the person's dreams and aspirations are and what support they would need to overcome barriers.</p> <p>The domain areas that the CBBT work in are Education, Voluntary work with a pathway to Halton People into Jobs for paid work, Leisure/social activities, Faith and Belief, Arts and Culture, Building up friendships and Travel training.</p> <p>The CBBT will work in a person centered way to support the person until they feel comfortable in their community and will then withdraw.</p> <p>If the person is unable to sustain themselves</p>		
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			<p>the CBBT will liaise with the social work team and provide supporting evidence to enable the social worker to complete a panel application for personalisation, an individual budget or direct payments.</p> <p>The introduction of 'Care and Support for You' will also provide additional resources to Social Workers.</p>		
5	Support My Home Life and national care provider organisations to work with their members to develop 'open care homes' that build links with their local community		<p>Build on good practice within care homes to develop a positive culture of dignity in Care.</p> <p>Services have introduced ways to maintain resident's identities.</p> <p>Services are expected to involve residents in the way in which they are cared for and to empower people by giving them as much choice and control as possible over their life in the home.</p> <p>Work is on-going to support homes to improve resident's access to local healthcare services.</p> <p>Care homes in Halton are encouraged to recognise the importance of a programme of activities and work to actively engage residents, relatives and friends, volunteers and the wider community.</p>	<p>Continue to raise the standard of dignity in care throughout homes in Halton.</p> <p>Consider best practice and standard of quality expected in Halton to inform updated residential care specification and contract.</p> <p>Develop action plan to improve links within the local community through the provider forum.</p>	Divisional Manager (Commissioning)
6	<b><i>Stimulate the development of initiatives that help people share their time, talents and skills with others in their community</i></b>		By utilising research based methodology like time banking Halton integrated approach is developing its voluntary and independent sector to expand community resilience.	Extend the HVA contract to move to voluntary sector hub - Hub will be a collective of Halton voluntary and independent market forces,	Operational Director (Integration)

				<p>allowing larger bidding leverage for substantial and wider impact funding.</p> <p>Continue to expand the Star Quality Standard ensuring all Halton contracted voluntary sector services are working towards a standard quality framework.</p> <p>Continue to build on the Community well-being practice model - Currently 8 General practices signed up to deliver holistic approaches to well-being.</p> <p>Transfer all PCT contracts into the LA under section 256 to ensure consistent, efficient contract management.</p> <p>Need to reference as appropriate within the development of the new market position statement.</p>	
7	<b><i>Develop and implement, in a number of trailblazer areas, new ways of investing in supporting people to stay active and independent, such as Social Impact Bonds</i></b>	N/A	<p>National Development - Further details about the process for establishing the trailblazers will be published in Autumn 2012, with their launch in the Spring 2013.</p> <p>Sure Start to Later Life and Community Bridge Building are actively involved in supporting people to remain active and independent.</p>	<p>Keep developments under review. Consider the use of SIBs to raise funds to support the development of new and innovative services to support early intervention and prevention and help people live independently – Need to include links to volunteers and the health improvement team.</p>	Divisional Manager (Commissioning)
8	Establish a care and support evidence library to act as a bank of best practice in	N/A	National Development – National care and support library to be launched in 2013.	Consider how best to use this resource locally, so commissioners	Lead Policy Officer &

	prevention and early intervention			etc. can take decisions on the basis of high quality evidence etc. - Need to consider links to the social care and health portal re: activity and performance.	Communities)
9	<b><i>Establish a new capital fund, worth £200 million over five years, to support the development of specialised housing for older and disabled people</i></b>		<p>National Development – Further details about the capital fund to be published in Autumn 2012.</p> <p>Halton has already a number of specialised housing schemes.</p> <p>Nationally the DH and NHS are identifying land which is no longer required for health purposes and are seeking to make this available for the local area.</p>	<p>Keep developments under review in addition to application process.</p> <p>Decisions on the use of this land will be the responsibility of local authorities, but there is the expectation that NHS organisations, working with LAs, give particular consideration to developing housing for older and disabled people – Working Group established to consider future use of assets within Halton.</p>	<p>Divisional Manager (Commissioning)</p> <p>Operational Director (Integration)</p>
10	Work with Home Improvement Agencies to extend their services to more people who fund their own adaptations and ensure that people obtain timely support and advice		The current in house home improvement agency currently only deal with DFG eligible works due to limited capacity and high demand for the service.	Currently reviewing service and benchmarking against best practice in order to inform future provision.	Divisional Manager (Independent Living)

