

Adult Social Care and Communities

Scrutiny Committee –

Report from Commissioning Director: Adults and DASS

Safeguarding

The need for an online Adult Social Care safeguarding referral form had been identified as part of Adult Single programme improvements in 2018. Analysis over many years indicated the phone and email contact from partners sharing concerns regarding Adults at risk of abuse or neglect were keen for an online solution. The contact options to date have been via the Adult Helpdesk, Adult social care generic email, the Safeguarding Team professional telephone helpline and the safeguarding team enquiry email. Analysis of the contact data indicated that the data quality shared was often insufficient to make a determination resulting in outbound calls being made by the Adult helpdesk staff and the safeguarding team staff. This often resulted in delay and piecemeal information as the referrer could be working a shift pattern making it difficult to accurately capture the concerns.

Staff from the Adult Helpdesk, Safeguarding team and planning and performance have been working together to create, test and go live with the Adult Social Care Safeguarding Adults Referral Form. The safeguarding team staff worked from the Adult Helpdesk in July and August of 2019 to review contacts and training needs for the Customer Service Officer's (CSO's) and management which has been delivered over the last few months. Clear escalation lines have been agreed between the Adult Helpdesk management team and the Safeguarding team.

On Monday 3rd February 2020 the Safeguarding team were able to shut down the professional telephone helpline and re-direct enquiries to the website <https://www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/report-suspected-abuse-safeguarding-adults-at-risk/> and the Adult Helpdesk. Although it is very early days, the form has been welcomed by our partner organisations, who have access to a useful 24/7 access channel and reporting tool. The quality of referral data is improved, supporting colleagues in the Safeguarding team to make decisions in a more timely way – whether that outcome is the requirement to raise a Safe1 or identifying a training need in a home. The high number of ad hoc interruptions to the Safeguarding team has significantly reduced. Initial data suggests that the increase in contact to the Adult Helpdesk is principally via the online form and not via the helpdesk phone lines. The ongoing learning from this change in contact will be monitored and reporting via in phase and the Adult Social Care Senior Management Team (ASMT).

GIS

GIS (Healthcare) is a County Council service, operating as the in-house provider of community medical equipment, aids and adaptations that enable service users in Gloucestershire to live at home, or return home from hospital or intermediary accommodation. They are responsible for the delivery, collection, refurbishment and servicing of the community equipment. GIS (Healthcare) continue to provide a service that meets all the service specifications and hold a number of accreditation awards. They have been recently reassessed for the Quality Award ISO 9001:2015 and I am pleased to say they have been successful in retaining this award.

Employment Projects – Update

We are still seeing good outcomes across all of our employment programmes with momentum growing both locally and nationally.

Our GCC delivered service Forwards continues to work closely with both Adults and Children's services to provide intensive support to people primarily but not exclusively with Learning Disabilities and Autism. The service also supports the transition of young people leaving education by establishing clear employment pathways preventing them from accessing social care services. We have seen an increase of the number of people wanting help to stay in work and our reputation is growing in this area so we are starting to monitor the impact this has on our business.

The Gloucestershire GEM Project which helps vulnerable people access employment, education and training has been extended by 2 years with further funding from the European Social Fund and National Lottery Community Fund. It delivers outcomes for people furthest from the labour market. Over the last 3 years 365 people have found work through GEM which means the project helps someone into work every 3 days. Over 1200 people have engaged with the project of which 55% have declared a disability or work limiting health condition.

Both Forwards and GEM have gained local and national recognition particularly round the strategic influence the projects have on the wider community, the delivery model and also the outcomes we have achieved. The interest in our work centres mainly round our networks, relationships with community providers and the collaborative way we work to ensure the best outcomes for people in Gloucestershire. In December NHS England (NHSE) and the Department for Work and Pensions (DWP) Work and Health Unit conducted a deep dive into our employment projects. We are one of their case studies sharing best practice and we will be part of their film which will include people who have benefitted from our programmes, service leads and delivery partners.

Department for Work and Pensions (DWP) are interested in the GEM Project as a potential model for future programmes and we maintain our strong relationship with national policy leads. They have also commented positively about our “inclusive” approach to employment as we acknowledge a person’s wider support needs rather than concentrating on their disability.

