

PART 1 - PUBLIC

Decision Maker: **Adult and Community PDS Committee**

Date: **25th January 2011**

Decision Type: Non-Urgent Non-Executive Non-Key

Title: **RESTRUCTURE –CARE MANAGEMENT AND ASSESSMENT
TEAMS IN ADULT AND COMMUNITY SERVICES**

Contact Officer: David Roberts , Assistant Director - Care Services
Tel: 020 8313-4197 E-mail: david.roberts@bromley.gov.uk

Chief Officer: Terry Rich - Director - Adult and Community Services

Ward: Borough- wide

1. Reason for report

This report outlines the impact on people requiring services from the Department of the restructure of the care management and assessment teams for adults with a physical disability and older people which was agreed by the Executive on 8th December 2010. This structure is designed to improve the response to service users and is based on the Customer Journey agreed by the Portfolio Holder on 21st September 2010.

2. **RECOMMENDATION(S)**

The PDS is asked to:

- (a) consider the impact of the agreed proposals for restructuring within the Care Management and Assessment Teams,
- (b) consider how the changes resulting from these proposals should be reported to PDS so that they can assess whether the objectives have been achieved.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Excellent Council.
-

Financial

1. Cost of proposal: Estimated cost Estimated one-off cost resulting in ongoing savings of £39k per annum
 2. Ongoing costs: N/A.
 3. Budget head/performance centre: Assessment and Care Management
 4. Total current budget for this head: £5,128k Staffing costs
 5. Source of funding: Funding for one-off costs agreed by Executive on 8th December 2010.
-

Staff

1. Number of staff (current and additional): 120 approx
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory requirement.
 2. Call-in: Call-in is applicable
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough-wide services to Bromley residents, currently over 10,000 people receive social care services.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The Supporting Independence in Bromley programme aims to promote independence of adults and older people with a disability through greater use of short-term rehabilitation coupled with service user choice and control for those people who meet the eligibility criteria, together with advice and support to enable use of mainstream services for those who do not.
- 3.2 This approach is consistent with the requirements of the recent Government guidance on the transformation of adult social care (LAC (DH) 2009 1) and the 2010 White Paper on the NHS.
- 3.3 Proposals for an outline structure of the care management and assessment teams were agreed by the Portfolio Holder on 21st September 2010 based on a Customer Journey, attached as Appendix 2. This incorporated the Reablement Service which had been reported to this PDS Committee on 29th September 2009.
- 3.4 This outline structure has been developed further and has now been agreed by the Executive, at their meeting of 8th December 2010. The current structure and the agreed new structure are set out in Appendix 1. Whilst there are efficiencies and a reduction on the number of management posts, there are the same number of front line staff in the new structure as were in the previous structure.
- 3.5 These changes were subject to full consultation with staff, Trade Union and Departmental Representatives and Staff Side Secretary in line with the Council's procedures on managing change in the workforce.

Short Term Intervention

- 3.6 People are usually referred to the Department at a time of real difficulty and require a swift response. The Council's Customer Contact Centre provides an effective universal service giving advice and guidance to those who can meet their needs from mainstream services and transferring those who need assessment and specialist services to the appropriate team. This service includes a dedicated team for those with social care needs, Bromley Social Services Direct (BSSD). This restructure enhances BSSD with additional staff to increase the level of advice and guidance given to enable people to access mainstream services and reduce the number unnecessarily going through a full assessment.
- 3.7 The Care Management team based at the Princess Royal University Hospital will continue to assess in-patients and arrange for services for those needing them on transfer from hospital, with many people being transferred directly to the Reablement Team described below.
- 3.8 A Reablement Team will give a combination of assessment and personal assistance to those who would usually be provided with domiciliary care. This active service will promote independence and assist people to regain confidence, including those with high levels of need. As a result it is anticipated that fewer people will require on-going personal care services. But for those who do, it will determine the exact level of Council funded assistance that is needed.
- 3.9 Intermediate Care will be strengthened and will work alongside the Reablement, Hospital and Contact and Assessment Teams to provide specialist rehabilitation to enable people to continue to live at home.

Complex Care

- 3.11 Some of people referred to the Department have complex and variable needs which require a flexible service, regular contact and interventions. Usually this is associated with complex health needs. This service will include specialist staff such as Stroke Care Co-ordinators and the Consultant Lead Practitioners so that people received assessments and reviews by staff with the relevant specialist knowledge. It is also intended that work will progress with the emerging Bromley Healthcare to develop an integrated service with District Nurses and other community NHS staff working alongside care management staff. Through these developments it is believed that we will be better placed to meet complex needs in a more cost effective manner avoiding duplication of effort and resources.
- 3.12 There will be two Complex Care Teams based in the East and the West of the borough to maximise joint work with the GPs and the community NHS staff in Bromley Healthcare. These teams will be based in the existing offices in Orpington and Penge.
- 3.13 A Review and Brokerage Team will carry out the support planning for those with complex care needs and also the annual reviews for those receiving a funded service. This team will support the increased use of Direct Payments and seek innovative ways of meeting needs so that there is a wider range of services available to all.
- 3.14 Whilst Adult Safeguarding will remain the responsibility of all teams, the complex care teams will be responsible for those cases requiring detailed assessment and those with complex issues requiring a longer term intervention.

4. POLICY IMPLICATIONS

Promoting the Independence of Adults and Older People is one of the key objectives set out in the Council's strategy "Building a Better Bromley". Promoting choice, personalisation and Independence is the overall aim of the ACS Portfolio Plan. The new structure will improve performance on these objectives as well as those set out in the Government's White Paper "Equity and excellence: Liberating the NHS", in particular building partnership and integration with NHS community services.

- 4.2 Progress on the Supporting Independence in Bromley Programme (SIB) was reported to PDS on 24th February 2010. Reablement is a key component of this programme both to ensure that people have as much independence as possible, and also to reduce spend. A swift response to need with an active programme to restore confidence and function will result in higher levels of self-care and lower demands on the budget which will avoid the need for additional service cuts given the reduction in revenue support to the Council from the Government.
- 4.3 It is forecast that as many as 1,500 people each year would benefit from the combination of assessment and rehabilitation provided by Reablement. Embedding this service into the care management structure will maximise the impact of the service which needs good communication between all staff working with each individual.

5. FINANCIAL IMPLICATIONS

- 5.1 The proposed restructure of the care management and assessment teams will achieve ongoing savings of £39k per annum.
- 5.2 The financial implications relating to these proposals were reported in detail in a Part II report to the Executive on 8th December 2010.

Non-Applicable Sections:	Legal, Personnel
Background Documents: (Access via Contact Officer)	<p>Transforming Adult Social Care Local Authority Circular(DH) (2009) 1</p> <p>White Paper “Equity and excellence: Liberating the NHS” 2010</p> <p>“Assessment and Re-ablement Service” report to A&C PDS 29th September 2009</p> <p>“Supporting Independence in Bromley Programme - Changes to Care Management Arrangements” Report to A&C PDS and A&C Portfolio Holder 21st Sept 2010</p> <p>“Proposed Restructure – Care Management and Assessment” Report to Executive 8th December 2010</p>