## Better Understanding

Action No.	White Paper Action	Progress within Halton R/A/G	Supporting Commentary	Actions Required	Responsible Person
11	<b><i>Establish a new national information website, to provide a clear and reliable source of information on care and support</i></b>		<p>National Development – to be launched from April 2013. This includes the further development of the NHS 111 urgent care service to signpost callers that may also have social care needs.</p> <p>NHS 111 service (to be launched 21.3.12) is an initiative that will improve access to healthcare services. NHS 111 is part of the wider revisions to the urgent care system to deliver a 24/7 urgent care service that ensures people receive the right care, from the right person, in the right place at the right time. The NHS 111 service will be available through a three digit number (calls from landlines and mobiles are free) the service will be available 24 hours a day, 365 days per year to respond to people’s health care needs, when:</p> <ul style="list-style-type: none"> <li>• They need medical help fast and it’s not a 999 emergency</li> <li>• They don’t know who to call for medical help and do not have a GP</li> <li>• They think they need to go to A&amp;E or another NHS urgent care service</li> <li>• They require health information and reassurance</li> </ul> <p>The clinical assessment process undertaken</p>	<p>Keep developments under review and how this links to the ‘Care and Support for You’ website</p> <p>Development of NHS 111 Cheshire and Merseyside on-going, with a view to going live 21.3.13.</p>	<p>Operational Director (Complex Care &amp; Commissioning)</p> <p>HCCG Commissioning Manager</p>

			<p>by call handlers and trained paramedics will include use of an electronic directory of services using NHS pathways.</p> <p>Responsibility for NHS 111 rest directly with Clinical Commissioning Groups and cannot be devolved to other agencies.</p>		
<b>12</b>	<b><i>Invest £32.5 million in better local online services</i></b>		<p>National Development</p> <p>In order to give people better information and advice we are developing a 'Care and Support for you' website where there will be lots of information about Adult Social Care and Health Support and Services to help people get on with their lives and retain independence. 'Care and Support for You' delivers information and advice, signposting citizens to the relevant information, and enables self-assessment, later development may allow automatically calculating against the chosen Resource Allocation System. A Resource Directory is also being developed that can be issued to people without access to online services.</p> <p>Although it will provide wider access to information, it will still need to be supplemented with other forms of information e.g. paper, face to face etc. for those who need or prefer it.</p>	<p>Keep developments under review - Funding to be available over 2 years from 2014/15.</p> <p>Will need to ensure that any national developments are taken into account in the future development of the 'Care and Support for You' portal.</p>	Operational Director (Complex Care and Commissioning)
<b>13</b>	<b><i>Introduce a national minimum eligibility threshold to ensure greater national consistency in access to care and support</i></b>	N/A	<p>National Development – Working group to be established (by March 2013) to develop and test options for a new assessment and eligibility framework.</p>	Keep developments under review	Lead Policy Officer (People & Communities)

			New threshold to be introduced for adult social care from April 2015.		
<b>14</b>	<b><i>Remove barriers that keep people from moving to a new home in a different local authority area, by ensuring no-one's care and support is interrupted (linked to 13)</i></b>	N/A	National Development – Legislation proposed within the draft Care and Support Bill.	Keep developments under review.	Lead Policy Officer (People & Communities)
15	Require NHS organisations to work with their local authority partners and local carers organisations to agree plans and budgets for identifying and supporting carers		Joint Carers Commissioning Strategy was previously in place – expired March 2012. New strategy required  Carers Services to be incorporated into the Section 75 Integrated Commissioning from 1.4.13.	Develop and implement new joint Carers Commissioning Strategy to support the Section 75 Partnership Agreement	Divisional Manager (Mental Health)
16	Work with the Employers for Carers Forum to produce and publish a road map setting out action to support carers to remain in the workforce		National Development – No timescales available.  Halton Borough Council already supports carers to remain in employment, including its own staff.	Keep developments under review.  Liaise with the Chamber of Commerce regarding Carers Employment issue.  Ensure appropriate reference in Carers Commissioning Strategy.  Ensure any relevant information is included in HBC's People Strategy and HCCG's HR policies	Divisional Manager (Mental Health)
<b>17</b>	<b><i>Extend the right to an assessment to more carers, and introduce a clear entitlement to support to help them maintain their own health and wellbeing</i></b>		National Development – Legislation proposed within the draft Care and Support Bill.  Carers Assessments already carried out within Halton.	Keep developments under review.  Halton will have to assess any carer who requests it and provide support to carers which will be equivalent to that for people who use services.	Divisional Manager (Mental Health)