We have new projects in the pipeline including a targeted employer resource and initiatives to open up opportunities support for young people who are not in education and employment or training (NEET) of which we know a significant number will have some form of health condition.

Outcomes – April – December 2019

Number of people with a disability into a paid job outcome 110 (target 56)

55% of interns went into work within 1 month of leaving their internship (target 50%)

85% of people who have found work with Forwards have remained in work for more than 52 weeks (target 75%)

The current % of people with a learning disability who are in work in Gloucestershire is 25% (Sept 2019) against a target of 15%.

Enhanced Independence Update

Community Based Pathway

The specification for the community based “Home First” service has been agreed and presently Gloucestershire Health and Care Trust are putting together an implementation plan; to demonstrate how they will mobilise the service, manage the staffing cohort, link with adult social care and supply therapy.

There is continued work aligning the discharge system to ensure that people leaving hospital follow the right pathway, with home as the default. Commissioners are working with health partners to ensure the development of the Transfer of Care Bureau, which will carry out multi-agency triage into the services; fundamentally to maintain access criteria and suggest appropriate support.

As soon as the implementation plan has been agreed, consultation with the staffing team can commence and recruitment for additional members of staff can proceed.

Bed Based Pathway

The specification has been agreed with The Orders of St John Care Trust and negotiations are in train regarding the locations of the sites across the county and the number of beds on each site. Commissioners are meeting in March to begin this work. There is still a hope of having one of the sites up and running by end of April, depending upon any adjustments needed to the property.

It is currently expected there will be 72 reablement beds, 12 discharge to assess beds and 10 non-weight-bearing beds across 4-6 sites.

Adult Mental Health

Approved Mental Health Professionals (AMHP)

Over the past 3 years we have been working with NHS colleagues to recommission our model of AMHP delivery. This project was divided into 3 phases:

- **Phase 1:** Extended Hours AMHP Hub provided by GHC working in partnership with GCC Emergency Duty Team.
- **Phase 2:** Commissioned GHC to provide 24/7 AMHP Hub service supported by a range of community AMHPs working in GCC/GHC.
- **Phase 3:** Delivery of 24/7 Hub and spoke model with agreed recruitment, retention and training strategy.

Phases 1 and 2 are complete and we are now working with GHC on the final phase. The transition from the old model to the new has been very successful. ASMT recently approved a new procedure relating to the approval of AMHPs that provides greater assurance regarding AMHP competency (key statutory duty for GCC under the Mental Health Act (193/2007)).

Mental Health Social Work Service

Remodelling of the existing integrated service model for adults with mental illness has been an aspiration of the commissioning team but until the AMHP service re-design was complete it was difficult to progress. As stated above the AMHP project has progressed sufficiently to enable us to commence this work with colleagues at GHC. In addition we have been piloting a new co-produced integrated assessment process within GHC (entitled the Integrated Accelerator Pilot – IAP). Learning from this pilot will be embedded into the new Mental Health Social Work model provided by GHC.

Mental Health Supported Accommodation

Since taking over responsibility for this area on 1st April we have conducted a comprehensive review of the services provided. The review's recommendations were shared with the Joint Commissioning Partnership Executive. We are currently working with colleagues from GHC to implement those recommendations.

Employment Support for Adults with Mental Illness

Following an independent review of the Better to Work service provided by GHC we have been successful in receiving transformation funding from NHSE to develop the existing service commissioned by GCC. We will use the funding to increase the range of employment support available to adults with Serious Mental Illness as well

as exploring opportunities to strengthen the relationship with other employment initiatives.

Mental Capacity Act 2005/Liberty Protection Safeguards

In July 2018, the government published a Mental Capacity (Amendment) Bill, which passed into law in May 2019. It replaces the Deprivation of Liberty Safeguards (DoLS) with a scheme known as the Liberty Protection Safeguards. Simon Thomason is currently steering the developments of the Mental Capacity Act and Liberty Protection Safeguards. We are waiting for the Code of Practice to be published as it has been delayed.