				Ensure appropriate reference in Carers Commissioning Strategy	
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**Quality**

Action No.	White Paper Action	Progress within Halton R/A/G	Supporting Commentary	Actions Required	Responsible Person
18	Set out clearly what good-quality care looks like and what people should expect when using care and support		<p>Links to development of National 2013/14 Outcomes Frameworks for PH and ASC to be published Autumn 2012.</p> <p>Also links to development of care and support for you.</p> <p>We need to ensure that a clear concept of care and support quality is embedded and understood and that we continue to move to commissioning for outcomes.</p>	<p>Need to link in with project groups set up around performance frameworks and introduction of care and support for you.</p> <p>Establish a joint Task and Finish group to develop a 'Quality Charter'.</p> <p>Work undertaken will need to link to Action point 20 and 21 below.</p>	Divisional Manager (Commissioning)
19	Ban age discrimination in health, care and support from October 2012		<p>Ban now in place.</p> <p>Communities Directorate have written to all their providers advising them of the change which outlaws age discrimination in services and public functions. Providers have been asked to ensure that the relevant changes are made to their organisation's Policies, including their recruitment processes as defined within their contract with the Council.</p> <p>Legislation and check of the ban has been referenced in HCCG's Equality and Diversity Strategy.</p>	Training to staff and HCCG Board Members from 6.12.12 onwards about their duties and responsibilities.	HCCG E&D Board Lead and Engagement/Involvement Manager

20	Give people access to clear information about the quality of individual care providers		National development – Every registered residential or home care provider will have a provider quality profile on the NHS and social care information website at <a href="http://www.nhs.uk">www.nhs.uk</a> .  Completion of the Adult Social Care Local Account.	Keep developments under review via Task & Finish Group.  Consider linkages to ‘Care and Support for You’ portal.	Divisional Manager (Commissioning)
21	<b><i>Work with a range of organisations to develop comparison websites that make it easy for people to give feedback and compare the quality of care providers</i></b>	N/A	National development – aim to develop a range of care comparison websites over the next two years.	Keep developments under review via Task & Finish Group.  Consider linkages to ‘Care and Support for You’ portal.	Divisional Manager (Commissioning)
22	Refer home care to the National Institute for Clinical Excellence as the topic for a quality standard, as part of a library of care and support quality standards to be developed from April 2013	N/A	National development.  Might lead to care homes needing to increase range of services to meet new standards.	Keep developments under review.  Any new guidance from NICE will continue to be distributed to care providers as standard practice.	Divisional Manager (Commissioning)
23	Pilot a new care audit in 2013 to highlight how well residential care providers are delivering dementia care, encouraging them all to improve their care		National development.  Currently working on the development of a LES in advance of a NES from April 2013. This will include early diagnosis as part of the associated pathway.  Work being progressed with the 5Boroughs Partnership via the Care Homes Project.	Keep developments under review.  Progress work on development of LES	Operational Director (Integration)/Operational Directorate (Complex Care & Commissioning)
24	Put action to protect people from abuse and neglect on a statutory footing, with clear duties on local authorities, the police and the NHS to work together to keep people safe		National Development – Legislation proposed within the draft Care and Support Bill.  Halton are already compliant with current proposals with regard to the Adults Safeguarding Board membership and	Continue as present.	Divisional Manager (Independent Living)

			activities.		
<b>25</b>	<b><i>Rule out crude 'contracting by the minute', which can undermine dignity and choice for those who use care and support</i></b>		<p>Halton do not 'contract by the minute'. The current Domiciliary Care contract follows a person centred approach and recognizes individual choice.</p> <p>Halton have a mechanism in place for ensuring that 15 minute calls for single tasks are appropriate.</p>	<p>The new Domiciliary Care contract will be reviewed over the next 12 months for implementation from April 2014.</p> <p>Commissioners will undertake work to scope best practice and undertake consultation to ensure that this is fed into the review.</p>	Divisional Manager (Commissioning)
<b>26</b>	<b><i>Consult on further steps to ensure service continuity for people using care and support, should a provider go out of business</i></b>		<p>National Development – Consultation expected Autumn 2012.</p> <p>Halton does commission services so that there is resilience in the market for provider failure and this is incorporated into associated procurement and contracting processes.</p>	<p>Review proposals within consultation when published.</p> <p>Need to consider issue of resilience as part of the development of the market position statement.</p>	Divisional Manager (Commissioning)

## Social Care Workforce

Action No.	White Paper Action	Progress within Halton R/A/G	Supporting Commentary	Actions Required	Responsible Person
27	<b>Place dignity and respect at the heart of a new code of conduct and minimum training standards for care workers</b>		<p>National development – Currently out for consultation. Due for publication in January 2013.</p> <p>Dignity &amp; Respect is at the heart of the Qualifications Credit Framework (QCF) Health &amp; Social Care, previously NVQ, at level 2 &amp; 3. HBC continues to invest in providing these qualifications to employees working in the Health &amp; Social Care Sector. A range of training available to employees is underpinned by Dignity &amp; Respect, these are;</p> <ul style="list-style-type: none"> <li>• Safeguarding Adults</li> <li>• End of Life Training</li> <li>• Emotional Health &amp; Well Being</li> <li>• Equality &amp; Diversity</li> </ul> <p>Development of a Dementia Training package is on-going; Dignity &amp; Respect will be a key feature of this training.</p> <p>The Learning &amp; Development Team have developed a Dignity in Care e-learning module at level 1 and are currently working on levels 2 &amp; 3. All the modules are or will be available, free of charge, through HBC's intranet and internet.</p>	<p>Keep developments under review.</p> <p>If more training required, this will increase costs.</p>	Training Manager

28	Offer personal assistants (PAs), and their employers, greater support and training to improve recruitment, retention and the quality of the care and support they deliver		<p>All Direct Payment customers receive support to access Halton Social Care Alliance to access training for PA's.</p> <p>Halton Disability Partnership are working closely with Direct Payments &amp; the Divisional Manager (Independent Living) to provide support to people receiving Direct Payments around Recruitment/Selection, Peer support and Training opportunities.</p> <p>All PA's receive a guide to becoming a PA which provides useful information for PA's.</p>	Keep developments under review	Principal Officer (Direct Payments)
29	Focus the role of social workers on interpersonal support, to promote choice and control, and to better meet people's needs and goals		<p>Social Workers work within a process of self-directed support, supporting people and their families and carers to develop support plans and look at what is important to people, what's working or not working and set goals.</p> <p>Access to Brokerage Services are in place to support people develop their own support plans.</p>	Continue as present	Divisional Manager (Care Mgt.)
30	<b>Appoint a Chief Social Worker by the end of 2012</b>		National development – LAs will have to appoint Principal Social Workers for Adult Services to be responsible for quality assuring the safety of practice and facilitating feedback between front line staff, management and the Chief Social Worker.	Keep developments under review.	Lead Policy Officer (People & Communities)
31	<b>Train more care workers to deliver high-quality care, including an ambition to double the number of care apprenticeships to 100,000 by 2017</b>		<p>National commitment.</p> <p>Local delivery – Current HBC People Plan has a 'talent strategy' element that</p>	Promote use of option amongst Halton care providers for workforce development.	Divisional Manager (Employment Learning & Skills) and Principal Policy

			<p>promotes apprenticeship option.</p> <p>Support for the continuing provision of Health &amp; Social Care apprenticeship training by Riverside College for local care sector employers.</p>	<p>Signpost to National Apprenticeship Service support, and local training provider – Riverside College.</p> <p>Stress financial support for employers.</p>	Officer (ELS)
32	Expand the Care Ambassadors scheme to promote a positive image of the sector, making links with schools, colleges, and careers and job services.		<p>National development – No timescales available.</p> <p>Need to develop scheme in Halton.</p>	Keep developments under review.	Lead Policy Officer (Corporate & Organisational)
33	Establish a new Leadership Forum, to develop the leadership skills and abilities of people at every level of care and support		<p>National development – Forum to be launched by March 2013. Registered Managers will be a key focus of the Forum.</p> <p>Halton holds regular provider forums.</p>	<p>Keep developments under review.</p> <p>Explore linkages from the new Leadership Forum into Halton's Provider Forums and ensure that the training that is currently offered to registered managers provide them with the appropriate skills etc.</p>	Divisional Manager (Commissioning)
34	Strengthen the status of registered managers as critical leaders and advocates for quality care		Halton currently holds this position. We ensure that managers get the support they need and we work with care providers to ensure that they offer regular mentoring and supervision thus ensuring the quality of the care offered by the organisation.	Continue as present.	Divisional Manager (Commissioning)

## Control

Action No.	White Paper Action	Progress within Halton R/A/G	Supporting Commentary	Actions Required	Responsible Person
35	<b><i>Legislate to give people an entitlement to a personal budget</i></b>		National Development – Legislation proposed within the draft Care and Support Bill.  Halton remain committed to this concept and continue to progress the introduction of personal budgets.	Keep developments under review.  There will be an impact on current contracts and market competition – Need to reference in Market Position Statement	Divisional Manager (Independent Living)  Divisional Manager (Commissioning)
36	<b><i>Improve access to independent advice to help people eligible for financial support from their local authority to develop their care and support plan</i></b>		This has been introduced within Halton to a limited extent.	Develop and commission a range of independent advice and support options.	Divisional Manager (Independent Living)
37	<b><i>Develop, in a small number of areas, the use of direct payments for people who have chosen to live in residential care, to test the costs and benefits</i></b>	N/A	National development – Pilots to begin in 2013.	Keep developments under review – Hard to know the impact at this stage.	Divisional Manager (Commissioning)
38	Change the charging system for residential care from April 2013, so that the income that people earn in employment is exempt from residential care charges	N/A	New rule – with effect from April 2013.	Apply rule and change policy and processes accordingly.	Area Manager (Revenue and Benefits)
39	<b><i>Invest a further £100 million in 2013/14 and £200 million in 2014/15 in joint funding between the NHS and social care to support better integrated care and support</i></b>		National Development – Supports the integration agenda. The new funding will also need to cover the costs of the White Paper reforms.  Halton are committed to the integration agenda and various work	Keep developments under review in terms of funding availability.	Operational Director (Integration)

			streams/projects are being taken forward.		
40	Place a duty on local authorities to join up care and support with health and housing where this delivers better care and promotes people's wellbeing		National Development – Legislation proposed within the draft Care and Support Bill.  Halton already does this.	Continue as present.	Operational Director (Integration)
41	Develop plans to ensure that everyone who has a care plan has a named professional with an overview of their case and responsibility for answering any questions they might have		Everyone has a care plan but not necessarily a named professional. If a case is open and active there would be a named care co-ordinator or care manager. This is not the case if closed for review.	Explore options to adhere to requirement.	Divisional Manager (Care Mgt.)
42	<b><i>Work with partners to remove barriers and promote the widespread adoption of integrated care (linked to 40)</i></b>		Numerous projects/work streams in place to promote integrated care such as Integrated Hospital Discharge Teams, development of Multi-Disciplinary Teams within GP Neighbourhoods etc.	On-going evaluation and continue to explore further options for future developments.	Divisional Manager (Intermediate Care)
43	<b><i>Develop models of co-ordinated care for older people (linked to 40)</i></b>		See 42	See 42	Divisional Manager (Intermediate Care)
44	Improve the access that people living in care homes have to a full range of primary and community health services		Review currently taking place in terms of improving access to services such as GPs etc. by people living in care homes, via the multi-agency Care Homes Project.	Continue with current review, which is scheduled to be completed December 2013.	Divisional Manager (Intermediate Care)